

## Corporate Social Responsibility

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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.

#### **The business impact of corporate social responsibility.**

In December, 31 2019 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

1. Collaborate with Srivichai foundation supporting scholarships in the amount of 100,000 baht for the Children's Day of the Year 2019 for students in Omnoi Municipality, Samut Sakhon Province



2. Organizing children's day activities combining the power of thoughtful children with "KID DEE KID DAY" activities, catching special prizes and creative arts activities with advice from nurses about the vaccine

3. Collaboration with Thai Red Cross, hosted a blood drive session participated by doctors, nurses, employees, and healthy medical service recipients, for use in the operations of Thai Red Cross.



4. Organized a training course on "First Aid and CPR" by the Paramedic Emergency Medical Team. And a health promotion team for grade 5 students, King's College, 130 people

5. Organize road show activities. Be strong be healthy Roadshow 2019 together with Thai good health magazine. Organize the following discussion.

- "Smart Focus" Colonoscopy by specialist of Laparoscopic Surgery (April 28, 2019)
- Common allergies in children by specialist in pediatrics. (April 28, 2019)
- Colon Cancer (August 30, 2019)
- Allergies in children (October 20, 2019)

6. 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 Obstetrics and Gynecology doctor, and assisted by a team of nurses, traditional medicine experts, and physical therapists to give useful information and recommendations for attendees.



7. Organize training to educate about the dangers of influenza and prevention methods By Assistant Medical Director. To parents and students of King's College, Sampran District, Nakhon Pathom Province

8. Bring the team to first aid, participate in activities, walk-run, King's College Marathon 2019, provide blood vessel examination, stress And fitness test by sports scientists at King's College, Sampran District, Nakhon Pathom Province

9. Give the chair and the table to the investigation department. Krathum Baen Police Office.

10. Organized activities to screen diabetes condition for the general public and educate as well as advice 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.



11. Organize activities and provide knowledge about breast cancer and invite women aged 35 and over to detect breast abnormalities with a digital mammogram.

12. Organized training project to provide knowledge about health in school and workplace on a regularly. In 2019, trainings were organized for 9 schools and 34 workplace.

13. Safety Week activities in the workplace were held and included exhibitions, counseling on health problems plus a variety of health-related games covering altogether 32 companies.

14. Provided health support for students with overnutrition and malnutrition conditions under the project “Right Nutrition and Healthy Thai Children” covering 2 schools

15. Participated in promoting proper dental care for schoolchildren by providing oral check and fluoride application with 2 schools

16. On Children’s Day to organize activities “Gift Your Mind” at The Baannokkamin Foundation in January 25,2019 by inviting employee to donate items such as cloths, stationary, food and book for giving to Baannokkamin Foundation.



17. Organize activities to donate at Foundation for children – Baantantawan in September 28,2019 by inviting employee to donate items such as cloths, stationary, food and book for giving to Foundation for children – Baantantawan.



18. Check up for elderly in Omnoi Municipality and Omyai Municipality.

19. Collaboration with Central Salaya to organize on children day by giving the gift for child join the activity.

20. Organize activities Loi Kratong ‘ Festival with close to hospital community.



### Vichaivej International Hospital Nongkhaem

1. Supporting improves the nursing room by sticker at Phadungkitwittaya school.

2. Supporting organize activity on children day by giving a 20 doll to The Denla Kindergarten and The Kasintorn Academy.



3. Provide support to the school by giving items such as fridge , white board , pillow cover pillows and blankets to 4 schools.

4. Giving a first aid bag 6 bag to Police Station Nhong Khang Plu and Assumption College Thonburi

5. To donated 10,000 Bath in an activity listens to sermon at The Matthayom Wat Nongkhaem School.

6. Together with Kanchanaburi Provincial Administrative Organization organize activities to share happiness and love at the elderly care center Kanchanaburi.

7. Organize activity CPR 16-11-62 Heart Charity.



8. Organize activity blood donation.



9. Giving 4 Infusion Pump to Paholpolpayuhasena Hospital.

10. Supporting fund 50,000 Bath in The Medical Conference Region 5, total 8 provinces, at 8-10 May 2019 at the Sheraton Hua Hin Resort and Spa.

11. Be a guest speaker on the topic Soft touch and best skill service nurse to Phet Kasem 2 Hospitals.

12. To be a speaker in topic EKG interpretation and management for nurse to Paholpolpayuhasena Hospital and network hospitals in Kanchanaburi.

13. Organize activities Smart Kid.

14. Organize children's activities 24 hour pediatric center.



15. Organize check up Osteoporosis activities.

16. Collaboration with an insurance representative organize activities in topic "How to Take care of health far away illness.

### Vichaivej International Hospital Samutsakhon

1. Collaboration with Tha Sai Subdistrict Administration Organization and Educational institutions in the area organize activities to prevent drowning children swimming by educating and teaching self-help methods for children to prevent drowning.



2. Activities to monitor, prevent and control Hand, foot and mouth disease for kindergarten students And a small child center in the area of responsibility.

3. Organize oral health promotion programs for early childhood and primary school students with oral health check-up / fluoride activity. / Tooth-coated lacquer (SEALANT) for early childhood and school-aged children under the dental health service program for preschool and school-age children

4. Together with the Village Health Volunteer Club (VHV.) to organize a project to expedite the prevention and control of dengue fever in the community.

5. Organize rabies surveillance and prevention campaign activities by providing rabies vaccination services to dogs and cats of people in responsible areas.

6. Organize activities to monitor chronic patients / elderly / disabled people in the community. And rehabilitation equipment for the disabled / elderly in Tha Sai Sub-district under the project to develop the capacity of the network for rehabilitation of the disabled by the community in 2019.

7. Proactive cervical cancer screening activities in the community in 2019.

8. Organize training activities to educate about health promotion and disease prevention. And communicable diseases for foreign workers in the workplace.

9. Organize training activities for knowledge about cervical cancer and breast cancer for employees in the workplace.



10. Organize parents' activities in order to educate pregnant mothers to take care of their children from pregnancy until after birth.



11. Organize volunteer activities by inviting local volunteers, rescue teams in the area to train, educate and practice skills in providing assistance to various types of victims.



12. Organize work safety seminars by accident and occupational medicine team.



13. Organize training staff of various companies in the resurrection and first aid programs, both people inside and outside Samut Sakhon.

14. Organize a team of doctors and nurses to provide knowledge on chemical hazards prevention and first aid for students, monks, government agencies and employees in various establishments. In order to be able to provide initial assistance to patients.

15. Guest speaker providing knowledge in Resurrection and First Aid Course for the people in the Project “ Awareness Campaign Preventive measures for occupational health safety and the working environment to reduce the danger of employees” organized by the Division of Labor Safety. Department of Labor Protection and Welfare.

16. Organize a team of mobile medical units to support safety activities in educational institutions, Establishment and various stores such as first aid units, fast mobile medical unit to repair the accident plan in the fire and chemical spills etc.



17. Organize a team of mobile medical in The Royal Coronation Ceremony of King Rama x

18. Giving knowledge about The resurrection and First Aid course at The Innovation Exhibition at The Acefa Company Limited



#### Vichaivej Yaekfaichai Hospital

1. Join a Smart Quit Clinic project to provide service give advice on therapy and quit smoking
2. Organize seminar in topic ' what you need to know before you start treatment for infertility' by expert of Akarabut Fertility Center
3. Organize a meeting to welcome volunteers in Bangkok Noi for promote hospital service and health promotion.



4. Organized together with Network Health Professional Non-smoking Thailand at Wat Nak Klang Temple. To create a good and accurate understanding of the health-related benefits of reducing smoking.



5. Organize activities check up elderly in VY Happy Life Project at The Cat Telecom Company. In event many activities for the elderly, such as 8 health risk assessments, blood tests, medical examinations by Chinese medicine, hearing tests, Health education and etc.

6. Collaboration with The Metropolitan Waterworks Authority Elderly Club organize health examination activities and 8 health assessments , to measure carbon content in the lungs in the Smart Quit Clinic , to give knowledge about osteoporosis in the elderly, check up with the science of Chinese medicine and exercise training.

7. Collaboration with the Thai PBS television station organized activities by providing 8 health assessments, check up Longevity 7 programs, recommendations and blowing Pulmonary carbonometer from Smart Quit Clinic and to give knowledge on "Exercise in the elderly Exercise with a chair "

8. Organize activities " VY Happy Elderly day 2 " by check up , Blood test, physical fitness test and providing advice on exercise in the elderly by physical therapists.

9. Organize activities giving knowledge in "Bangkok Noi District Public Health Volunteers" with community leaders and volunteers from Bangkok Noi , to give knowledge from the Smart Quit Clinic and physical therapy department of hospital.

10. Giving a give for children with Taling Chan Police Station and Sudsakorn community, Amornthayikaram community, Wat Yang Suttharam Community and Phonpiphat Community.

11. Organize activities " VY Happy Elderly day 1" at check up center. In the event provide a special lecture on "Osteoporosis in the elderly" from orthopedic specialist and providing advice on exercise in the elderly by physical therapists.

#### **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 2019. And the Company accepted the Coalition of the Anti-Corruption (CAC) cooperated with The Thai Institute Of Directors (IOD) by announcing Srivichai Vejvivat Public Company Limited has been certified as a member of the Coalition of the Anti-Corruption (CAC) on February 26, 2019.

Corporate Governance Committee has followed the practice of anti-corruption policy of the directors, executive and employees. Including a book to remind receiving gifts in various festivals.

#### **Business Ethics and Code of conduct**

In order for the company to succeed in continuous operation. The company's commitment and focus to the business fair with the law, including the Code of Ethics and Code of Conduct for directors, executives and employees at all levels to adhere better to perform the duties assigned for participate in the development of sustainable and efficient.

Therefore, to achieve a practical, reasonable and accurate, the Company has established a Code of Ethics and Business Conduct as follows:

#### **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's 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**

The company give precedence to procurement which is a process in determining the costs of product and service taking into account honests.

#### Guidelines of Practice

- 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 disclosure 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**

Competitors are one of the factors to compete with each other according to the market growth. Therefore keep the business running well. Do not distort the information or use any other method that is not according to the rules.

#### Guidelines of Practice

- 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 the 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

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.

