

Thonburi Healthcare Group Pcl.

Code of Conduct for Director, Executives and Employees

Thonburi Healthcare Group Pcl. operates its business by adhering to the corporate governance guideline issued by the Stock Exchange of Thailand (SET). Code of Conduct was prepared and used as guidelines for Directors, executives of all levels and employees to perform their duty with honesty, integrity and ethics, to maintain the company's reputation, to behave appropriately as a professional and to be responsible to the economy and society. The Code of Conduct shall be used as a guideline for business operations and acknowledged by Directors, executives, employees and all concerned parties. The Code of Conduct details are as follows:

1. Practice guideline for the company's business operation

1.1 Legally operate the business

- (1) The company shall operate its business legally
- (2) The company shall encourage Directors, executives and employees to respect and comply with related laws

1.2 Operate business for the benefit of the economy, society and the environment

- (1) The company shall operate business that is beneficial to the overall economy
- (2) The company shall operate business with respect to culture and tradition and without causing damage to the general public
- (3) The company shall have responsibility towards the society and community, including supporting activities that promotes the betterment of the society and environment

1.3 Treat all concerned parties with fairness

- (1) The company shall protect the benefit of all stakeholders with fairness
- (2) The company shall assure that stakeholders' rights are well protected by law
- (3) The company shall treat its customers with sincerity and fairness and be willing to help
- (4) The company shall create pleasant work environment and without threat in all form

1.4 Disclosure of Information

- (1) The company shall sufficiently, timely, accurately, completely, transparently and regularly disclose significant information in compliance with the regulations set by the Securities and Exchange Commission (SEC) and the Guidelines on Disclosure of Information of Listed Companies.
- (2) The company shall not cause confusion or misunderstanding among stakeholders in the essence of the disclosed information

1.5 Treatment of Employees

- (1) The company shall take good care of employees and provide appropriate employee benefits
- (2) The company shall equally treat all employees without discrimination
- (3) The company shall support and promote activities that enhance relationship between employees and between the company and employees.
- (4) The company shall promote knowledge enhancement and career progress for employees.
- (5) The company shall provide fair employee remuneration.

1.6 Creation of Corporate Values Focusing more over Corporate Benefits

The company shall promote and encourage all employees to value corporate benefits over personal benefits.

2. Board of Directors' Code of Conduct

The Board of Directors shall have clear guideline in accordance with the company's Code of Conduct. The directors shall always be aware that its duty is not only the commitment and responsibility towards the company and shareholders but also towards business partners and other stakeholders. All stakeholders' benefit is therefore the ultimate guideline for the Board of Directors' conduct which is as follows:

2.1. Honesty, Fairness, Morality, Carefulness and Prudence

- (1) A Director shall perform his/her duty with integrity, honesty, morality, carefulness and prudence.
- (2) A Director shall perform his/her duty in accordance with the rules, regulations, objectives and order of the company, the Board of Directors' resolution and the shareholders meeting's resolution
- (3) A Director shall sincerely perform his/her duty for the benefit of the company and independently from the management or interest group and shall not use personal benefit as the base for making decision on the company's business activities.
- (4) A Director shall perform duty at his/her best capacity and shall not hold position in other organization that operates similar or competing business. In case a director holds a directorship or management position in other company, the Board of Directors shall acknowledge this and have no objection within 6 months after the director takes such position in other company. It is the director's responsibility to report to the shareholders' meeting of such directorship before the shareholders have a resolution appointing the person as a company's director.
- (5) The Board of Directors shall protect the benefits of shareholders and equally treat all stakeholders.

(6) The Board of Directors shall take any action with honesty, integrity and ethics and shall make decision for the benefit of the company.

2.2 Information Confidentiality

(1) A Director shall not intentionally and unintentionally disclose the internal information about the company, customers, employees and business operations to outsiders excepted approved by the company or when the disclosure is part of the Director's responsibility.

(2) A Director shall not use the information obtained on duty for personal and other's benefit and not for the company's benefit.

2.3 Disclosure of Conflict of Interest

Directors shall disclose benefits received from personal and other businesses as well as other matters that may have conflict of interest.

2.4 Legal Compliance

Directors shall respect laws, rules and regulations related to business operations.

2.5 Gift and Other Benefits

Directors shall not abuse authority to gain benefits from business partners, suppliers and people seeking opportunity to do business with the company.

3. Code of Conduct for the Management

3.1 The management shall not disclose confidential information about the company, customers, employees and business operations with or without intention to outsiders unless approved by the company or it is part of the management's responsibility.

3.2 The management shall behave and act within the moral norm, refrain from inappropriate behaviour and sincerely make decision for the best benefits of the company, customers, shareholders and employees.

3.3 The management shall perform their duty with carefulness, honesty, integrity, care and with vision in order to become a role model in promoting efficiency, effectiveness and ethics in order to achieve the company's goals.

3.4 The management shall politely treat employees and justly supervise subordinates and shall not abuse their authority.

3.5 The management shall demonstrate their commitment to moral norm and ethics by behaving well so as to be the role model for employees, promote good work environment that enhance ethical practice, and have commitment to prevent unethical practice in any form.

3.6 The management shall promote employees' capability and efficiency enhancement, provide appropriate employee benefits, be sincere and respect the rights and opinion of employees

4. Code of Conduct of Employees

To promote efficient operations and happiness in the workplace, employees shall follow the guideline below:

4.1 Self Practice

- (1) Employees shall strictly respect the company's rules and regulations.
- (2) Employees shall perform their duties with honesty, sincerity and diligence and shall continually improve work efficiency for the benefit of employees and company.
- (3) Employees shall have positive attitude towards the company, respect and follow the instruction of supervisors provided in accordance with the company's policy, rules and regulations.
- (4) Employees shall perform their duties to their best capability and knowledge in efficient manner and according to the standard and scope of responsibility
- (5) Employees shall behave within the moral norm framework and refrain from unethical behaviours.

4.2 Practices towards Colleagues

- (1) Employees shall promote unity, care and sharing and do not cause conflict that may cause damages to other persons and the company
- (2) Employees shall treat colleagues with amicability, sincerity and respect and do not unveil colleagues' professional and personal information to others or criticize them in a manner that may damage the person's or the company's reputation
- (3) Employees shall refrain from giving and receiving high value gifts or for future benefits or cause negative perception towards employees or colleagues or subordinates and supervisors.

4.3 Practices towards the Company

- (1) Employees shall have respect and be loyal, sincere and committed to the company and to protecting the company's reputation.
- (2) Employees shall not abuse own authority for personal and other's direct and indirect benefits that may also cause damages to the company.
- (3) Employees shall immediately report to supervisors the matters that may have negative impact on business operations and company's reputation.
- (4) Employees shall keep the company's confidential information and must not disclose information, news, innovations both in terms of intellectual property and products, to outsiders,

which may cause damages to the company, and must not use information obtained within their capacity as employees to their own benefits.

(5) Employees shall protect the company's benefits and property and maintain them in good conditions so as to optimize their use without wasting or causing immature damages or loss.

4.4 Avoid Practices that May Cause Conflict of Interest

(1) Employees shall not use their authority or abuse their position for own or friends and relatives' interests and shall not operate business in competition to the company

(2) Employees shall not directly and indirectly operate business that is competing with or having conflict of interest with the company

(3) Employees shall not have financial benefits or relationship with customers and suppliers in capacity as their owners, partners, shareholders, directors, creditors, debtors or advisors. In case employees do, they must report to the immediate supervisors.

(4) Employees must not ask for or collect money or any returns from customers and business partners except for the expenses and fees normally collected by the company.

4.5 Treatment towards Customers

(1) Employees shall always provide good quality services with honesty and integrity, inform customers of their rights and perform their duty in protecting the benefits of the customers.

(2) Employees shall provide services to customers with correctness, speed, sincerity and politeness.

4.6 Treatment towards Business Partners

(1) Employees shall treat business partners with honesty, sincerity and equitability.

(2) Employees must not disclose business partners' confidential information and business information to others and must not defame or incriminate business partners

(3) Employees shall not have any financial relations or receive benefits from business partners, e.g. joint venture, lending or borrowing money, etc.

(4) Employees shall not ask for benefits from business partners for the services provided on duty and within scope of responsibility.

(5) Employees shall not receive or entertain or provide any incentives, benefits or high-value gifts. Employees shall not receive gifts or offers from business partners in such a way that employees have to act in favor for the business partners, which is against the company's practice guideline.