



## Supplier Code of Conduct

### Introduction

N Health, on behalf of **Bangkok Dusit Medical Services Public Company Limited (BDMS)**, has a policy and commitment to conduct business with integrity, transparency and fairness under the principles of good corporate governance and sustainable development. N Health works in partnership with suppliers in order to create sustainable value for all stakeholders throughout the organization. Moreover, supply chain management of N Health encompasses three aspects: Environment, Social and Business Ethics which promote risk management, develop opportunities for sustainable development, and improve suppliers' sustainability performance throughout the supply chain. Therefore, the **Supplier Code of Conduct** was established for ongoing business cooperation and suppliers of Bangkok Dusit Medical Services Public Company Limited.

**Supplier** refers to supplier, contractor, service provider, renter or hire-purchase that delivers products or services to BDMS as well as internal and external BDMS' stakeholders. Supplier is responsible for communicating, monitoring and evaluating performance appropriately according to the contract agreements and policies of the BDMS Group. It also complies with international standards and sustainable development practices.

To achieve continuous improvement throughout the supply chain, **N Health** sincerely hopes that our supplier of BDMS will implement and align their practices with the Supplier Code of Conduct in conducting business together with BDMS.

Narongrid Galaputh  
Managing Director  
National Healthcare Systems Co., Ltd.  
17 February 2020

## Scope of the Supplier Code of Conduct

1. Business Ethics
2. Labor Practice and Human Rights
3. Occupational Health and Safety
4. Environment
5. Social Development Participation



## Business Ethics

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### 1.1. Business Integrity

Supplier must conduct their business by complying with the laws, related rules and regulations. Supplier must also conduct business with honesty, transparency, ethics and accountability; and shall not participate in any fraudulent act or corruption.

### 1.2. Fairness

Supplier must treat all stakeholders responsibly and fairly, and must provide equal opportunities in a manner that is ethical and enabling fair competition.

### 1.3. Confidentiality

Supplier shall not disclose, publish, reproduce, or refer any confidential information without the prior written consent of the Stakeholders. Confidential information includes business-sensitive information and any confidential information related to all stakeholders.

### 1.4. Disclosure of Information

Supplier shall disclose full and accurate owned information through evidence or supporting documents as required by law.

### 1.5. Protection of Intellectual Property

Supplier must conduct business in compliance with laws and regulations related to intellectual property, respect intellectual property rights of others, and must not allow violation of such rights.

### 1.6. Avoiding Conflict of Interest

Affiliates of Bangkok Dusit Medical Services Public Company Limited uphold morality and ethics in business. Therefore, supplier is expected to avoid all conflict of interest in their business deal. This includes conflict of interest between the BDMS and supplier, and personal interests or those of close relatives.



## Labor Practice and Human Rights

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### 2.1. Compliance with Labor Laws

Supplier and their stakeholders shall comply with labor law and regulations and adhere to the international recognised principles related to human rights such as International Labor Organization (ILO), United Nations Global Compact (UNGC), United Nations Universal Declaration of Human Right (UNUDHR) and Ruggie Principles etc.

However, Supplier must fully comply with the labor law related to the minimum working age, pregnant women, disabilities, and foreign employees.

### 2.2. Non-Discrimination

Supplier and their stakeholders shall treat employees equally with respect and dignity. Supplier must not discriminate on the basis of race, color, national origin (ancestry), nationality, religion, gender, age, education, citizenship, sexual orientation, disability, or any other matter required by laws of the country in which the supplier operates. Such Non-discrimination applies to the entire contract of employment.

### 2.3. Non-Forced Labour

Supplier and their stakeholders must avoid any forced labor. This includes corporal punishment, threat, coercion, harassment, human trafficking or any form of violence.

### 2.4. Wages, Benefits and Working Hour

Supplier and their stakeholders must set standard of employment and termination of employment in compliance with applicable laws and regulations.

Supplier and their stakeholders must maintain work hours in compliance with all applicable laws and regulations with respect to working hours and overtime. Working hours for supplier's employee will not exceed maximum set by laws and all overtime must be voluntary. Furthermore, supplier shall offer vacation, holiday, and leave periods not less than those stipulated by laws.

Supplier and their stakeholders shall provide appropriate compensation according to employee competency level and fairly pay wages, overtime pay, holiday pay including other benefits. Supplier shall pay accurate wages, not less than the minimum wages rate set by law, in a timely manner.



## Occupational Health and Safety

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### **3.1 Compliance with Relevant Occupational Health and Safety and Working Environment Regulations**

Supplier and their stakeholders must comply with relevant laws and regulations on occupational health, safety and the working environment. Suppliers shall perform preventive and corrective action resulting from incidents related to safety, health, security, working environment and carry out program to improve continuously.

### **3.2. Safety & Working Environment**

Supplier and their stakeholders shall provide their employees with a safe, hygienic working environment as well as operational facilities such as first aid device provision. Supplier shall reduce and control accident risks, health effects that may occur during work operations. This includes implementation of an emergency plans and responsiveness procedure to minimize direct and indirect impact from such emergency situations.

### **3.3. Personal Protective Equipment**

Supplier and their stakeholders must provide employees with sufficient, appropriate and ready to use personal protective equipment in accordance with the applicable safety standards and manufacturer's instructions to ensure safety to all relevant parties during work operation. Supplier shall conduct regular audits and monitoring personal protective equipment in the area during operations at all times.



#### 4.1. Environmental Management

Supplier and their stakeholders must conduct their business in an environmentally responsible manner and comply with all applicable environmental laws, regulations and international environmental standards such as ISO14001.

Supplier and their stakeholders shall implement policy or guidance for resources conservation, operational efficiently throughout the supply chain in accordance with relevant environmental standards. From production processes, storage and delivery of products or services to affiliates of Bangkok Dusit Medical Services.

Supplier and their stakeholders shall conduct their business with environmental awareness, pollution prevention, encourage personnel to put effort to control the use of of environmental resources effectively.

#### 4.2. Eco-Friendly

BDMS places high expectation towards supplier in eco-friendly products and services utilization, and aware of the potential negative environmental impacts in their operational area.

Supplier and their stakeholders should support the environmental matters by using resources efficiently as well as collabolating with BDMS to promote the environmental sustainable development, such as energy consumption efficiency improvement or greenhouse gas emissions reduction.

Supplier and their stakeholders are expected to select their suppliers of goods and services and subcontractors that are environmentally responsible throughout the supply chain. Supplier must notify customer in case of any hazardous substances are used, any chemicals that affect the environment in production or services. Supplier must implement waste management in compliance with relevant laws without affecting the community and society.



## Social Development Participation

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Supplier and their stakeholders are expected to strive to conduct business with social responsibility. This includes respect local culture; support campaigns to improve the quality of life, well-being of the community and society; source products and services from local partners; promote high standard of raw materials and local products in order to stimulate the local economy. This will lead to significant benefits in sustainable development at both local and national level.

## **Monitoring Compliance of Supplier Code of Conduct**

### **1. Communication on Supplier Code of Conduct**

Supplier shall communicate the content of this Supplier Code of Conduct to employees, business partners, subcontractors and all stakeholders to enhance the ethical procurement process and sustainable throughout the supply chain.

### **2. Implementation of Supplier Code of Conduct**

2.1 Affiliated companies of Bangkok Dusit Medical Services Public Company Limited expect supplier to implement and monitor policies, procedures, communications, audits and controls in accordance with this Supplier Code of Conduct to be most effective.

2.2 Supplier and their stakeholders must prove compliance with this Supplier Code of Conduct by providing precise and appropriate clarification upon requests regarding progress monitoring.

2.3 BDMS may assess and/or audits supplier's compliance in relation to the Supplier Code of Conduct, whereby partner suppliers, subcontractors, and all stakeholders shall cooperate in all respects.

2.4 N Health, on behalf of Bangkok Dusit Medical Services Public Company Limited, encourages supplier to establish their own Supplier Code of Conduct and communicate with all suppliers to achieve continuous improvement throughout the supply chain.

### **3. Reporting Concern**

3.1 Supplier must provide a channel for incident reporting or any concern appropriately, with transparent procedures and easy to understand.

3.2 Supplier is responsible for reporting to N Health on behalf of Bangkok Dusit Medical Services Public Company Limited for any concern situations or incidents that may affect the compliance with this Supplier Code of Conduct.

## Channels for Complaints, Whistleblowing

Suppliers can inquiry, report or complain to acts that violate the code of conduct or any suspected to violate or fail to comply with the rules, regulations, ethics or corporate governance policies of the company. You can report or complain and send evidences to the following channels.

- Website <http://Nqms.nhealth-asia.com>
- Post office **Audit Committee (Quality Management Department)**  
National Healthcare Systems Co., Ltd.  
2301/2 New Petchaburi Rd, Bang Kapi, Huai Khwang,  
Bangkok 10310
- Email [NPS.Digital@nhealth-asia.com](mailto:NPS.Digital@nhealth-asia.com)
- โทรศัพท์ 02-762-4000

#### 4. Termination of Partner Status

Suppliers who violates this Supplier Code of Conduct, or found misconducted regarding serious breach and affect business operations of Bangkok Dusit Medical Services Public Company Limited, will be undergoing the consideration process and could be terminated in the Approved Vendor List of the Procurement System.



## Supplier's Acknowledgement Form

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I have read, understood and acknowledged the Supplier Code of Conduct for sustainable business development. I will comply with this code of conduct in all aspects. In addition, all related evidence will be collected and submitted upon requested. Including consent to the company to assess the performance in relation to monitor compliance this Supplier Code of Conduct.

Supplier certify and affix the company seal (if any)

**Company Name** .....

**Address** .....

.....

Signature : .....

(.....)

(Authorized person to sign and company seal)

Position.....

Date.....

*If signed and stamped on the form and please scan and send to N Health by email: NPS.Digital@nhealth-asia.com*

*For more information, please contact the Procurement Department, National Healthcare Systems Co., Ltd. Tel 02-762-4000 ext. 4107*