

Stakeholder Engagement Policy and Guidelines



Sikarin Public Company Limited

Stakeholder Engagement Policy and Guidelines

Sikarin Public Company Limited (“the Company”) is committed to conducting its business with a strong sense of social responsibility. The Company prioritize building relationships and treating stakeholders with transparency and fairness. The Company believes in fostering understanding and promoting engagement from all sectors in activities that have an impact on society and the environment. Additionally, the Company actively listens to feedback and concerns from stakeholders at all levels to strengthen and maintain sustainable relationships. The Company adheres to stakeholder engagement standards recognized both nationally and internationally, including the AA1000 Stakeholder Engagement Standard (AA1000SES) and the GRI Standards 2021, ensuring that we operate our business sustainably and responsibly in the long term.

Stakeholder Refers to

individuals or groups who are directly or indirectly affected by the Company’s operations, have any interests in the Company’s business, or have influence over individuals who may impact the Company’s operations. These include customers, employees, communities, society, shareholders, business partners, and other related entities.

Scope of the Policy

This policy encompasses the establishment of relationships and engagement with all stakeholders involved with the Company’s operations. It emphasizes creating understanding and receiving feedback from stakeholders at all levels, including customers, employees, investors, business partners, communities, government agencies, and relevant organizations.

Additionally, this policy covers the ongoing management of stakeholder expectations and concerns, along with actions to foster sustainable cooperation through open and fair channels. Stakeholders are involved in decision-making processes that affect them, and collaborative projects are developed to create value and long-term sustainability for both the Company and its stakeholders.

Objectives

The purpose of this policy and its practices is to:

- Promote a systematic approach to engaging with stakeholders and utilizing their feedback to improve business operations and support the Company's growth.
- Define clear practices for building connections with stakeholders, respecting their rights, and embracing the diversity of each stakeholder group.

Roles and Responsibilities

Board of Directors

- Set the direction and strategies for stakeholder engagement, ensuring that policies are reviewed and updated based on relevant circumstances and requirements.
- Establish measures to build strong and sustainable relationships with all stakeholders, including continuous monitoring and evaluation of performance.
- Review and approve projects or activities that impact stakeholders to ensure compliance with engagement standards and fairness.
- Oversee the disclosure of information and communication with stakeholders at all levels, ensuring transparency and adherence to recognized national and international reporting standards for stakeholder engagement.

Executives

- Ensure compliance with the policies and strategies set by the Board of Directors, aligning operations with stakeholder engagement principles.
- Develop plans and actions for stakeholder engagement, setting strategies that are appropriate for the nature of each stakeholder group and business operations.
- Support and monitor the operations of relevant departments to ensure that strategies and measures are implemented effectively.
- Track and assess performance related to stakeholder engagement, including evaluating impacts and addressing any issues that arise.
- Foster understanding and collaboration between management and stakeholders, with a focus on transparent communication and continuous openness to feedback.

Relevant Departments

- Implement plans and strategies set by executives, responsible for creating and nurturing relationships with stakeholders across various areas.
- Provide effective communication channels to listen to stakeholders' feedback and suggestions openly and transparently.
- Evaluate stakeholder satisfaction related to engagement plans and report findings to executives and the Board of Directors.
- Advise and support the management of activities critical to building relationships with stakeholders, including handling expectations in various situations.
- Support training and capacity building for employees to enhance their skills in managing and communicating with stakeholders effectively.

Employees

- All employees are required to cooperate with stakeholder engagement efforts by following the procedures and guidelines set by the relevant departments.
- Provide valuable feedback and suggestions for improving stakeholder engagement processes, including sharing information on stakeholder satisfaction or concerns.
- Be responsible for adhering to the standards and procedures related to stakeholder engagement, ensuring that operations align with the Company's policies and values.
- Communicate with stakeholders in a transparent and friendly manner, promoting understanding and engagement from all parties.

Guidelines

Setting Objectives for Stakeholder Engagement

- Sikarin will clearly define the objectives of stakeholder engagement, focusing on building sustainable relationships and increasing transparency in business operations. This will promote understanding of the social and environmental impacts and respond to the diverse expectations of stakeholders.
- The objectives of engagement will include creating shared value with stakeholders to improve operations and drive strategies that align with sustainability requirements and internationally accepted engagement standards.

- The objectives will be set based on the analysis and assessment of the impacts of business operations on stakeholders, including monitoring and improving processes over the long term for sustainability.

Identifying and Prioritizing Stakeholders

- Sikarin will identify all stakeholder groups involved in the Company's operations, categorizing them based on different characteristics such as customers, employees, business partners, investors, communities, government agencies, and other organizations.
- Stakeholder identification and prioritization will be based on the relationships and impacts each group has on business operations, as well as their importance in the Company's decision-making processes.
- Prioritization will use recognized evaluation tools, such as conducting Materiality Assessments and impact assessments from each group, to rank importance in the engagement process.
- Sikarin will consider engagement requirements focused on responding to long-term impacts and developing sustainable relationships with stakeholders at all levels.

Communication Planning for Each Stakeholder Group

- Sikarin will design appropriate communication strategies for each stakeholder group, considering the specific needs of that group, such as organizing seminars, using online media, holding meetings, etc.
- Communication will be transparent, comprehensive, and open. Regular reports on engagement activities and performance will be prepared, such as annual reports and sustainability reports.
- Communication channels will be convenient and responsive to stakeholders' need for timely information, such as using online platforms, to enable stakeholders to provide feedback easily.
- Sikarin will employ a variety of tools and strategies to enhance understanding and engagement, such as surveys, focus groups, and meetings with government agencies.

Prioritizing Issues that Stakeholders Concern About

- Sikarin will assess and prioritize issues that stakeholders are concerned with, considering the impacts on social, environmental, and economic factors.
- Prioritization will be based on various criteria, such as the impact on business operations, the risks arising from the issues, and their importance to long-term organizational development.

- Sikarin will use data from assessments and surveys to inform the planning of operations and activities related to stakeholder engagement.

Engagement Planning

- Sikarin will develop an engagement plan that aligns with internationally recognized engagement principles, focusing on creating effective channels for receiving feedback from stakeholders.
- The engagement plan will include organizing various activities such as workshops, discussion forums, or social projects in collaboration with government and communities.
- Sikarin will establish a dedicated team with expertise in coordinating and engaging with stakeholders to ensure that the engagement process is thoroughly implemented and meets the expectations of stakeholders.

Communication and Response

- Sikarin will develop a process for responding to concerns and feedback from stakeholders in a timely and effective manner, with clear response timelines.
- Communication channels will be transparent and fair, ensuring that stakeholders receive complete and accurate information.
- Responses will not only provide information but also focus on building strong relationships and fostering mutual understanding between Sikarin and stakeholders.

Assessment and Improvement of Engagement

- Sikarin will continuously assess stakeholder engagement to ensure that the outcomes align with the objectives set, using recognized tools and standards for sustainability assessment.
- The evaluation process will allow Sikarin to continuously improve the engagement methods and approaches, taking into account feedback and suggestions from stakeholders.
- The results of the assessment will be used to refine policies and operational plans, focusing on adapting to the changing business environment.

Review and Evaluation of the Engagement Process

- Sikarin will regularly review and evaluate the engagement process to ensure that the approach remains aligned with engagement standards that focus on responding to long-term impacts and developing sustainable relationships with stakeholders.

Stakeholder Engagement Guidelines for Different Groups

1. Customers and Patients

Sikarin is committed to providing the highest benefit and satisfaction to customers and patients through medical services and products, emphasizing excellence in quality, friendly service, and fairness to promote health and well-being for all in a sustainable manner. The practices include the following:

1.1 Delivering Services and Products That Meet the Needs of Customers and Patients

Sikarin prioritizes providing high-quality medical services, ensuring that patients and customers receive appropriate treatment that addresses their individual needs. This includes promoting good health and disease prevention to ensure sustainable growth in society.

1.2 Innovation in Medical Technology and High-Quality Services

Sikarin is dedicated to developing innovations and research that improve medical technologies and services, enhancing their effectiveness. This aims to meet patients' needs in various aspects, such as modern treatments, efficient services, and the development of systems that manage patient data thoroughly and of high quality.

1.3 Developing Environmentally Friendly Services and Products

Sikarin strives to promote the efficient and sustainable use of resources by designing medical services and products with minimal environmental impact. This includes energy-efficient designs, recyclable materials, and efforts to reduce waste generation.

1.4 Providing Safe and Reliable Services

Sikarin emphasizes providing safe medical services by using modern technology and high treatment standards to ensure that patients have confidence in the quality of care. Additionally, accurate, comprehensive, and transparent information is provided to patients to support their decision-making when selecting services.

1.5 Safeguarding Patient and Customer Data

Sikarin has measures in place to securely manage patient and customer data. The confidentiality of patient information is strictly maintained, and the Company complies with relevant laws protecting personal data to ensure that information is not misused.

1.6 Fair and Transparent Pricing of Services and Products

Sikarin is committed to setting fair and transparent pricing for medical services and products, ensuring that all patients and customers can access quality services without facing unreasonable financial burdens. This creates confidence in choosing services from the hospital.

1.7 Establishing a Quality Management System According to International Standards

Sikarin adheres to a quality management system that is certified according to international standards to ensure the highest efficiency in medical service delivery. This includes continuous evaluation and improvement of service systems, as well as training medical staff to deliver professional and high-quality services.

1.8 Continuous Care and Follow-up

Sikarin values continuous follow-up care to ensure that patients receive comprehensive care during and after treatment. This includes providing consultations or long-term health care to prevent the recurrence of illnesses.

1.9 Providing Convenient Communication and Service Channels for Patients and Customers

Sikarin offers various convenient communication channels, including telephone, website, and applications, to ensure that patients and customers can easily and quickly access information and services.

2. Employees

Sikarin believes that employees are valuable resources and key to success. Therefore, the Company treat employees fairly based on human rights principles, consider their needs, and aim to foster positive relationships between employees and the organization. The Company encourage continuous skill development and enhance employee potential, while providing job security and career advancement. The practices include the following:

- 2.1. Sikarin recruits employees through an effective and fair selection process, ensuring that only high-quality, honest individuals join the organization.

- 2.2. Sikarin ensures fair and comprehensive care for employees, respecting and protecting their personal freedoms from any violation. We also support and respect employees' right to express their opinions freely.
- 2.3. The Company have established a system for employees to file complaints and report unethical practices in business conduct. This system also includes protection for employees against retaliation or punishment for making reports.
- 2.4. Sikarin is committed to providing comprehensive and continuous professional development for employees based on their roles and responsibilities. We also promote ethical awareness among all employees.
- 2.5. The Company encourage and support teamwork to foster unity within the organization, while instilling discipline and a strong work ethic among employees.
- 2.6. The Company evaluate employees' performance and manage compensation based on their roles, responsibilities, and individual capabilities. The Company provide fair and appropriate benefits and regularly review and improve them.
- 2.7. Sikarin promotes safety and hygiene awareness in the workplace, ensuring a positive work environment where employees feel like part of the family.
- 2.8. The Company adhere to international standards for occupational health, safety, and environmental management systems.
- 2.9. Sikarin encourages employees to maintain a balanced life between their work and personal lives.

3. Investors and Shareholders

Sikarin places great importance on shareholders and has set the expectation that the Board of Directors, executives, and employees conduct business in accordance with sustainable development principles and the Company's values. This is to ensure the maximization of benefits and continuous value creation for shareholders in the long term. The practices are as follows:

- 3.1. Manage the organization in accordance with the Company's vision and sustainable development principles with integrity, caution, and without personal conflicts of interest, to create sustainable returns for all shareholders.
- 3.2. Respect the rights of shareholders and treat all shareholders fairly and equally, ensuring no actions are taken that violate or infringe upon shareholders' rights.

- 3.3. Provide shareholders with the opportunity to propose agenda items for the Annual General Meeting of Shareholder and to submit nominations for directors in advance and in a timely manner.
- 3.4. Provide adequate advance notice and detailed information regarding the shareholder meeting, as well as all relevant information regarding items requiring shareholder decisions at the meeting.
- 3.5. Prohibit the use of any undisclosed internal information by the Board of Directors, executives, and relevant employees, as well as their spouses and minor children, for personal gain or for the benefit of others in an unethical manner that could disadvantage shareholders.
- 3.6. Ensure the presence of independent directors who oversee the interests of minority shareholders and receive complaints or suggestions from shareholders through easily accessible channels set up by the Company.
- 3.7. Establish effective internal control standards, internal auditing, and risk management practices.
- 3.8. Disclose the Company's significant information, financial reports, and performance results accurately, completely, timely, and transparently on a reliable basis, so shareholders can regularly access and understand the Company's operational status through accessible channels.

4. Suppliers

Sikarin adheres to fair competition practices and strictly follows contractual obligations, business ethics, and commitments made to business partners. The practices are as follows:

- 4.1. Establish clear regulations for selecting business partners and the procedures involved.
- 4.2. Consider fair and appropriate purchasing prices, taking into account the reasonableness of price, quality, and the services received, and ensure the ability to justify these decisions during audits.
- 4.3. Make payments to partners correctly and on time.
- 4.4. Conduct business in a sustainable and transparent manner, following the agreed-upon trade terms and contracts, ensuring fairness for all parties involved.
- 4.5. Do not solicit or accept any property or benefits from partners.
- 4.6. Encourage the exchange of opinions and actively listen to suggestions or areas for improvement.
- 4.7. Support environmentally friendly sourcing and community products.
- 4.8. Avoid purchasing from partners who violate human rights or intellectual property rights.
- 4.9. Do not disclose partner information to others unless authorized by the partner.
- 4.10. Do not engage in business with partners involved in illegal activities or conduct that disrupts public order or ethical standards.

- 4.11. Promote and encourage partners to operate in accordance with sustainable development principles, with a focus on social responsibility and environmental care, and ensure they comply with the Supplier Code of Conduct.

5. Competitors

Sikarin operates its business with a policy to treat competitors fairly within the framework of legitimate competition laws. The Company is committed to conducting business ethically, respecting competition laws, and adhering to business ethics. The practices are as follows:

- 5.1. Operate within the rules of fair competition and relevant laws with ethical transparency, refraining from exploiting competitors using illegal methods.
- 5.2. Do not seek confidential information through dishonest or inappropriate means.
- 5.3. Do not infringe upon the intellectual property rights of competitors.
- 5.4. Do not harm the reputation of competitors by making false accusations without truthful evidence.
- 5.5. Support and promote free trade, avoiding agreements with competitors that restrict or limit fair competition.

6. Community, Society and the Environment

Sikarin respects human rights and equality in all business operations. The Company conduct business with integrity towards all stakeholders and are committed to social responsibility by supporting activities that improve the quality of life and enhance the well-being of communities and society where the company operates. We also encourage employees and stakeholders to participate as good citizens contributing to the community and society. The practices are as follows:

- 6.1. Support and provide appropriate assistance to society and communities, especially those surrounding the company's operations.
- 6.2. Care for the environment and the community by managing and controlling the disposal of waste from production processes and general use, including contaminants released into the external environment, using efficient technology and continuous monitoring.
- 6.3. Promote and support activities that develop the potential and abilities of youth in education, science, technology, sports, and the arts, as well as instilling ethics and moral values in the youth.

- 6.4. Support activities that help alleviate the suffering of disaster victims, as well as improve the living conditions and potential of people in society, such as career development and building strong communities that can help themselves effectively.
- 6.5. Support medical and public health activities to ensure good health and quality of life for people in the community and society.
- 6.6. Promote and support activities related to the arts, cultural preservation, and religious support as appropriate.
- 6.7. Support foundations and charitable organizations to help and share opportunities with disadvantaged members of society, improving their lives, and supporting organizations that create beneficial activities for human resource development.
- 6.8. Provide opportunities for the community and all stakeholders to participate in activities, including offering suggestions, feedback, or complaints arising from the Company's operations, aiming for sustainable coexistence between the industry and the community.

7. Governance Body

Sikarin places great importance on complying with laws and regulations related to medical business operations, particularly in cooperation with regulatory agencies and government bodies, which are key stakeholders for the hospital in promoting high standards of service and social responsibility. The practices are as follows:

- 7.1 Sikarin is committed to complying with all laws and regulations related to medical services, including health laws, disease prevention, patient rights, and medical and environmental regulations.
- 7.2 Sikarin will monitor changes in relevant laws and regulations and adjust accordingly to ensure that hospital operations are in full compliance with legal requirements and international standards.
- 7.3 Sikarin seeks to build strong relationships and close cooperation with government agencies and regulators, focusing on compliance with regulations and participation in projects that promote the development of the country's healthcare system.
- 7.4 Sikarin will regularly communicate and coordinate with relevant authorities, such as reporting performance, cooperating on medical guidelines, or participating in public health and sustainability projects.

- 7.5 Sikarin adheres to transparency in disclosing operational information to relevant authorities, including reporting on medical data, financial information, and sustainability performance as required by regulations.
- 7.6 The disclosure of information helps promote transparency at all stages of operations, including providing information on policies, resource management, and compliance with relevant legal requirements.
- 7.7 Sikarin will participate in the development and formulation of healthcare and public health policies with government bodies, offering valuable feedback and suggestions in the development of health-related projects and measures.
- 7.8 Sikarin will monitor the progress of government policies and actions related to healthcare and is ready to adjust its operations to align with new policies or requirements that come into effect.
- 7.9 Sikarin will assess and manage the risks associated with complying with legal and regulatory requirements related to medical services by establishing processes to verify and reduce risks from non-compliance.
- 7.10 Sikarin will provide training for personnel at all levels to ensure operations align with strict adherence to legal and regulatory requirements.
- 7.11 Sikarin will conduct regular internal and external audits to evaluate compliance with regulations, ensuring that all operations are in accordance with legal requirements and established standards.

This policy and guidelines for stakeholder engagement shall be 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