

Corporate Governance Policy of Praram 9 Hospital Public Company Limited

1. Dividend Payout Policy

Praram 9 Hospital Public Company Limited (the “Company”) has a policy to pay dividend of not less than 40% of net profit after deduction of corporate income tax and all reserve funds according to the Articles of Association and relevant laws. Payment of dividends is subject to the Company’s operating performance provided there is any other necessities and such dividend payment causes no material impact on normal business operation of the Company.

However, the actual payment of dividend may be changeable and the Company may determine to pay dividend different from this Policy, subject to operating performance, liquidity, and financial capacity to contribute to revolving fund for business administration and enhancement of the Company, economic condition and any other appropriateness in the future as deemed by the Board of Directors.

In any case the resolution of the Board of Directors approving to pay dividend shall submit to the shareholders for an approval at the Shareholders’ Meeting, except for the interim dividend which the Board of Directors is able to approve to pay and then report to the shareholders at the next Shareholders’ Meeting.

2. Succession Plan Policy

The Succession Planning is aimed to prepare the personnel for replacement or supporting certain position in advance to ensure personnel preparation supporting the growth of the organization. The succession plan shall cover only the top executive such as Chief Executive Officer and/or other key management positions, etc. and to have human resource development system with respect to the successor systematically in the long run.

1. **Concept**

The Board of Directors have designated the succession planning to ensure uninterrupted management in appropriate way for the executives at the position starting from assistant vice president up to Chief Executive Officer through the recruitment process with clarity and transparency, with regard to the knowledge, experience, competency, ethics and leadership in order to have the state of being fully prepared for and in line with the business growth as well as the assessment of efficiency and competency of the executives, encouraging the proper development of skills and expertise, including the following up of such development consecutively so that it can be sure that the Company’s business can move forward.

2. **Succession Planning**

The Company has a plan to apply recruitment processes for identifying possible candidate for key posts of the executives with clarity and transparency to ensure that the Company will have professional management team. The Board of Directors of the Company require to define succession planning for preparing possible successor of the Chief Executive Officer and senior management positions in case of future retirement, resignation or inability to perform duties so that the Company’s operation can be continued. Therefore, the Nomination and Remuneration

Committee (the “Nomination Committee”) shall establish Succession Plan and report it to the Board of Directors on regular basis at least once a year, including the supervision of the administration and development of human resources to be with proper number, knowledge, skills, experiences and motive as follows:

2.1 Chief Executive Officer

When a vacancy has arisen for the Chief Executive Officer or the Chief Executive Officer is unable to perform duty, the Company shall assign the executive at near level or the Deputy Managing Director to act for the Chief Executive Officer until completion of the recruitment and selection of the qualified person in line with the Company’s requirements and being the person who has visions, knowledge, capacities and experiences suitable for the organizational culture as determined by the Nomination and Remuneration Committee before proposing for approval to the Board of Directors or Shareholders’ Meeting (as the case may be).

2.2 Senior Management Level

When a vacancy has arisen for the senior management level from the Assistant Vice President or the person holding such position cannot perform the duty, the Company by the Deputy Managing Director overseeing the Human Resources Department (when the vacancy has arisen for Deputy Managing Director overseeing the Human Resources Department, it will be the Chief Executive Officer.) shall propose the selected successor to the Chief Executive Officer to consider and approve the appointment.

However, the succession planning for the senior management positions from Assistant Vice President up to the Chief Executive Officer is under the following procedure:

1. Analyzing the situation of business operation of the Company with respect to the strategies, policies, investment plan and business enhancement.
 2. Assessing the readiness of human resource in line with the strategies and business plan of the Company in both short term and long term.
 3. Specifying the plan for creation of personnel readiness by developing knowledge and experience useful for working of the employees.
 4. Establishing the recruitment plan and employee training and development in advance before the time of retirement or early retirement.
 5. Specifying competencies which cover the knowledge, skill, personality, and vision desirable for the employee at certain position and prepare the individual development plan.
 6. Selecting and doing assessment of performance and capacities of the employee for determination of suitability.
 7. Using a testing instrument and personnel evaluation for analysis of personnel capacity.
 8. Identifying the successor after doing evaluation and analysis of competency and performance of the employee. In this regard, such employee should be informed in advance for preparation of oneself to be handed over, study the work and identify his/her own substitution.
 9. Developing and evaluating the employee who is supposed to be the successor in order to ensure that he/she will be truly able to develop himself/herself and create the contributions as expected. However, there may be a change of the successor when the expectation is not fulfilled.
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3. Policy and Requirements for Determination of the Remuneration and Other Benefits of the Board of Directors, Sub-Committee and Chief Executive Officer

In order to have the procedure of determination for remuneration and other benefits of the Board of Directors, Sub-Committee and Chief Executive Officer in transparency according to the Good Corporate Governance Principles in line with the strategies and long term target of the Company, with level and criteria of the remuneration and other benefits suitable and justifiable for attracting and keeping the worth director, Praram 9 Hospital Public Company Limited (the “Company”) hereby establish the policy and requirements for setting remuneration and other benefits to the Board of Directors, Sub-Committee and Chief Executive Officer as follows:

1. Process of setting remuneration and other benefits

The determination for setting the remuneration and other benefits of the Committee, Sub-Committee and Chief Executive Officer by the Nomination and Remuneration Committee is set forth below:

- 1.1 Remuneration and other benefits of the Board of Directors and Sub-Committee must be proposed based on remuneration framework approved by the Shareholders’ Meeting.
- 1.2 Remuneration and other benefits of the Chief Executive Officer must be proposed to the Board of Directors for approval.

2. Remuneration and benefits

The guidelines are as follows:

- 2.1 Remuneration and other benefits of the Board of Directors and Sub-Committee (Sub-Committee include the Audit Committee, the Risk Management Committee, the Nomination and Remuneration Committee and the Management Committee.)

The remuneration arrangement for the Board of Directors and Sub-Committee shall be corresponding to the roles and responsibilities, fiduciary duty, accountabilities, dedication and contributing value of the directors, including the motive for the qualified directors in response to the Company’s requirements. The remuneration arrangement can be decomposed as follows:

- 2.1.1 Retainer Fee monthly payable to non-executive directors, regardless of the meeting frequency, should take the following 3 factors into consideration.:
 - Industrial practices;
 - Operating performance and the business size;
 - Knowledge, competency and experiences of the appointed directors, subject to a current need of such appointment.
- 2.1.2 Attendance Fee payable only to the ones participating in a meeting can be divided into
 - Attendance fee for the Chairman of the Board of Directors and the Chairman of each sub-committee; and
 - Attendance fee for the member of the Board of Directors and Sub-Committee
- 2.1.3 Incentive fee is paid as an incentive to the directors each year and is tied to the firm performance and values created for the shareholders, such as profitability, and common stock dividend. However, it must not reflect the business of the Company just for short-term operating performance.

2.1.4 Other benefits (either in monetary or non-monetary forms) which may be considered in certain amount at a fixed rate or at specific criteria and may be effective at certain period of time or no time limit until changed by the resolution of the Shareholders' Meeting.

2.2 Remuneration of the Chief Executive Officer

The remuneration of the Chief Executive Officer is determined in accordance with the principles and policies approved by the Board of Directors, which has been reviewed by the Nomination and Remuneration Committee and for the best interest of the Company. The kind and level of the remuneration, in terms of salary, bonus, and long-term incentives shall be corresponding to the Company's operating performance and performance assessment.

The Chief Executive Officer's remuneration arrangement can be decomposed as follows:

- 2.2.1 Retainer fee such as monthly wage and any other fixed remuneration, of which level the following factors are taken into account:
 - o Knowledge, competency and experience;
 - o Practices in the industry with similar size of business;
 - o Performance assessment (for determining to increase remuneration rate)
- 2.2.2 Medical welfare based on the welfare specified in the regulations and employee manuals.
- 2.2.3 Incentive fee such as bonus, other special remuneration, as considered from performance assessment subject to the framework set by the Board of Directors.

4. Policy and Principles on Performance Assessment of the Board of Directors, Sub-Committee and the Chief Executive Officer

To ensure the operation regarding to the supervision, monitoring and administration be implemented according to the principles of good corporate governance and to track / assess the achievement of the defined objectives or targets. Praram 9 Hospital Public Company Limited (the "Company") then set a policy for the Board of Directors, Sub-Committee and the Chief Executive Officer to make performance assessment at least once a year as an information for the Board of Directors, Sub-Committee and the Chief Executive Officer to review the operation results, problems and obstacles during the past year and to increase the efficiency of the Board of Directors collectively or separately under the following procedure and requirements:

1. Performance Assessment of the Board of Directors and Sub-Committee

Sub-Committees include the Audit Committee, Risk Management Committee and the Nomination and Remuneration Committee.

1.1 Concept

The performance assessment shall be performed once a year, both collectively and individually, every January.

1.2 Assessment Form

- 1) Collective self-assessment form for the Board of Directors
- 2) Collective self-assessment form for the Sub-Committee
- 3) Individual assessment form for the Board of Directors and the Sub-Committee
- 4) Individual assessment form for the Board of Directors (assessing the other directors)

1.3 Process of performance assessment

- 1) Nomination and Remuneration Committee consider and define the policies and score criteria on assessment of each topic under the assessment form.
- 2) The Company Secretary will submit the assessment form to the Board of Directors for annual assessment of their own performance collectively and individually.
- 3) The committee returns the assessment form to the Company Secretary who shall gather all and conclude the assessment results for reporting to the Board of Directors for acknowledgement at the first meeting of the Board of Directors in each year.

1.4 Scoring criteria and conclusion of the assessment

Scoring criteria can be divided into 5 scales:

Level	Score	Scale
1	85-100	Excellent
2	75-84	Very Good
3	65-74	Good
4	50-64	Fair
5	Below 50	Should urgently consider improvement

2. **Performance Assessment of Chief Executive Officer**

2.1 Concept

There will be an assessment of the Chief Executive Officer's performance once a year. The Nomination and Remuneration Committee shall propose to the Board of Directors for consideration within the same annual assessment period applicable to the Company's employees.

2.2 Assessment Form for assessment of the Chief Executive Officer's performance

The assessment will cover the main topics as follows.

- Understanding the organization and businesses
- Organizational placement and strategic planning
- Financial management
- Resource management
- Achievement to targets and strategic plans
- Leadership
- Analytical skills
- Communication skills
- Decision-making
- Trust, confidence and implementation to the commitments
- Corporate governance principles

2.3 Process for Performance Assessment

- 1) The Nomination and Remuneration Committee shall consider and determine policies and assessment scoring criteria on each main topic, in accordance with the assessment form and jointly assess the performance of the Chief Executive Officer.
- 2) The Nomination and Remuneration Committee shall report the assessment results to the Board of Directors for consideration within the same annual assessment period applicable to the Company's employees.

5. **Policy on Preventing Conflict of Interest**

The Board of Directors of Praram 9 Hospital Public Company Limited (the “Company”) has established the policy on preventing conflict of interest based on the concept that all decision making in business operation must be for generating maximum benefits of the Company and the Company’s shareholders. It is recommended to avoid any action that cause conflict of interest to ensure fairness to all related parties. Therefore, it is considered as the Company’s policy to prevent an exploitation for self-gain from being a director, executive or employee of the Company. The Company has defined accordingly the practices for directors, executives and employees of the Company as follows:

1. Avoiding the related-party transaction or the transaction related himself/herself or his/her own related person, in which conflict of interest with the Company may arise, except for the transaction that will support the medical services and/or that are reasonable and maximize the Company’s benefits by determining such transaction as same as the one with the third party or the person not related to the Company by defining the price and conditions of the transaction on fair and arm’s length basis or in accordance with the related policy of the Company such as the Pricing Policy, Connected Transaction Policy, etc. In this regard, the Company requires to report such transaction to the meetings of the Audit Committee and/or the Board of Directors for acknowledgement on quarterly basis.

In case of necessity when the Company has to enter into a Connected Transaction, which may cause conflict of interest with the Company, out of normal business operation and/or for supporting the medical services and/or being the transaction reasonable and generating the highest benefit to the Company, it will be submitted to the Audit Committee for giving opinion before proposing for approval from the Board of Directors or shareholders (as the case may be) in accordance with the Principles of Good Corporate Governance, as well as the monitoring to ensure the compliance with the regulations of the Stock Exchange of Thailand and the Securities and Exchange Commission.

In any circumstance no director, executive or employee of the Company, having interests in any transaction is allowed to participate in or to exercise a voting right in the determining for approval or giving consent to such transaction.

2. Refraining from seeking benefits for oneself and others from information or inside information that has not been disclosed to the public or confidential for usage or to disclose to irrelevant persons and follow the Company’s policy on the use of inside information and confidentiality.
3. Not using documents or information obtained from being the Company’s director, executives or employees, for doing business of theirs or another person that have competitive nature or similar to or in connection with the Company’s business. It is also required to follow the Company’s policy on the use of inside information and confidentiality.

For the sake of fair treatment to all related parties, the directors and executives have to submit a report of their own interests or of the related person. When the interest is relevant to the management of the Company’s business or its subsidiaries (if any), the report of interests shall be reported as follows:

- a. For the first time reporting: the report of interest must be submitted to the Company Secretary when they take up the position as directors or executives.
- b. For the report of change in involvement: the report must be submitted promptly within 3 business days from the changing date, in which also declares the number of such change.

- c. The report of interest or involvement with respect to a certain transaction: the directors and executives who have interest or involvement in the transaction which is being considered by the Audit Company or the Board of Directors, shall notify the Company Secretary of their own interests or of the related person in the said transaction at least 10 days before the meeting date for considering the matter (or at least 3 days before sending the meeting invitation and/or the accompanying documents) and recording it in the minutes of such meeting of the Audit Committee or the Board of Directors and must not participate or exercise the voting right in determination of such aspect, as well as having no authority to approve the transaction.
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6. **Policy on Connected Transactions**

Praram 9 Hospital Public Company Limited (the “Company”) has established the Policy on entering into Connected Transactions of the Company to ensure the transparency and fairness of which the details are as follows:

1. **Definitions**

Connected Transaction mean the transaction or particular between the Company and the person probably having conflict of interest. The definition of the person probably having conflict of interest shall be defined in the Notification of the Securities and Exchange Commission and/or the Notification of the Capital Market Supervisory Board relevant thereto.

2. **Measure / Procedure for Entering into and Approval of the Connected Transaction**

The issuing of measurement and procedure for approving to enter into a Connected Transaction shall be in line with the securities and exchange law, the rules, notifications, orders or regulations of the Capital Market Supervisory Board, the Securities and Exchange Commission and the Stock Exchange of Thailand. However, directors, executives or persons probably having conflict of interest on any matter shall not be allowed to participate in or exercise the voting right in the approval process regarding to such transaction.

Entering into a Connected Transaction, the Company have to bear in mind the following aspects:

- Being the transaction has been under transparent approval process of the directors and executives with due care, accountability, and integrity without the interested person involved therein.
- Being the transaction which is performed and take into account the Company’s benefits like the transactions performed with the third party.
- Having the following up and inspection system to ensure that the procedure for entering into such transaction is being implemented correctly.

2.1 **Measures / procedures for entering into the Connected Transaction or the related-party transaction**

The Company has established the procedure for entering into the related-party transaction and the Connected Transaction as follows:

1. Considering entering into the Connected Transaction, the Company shall apply the terms and conditions as same as the general customers and general public, and also adhere to the procedure of doing normal business of the Company for supporting the operation on fairness and reasonableness and for maximizing the Company’s benefits.

2. In case of no such price, the Company shall consider comparing the price of the products or services with the external price, under the same or similar conditions.
3. The Company may utilize the report of an independent appraiser as nominated by the Company or the subsidiaries, to make a comparison of the price with respect to an importantly Connected Transaction to ensure that such prices are reasonable and yield the greatest benefits to the company group.
4. Entering into the related-party transaction or the Connected Transaction which the Company or director or senior executive of the Company has interest involved, not normal business operation, or with the trade terms and conditions different from the transaction with the general public or any third party, shall be able to do only if approved by the Board of Directors' Meeting at a resolution of not less than three quarters of the votes, in which none of the directors, senior executives who have related interests participate in considering and approving of that transaction and there must not be special terms and conditions out of normal practices under the Company's requirements.
5. When the Company have a related-party transaction or Connected Transaction which fit the criteria specified in the regulation of the Stock Exchange of Thailand, the Company shall adhere to such regulation with no exceptions.
6. The Company shall disclose the transaction probably having a conflict of interest or related-party transaction or Connected Transaction in accordance with the regulations of the Securities and Exchange Commission and the Stock Exchange of Thailand in the Annual Registration Statement and the Annual report or any other reporting form, as the case may be. The Company shall disclose the Connected Transaction to the Stock Exchange of Thailand according to the regulations of the Stock Exchange of Thailand, as well as the disclosing of the transaction relevant to the Company according to the accounting standard principles.
7. It is required to have a review of the Connected Transaction under the audit plan by the Internal Audit Division, that shall be reported to the Audit Committee. There shall be a controlling measures, inspection and supervision to have random re-examination of actual transactions duly in line with the agreement and the policy or conditions defined.

2.2 Approval of Connected Transaction or related-party transactions

In the case where such law stipulated that before entering into a Connected Transaction there must be approval from the Board of Directors or the Shareholders' Meeting (if any), the Company shall invite the Audit Committee to participate in the meeting for considering and advising the necessity and reasonableness of the transactions. However, when entering into a normal business transaction or a transaction that supports normal business which follows and does not follow general trade terms and conditions, the Company shall ensure that the transactions are in accordance with the following concepts:

(a) Transaction which follows general trade terms and conditions

Entering into a normal business transaction or a transaction that supports normal business with general trade terms and condition, taking into account the interest of business operation of the Company, the Management or the Executive Committee shall propose for approval in principle to the Board of Directors in advance. If the transaction is under the general trade agreement in the same manner as a reasonable man making with a counter party in the similar situation without regard for influence from the position of director, executive or the person having close

relationships. In this regard, the Management shall make a summary report of such transactions for further presenting in the meetings of the Audit Committee and the Board of Director on quarterly basis.

The transaction which follows the general trade terms and conditions is the trade condition with fair prices and conditions that will not lead to a misappropriation of benefits, in which:

- prices and conditions that the Company may be offered by or may offer to ordinary people;
- prices and conditions that the connected parties may offer to ordinary people;
- prices and conditions that the Company is able to prove that other companies engaging in similar business also offer to ordinary people.

(b) Transaction which does not follow general trade terms and conditions

Entering into a normal business transaction or a transaction that supports normal business with restricted trade terms and condition, the Company have to be supported by the Audit Committee who shall consider and take into account the necessity and reasonableness of such transaction before proposing for approval to the meeting of the Board of Directors and/or the Shareholders' Meeting (as the case may be). In this respect, the Company has to comply with law governing the securities and exchange and the rules, notifications, orders and regulations of the Capital Market Supervisory Board, the Stock Exchange of Thailand, and the Securities and Exchange Commission, including the requirements regarding to the disclosure of the Connected Transactions and the related-party transaction, the acquisition and disposition of material assets of the Company (if any), as well as any other related regulations, adherence to the accounting standards defined by the Federation of Accounting Professional under Royal Patronage. Subsequently, the Company shall disclose the said Connected Transactions in the footnotes to the Company's financial statement examined and audited by the Company's auditor.

In the event that the Audit Committee has no expertise in determining the Connected Transaction probably incurred, the Company shall appoint the expert or specialist or skilled person such as the auditor, the asset appraiser or the specialist in certain field related thereto, who is independent from the Company and the persons possibly having conflicts with the Company to provide the opinion on such Connected Transaction as a reference in proposing to the Audit Committee and/or the Board of Directors and/or Shareholders' Meeting (as the case may be) to ensure that the entering into such transaction is necessary and reasonable when significantly concerned with benefits of the Company and shareholders.

3. Policy and Trend for Future Connected Transactions

In undertaking future Connected Transactions, the Board of Directors have to comply with the securities and exchange law, requirements, notifications, rules and regulations of the Capital Market Supervisory Board, the Securities and Exchange Commission, and the Stock Exchange of Thailand. The Company will disclose the Connected Transactions in the Annual Registration Statement and footnotes to financial statement audited by the Company's auditor, including the compliance with the rule on disclosure of the Company's Connected Transactions according to the standard of financial reporting standards under the Accounting Profession Act B.E. 2547, including the amendments.

The Company may have Connected Transaction continually in the future by defining the price rate and trade condition as being in normal business and as doing with the person and/or company that has no conflict or relation with the Company such as the medical service given to the counter party; remuneration paid in the form of physician fee, medical welfare etc. The Connected Transactions that will occur must be in line with the Company's normal business, with the aim of benefiting the Company and shareholders significantly.

In this respect, the entering into any Connected Transaction incurred or to be incurred in the future shall be as necessary and/or reasonableness to maximize benefits of the Company and determined in accordance with the general business nature. Furthermore, the price and the conditions of such transactions must be fair and at arm's length basis, without transfer of benefits between the Company and the person who may have conflicts. In this manner the Company's Audit Committee will give opinions on the necessity and appropriateness of transaction, respectively. In addition, no directors, executives or persons who may have conflicts or interests on the matter concerned shall be allowed to participate or have voting rights in considering and approving such transaction.

7. Principles on Trading Agreement with General Trading Conditions between the Company and Director, Executive or the Related persons

The entering into transactions or Connected Transactions with Praram 9 Hospital Public Company Limited (the "Company") must be in compliance with the Securities and Exchange law, rule, announcement, order or requirements of the Securities and Exchange Commission, Capital Market Supervisory Board and the Stock Exchange of Thailand. In no event shall such entering into transactions be the transfer or move of the Company's benefits, but only for the maximum interests of the Company and all shareholders as a priority.

Board of Directors have approved in principle for entering into an agreement with general trade terms and conditions between the Company and a director, executive or related party as follows:

The Company may have Connected Transactions with directors, executives or any person to be related with in the future when the Company have asked for approval principally from the Board of Directors to authorize the Management to approve such transaction, comprised of the trade terms and conditions which the reasonable man in the same situation will accept without trading bargaining power from the position of director, executive, or the related person, nor the benefit misappropriation. In any case, the transaction must be subject to the following conditions:

- (1) Being a normal business transaction or for supporting normal business of the Company such as the medical care, purchasing of medicine, medical supplies, medical device, etc.; being clearly conducted at arm's length basis for example the price and condition are comparative to which a free will party do, at fair price and verifiable manner etc. Arm's length transaction means a transaction in which the parties act independently and with an equality of power, not subject to any pressure or duress from the other party.
- (2) Having the inspection and verification of such transaction to ensure that Board of Directors' approval is being implemented. For example, the transaction is verified by the internal audit department and/or the auditor who will report the result to the Audit Committee for acknowledgement. The Company shall prepare the summary report of such transaction for

presenting before the meeting of the Audit Committee and the Board of Directors on a quarterly basis or as required by the Board of Directors.

8. Policy on the Use of Information and Confidentiality of the Company

Praram 9 Hospital Public Company Limited (the “Company”) gives priority to the monitoring of the use of inside information and confidentiality of the Company, the protection of confidential information and document of the patient, and the confidentiality of information technology system. No confidential information and document of the Company, including inside information not disclosed to the public shall be allowed for disclosure or use or exploitation for anyone’s interest, either directly or indirectly, regardless of compensation. In addition, trading the Company’s securities by using the confidential information and document of the Company, as well as inside information, except for the information required to be disclosed according to the law, is prohibited.

a. Policy on good corporate governance and any requirements of the Company

The Company determines the directors, executives, advisors and employees of the Company to strictly abide by the good corporate governance policy and all requirements expressly announced by the Company as follows:

1. The Organization’s Governance Plan
2. Ethics and Code of Conduct for directors, executives and employees
3. Organizational morality
4. Policy on the use of inside information and confidentiality
5. Working rules
6. Strategic plan of Praram 9 Hospital
7. Management and security of information and information technology
8. Safety of the computerized data
9. Access to medical records of the patients
10. Release of patient’s medical records

b. Level of confidentiality and confidential document

The Company establishes level of confidentiality of the information and document due to their respective importance as follows:

Kind of Information	Accessible Person	Person of Approval Authority
1. Management Information		
1.1 Sensitive information	Senior Executives or the assigns of Senior Executives for using the information in management field under their responsibilities	Chief Executive Officer, Deputy Managing Director (Medical Department), Deputy Managing Director (Management Department)
1.2 Confidential Information	Senior Executives or the assigns of Senior Executives for using the information in management field under their responsibilities	Chief Executive Officer, Deputy Managing Director (Medical Department), Deputy Managing Director (Management Department)
2. Staff Information	From Department Head up, Human Resources Officer, the assigned officer of certain department	From Department Head up

Kind of Information	Accessible Person	Person of Approval Authority
3. Patient Service Information		
3.1 General Information	As specified in the Policy on management and security of information and information technology	Chief Executive Officer, Deputy Managing Director (Medical Department)
3.2 Sensitive Information	Medical Record Officer	Chief Executive Officer, Deputy Managing Director (Medical Department)
3.3 Confidential Information 3.3.1 Concealed Information	For continuous treatment: doctor, nurse and multidisciplinary team pertinent to the patient treatment	Chief Executive Officer, Deputy Managing Director (Medical Department)
3.3.2 Concealed Information Sensitive to Patient Felling	Nurse Surveyor, Risk Manager, Head of Medical Department or the assigns	Chief Executive Officer, Deputy Managing Director (Medical Department)
3.3.3 Information on Sensitive Events (Reported in Risk Incident Report)	Risk Manager, Head of Medical Department or the assigns	Chairperson of the Risk Management Team
4. Hospital Quality Information		
4.1 Sensitive Information	Senior Executive using financial information in management and/or the assigns	Chief Executive Officer, Deputy Managing Director (Medical Department), Deputy Managing Director (Management Department)
4.2 Confidential Information	Senior Executive using financial information in management and/or the assigns	Chief Executive Officer, Deputy Managing Director (Medical Department), Deputy Managing Director (Management Department)

c. Providing information to the third party

The Company makes an additional requirement for the providing information to a third party such as an advisor of the Board of Directors, an advisor of the Executive Committee, any other advisors, staff and employees of the Company's contractor as follows:

1. Providing inside information must be within the assigned obligation and accountability only (Need-to-know basis).
2. Signing the Confidentiality Agreement.
3. Carrying out duty at the fullest competency on neutral basis.
4. Not exploiting the information obtained from duty for self-gain or any other person's benefit without reasonable justification. The person violating the Policy on the use of inside information shall be taken to disciplinary action and/or legal action as the case may be.

The person violating the Company's Policy on the use of inside information and the confidentiality shall be taken to disciplinary action and/or legal action as the case may be.

d. Preventing the use of inside information guideline

The Company has established guidelines on preventing the use of inside information as follows:

1. Educating the directors and executives of the Company for the duty of reporting the holding securities of theirs, their spouse or cohabiting couple, minor children and the juristic person of shares exceeding 30 percent are held by the said persons to the Securities and Exchange Commission in accordance with guideline specified in Section 59 and the punishment provision, Section 275 of the Securities and Exchange Act, B.E. 2535 (1992) (inclusive of the amendment thereto).
2. Requiring the directors and executives of the Company, including their spouse and minor children to prepare and disclose reports the holding of the Company's securities and change to such holding to the Securities and Exchange Commission according to Section 59 and the punishment provision, Section 275 of the Securities and Exchange Act, B.E. 2535 (1992) (inclusive of the amendment thereto); and to submit the copy of this report to the Company Secretary within the same day of submitting the report to Securities and Exchange Commission.
3. Requiring the directors, executives, staff and employee of the Company that have acknowledge the significant inside information that impact or probably impact the price change of the Company's securities must refrain from trading the company's securities during the 30 days prior to the financial statements or such inside information are disclosed to the public and during the 24 hours after the Company's information has been disclosed to the public and those related to such information shall not disclose such information to another, unless it has been firstly notified to the Stock Exchange of Thailand. However, in case of violation of the said requirement, the Company shall consider it as a disciplinary offence according to the Company's working rule subject to the punishment as deemed appropriate ta each time, starting from verbal warning, written warning, putting on probation, dismissal.

Laws governing the Prevention from Misuse of Inside Database Information

Section 59 and Section 275 of the Securities and Exchange Act B.E. 2535 (1992) as amended by the Securities and Exchange Act (No.5) B.E. 2559 (2016) effective from December 11, 2016 stipulating as follows:

"SECTION 59 A director, manager, person who holds management position as specified in the notification of the SEC and an auditor of the securities issuing company under Section 32 or Section 33 shall have the duty to prepare and disclose reports to the SEC on each person holding securities and derivatives and the changes to such holding as well as the holding and changes to the holding of their spouse, cohabiting couple and minor children in accordance with the rules and procedures as specified in the notification of the SEC.

The securities and derivatives under the first paragraph are:

- (1) securities of the securities issuing companies under Section 32 or Section 33, as specified in the notification of the SEC;
- (2) any securities which are issued by a third party who grants the securities holders the right to purchase, sell, acquire, or dispose of the securities under (1) or to receive returns that are dependent upon the price or returns of the securities under (1);
- (3) derivatives under the law on derivatives which requires delivery or derives its value from the price or returns of the securities under (1) or (2).

The reporting under the first paragraph shall include the holding of securities and derivatives, and the change to such holding, by a juristic person whose shares exceeding thirty percent of the total

voting rights are held by the persons under the first paragraph, including the spouse or cohabiting couple, and minor children of such persons.

The provisions under the first paragraph shall apply to the interim executive, the plan preparer, the plan administrator and the interim plan administrator under the law on bankruptcy, of the securities issuing companies under Section 32 or Section 33, *mutatis mutandis*, and in cases where such persons are a juristic person, the duty under the first paragraph shall also apply to the director, manager and executive of such juristic person, as specified in the notification of the SEC.”

“Section 275. Any director, manager, person who holds management position, or auditor who contravenes or fails to comply with Section 59, or contravenes or fails to comply with the rules or procedures issued in accordance with Section 59 shall be liable to a fine not exceeding Five Hundred Thousand Baht and a further fine not exceeding Ten Thousand Baht for every day during which the contravention continues.”

9. Anti-Fraud and Anti-Corruption Policy

Directors, executives and employees of the Company are prohibited from accepting any and all forms of fraud, both directly and indirectly, whether in the capacity of the giver or the receiver, with regards to the giving or receiving of things, money, property, gifts, entertainment, collections, donations and other benefits to or from government agencies. or a person doing business with the Company. This policy is applicable to any and all employees, business partners, clients and stakeholders both domestically and internationally.

1. Definition

“Corruption” means any types of bribery such as an offer, promise, guarantee, inquire, pr acquisition on money, property or any other inappropriate benefits, with a government official; government sector, private sector or those who have duties, whether directly or indirectly so that such person could proceed or disregard his/her performance of duties in order to acquire or maintain business or recommending a business to a particular company or to acquire or preserve any inappropriate business benefit, except for the cases where the permission of law, order, notification, regulation, local custom, or trade custom is granted.

“Fraud” means seeking unlawful benefits for oneself or any other such as cheating, defrauding, and embezzlement.

“Bribery” means an offering or accepting things, gifts, rewards or any other benefits for the sake of oneself, or from a person trying to induce something dishonest, illegal, or unethical to the Company taking place.

“Employment of Government Employees” means hiring person from the public sector to work with the private sector for the benefit of being the person having the authority to perform the duties of a government agency which may have a conflict of interest affecting the image, credibility, and integrity in performing impartial governance.

“Government Employee” means a person having powers and duties to work for a government agency such as a government official, employee, public organization employee, state enterprise employee, holder of political position, including the retired government employee influential in the involved transaction.

“Facilitation fee” means small expenses paid to government officials informally. And it is given only to ensure that government officials will carry on the process. or to encourage faster proceeding.

“Receiving or granting things or any other benefits” means the receiving or granting any privileges, including support in the form of money, property, things or any other benefits as a gratitude, reward, or for building a good relationship.

“Traditions” means the traditions of society, and the traditions of the Company that have been carried out for generations such as New Year's Day, Songkran Day, etc., also including the foundation day of the Company.

“Giving or receiving of sponsorship” means giving or receiving money, things, or any other benefits with the objective of business operation, goods brand, or the Company's reputation.

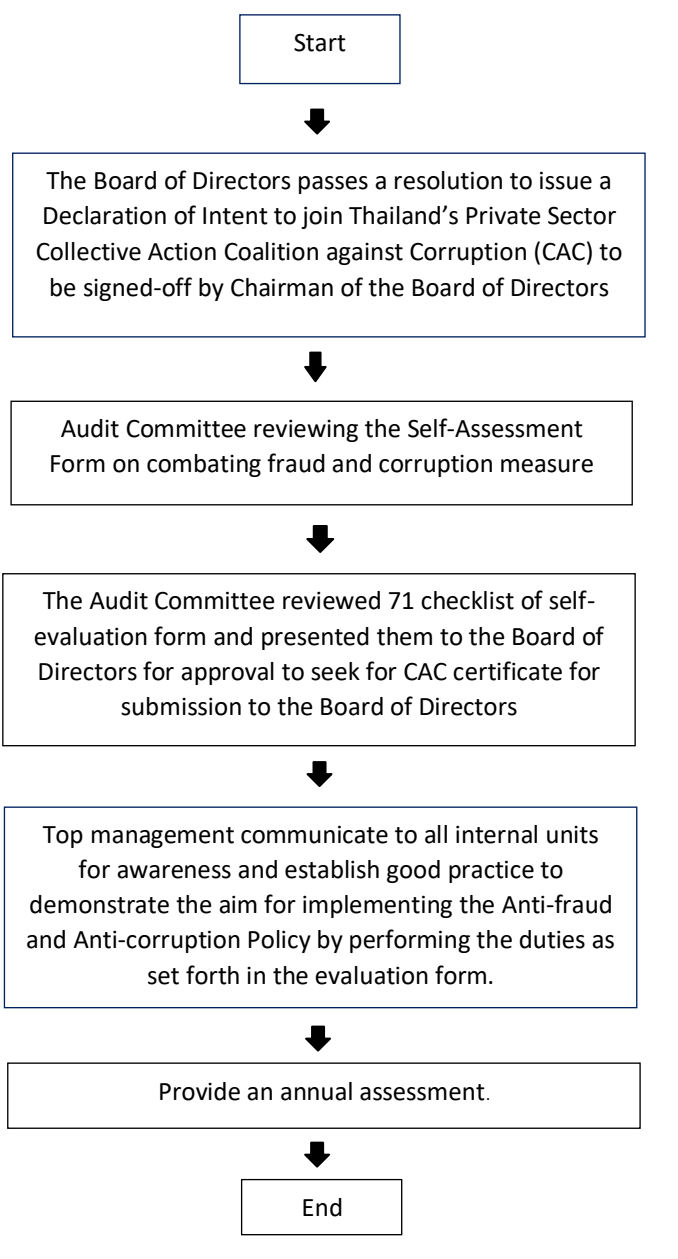
“Charitable Contributions” means giving of money, things, or any other benefits only for the public benefits, not used for returns or Bribery such as foundations, temples, charities, hospitals, or other public benefit organizations, truly certified and reliable.

“Political Contributions” means the assistance in the name of the Company by providing money, things or any other benefits to facilitate, support, or for the benefit of political parties, politicians and political activities unless it is a legitimate support according to the democratic process.

“Conflict of Interest” means a situation in which private interest is opposed to common interests; an illegal exploitation; an abuse of position and discretion; a lack of morality; a lack of transparency and fairness; and a lack of independence.

2. Responsibilities

- 2.1 **Board of Directors** is obliged and accountable to determine the policy, monitor the formulation of an effective system supporting anti-corruption to ensure that the management intensively concerns, emphasizes, and cultivates anti-corruption mindset as the Company's culture.
- 2.2 **Audit Committee** Is obliged and accountable to review the financial and accounting reporting systems, internal control system, internal audit and risk management system to ensure that they are internationally standardized, concise, appropriate, updated and efficient.
- 2.3 **Chief Executive Officer and the management** are obliged and accountable to establish a system to encourage and support the Anti-corruption policy to communicate to employees and related parties, including reviewing them to be appropriate in accordance with various situations that have changed, such as business conditions, regulations and various legal requirements, etc.
- 2.4 **Internal Auditor** has duties and accountabilities to examine and review the operation to ensure that it is in line with the policies, practices, authority. regulations, laws and regulatory requirements to ensure that appropriate control systems are in place and sufficient to encounter with the corruption risks and report to the Audit Committee.
- 2.5 **Directors, executives and employees** must perform their duties in accordance with the guidelines set forth in this policy, and in the event that any action that violates this policy is found, they must promptly report to their supervisors. or through the reporting channels specified in this policy.

Description	Work Flow
<ol style="list-style-type: none"> 1. The Board of Directors reflects the commitment to prevent fraud and corruption by bestowing the Chairman of the Board of Directors to sign in the declaration of intent to combat fraud and corruption. 2. Board of Directors appoints the Audit Committee to verify 71 checklists of self-assessment form. 3. The Audit Committee reviews 71 checklists of self-evaluation form and proposes to the Board of Directors for approval to further submit to Thailand's Private Sector Collective Action Coalition against Corruption (CAC) council for obtaining CAC certification. 4. Top management communicate with all executives and employees in the organization for awareness of the policy and guidelines for showing commitment and measurement method to reflect performance results. 5. The management requires the following up and assessment with regards to the anti-fraud and anti-corruption measures on annual basis. 	 <pre> graph TD Start([Start]) --> BOD[The Board of Directors passes a resolution to issue a Declaration of Intent to join Thailand's Private Sector Collective Action Coalition against Corruption (CAC) to be signed-off by Chairman of the Board of Directors] BOD --> AC[Audit Committee reviewing the Self-Assessment Form on combating fraud and corruption measure] AC --> AC_Review[The Audit Committee reviewed 71 checklist of self-evaluation form and presented them to the Board of Directors for approval to seek for CAC certificate for submission to the Board of Directors] AC_Review --> TopMgmt[Top management communicate to all internal units for awareness and establish good practice to demonstrate the aim for implementing the Anti-fraud and Anti-corruption Policy by performing the duties as set forth in the evaluation form.] TopMgmt --> AnnualAssess[Provide an annual assessment.] AnnualAssess --> End([End]) </pre>

3. Good practice to counter fraud and corruption

(1) No director, executive or employee is allowed to involve in or accept fraud or corruption prevail in any form, either directly or indirectly. This extends to all the Company's related units. The Company shall constantly review the compliance with this Anti-fraud and Anti-corruption Policy to be in line with the applicable rule, regulation and legal requirements as revised from time to time.

(2) Directors, executives and employees of the Company have a duty to report to the Company of any suspected fraud and corruption related to the Company by notifying the supervisor or the responsible person and cooperate in the factual investigations.

(3) The Company will provide fairness and protection to the complainant reporting fraud and corruption, including those who cooperate in reporting and investigation of fraud and corruption procedure.

(4) The Board of Directors and executives of the Company must act as a role model. to combat fraud and corruption and to promote and support the Anti-Fraud and Anti-Corruption Policy to communicate to all employees and related parties including the review of suitability of various policies and measures to accommodate the change in business conditions, rules, regulations, and legal requirements.

(5) The person committing fraud and corruption shall be subject to disciplinary action in accordance with the regulations prescribed by the Company and may be punished according to the law if such act is an offense under the law.

(6) The Company shall provide training and dissemination of knowledge to directors, executives and employees of the company to have an understanding on compliance with the Anti-fraud and Anti-corruption Policy and morality promotion, integrity, accountabilities and their own undertakings.

(7) The Company encourages the counter party, partner or other person to perform duties related to the Company to report the violation of the Company's Anti-fraud and Anti-corruption Policy.

(8) The Company has a policy to recruit or select personnel, promotion, training, performance assessment, and setting fair and adequate remuneration to personnel and employee of the Company to prevent fraud and corruption within the organization and to establish security for personnel and employees of the Company.

4. Other policies supporting the measure combating fraud and corruption

In carrying on the business, communication, negotiation, bidding and any other operations with agency of public or private sectors must be transparent and allowed by the law. In addition, directors, executives, personnel and employees of the Company must not give or accept Bribery at all business transactions as follows:

4.1 Political Contributions. The Company shall operate the business non-politically, not involved with or participated in any political parties or political power person. The Company shall not use funds or resources to support, either directly or indirectly, political parties or politicians, in all respects.

4.2 Charitable Contributions. For the reason that Charitable Contributions can involve payments made without tangible return and may be used as a subterfuge or route for Bribery. Therefore, in order not to make charitable donations with an ulterior motive, the Company has established policies and guidelines regarding charitable donations, a review and approval procedure for charitable contributions review process and details of the control as follows:

- (1) The donation must be provable that there are actual activities under the charitable project and there are activities to support the achievement of the project objectives and bring real benefits to society or to implement the business purposes with social responsibility.
- (2) The donation must be provable that such charity is not concerned with reciprocal benefits to any person or unit, except for the announcement of honors in general practice, such as the mounting of logo, etc.

4.3 Monetary sponsorships, one of the means of business public relations, unlike charitable contributions, are made for business objectives, brand o of the Company. This may be done for purposes of the Company's business, brand or reputation. They can present risk as they involve payments made for services or benefits that are often hard to measure and track. Monetary sponsorships can be steered for bribery purposes. Therefore, the Company has defined the policies and rules regarding monetary sponsorships, review procedures and detailed controls as follows

- (1) Monetary sponsorships must be provable that the applicant has actually performed the activities under the project and that it has been taken to support the achievement of the project objectives and bring real benefits to society or to implement the business purposes with social responsibility.
- (2) Monetary sponsorships must be provable that giving or receiving of monetary sponsorships or any monetary benefits, such as giving or receiving accommodation and food, etc., is not concerned with reciprocal benefits to any person or unit, except for the announcement of honors in general business practice.
- (3) As being a grantor or recipient of the monetary sponsorships, the Company shall have a register of applications showing identity of the grantor or recipient, as the case may be, and the objectives together with all supporting documents to be presented to the Company's authorized approver to consider approving according to approval hierarchy of the Company.

4.4 Facilitation fee The Company does not have a policy to offer any Facilitation Fee to government officials to encourage the outcome of more rapid transactions.

4.5 Paying and receiving money in connection with gifts, hospitality and other expenses reception fee and other expenses. To support and encourage the Anti-fraud and Anti-corruption Policy of the Company and to prevent risks related to corruption in the future, the Company therefore defines the policy on The Company's gift giving and receiving as follows:

- (1) Directors, executives or employees shall not demand, receive or agree to receive money or any other benefits from business related persons.
- (2) Directors, executives or employees may accept or give gifts in custom for the value no more than THB 3,000 (Three Thousand Baht). However, if the value is more than 3,000 Baht (Three Thousand Baht), there must be a report to the upper level of superior. Receiving or giving a gift shall in no way affect the outcome of business decision of the recipient.

4.6 Conflict of Interest. The Company defines policy and guidelines on the prevention of conflict of interest, based on the principle that any decision making in business activities must be in the best interests of the Company and shareholders, and should refrain from doing any action that cause conflict of interest so that it shall be fair to all stakeholders. This is the Company's policy to prevent the exploitation of personal gain from being a director, executive or employee of the Company. In addition, the guidelines for directors, executives and employees of the Company have been defined as follows:

- (1) Refrain from doing a connected transaction or a transaction related with either self-interest or others' interest, that may lead to the conflict of interest of the Company, except for the transactions that are in order to support medical services and/or those that are reasonable and that are in the best interests of the Company.
- (2) not seeking benefits for oneself and others by using the information or inside information that has not yet been disclosed to the public or a secret to be used or disclosed to third parties.
- (3) not using documents or information obtained from being director, executive or employee of the Company in doing business of oneself or another, that is competing with or of the same or connected with the Company.
- (4) When a conflict of interest is found, there must be a report to the supervisor in the hierarchy as soon as possible.

4.7 Employment of Government Employee. The Company defines the policy of employment of Government Employee to hold office of director, management team, personnel, employee or advisor of the Company. There must be procedure of recruitment, hiring approval, framework of remuneration, and control process to ensure that the employment of government employee is not in return for obtaining any benefits subservient to the Company, breaking images on credibility and integrity in performing duties which increase risks of fraud and corruption.

4.8 Procurement The Company has a policy to treat business partners with fairness, integrity and not taking advantage of the partners, and taking into account the best interests of the Company, which is based on receiving fair returns for both parties. There are guidelines for liaison with the Company's business partners, in concerns with reputation, legality, regulations and significant custom, as well as the contractual performance with business partners in order to ensure fairness and benefits on equal basis. The details appear on the Company's website: www.praram9.com Investor Relations → Company Info → Corporate Governance → Business Ethics (Code of Conduct) → Corporate Governance Policy → CHAPTER III Consideration to the role of stakeholders. and business ethics.

4.9 Risk Assessment

- (1) The Company has designated Risk Management Committee composed of directors and senior management. The chairman of the Risk Management Committee is the Company's Director / Chief Executive Officer who is considered as the top executive of the Company to define a risk management policy for overall organization.
- (2) To realize the importance of systematic and efficient risk management and keep up with current situations. The Risk Management Committee shall directly report to the Audit Committee to define guidelines, measures, action plans, policies and risk management frameworks consistent with the Risk Management Policy.
- (3) To supervise, monitor and assess the Company's risk management results in accordance with the Company's strategic plans and business directions. This covers the policy and scope of risk management from external and internal factors.

4.10 Internal Audit Control

- (1) The Company has established an internal control system to combat corruption, covering both of financial aspects, accounting transactions and record keeping, including other processes in companies related to anti-corruption measures.
- (2) The internal control system is a process to provide reasonable assurance that the operations are effective, reliable and adhere to the rules and anti-corruption policies. as specified by the Company.

4.11 Accounting audits and record keeping. The Company has a process of auditing accounting transactions and have appropriate approval before recording the transaction into the accounting system. They will be audited in line with the Company's policies, government regulations, relevant laws, contracts or agreements and in accordance with reasonable accounting standards and policies as follows

- (1) Operating expenses and investment expenses must have accurate and complete supporting evidence and must be approved in accordance with the limit approval hierarchy as specified in the policy on operating expenses or investment expenses, as the case may be.
- (2) Financial reports must be accurate, truthful and reliable. They must disclose material information accurately and completely, including related transaction information and potential liabilities.
- (3) The Company has sufficient and safe control over the storage of accounting documents for immediate use in audits. The access to accounting information is restricted. There are backup files kept safely. Details appear on the Company's website at www.praram9.com Investor Relations → Company Info → Corporate Governance → Business Ethics (Code of Conduct) → Policy on Accounting and Financial Statements.

4.12 Personnel Management. The Company will apply this policy as part of disciplines in personnel management, including the recruitment, training, performance assessment, compensation and promotion, etc.

4.13 Training, communication and monitoring

- (1) Directors, executives and employees will be regularly trained or informed about anti-corruption for awareness, especially the various forms of corruption, the risk of getting involved in corruption as well as reporting means in case of corruption found or suspicious.
- (2) All directors, executives and employees will be given a copy of this Policy or find this Policy from the Company's announcement in order to assure that everyone be aware of and understand the Company's Anti-corruption Policy. Moreover, the Policy and its latest updates are available in the Company's website.
- (3) To provide training on this Policy as a part of the orientation or before taking position of directors, executives and all new employees of the Company; to disseminate the measure and policy on anti-bribery to personnel within the organization with easily accessible ant-bribery measure.

- (4) To provide a test of knowledge and understanding about the measures to prevent Bribery of the organization to assess the effectiveness of training and to ensure that the measures shall be implemented and followed by employees at all levels properly.
- (5) The Company shall communicate the Anti-corruption Policy to agents, business intermediaries, distributor of products/services and contractors since the beginning of a business relationship and later as appropriate. The Company encourages agents, business intermediaries, distributor of goods/services and the contractors to adhere to the social responsibility standard as same as the Company.

5. Whistleblowing or complaining and protection of whistleblowers

The Company has a policy to protect and provide fairness to directors, executives and employees who report information or give clues to the fraud or non-compliance with law, rule, regulation or the Company's Code of Conduct (Whistleblower Policy) as follows:

How to file a complaint or whistleblowing

- (1) The complainant may submit a written complaint or the clues to the wrongdoing and fraud through various channels such as direct supervisor (manager up), the Company's intranet system or E-mail, comment box, submission of a letter to the Quality Manager of the Company.
- (2) The supervisor, receiving complaints or clues to wrongdoing and fraud, must inform the Quality Manager of the Company promptly or within 3 working days to implement the process of factual investigation.
- (3) In the event that the complainant exercises the option to remain anonymous, the details of facts or evidence must be clearly sufficient to reflect reasonable ground to believe that the fraud or non-compliance with law, rule, regulation or the Company's Code of Conduct was actually committed.

Protection of the whistleblower

- (1) Complainant may exercise an option to request confidentiality regarding his identity when considering that the disclosure may cause damage to himself provided that the details of facts or evidence must be clearly sufficient to reflect reasonable ground to believe that the fraud or non-compliance with law, rule, regulation or the Company's Code of Conduct was actually committed. However, the option to disclose identity shall help the recipient of the complaint to take the step more quickly.
- (2) Information related to the complaint shall be treated by the Company in confidence and to be disclosed as to the extent necessary with regard to security and the damage of the reporter, data source, or the concerned person. In any case, the person responsible for every step must keep the known information at the highest level of confidentiality and not disclose to third parties. The failure to do so shall be a disciplinary offense.
- (3) In the event that the complainant considers that it is tentatively in danger or troublesome, the complainant may ask for reasonable protection measures from the Company. The Company may impose protection measures without requirement from the Complainant, provided the situation is likely to cause damage or insecurity.

(4) An employee who treat another by any means unfair, unreasonably discriminate, or causing damage to anyone by the reason that such person making a complaint, giving an information or clues to fraud or non-compliance with law, rule, regulation or the Company's Code of Conduct, including the one who proceeds with legal action or acts as witness or gives testimony or provides any cooperation to the competent court or government agency, shall be charged with disciplinary offense to be punishable. However, they may be punished according to the law if it is an offense under the law.

(5) The injured persons shall be recovered the damage by the means or procedures justifiable and equitable as determined by the Quality Control Department.

A stakeholder who is a third party can inquire information, report complaints or clues to legal offenses, inaccuracy of financial statement, weak internal control system, unethical business practices, or violation of right through whistleblowing channel as follows.

- (1) Post Mail to
- Audit Committee
- Praram 9 Hospital Public Company Limited
- 99 Rama IX Road, Bangkapi, Huai khwang, Bangkok, 10310
- (2) Hotline 1270
- (3) Company's website: [www.praram9.com/Investor Relations Section/Whistleblowing Channel](http://www.praram9.com/Investor%20Relations%20Section/Whistleblowing%20Channel)

In any case, the information, complaints and clues of various wrongdoings informed to the Company shall be kept confidential. The Audit Committee shall order to examine the information in order to find out the method of solution and further report to the Board of Directors.

6. Protection of Directors, Executives and Employees

(1) The Company assures the directors, executives and employees that no one will be demoted, punished or affected in any way from refusing the Bribery although such refusal will cause the Company to suffer loss or miss an opportunity to get new business. The Company believes that a zero tolerance of Bribery and corruption policy shall create a long run of value for the Company. Moreover, the Company shall not allow anyone to threaten, intimidate or deter a director, executive and employee who intentionally comply with this policy.

(2) A director, executive and employee believing that he/she is being threatened or intimidated or deterred should immediately give a clue or lodge a complaint with the supervisor or the Human Resources Department. If there is no recovery given, it is available to report through the reporting channels under this policy.

7. Investigation and Punishment

(1) In conducting an investigation and gathering facts, the recipient of the complaint shall forward the complaint to the following persons for conducting the examination and gathering facts (the "Auditor") on the matter complained.

- (1.1) In the event that the complainant is an employee holding position lower than the executive level, the Deputy Chief Executive Officer and/or the person or unit assigned by the Deputy Chief Executive Officer shall conduct as an Auditor.
- (1.2) In the case where the complainant is an employee holding position at the executive level upwards, the Audit Committee and/or any person or unit as assigned by the Audit Committee shall conduct as an Auditor.

In case of any doubts or questions, the Auditor may invite any employee or the direct supervisor of the complainant to provide information or any related documents for factual investigation.

(2) When the complaint is proved true, the following actions shall be carried out within 7 working days:

- (2.1) In case of the complaint regarding to fraud or non-compliance with law, rule, regulation or the Company's Code of Conduct, the Auditor shall consider submitting such complaint together with the Auditor's opinions to the Audit Committee for further determination.
- (2.2) The auditor shall notify the progress and results of the consideration of complaints of wrongdoing and fraud to the complainant disclosing his/her name, address, telephone number, email address or other contact channel. Nevertheless, from time to time, due to private information and confidentiality, the Company may not be able to disclose any details of the investigation or disciplinary action.
- (2.3) In the event that such complaint is significant, for example, it is potential to damage reputation, goodwill or financial status of the Company; or it is in conflict with the Company's business policies or concerned with the top management, etc., the Auditor shall consider proposing the matter together with the Auditor's opinion to the Board of Directors for further determination.
- (2.4) In the event that the complaint may cause damage to any person, the Auditor will propose appropriate and fair method to mitigate the damage to the injured person as it deems appropriate subject to the framework set forth by the Board of Directors. and/or the Audit Committee.
- (2.5) The auditor shall determine and find out the cause and the way to solve such wrongdoing and fraud as to prevent the recurrence in the future and further report to the Audit Committee for acknowledgement and carrying out the action in accordance with the established procedure.

8. Review, Inspection and Improvement

The Quality Manager of the Company is responsible for maintaining a register containing all of the complaints or clues of wrongdoings and fraud; and making a summary report of all wrongdoing and fraud, whether it has been considered or is under factual investigation to the Audit Committee on regular basis at least once a quarter.

BHANAPOT DAMAPONG

(Mr. Bhanapot Damapong)

Chairman of the Board of Directors
Praram 9 Hospital Public Company Limited