

Supplier Code of Conduct



Sikarin Public Company Limited

Supplier Code of Conduct

Sikarin Public Company Limited (“Sikarin”), as a leading provider of integrated healthcare services, is committed to conducting its business ethically, in alignment with good corporate governance principles and sustainable development across economic, social, and environmental dimensions. Sikarin recognizes that building sustainability throughout the supply chain is a critical factor in achieving these goals. To ensure responsible and transparent business operations that align with internationally recognized standards, Sikarin has established this Supplier Code of Conduct. It is developed based on key frameworks and guidelines, including the Corporate Governance Code of the Stock Exchange of Thailand, various sustainability reporting standards, the United Nations Guiding Principles on Business and Human Rights (UNGPs), the International Labour Organization (ILO) Core Conventions, and ISO 20400 Sustainable Procurement Guidelines.

This Supplier Code of Conduct serves as a guiding framework for Sikarin’s suppliers—including product vendors, contractors, and service providers, both direct and indirect—to operate responsibly and in line with Sikarin’s core values. The Code covers a range of critical areas such as business ethics, human rights, labor rights, occupational health and safety, environmental stewardship, community engagement, risk management, and transparent, auditable procurement practices.

Sikarin encourages all suppliers to thoroughly understand and genuinely adhere to the principles set forth in this Code. Furthermore, Sikarin supports its suppliers in enhancing their management systems to become more sustainable, thereby fostering long-term shared value among Sikarin, its suppliers, stakeholders, and society as a whole.

Scope

This Supplier Code of Conduct applies to all suppliers of Sikarin Public Company Limited. “Suppliers” refer to vendors, contractors, service providers, and any agents or third parties conducting business with or participating in Sikarin’s supply chain, whether directly or indirectly.

Guidelines

1. Business Ethics

1.1. Conducting Business with Integrity

- Operate with honesty, integrity, fairness, transparency, and in full compliance with all applicable laws and regulations.
- Establish internal guidelines or measures to promote a transparent and accountable business culture.
- Accurately and completely disclose all legally required information and be prepared for audits or reviews by Sikarin or authorized agencies. This includes, for example,

financial reports, procurement data, or information related to the use of resources within the healthcare system.

1.2. Promoting Fair Competition

- Refrain from obtaining competitors' confidential information through dishonest or inappropriate means, including the unauthorized use of technology or any method to access such data.
- Compete fairly and lawfully, avoiding any practices or conditions that could result in unfair market dominance or restriction of competition.

1.3. Anti-corruption and Bribery

- Do not solicit, accept, or offer bribes, gifts, or any form of benefit to individuals related to Sikarin or government officials, except for modest customary gifts that comply with Sikarin's policies.
- Avoid conflicts of interest in any activities involving Sikarin. In the event of a potential conflict, disclose the information transparently to Sikarin for appropriate action.

1.4. Protecting Data and Intellectual Property

- Safeguard all confidential information received from Sikarin, including personal data of customers and patients, and use such data strictly for its intended and authorized purposes.
- Do not infringe upon the intellectual property rights of Sikarin or any third party, such as using trademarks, forms, or academic content without proper authorization.

1.5. Cybersecurity

- Maintain the security of business-related data, networks, and devices by implementing appropriate measures to prevent data breaches or cyberattacks in line with industry standards.
- Immediately report any incidents that may compromise data or cybersecurity to Sikarin.

1.6. Transparency in Procurement

- Participate in bidding and procurement processes with honesty and transparency, without offering any benefits to influence the awarding of contracts or engaging in practices such as bid rigging.

- Disclose cost structures and pricing components upon Sikarin’s request and refrain from colluding with competitors or third parties to distort pricing or engage in unfair competition.

1.7. Respecting for Human Rights

- Treat all stakeholders—including consumers, patients, employees, and service recipients—fairly and with respect for their fundamental rights, without discrimination.
- Establish grievance mechanisms and provide safe, accessible channels for stakeholders to report misconduct, with appropriate protection measures for whistleblowers.

1.8. Disclosing Conflicts of Interest Involving Company Personnel

- Notify Sikarin immediately if any supplier personnel have personal relationships with Company employees or executives that may lead to a conflict of interest.
- Avoid personal or familial relationships that could influence business decisions, unless such relationships are fully disclosed and formally approved by Sikarin.

2. Labor and Human Rights

Suppliers shall respect human rights in accordance with national laws and international standards such as the *Universal Declaration of Human Rights (UDHR)* and the *International Labour Organization (ILO) Core Conventions*.

2.1 Compliance with Labor Laws and Regulations

- Comply with all applicable labor laws and regulations in the jurisdictions where operations take place, including those related to employment contracts, wages, working hours, rest days, leave entitlements, and employee benefits.
- Regularly monitor updates to labor laws and adopt practices accordingly to remain compliant with current legal requirements.

2.2 Respect for Human Rights and Fair Treatment of Workers

- Prohibit any form of discrimination or bias in hiring and employment practices based on race, gender, age, religion, nationality, marital status, disability, or other protected statuses.
- Promote diversity, equality, and inclusion in the workplace, with governance mechanisms in place to prevent and address discrimination.

2.3 Prohibition of Forced Labor and Coercion

- Do not use forced labor or compel individuals to work under threats, detention, or confiscation of personal property.

- Do not charge illegal recruitment fees or costs to workers.
 - Ensure that employment is based on voluntary agreements and allow employees the freedom to resign in accordance with the law.
- 2.4 Respect for the Rights of Female Workers
- Ensure fair and equal treatment of female workers without discrimination or violation of labor rights.
 - Do not assign female workers to tasks prohibited by law, particularly those that pose risks during pregnancy.
 - Promote gender equality in promotion opportunities and access to leadership roles.
- 2.5 Prevention of Sexual Harassment and Workplace Misconduct
- Prohibit all forms of sexual harassment, including verbal, non-verbal, physical, or coercive behavior.
 - Implement clear policies to prevent and address harassment and provide safe and accessible complaint channels.
 - Conduct fair investigations and take appropriate disciplinary action when complaints arise.
- 2.6 Fair Compensation and Benefits
- Pay wages on time and in accordance with legal minimums.
 - Accurately calculate and transparently report overtime pay and holiday pay in pay slips.
 - Do not deduct wages without employee consent or in violation of labor laws.
- 2.7 Safe and Hygienic Working Conditions
- Comply with occupational health, safety, and hygiene standards.
 - Provide safety training, risk assessments, and essential workplace facilities.
 - Establish channels to report accidents and hazards and maintain emergency response procedures.
- 2.8 Employee Development and Training
- Promote employee development through training programs that enhance skills and job capabilities.
 - Offer appropriate training on labor rights, health and safety, and ethical conduct.
 - Support continuous learning opportunities for all employees without discrimination.
- 2.9 Emergency Preparedness and Response
- Develop emergency preparedness and response plans for scenarios such as fires, medical emergencies, or natural disasters.

- Provide accessible emergency equipment, including fire extinguishers, first aid kits, and evacuation maps.
- Regularly train employees in emergency procedures.

2.10 Freedom of Association and Collective Bargaining

- Respect employees' legal rights to form or join labor unions and to engage in collective bargaining.
- Do not retaliate against employees who exercise these rights.

2.11 Human Rights Awareness for Security Personnel

- Train security personnel on human rights principles and appropriate conflict management practices.
- Avoid the use of excessive force or actions that may violate individual rights.

2.12 Fair Employment Contracts

- Provide written employment agreements that clearly outline job responsibilities, compensation, and employee benefits.
- Avoid contracts that misrepresent terms or unlawfully restrict employee rights.

2.13 Use of Third-Party Labor Providers

- If outsourcing labor through agencies or subcontractors, ensure that such workers receive the same fundamental rights as directly hired employees.
- Verify that labor providers comply with labor laws and this Code of Conduct.

2.14 Protection of Migrant Workers

- Do not retain passports or withhold important personal documents from migrant workers.
- Provide pre-employment information in a language that workers can easily understand, and ensure recruitment is free of charge.
- Respect cultural diversity and provide orientation on legal rights in the host country.

3. Occupational Health and Safety

3.1. Compliance with Occupational Health and Safety Laws

- Strictly comply with occupational health and safety laws in every country where business operations are conducted. This includes requirements related to personal protective equipment (PPE), ventilation systems, chemical control, heat, and noise exposure.
- Appoint a designated safety officer at each worksite who reports regularly to management on safety matters.

3.2. Safe Work Practices

- Implement a safety management system aligned with recognized safety standards that covers employees, contractors, and visitors.
- Develop and maintain Safe Operating Procedures (SOPs), with regular reviews and updates, especially after any incidents or unusual occurrences.
- Provide sufficient and appropriate personal protective equipment (PPE) for employees, along with proper training in its use.
- Maintain safe and hygienic working conditions to prevent workplace-related illnesses and accidents.

3.3. Monitoring and Reporting

- Establish a regular system for monitoring, inspecting, and assessing safety risks. This includes incident reporting and safety observation practices.
- Transparently report all workplace accidents or near-miss events and conduct root cause analyses to prevent recurrence.

3.4. Safety Communication and Training

- Promote a strong safety culture by disseminating safety knowledge through various channels such as printed materials, posters, meetings, and online platforms.
- Provide safety training to all employees and contractors before entering the worksite, covering equipment use, site-specific hazards, and emergency procedures.
- Continuously evaluate training effectiveness and periodically reassess participants' understanding.

3.5. Preventive Employee Health Care

- Encourage annual health check-ups, vaccinations, and support for employees' mental well-being.
- Consider providing suitable rest areas for employees during work hours to promote health and productivity.

3.6. Public Health Emergency Preparedness

- Develop and practice contingency plans for communicable diseases such as COVID-19 or future potential outbreaks.
- Ensure sufficient provision of face masks, disinfectants, and implement social distancing policies in the event of an outbreak.

4. Environmental Responsibility

4.1. Compliance with Environmental Laws and Regulations

- Comply with all applicable environmental laws, regulations, and standards in the countries of operation, including the National Environmental Quality Act, Factory Act, Pollution Control Act, and hazardous waste regulations.
- Adhere to the conditions outlined in Environmental Impact Assessment (EIA) reports where applicable.

4.2. Environmental Risk Assessment and Management

- Identify environmental risks related to business operations, such as air, water, and noise pollution, and implement systematic measures to mitigate or prevent such impacts.
- Evaluate and manage greenhouse gas (GHG) emissions in accordance with Scope 1 and Scope 2 standards, and where feasible, begin collecting Scope 3 emissions data.

4.3. Resource Efficiency and Environmental Conservation

- Use natural resources—such as water, materials, and energy—efficiently, and minimize losses in operational processes.
- Promote recycling and reuse practices to reduce waste and environmental impacts.
- Apply circular economy principles in material and product management.
- Collaborate with contractors or downstream suppliers to adopt biodegradable packaging or environmentally friendly materials.

4.4. Systematic Waste and Pollution Management

- Implement waste segregation systems in line with relevant laws and best practices, including the separation of infectious waste, general waste, recyclable materials, and hazardous waste.
- Ensure the safe storage, transportation, and disposal of waste without causing harm to communities or the environment.
- Encourage upstream waste reduction through the use of clean technology or efficient resource design.

4.5. Sustainable Water and Energy Management

- Implement water conservation systems such as water recycling, leak detection, or water-saving fixtures.
- Promote the use of clean energy sources, such as solar power or electricity from renewable sources.
- Regularly monitor and analyze energy consumption to reduce greenhouse gas emissions and operational costs.

4.6. Climate Change Preparedness

- Assess climate-related risks and opportunities, including flooding, drought, and heatwaves.
- Adapt operational plans to enhance climate resilience.
- Support participation in carbon reduction initiatives, such as Carbon Neutrality, Net Zero, or Science-Based Targets.

4.7. Environmental Monitoring and Disclosure

- Establish continuous monitoring systems for environmental impacts, such as particulate matter levels, wastewater quality, and waste volumes.
- Maintain transparent environmental records and disclose relevant information to Sikarin as needed.

4.8. Environmental Communication and Culture Building

- Raise environmental awareness among employees, contractors, and relevant stakeholders.
- Communicate environmental policies through various channels, such as training sessions, signage, and safety meetings.
- Support CSR initiatives related to tree planting, community waste management, and environmental education in collaboration with Sikarin.

5. Social and Community Responsibility

5.1. Respect for Community Rights and Values

- Conduct business with respect for the rights of individuals in surrounding communities, including their cultural traditions, beliefs, lifestyles, and local resources.
- Avoid activities that could negatively impact the health, environment, or social well-being of the community.

5.2. Community Communication and Relationship Building

- Establish open, accessible, and continuous communication channels with local communities, such as community meetings, consultations, or communication through local leaders.
- Provide accurate and comprehensive information, and allow opportunities for the community to ask questions or offer feedback prior to the commencement of any potentially impactful activities.

5.3. Employee Engagement in Social Initiatives

- Encourage employee participation in volunteer activities such as donations, educational outreach, or community health screenings.

- Promote employee awareness of their role in supporting society and collaborating ethically with local communities.

5.4. Community Economic and Livelihood Development

- Consider hiring local labor and sourcing goods or services from small and local enterprises.
- Support initiatives that enhance quality of life, such as education, healthcare, and the development of community-based entrepreneurs (SMEs).

5.5. Social Impact Assessment and Monitoring

- Conduct Social Impact Assessments (SIA) when activities may affect surrounding communities.
- Provide accessible grievance mechanisms for community members, along with clear procedures to manage and remedy any adverse impacts.

6. Business Continuity

6.1. Business Risk Assessment and Management

- Suppliers must implement systems to identify and assess business risks across various areas, including workforce, raw materials, transportation, technology, and utilities.
- Operational-level risk mitigation plans should be in place, such as backup staffing arrangements, diversification of raw material sources, and data backup systems.

6.2. Emergency Preparedness

- Develop a comprehensive Business Continuity Plan (BCP) that covers the recovery and continuation of operations in the event of disruptions such as natural disasters, pandemics, or technology system failures.
- Regularly conduct drills and readiness assessments to ensure employee preparedness and the availability of critical resources.

6.3. Crisis Communication

- Establish early warning systems and crisis communication plans to inform employees, management, and customers in a timely and secure manner.
- Ensure that all communications during a crisis are accurate, timely, and responsibly delivered.

7. Supply Chain Collaboration

7.1. Promoting Ethics and ESG Standards in the Supply Chain

- Suppliers are encouraged to promote and encourage their own downstream suppliers to adhere to Sikarin's Code of Conduct or equivalent international standards.
- Support smaller or local suppliers in gaining a full understanding of human rights, environmental responsibilities, and good governance practices.

7.2. Supplier Selection and Evaluation Based on ESG Principles

- Supplier selection criteria should integrate Environmental, Social, and Governance (ESG) considerations, such as having labor policies or proper waste management systems.
- Establish regular evaluation processes for suppliers, with guidance and improvement suggestions for those identified as higher risk.

7.3. Audits and Reporting

- Cooperate with Sikarin in any audits or reviews of compliance with this Code of Conduct within the supply chain, as requested.
- In the event of a material violation, suppliers are expected to take corrective action or, if necessary, appropriately terminate the business relationship.

Sikarin reviews the code of ethics for its suppliers every year or when there is an important event that is worthy of review and will communicate to stakeholders every time there is a material change.

This Supplier Code of Ethics is the 3rd revised version and is effective from 16 January 2025 onwards by the resolution of the Board of Directors at the meeting No. 1/2025 on 15 January 2025.



Mr. Seni Chittakasaem
Chairman