

# Corporate Sustainability Management Policy and Guidelines



Sikarin Public Company Limited

## Corporate Sustainability Management Policy and Guidelines

Sikarin Public Company Limited (Sikarin) recognizes the importance of conducting business in alignment with sustainable development principles, striving to balance economic, social, and environmental outcomes. Sikarin is committed to upholding good corporate governance, transparency, and accountability to all stakeholders in order to enhance competitiveness, drive stable growth, and create long-term shared value.

This Corporate Sustainability Management Policy and Guidelines serves as a framework guiding Sikarin's operations in accordance with applicable laws, regulations, and both national and international sustainability standards—such as the Corporate Governance Code of the Stock Exchange of Thailand (SET) and other relevant frameworks. The policy emphasizes the integration of sustainability considerations into strategic planning, risk management, and value creation.

The policy and guidelines encompasses three key dimensions of ESG—Environmental, Social, and Governance—while aligning with the United Nations Sustainable Development Goals (SDGs), with the aim of driving sustainable growth alongside society and the environment, and effectively addressing stakeholder expectations over the long term.

### 1. Economic Dimension

- Good corporate governance and business ethics
- Effective risk management
- Protection of operational and personal data
- Responsible supply chain management

#### Objective:

To deliver sustainable returns and foster continuous business growth under a framework of good governance and compliance, while creating mutual benefit for all stakeholders.

### 2. Social Dimension

- Human rights and labor practices
- Human capital development and well-being
- Value creation through services and innovation
- Community and social engagement

#### Objective:

To uphold fundamental human rights and promote equality and non-discrimination. Sikarin ensures fair and regularly reviewed compensation, supports professional development, and builds trust

through quality services and equitable access to healthcare. It also contributes to social and technological inclusion within communities.

### **3. Environmental Dimension**

- Greenhouse gas emission reduction in business operations
- Water resource conservation
- Efficient energy use and promotion of renewable energy
- Effective waste management

#### **Objective:**

To promote the responsible use of natural resources through systematic management—such as proper disposal of general, hazardous, and electronic waste; improving energy efficiency; and reducing both direct and indirect greenhouse gas emissions intensity.

### **Scope of the Policy**

This policy and guidelines applies to **Sikarin Public Company Limited**, including all affiliated companies within the Sikarin Group, collectively referred to as the “Company” in this document.

### **Objectives of the Policy and Guidelines**

This policy and guidelines has been established to provide a structured and responsible approach to Sikarin’s medical and healthcare services in line with sustainable development principles. It aims to support Sikarin’s vision and mission to be a leading provider of high-quality, safe, accessible, and equitable healthcare services. The policy also promotes governance-based operations, environmental and social awareness across all levels of the organization, and stakeholder confidence—including patients, their families, communities, suppliers, employees, and investors. Furthermore, it encourages effective risk and opportunity management related to ESG factors to balance organizational growth, societal well-being, and environmental stewardship, ultimately driving long-term sustainable development.

### **Roles and Responsibilities**

#### **Board of Directors**

- Define Sikarin’s sustainability direction and strategy by integrating ESG principles into the core business strategy.
- Consider material sustainability issues such as human rights in healthcare, medical waste management, and equitable healthcare access.

- Approve and review the sustainability policy and related disclosures with transparency.
- Oversee compliance with both domestic and international sustainability standards, including SET guidelines.

### **Sustainability Committee**

- Develop sustainability policies, goals, and action plans in alignment with both short- and long-term business strategies.
- Monitor progress, assess performance, and review key ESG issues such as energy usage, water management, patient safety, and health-environmental risks.
- Embed sustainability principles into all processes—including health promotion programs, sustainable procurement, and fair, safe service delivery.
- Promote capacity-building among employees through training, workshops, and internal awareness campaigns.
- Facilitate transparent and effective communication with both internal and external stakeholders.
- Actively gather feedback from stakeholders including patients, families, communities, and staff to continuously improve operations.

### **Employees**

- Adhere to Sikarin’s sustainability policies and guidelines within their respective roles.
- Participate in training and awareness programs covering sustainability topics such as patient safety, resource conservation, and infectious waste management.
- Modify work behaviors to support environmental goals, such as energy saving, reducing single-use plastics, and appropriate waste segregation.
- Report sustainability-related issues, suggestions, improvements—e.g., enhancing energy efficiency or increasing accessibility of services.
- Deliver quality healthcare services in accordance with ethical standards and responsibility toward patients, communities, and the environment.

## Guidelines

To ensure effective implementation of sustainability initiatives and the creation of shared value for all stakeholders across the healthcare service value chain, Sikarin Public Company Limited (the “Company”) has established sustainability management guidelines in alignment with international standards and best practices. These guidelines encompass Environmental, Social, and Governance (ESG) dimensions as follows:

### Environmental Guidelines

Sikarin recognizes the environmental impacts of its operations and places emphasis on the efficient, safe, and environmentally responsible use of resources. Key practices include:

1. **Compliance with environmental laws and regulations**, such as the Enhancement and Conservation of National Environmental Quality Act B.E. 2535 (1992).
2. **Safe management of infectious waste, hazardous materials, and chemicals** through standardized segregation, collection, and disposal processes in line with Ministry of Public Health guidelines.
3. **Setting reduction targets and performance indicators** for energy, water, and other resource usage, with transparent reporting to stakeholders.
4. **Promoting the use of clean and renewable energy**, as well as energy-efficient technologies in buildings and medical equipment.
5. **Developing facilities and utilities in alignment with the Green Hospital concept** and green building standards.
6. **Integrating environmental and climate risk assessments** into organizational decision-making processes.
7. **Supporting internal awareness campaigns**, such as “Plastic-Free Hospital” and “Hospital Without Plastic Bags.”
8. **Disclosing environmental performance** through appropriate channels, including the Sustainability Report and One Report, to ensure transparency.

## Social Guidelines

Sikarin prioritizes its personnel, patients, communities, and all stakeholders by promoting human rights, health, safety, and long-term social development. Key practices include:

1. **Respecting human rights** in line with the UN Guiding Principles on Business and Human Rights (UNGPR), especially the rights of patients, vulnerable groups, and employees.
2. **Strict compliance with labor laws and International Labour Organization (ILO) principles**, including prohibitions on child labor, forced labor, and discrimination.
3. **Implementing robust patient safety systems** and ensuring quality medical services in accordance with Hospital Accreditation (HA) standards and international practices.
4. **Protecting patient personal data** in accordance with the Personal Data Protection Act (PDPA) and raising awareness on data ethics within the organization.
5. **Enhancing the capabilities of medical and support staff** through Continuous Professional Development (CPD) plans.
6. **Supporting employee well-being**, including access to in-house healthcare services, mental health support, and a conducive work environment.
7. **Implementing workplace harassment prevention measures**, and providing secure, fair grievance mechanisms.
8. **Supporting communities through long-term CSR and Social Impact programs**, such as improving access to basic healthcare in remote areas.
9. **Conducting social impact assessments** of major activities and developing mitigation measures for any potential negative impacts from hospital operations.

## Governance Guidelines

Sikarin emphasizes transparent, effective, and accountable governance systems to build trust with all stakeholders. Key practices include:

1. **Operating with integrity and transparency**, in accordance with Good Corporate Governance principles as outlined by the Stock Exchange of Thailand and applicable laws.
2. **Promoting systematic risk management**, covering financial, legal, operational, and ESG-related risks, including those associated with climate change.

3. **Strict protection of personal data** for patients, service users, and employees, in full compliance with the PDPA.
4. **Fostering a culture of zero tolerance for corruption**, with secure whistleblowing channels and protection mechanisms for whistleblowers.
5. **Ensuring timely, accurate, and verifiable disclosures** through the Annual Report, Sustainability Report, and Sikarin's website.
6. **Regularly reviewing and updating the sustainability policy** to align with changing contexts and evolving stakeholder expectations.

### **Training and Awareness**

Sikarin Public Company Limited places strong emphasis on building sustainability knowledge, awareness, and engagement across all levels of the organization. Sikarin ensures that the Corporate Sustainability Policy and Guidelines and related guidelines are communicated through appropriate channels such as training programs, internal meetings, and relevant activities. Training content includes Healthcare service operations, ESG risk management, Human rights protection for patients and staff, Legal and regulatory compliance (e.g., PDPA, hospital quality standards), and Promotion of sustainable organizational culture. Sikarin continuously monitors and evaluates the effectiveness of its communication and training efforts to ensure employees can effectively apply sustainability practices in their roles, thereby supporting the achievement of Sikarin's sustainability goals.

### **Complaints and Whistleblowing**

Sikarin provides avenues for employees, patients, and all stakeholders to file complaints or report misconduct related to violations of the law, internal policies, sustainability guidelines, ethics, or professional codes—including cases of corruption. Accessible, secure, and confidential reporting channels are in place to ensure reports are addressed transparently, fairly, and subject to proper investigation. Whistleblowers are protected throughout and after the investigation process. Sikarin ensures that reporting individuals will not face negative consequences regarding their employment status or business relationships. This approach reflects Sikarin's commitment to transparency, ethical conduct, and social responsibility.

## Disciplinary Measures

All employees, regardless of the level, are required to comply with the Corporate Sustainability Management Policy and Guidelines, relevant ethical standards, laws, and internal regulations. In cases of violation, either direct or indirect, Sikarin will initiate a fact-finding process and take disciplinary action in accordance with internal regulations. Legal action may also be pursued if the misconduct constitutes a legal offense. These measures aim to uphold organizational transparency and sustainability, while preventing actions that may negatively affect stakeholders or damage Sikarin's reputation.

## Policy Review and Update

Sikarin Public Company Limited shall review and update the Corporate Sustainability Management Policy and Guidelines annually or as necessary, in response to changes in the business environment. The review ensures the policy remains relevant to Sikarin's role in the healthcare service sector and aligns with applicable local and international requirements, as well as stakeholder input. This review process is carried out by relevant departments under the supervision of the Board of Directors and the Sustainability Committee, to ensure that the policy remains current, effective, and capable of guiding Sikarin toward long-term sustainability.

This Corporate Sustainable Development Policy and Guidelines is the 3<sup>rd</sup> revision and amendment, effective from 22 February 2025 onwards, by the resolution of the Sustainability Committee at its meeting No. 1/2025 on 21 February 2025



Pol. Lt. Gen. Jarax Sangtaweep  
Chairman of Sustainability Committee