

# Corporate Social Responsibility

The Company realize about the role mission and responsible governance under business policy alongside with the responsible personnel community and social as well as those related parties including environmental impact formed by the process of service healthcare safety of patients and hygiene of staff at all levels. Therefore, it has been set the policy of Corporate Social Responsibility responsible governance as well as ethics in business and can take the practice seriously and continuously. Which is considered the core mission of the organization.

Moreover, The Company also focused on responsibility and good retaliation back to society. As one of the organizations that provide quality health services to the public according to international standards alongside with the implementation of a sustainable business.

## Corporate Social Responsibility

The company has established business operations by focusing on social responsibility environmental and stakeholders according to the social responsibility of business 8 segment under the rules of the Stock Exchange of Thailand for taken a pragmatic approach strictly.

### Policy and Practicality to social

#### 1. The operation with impartiality

1.1 The promoting socially responsible on suppliers, purchasing, provide and treat to customers. Having regard to the faithful, obvious and mutual benefit with partners seriously.

1.2 The Fair Competition such as no disinformation or using any other method that does not comply with the rules.

1.3 The rights and equitable treatment of all shareholders. The protection of shareholders' benefit and rights which including the rights to receive dividend and continuously acknowledge company's information

at suitable time and continuously. The company also has a duty to publish information in a transparent manner by pass the Shareholders' Meeting which focus to giving priority to shareholders equally without any prejudice.

1.4 Recognizing the important group of stakeholders. Whether the personnel within the organization or external organization stakeholders such as Shareholders, clients, creditors, suppliers, the community Government agencies and other relevant organizations. These are able to build long-term stability to the organization.

#### 2. Anti-corruption

2.1 Companies have always recognized that Stakeholders themselves and the need to practice the rules strictly .

2.2 Companies should not support the corruption such as grafting, receiving gifts or any benefits which are not appropriate. If examination and meet such actions will be punished according to the regulations of the company.

#### 3. Respect for human rights

3.1 The promotion to practice according to the regulations of human rights under international standards to cover all departments, whether employees, community and social surroundings. By fixing the channel for complaints, review process including suitable compensation.

3.2 The hospital have to practice according announcement of the rights of patients because the patient as a person who must help both body and mind. So the patients. So, the patient is importance individual need to get protect rights for good relations and trust each other between the hospital and a patients.

#### 4. The practice to workers fairly

4.1 Respect for the right to work and not discrimination, do not be force for punish, no child labor, respects for the rights and freedom for association bargaining union law.

4.2 The Social Protection such as the protection of working conditions for employees, wages and compensation, date-time of work, vacations, penalties , welfare , healthcare and various guarantee.

4.3 The protection about health and safety on work. Promoting and maintaining high standards of well-being, both physically and mentally.

## **5. Responsibility to consumer**

5.1 The patients should be receive the rights basic care. Whether healthcare and product pricing sensibly and not misleading Information about goods and services including the product label must specify the method used, warning correctly.

5.2 Manufacturing safe products and do not affect the health of consumers.

5.3 The information of all clients need to be kept secret and should not be disclosed to the public unless required by law or authorized by the customer directly.

5.4 Managing customer relationships both before and after the sale for instance return product back on time define, warranty, compensation for damages, review and improve the complaint continuously, to listen to the opinions of consumers etc.

5.5 The development product and service of business to provide benefits to society and the environment. Products and services must not cause adverse effects on health society and the environment should be designed the product is easy to use, quality and reasonable price.

5.6 Giving to knowledge and information needed to decide on buying goods and services.

## **6. Environmental protection**

6.1 Planning, management control and prevent pollution in hospitals and communities.

6.2 The using of resources in the right amount.

## **7. Participation in development the social and community**

7.1 Participation in community by provide the activities to improve quality of life and health and provide an opportunity for the stakeholders to participate in an exchange of ideas with each other.

7.2 Promote and support participation in education between the hospital and community.

7.3 Healthcare and promoting health. Including support for disease prevention in community.

7.4 Establishing mutual cooperation between community and hospital.

## **8. The Innovation and the dissemination of innovation**

The promoting to positive activities to create effectively and efficiently and developed of knowledge and new ideas by focusing on the exploitation of the new initiatives with social responsibility. Innovation must be targeted to benefit the company or to bring benefits to the wider society and has a positive impact to stakeholders.

## **Operations of responsibility in process of business Shareholder**

At present, Business must race against time so, the various information necessary for the decision. The company has provide a channel of access to information related to the company. Whether the company's website [WWW.VICHAIVEJ.COM](http://WWW.VICHAIVEJ.COM) which can be found at the Investor Relations menu. There are provide to service about the various information, as well as the movement of the company for shareholder and investors have been informed.

## **Customer and Consumer**

The company focuses on the rights of patients to assess costs to be used as a factor in the decision to use the service. The company will provide service agencies for information and advice on the rights of clients 24 hours.





Companies have realized 10 patients' rights, according to the Medical Council of strictly defined by fixed the individuals in the organization need to kept a secret of patient including medical history.

The company has set of indicators (KPI) for as a tool to measure the performance of employees in each department and each level which may have an impact on the service these include: the number of incidences in the complaint of patient safety. This also includes preventative measures to secure the lives and property of our customers.

### Personnel

The company has set a policy to develop human resources to comply the vision, mission and goals of the business. The company has developed the capacity of personnel to be knowledgeable in the operation as well as keeping the organization's personnel that are able to remain with the organization in the long term.

Companies has provided training by focusing on training with the professional standards of each profession. Therefore, it was determined that all employees have to go through the process of training a minimum of 20 hours/person/year. Especially, The medical personnel. In 2015, The average amount of training hours per employee is equal 22.17 hours/person/year. This is in accordance with company policy.

### The business impact of corporate social responsibility.

In December, 31 2016 The Company is not legal dispute related to corporate social responsibility or environmental impact.

### Activities to benefit society and the environment Vichaivej International Hospital Omnoi

The Happy Workplace Project, happy organization development is the attempt to perform activities to achieve the goal of Happy 8. By encourage employees to connect with each other in organization with participate in activities on a voluntary basis such

- **Happy Body Club:** The club that focuses on health activities under the project "Goodbye obesity" by 95 percent of participants will gain a better understanding about their own health care and 80 percent of those trained will behavior health care better.

- **Happy Heart Club:** The club that focuses on sharing happiness such as singing happy birthday to employees together with HR to bring gifts given to employees who have birthdays that day. And in cases of patients is admitted to the hospital on birthday, the club will be singing happy birthday to the patient to deliver smiles to patients.

- **Happy Money Club:** The club that focuses on financial management maximizes the benefits. There will be activities for knowledge about financial management.

- **Happy Relax Club:** The club that focuses on relaxation and happiness of handicraft By teaching handicrafts such as bracelets, rings and key chains, by teaching every 3 months for 1 times, last Friday in the month.

- **Happy Brain Club:** The club that focuses on learning from data sources on the Internet. To develop knowledge and keep pace with new technology by use the blogs to educate and share knowledge with the knowledge of employees through blogs.

- **Happy Soul Club:** The club that focuses on a moral in lifestyle. There will be the merit making once a month on the first Friday of every month.

- **Happy Society Club:** The club that focuses on socially conscious, community and voluntary activities projects to create public benefit such as donations to help in the wilderness and to encourage the elderly in elderly care center.

- **Happy Family Club:** The club that focuses on creating a happiness family by inviting family members of employee to attend activities such as donation to

help the orphanage, disadvantaged and the elderly.

Employees can participate in activities on a voluntary basis or become member in every club. A praiseworthy example for the Happy Body Club is that 127 employees were able to lose weight and restored their BMI value from overstandard to standard level, in which there was a contest and prize given to the winner.



1. The Orthopedic Center organized a medical seminar on “The “Joint” Surgery Innovation, Small Surgery Wound...Speedy Recovery, and Operable on Any Joint” to provide knowledge on orthopedic diseases and knee and hip joint replacement operations that adopts the minimally invasive surgery technique with less discomfort and speed recovery. The seminar was hosted by an expert lecturer Dr.Bavornrat Vanadurongwan, Orthopedic Surgeon and expert on sports science. The event featured the free physical fitness test by the sports scientists and sports medical experts, and bone mass density test for attendees.

2. An activity was organized in collaboration with Akedaroon School to provide a special lecture for parents on the parent orientation event under the topic of “Good Development ... Starts with Parent”.

3. A training session was held for quality pregnancy under the concept of “Undergo 9 Months of Pregnancy as a Happy MOM” to provide knowledge for care for mom-to-be and her baby. The session was hosted by Dr.Vijit Phanitthum from Department of Obstetrics and Gynecology, and assisted by a team of nurses, traditional medicine experts, and physical therapists to give useful information and recommendations for attendees.

4. Vichaivej International Hospital Omnoi in collaboration with Thai Red Cross, Ratchaburi Center, hosted a blood drive session participated by doctors, nurses, employees, and healthy medical service recipients, for use in the operations of Thai Red Cross.

5. The Healthy Roadshow caravan was on tour to provide free screening service for blood vessel aging, blood pressure, and diabetes for employees and shoppers at Central Department Store Salaya.

6. The Health Promotion Department organized the Germ-Free, Safety, Prudence... and Wash Your Hands Activity at various spots in the hospital to encourage the general public to wash hands correctly to maintain hygienic, disease-free, and safe environment.

7. The Health Promotion Department organized a seminar on disease prevention (How to wash hand correctly) and first aid at the Omnoi Municipal School.

8. The Health Promotion Department arranged for a health troop to teach students of the Phra Pathom Wittayalai School in Nakhon Pathom province.

9. The Health Promotion Department launched a public relation unit to promote the correct hand washing technique to students of Saint Peter Thonburi School to prevent communicable diseases in children.

10. Vichaivej International Hospital Omnoi provided integrated office desks to the Kra Toom Ban Provincial Police Station for investigation service.

11. Vichaivej International Hospital Group in collaboration with the Liver Foundation organized “Liver Lover” event to offer free liver enzyme value service to the general public as well as provide knowledge for taking care of their health in order to stay clear of liver disease.

12. Organized activity on World Kidney Day under the project called “Love Kidney...Take Early Care” in order to provide service of kidney disease screening as a campaign calling people to take care of their health and stay clear of kidney disease.

13. Organized activities to screen diabetes condition for the general public and educate as well as advise about diabetes under the project called “Diabetes Care, Less Medicine, More Relief” so that people realize the need for taking care of their health and preventing diabetes disease.

14. Vichaivej International Hospital Omnoi organized the “Family Planning for Insured Women”

15. Organized VICHAVEJ AEROBIC CLUB which was established in 2006 and at present, there are 225 members. The objective is to encourage the people of Omnoi, Omyai, and Sampran communities to exercise so that they have good health, every Monday-Friday at 17.30 – 18.30 hrs.

16. A Yoga for Health Club was open for service in 2016. Currently, there are 31 members. The objective is to encourage members of communities in Aomnoi, Aomyai, and Sampran to exercise more. Classes are available on Tuesdays and Thursdays from 17.30 hrs. – 18.30 hrs.

17. The Zoomba Club was open for service in 2016. Currently, there are 24 members. The objective is to encourage members of communities in Aomnoi, Aomyai, and Sampran to exercise more. Classes are available on Mondays from 17.30 hrs. – 18.30 hrs.

18. The Ballroom Club was open for service in 2016. Currently, there are 17 members. The objective is to encourage members of communities in Aomnoi, Aomyai, and Sampran to exercise more. Classes are available on Wednesdays and Fridays from 17.30 hrs. – 18.30 hrs

19. Organized training project to provide knowledge about health in school and workplace on a regularly basis since 2006 whereby in 2016, trainings were organized for 8 schools covering 4,236 participants and 28 workplace covering 5,657 participants.

20. Safety Week activities in the workplace were held and included exhibitions, counseling on health problems plus a variety of health-related games covering altogether 19 companies in 2016.

21. Vichaivej International Hospital Omnoi provided health support for students with overnutrition and malnutrition conditions under the project "Right Nutrition and Healthy Thai Children" covering 5 schools with 134 students participated.

22. Vichaivej International Hospital Omnoi participated in promoting proper dental care for schoolchildren by providing oral check and fluoride application with 4 schools

23. Health check up for the elderly by joint activities with Municipal Omyai in a primary health counseling for 2,000 elderly people.

24. The Sports Medical Science Troop was launched to provide physical fitness test at the King's College Sampran Mini-Half Marathon No. 15 for the HRH Princess Maha Chakri Sirindhorn Royal Trophy.

25. The Quality, Safety, Healthy recreational activity was held to provide knowledge on nutrition and self-screening for breast cancer for communities and companies such as Betagen Co., Ltd.

26. Vichaivej International Hospital Omnoi participated in the volunteering medical unit providing medical service at Sanam Luang as a royal tribute in the royal chanting ceremony of King Rama IX.



### Vichaivej International Hospital Nongkhaem

1. Vichaivej International Hospital Group in collaboration with the Liver Foundation organized “Liver Lover” event to offer free liver enzyme value service to the general public as well as provide knowledge for taking care of their health in order to stay clear of liver disease.

2. Vichaivej International Hospital Nongkhaem joined the volunteering medical unit providing medical service at Sanam Luang as a royal tribute in the royal chanting ceremony of King Rama IX.

3. Vichaivej International Hospital Nongkhaem collaborated with the Nongkhaem District Office to provide umbrellas to merchants in Nongkhaem district.

4. Vichaivej International Hospital Nongkhaem provided 1 set of computer and printer to Nongkhangplu Police Station as well as a set of printer to Nongkhaem Police Station.

5. Vichaivej International Hospital Nongkhaem arranged for a first-aid training session for boy and girl scouts of Assumption Thonburi School.

6. Vichaivej International Hospital Nongkhaem provided a first-aid training session to 20 companies and preliminary CPR for 4 companies.

7. Vichaivej International Hospital Nongkhaem arranged for the weight loss activity for 3 schools.

8. Vichaivej International Hospital Nongkhaem held a session to provide knowledge for nutrition for 2 companies.

9. Vichaivej International Hospital Nongkhaem provided a free medical check-up for the Father’s Day event at Assumption School



### Vichaivej International Hospital Samutsakhon

1. Vichaivej International Hospital Samutsakhon organized a CSR activity in collaboration with Thai Union Group PLC. and Thai Union Manufacturing Co., Ltd. under the health promotion for mother and children at production facilities and communities program during January and December 2016. A collaboration was also made with the Samut Sakorn Public Health Provincial Office to present certificates to 2 production facilities, recognizing these 2 entities as the pilot organizations promoting hygiene of mother and children.

2. Vichaivej International Hospital Samutsakhon joined hand with Pattaya Food Industry Co., Ltd. to organize an MOU signing ceremony for the Bright Smile and Strong Teeth for Primary Youth program on 17 June 2016.

3. Vichaivej International Hospital Samutsakhon held an activity to visit the home for patients with chronic diseases (diabetes / raised blood pressure) and disabled persons with mobility impairment in vicinity; and donated 13 wheelchairs to the disabled persons.

4. Vichaivej International Hospital Samutsakhon assembled the public health service unit to provide service at 3 schools (Wat Klong Sru School, Baan Tasai School, and Anusorn Supamas School) and 3 early children development centers (Baan Klong Kru Early Children Development Center, Baan Tasai Early Children Development Center, and Tonkla Elementary School.)

5. Vichaivej International Hospital Samutsakhon coordinated with Tasai community to hold a water pouring, well-wishing ceremony with an aim to promote the physical and mental health of senior citizens and to carry on the cultural heritage of Thailand.

6. Vichaivej International Hospital Samutsakhon assembled a medical mobile unit to provide medical service at production facilities and collaborated with other government agencies during festive seasons.

7. Vichaivej International Hospital Samutsakhon assembled a team of doctors and nurses to provide knowledge on prevention of harm from chemicals and first-aid method to employees of 33 production facilities to enable them to provide first-aid assistance in case of emergency.

8. Vichaivej International Hospital Samutsakhon collaborated with the Tasai Local Administrative Organization and the Mon community in the Tasai community to organize the honey almsgiving ceremony on the full moon night of 10th month at Wat Klong Kru Temple to carry on the local tradition. The hospital also supported the event with first-aid service.

9. Vichaivej International Hospital Samutsakhon hand in hand with the Tasai Public Health Volunteers to provide cervical cancer screening test and breast cancer screening test for women between 30-60, and 35-70 years of age, respectively. Knowledge, advices, and consultation were given to Thais and foreigners in communities, and production facilities in 2016.

10. Vichaivej International Hospital Samutsakhon held the 2016 Children's Day activity for the year 2016 by the swimming pool of the hospital. Children had fun with various activities, including swimming competition, games, quiz, and lucky draws to win prizes.

11. On 14 June, 2016, Vichaivej International Hospital Samutsakhon held a training session for students assigned as health promotion champions for the year 2016 featuring activities to promote and disseminate basic knowledge on health / communicable diseases frequently found in children / dental hygiene / nutrition commandments, and information on AIDs.

12. Vichaivej International Hospital Samutsakhon held an activity to prevent dental cavities in children. A team of public health officers and dental officers visited children, checked their dental health, giving fluoride varnishing service, teaching the correct tooth brushing to early-age children. A training session was provided to the teachers and caretakers at 3 early children development centers (Baan Klong Kru Early Children Development Center, Baan Tasai Early Children Development Center, and Tonkla Elementary School.)

13. Vichaivej International Hospital Samutsakhon held a 2016 Health Tips to Eliminate Chronic Disease workshop for staff of production facilities who were prone to risk of obesity, diabetes, and high blood pressure to take better care of their health.

14. Vichaivej International Hospital Samutsakhon and Thai Union Manufacturing Co., Ltd. collaborated to organize the chloroform test in water and food at production facilities, communities, restaurants, and food stalls as well as provide knowledge and advice about proper and hygienic food preparation in 2016.

15. In 2016, Vichaivej International Hospital Samutsakhon and production facilities in Samutsakhon province namely, ASEFA Co., Ltd., Pattaya Food Industry Co., Ltd., Nitro Chemical Co., Ltd. organized the safety week activity. Fun activities and games were arranged for staff along with health-related quiz to win prizes as well as the screening service for diabetes and raised blood pressure to attendees.

16. Vichaivej International Hospital Samutsakhon organized the preliminary health screening service for Thais and foreigners during the Valentine's Day at the Koong market and Thepnorrarat Temple in Samut Sakorn province. Fun activities, health-related quizzes and games were available for attendees to win prizes. Condoms and birth control pills were distributed in the event.

17. Vichaivej International Hospital Samutsakhon, Tasai Local Administrative Organization, public health volunteers, Thai Union Group PLC. and Thai Union Manufacturing Co., Ltd. held an activity to raise awareness about the danger of Zika virus. Knowledge was disseminated on elimination of mosquitos breeding source and pesticide use to eliminate full-grown ones.



18. Vichaivej International Hospital Samutsakhon held a preliminary medical check-up activity for participants to chant prayers, pay homage, practice the 5 Buddhist commandments, eat vegetarian, and make merit in Katin ceremony at 9 temples. The event was participated by many officers of the local administrative organizations, public health volunteers, and senior citizens.

19. Vichaivej International Hospital Samutsakhon and the Liver Disease Foundation organized the We Love Liver event to provide the free liver's enzyme level screening for the general public.

20. Vichaivej International Hospital Samutsakhon organized the 2016 basic medical check-up activity for Thais and foreigners in communities in vicinity under its responsibility.



#### Vichaivej yaekfaichai Hospital

1. Vichaivej yaekfaichai Hospital organized the Diabetic and Foot Care year 2016 by nurses and physical teams. Measure and cut shoes with foot pads for healthy feet for patients Universal health insurance.

2. Vichaivej yaekfaichai Hospital together with Road Accident Victims Protection Company Limited and bangkok noi police station, organized a volunteer program Cardiopulmonary resuscitation, first aid before moving move patients and knowledge about Car Victims Act.

3. Vichaivej yaekfaichai Hospital provided radio communication to Bangkok Noi Police Station.

#### Guidelines on Prevention of involvement in corruption.

Additional guideline for anti-corruption

The Company attaches significance on anti-corruption and integrated anti-corruption aspects in policies such as compliance, corporate social responsibility, and business ethics. All of the said policies were approved by the Board of Directors and implemented accordingly. To ensure compliance and promote the Company to follow the good corporate governance and to improve the compliance system to enhance efficiency of corporate governance, the Compliance Committee was established on 19 December 2016 with the duty to steer anti-corruption policies, business ethics, and corporate social responsibility. Training and testing will be provided to raise awareness of the staff and directors as well as newly recruited employees and executives through orientation. The Company established compulsory programs for staff and management whereby related materials were incorporated as part of the overall knowledge base of the Company for staff to conduct self-learning. In addition, the guideline for compliance and anti-corruption as well as the assessment of compliance with the anti-corruption policies were conducted and the report thereof was presented to the Board of Directors.

The Company participated in the Coalition of the Anti-Corruption (CAC) and signed off on the declaration of private sector to collaborate with CAC to ensure anti-corruption of all kinds. The Company expected to be accepted to the program in 2017.

#### Conflicts of interest

The corporate personnel should not behave in a way that could pose a conflict of benefit and always be realize that we have a benefits on operations.

#### Guidelines of Practice

- The company personnel must not take any action to cause a conflict with the organization both directly and indirectly.
- The company personnel not should work the extra jobs from external organizations which pose a conflict of benefit with the company unless executive are allowed.

- Do not use the authority or any action for the benefit of own selves or persons involved.
- The committee or executive of the company to consider various conflicts affecting the organization with transparency by focused the benefit of the organization is critical.
- If you see that the person's close that get the benefit which contrary to the benefit of the organization. Those involved will be disclosed such items that was wondering every time.

#### **Confidentiality; Collection of data and Using of internal data**

The company personnel are required to keep the information confidential of the company strictly. If company secrets are disclosed to the public or to competitors may cause serious adverse effects on the organization.

#### **Guidelines of Practice**

The executive or employees companies that have brought the company' information has use in various operations that be careful and keep the information as well.

- The company personnel must keep company data and customer information is confidential to those no involved, unless was the legal regulations or get the approval of the authority and have signed written authorization.
- There is prohibition no allowed the personnel brought the data to use in the pursuit of their own benefits to make a bad impact on the organization.
- The corporate personnel should be kept both the documents and electronic informations, according to company have defined.

#### **Procurement and Practice to partners and/or creditor**

- Do not ask or receive-pay any benefits was dishonest to partners and/or creditors.
- To comply with the terms of the contracts to partners strictly, be transparent. Especially, Terms of Guarantee, The Capital Management, overdue repayment which should not be the way to corruption or discloser or concealed of facts that affect damage to creditors.
- The staff is responsible for the procurement of goods and services must focus on value of price and quality.
- Those who are involved with partners and/or creditors should keep the contract documents and various agreements as evidenced in case a conflict of benefits.

- If found the companies, partners and/or creditors not complying with the agreement that affect damage to organization will be cease operations and reporting to commandants to find solutions further.

#### **Practice to competitors**

- The company must operate under the rules of good and righteousness competitive, honesty and transparency.
- Do not discredit the competitors by distorting the facts.
- Providing to support participation with competitors to benefit consumers or society as a whole.

#### **Internal control and internal audit**

The company has set up a monitoring system of internal controls by auditors for responsibility on the action plan to achieve the goals, according to the company's efficiency. Including the auditors must be able to create trust and consultation as fair and independent.

#### **Guidelines of Practice**

- Internal auditors must be honest, transparent and equitable as well as treatment of confidential information as well.
- Internal auditors must have not participation in activities as conflict to benefits of the organization.
- Internal auditors must not use the information to find any benefit for one-self contrary to the law.
- Practice of internal auditing must adhere to international standards for the Professional Practice of Internal Audit.

#### **Practice to employees**

The employees is a critical factor in business whether, it is in any sectors whatever. Therefore, Companies have to promote and by motivating employees to work for the benefits to the organization as much as possible. Has provided a set of guidelines for good practice and had committed to developing and building confidence to employees at all levels.

#### **Guidelines of Practice**

- Providing fair compensation to employees.
- Adjusting the position, to reward employees who perform well. As well as penalties for employees who break the rules of the company. These things need to be considered and judged equally and based on knowledge

and capabilities of each employee.

- Focus on developing knowledge and skills of people in the organization by providing opportunities for employees at all levels continuously.

- Hearing comments and suggestions from employees at all levels equally.

- Practice to employees with politeness.

- Providing to maintain an environment at workplace to secure for the lives and property of employees regularly.

- Administration without any action being unfair to avoid affecting the stability in the work and reduce the pressure on the minds of employees.

- The compliance with labor laws strictly.

Creating an understanding to the employees in issue of work ethic to promote employees to have good behavior and within the framework of the ethics.

- Provide opportunities for employees to report the clue of corruption or lawbreaking of administrative section to audit committee.

### **The practice of employees**

The all employees of Srivichai Vejvivat Public Company Limited and subsidiaries has committed working with regard to the ethic of service according professional standards in order to build trust with customers, shareholder, investors include the Colleague.

#### **Guidelines of Practice**

- Operation with honestly both customers companies and colleagues and to help promote a good reputation for the organization.

- Protecting company property not damaged and use carefully covering should not be used for a benefit of own.

- Report incidents that resulted in damage of organization to the commander get to know immediately.

- Do not allow the disclosure of information trade to the other individuals, unless authorized by the company beforehand.

- Prohibits the destruction of property, equipment and tools of the company.

- Do not bring the equipment or any other property of the company to an outside organization.

- Do not criticize policy of administrative section in a manner that caused the damage.

- Do not make modifications or tampering documents or clarify any evidence that is not true for a benefits of own.

- Do not take any action which caused a rift between employees.

- Do not convince the colleagues to tarnish, pedophilia or to sneaky say on prostitution.

- Do not impute about organizations, colleagues, products, customers and executive.

- Do not make customers disgrace to the public or show aggressive behavior toward others.

- Do not break criminal law to organizations, customers and other individuals.

- Do not use any asset or place that provided for customers.

- Do not claim of money or property from another person for a benefits of own.

- Do not do any action that make misunderstand that to ask a reward from customers.

### **Responsibility to the community and society as a whole.**

The company focuses on corporate social responsibility and community as a mission to create activities that benefit society by focusing on the development of society, the environment as well as support education etc.

#### **Guidelines of Practice**

- The companies has participating in the suitable activities for the public in development and services to social as well as promoting social activities to protect the environment and improving the quality of life in the community.

- The companies must be involved in the responsibility for the quality, safety, health and a focus on the environment continues including the use of resources to create the most utility and the impact is minimal.

- The companies is promoting energy conservation. By using the energy and resource efficiency to maintain benefits for future generations.

- The awareness about corporate social responsibility and environment to personnel at all levels continuously.

### Receiving and giving gifts or any other benefits.

Receiving and giving gifts or any other benefits was not suitable might be impact to the organizations or be cause make the companies lost the benefits, so the companies will not support any act above.

#### Guidelines of Practice

- The employees should avoid giving, Receiving or any other benefits from the business confederate of company.
- Can be give or receive such gifts, according to tradition and must not influence any business decision. Then the gifts received have to kept at centrally.
- If you received a gift in the various festival that is rather high value from the business confederate of company need to report to commander get to know hierarchical.

### Safety, health and environment in the workplace

The company is attentive to its employees and the communities surrounding to various safety both sanitation and the good environment so has established guidelines to ensure safety in the workplace as according to the law determine.

#### Guidelines of Practice

- The company has set guidelines to prevent accidents and illness at work to all employees seriously. As well as managing the risks affecting work efficiency.
- The Company has complied with the laws and regulations strictly.
- The company has provided training to staff knowledge and understanding about safety to prevent various dangerous in the workplace including has plans of security training annually.

### Practices with customers and consumers.

Customers and consumers as who purchase goods and services of the business which generates revenue and profit for the organization and make the business has sustainable existence. Therefore, The company must have guidelines and best practice in creating customer satisfaction in all aspects.

#### Guidelines of Practice

- The companies must treat customers with honesty and equality.

- The companies aims to provide quality products and services for respond to need and satisfaction of customers continuously.

- The companies must disclose correctly information about products and services by focusing the benefits of the customer is important.

- The companies need to focus on safety in the products and services offered to customers strictly and accepts responsibility in case there is a problem on products and services.

- The companies must provide training to its staff to have knowledge and understanding of good practice including security for customers continuously.

- The companies must provide a system to receive complaints from customers effectively to complaint was responded to quickly.

### Practice guideline on monitoring the risk of corruption

The Audit team undertakes its duties and responsibilities to conduct internal control systems, manage corruption-risk, review good governance, provide suggestion continuously, and report to the Audit Committee on any significant finding. However, all audits will apply to the annual audit plan that has been approved by the Audit Committee.

The Audit team and the Executive Committee undertake their duties and responsibilities in testing and evaluating risk of corruption to ensure that the Company has practice, monitor, review and revisit the Anti-Corruption Guidance effectively. Report of any significant findings will be submitted to the Audit Committee and raised to the Board of Director Committee in time.

In the case of the investigation to determine the facts that found the information from the inspection Complaints or evidence which led to believe that there are certain items or actions which may affect the financial status and performance of the company. Including illegal or regulations of the company So, The Audit Committees need to report with The Executive Committees to find guidelines to improve within the period that the Audit Committees sees suitable.