



## Human Rights, Labour Rights, and Children's Rights Policy

Principal Capital Public Company Limited recognizes the inherent value and equal dignity of all individuals, including employees and all stakeholders. The Company is committed to respecting internationally recognized human rights principles and acknowledges the business sector's responsibility to uphold and promote the rights of children in every context—whether as patients, consumers, family members of employees, or members of the communities in which the Company operates.

Accordingly, the Company is committed to fostering respect for human rights, labour rights, and children's rights in a comprehensive and proactive manner. It emphasizes the importance of raising awareness and promoting compliance throughout its value chain with all applicable laws, regulations, and principles of good corporate governance to prevent any violation of human rights, labour rights, or the rights of children. The Company also puts in place appropriate mechanisms for prevention, grievance reporting, and remedy in the event of actual or potential adverse impacts.

This Policy is aligned with key international instruments and standards, including but not limited to:

- The Universal Declaration of Human Rights (UDHR)
- The International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work
- The United Nations Guiding Principles on Business and Human Rights (UNGPs)
- The Children's Rights and Business Principles (CRBP) developed by UNICEF

Based on these frameworks, Principal Capital Public Company Limited has established the following principles and guidelines for implementation:

1. The Company and all personnel shall treat every individual with equal respect and dignity based on fundamental human rights. No discrimination or segregation shall be made based on origin, race, nationality, gender, gender identity, age, religion, educational background, political expression, physical condition, socioeconomic status, family background, or any other status. This principle is particularly emphasized in the protection of vulnerable groups, including but not limited to women, children, persons with disabilities, the elderly, refugees, migrant workers, and other marginalized populations.
2. The Company shall support and respect the protection of human rights, labour rights, and children's rights by ensuring that its business activities do not cause, contribute to, or be directly or indirectly linked to any violations of such rights across the value chain.

3. The Company shall communicate and promote awareness of human rights, labour rights, and children's rights among its personnel and relevant stakeholders throughout the value chain using appropriate and effective channels.
4. The Company shall conduct regular assessments of human rights, labour rights, and children's rights risks and impacts within its own operations and among its business partners. It shall establish appropriate mitigation measures and ensure mechanisms are in place for protection, grievance handling, and remediation of adverse impacts.
5. The Company shall establish accessible and confidential grievance and whistleblower channels for reporting any suspected or actual violation of human rights, labour rights, or children's rights. These mechanisms shall be user-friendly, ensure effective case management, and protect the identity and safety of whistleblowers.
6. The Company shall disclose its human rights, labour rights, and children's rights policies, implementation measures, and (where applicable) grievance cases through its annual reports and other suitable communication channels.
7. The Company shall support the right of employees to exercise their civic duties in accordance with the Constitution and applicable laws.
8. The Company shall ensure fair and non-discriminatory practices in recruitment, remuneration, and the provision of employee benefits. It shall offer equal opportunities for learning, capacity development, and career advancement in alignment with individual responsibilities and qualifications.
9. The Company shall promote gender equality and support the rights of women at all levels of the organization by ensuring equal opportunities in recruitment, promotion, access to development and training, eliminating the gender pay gap, and implementing policies and practices that promote a safe working environment free from sexual harassment and all forms of violence
10. Employees shall have the right to express their views and participate in activities beneficial to the Company, as long as such actions do not infringe on the rights of others and remain within the framework of applicable laws, internal policies, professional ethics, and accepted social norms.
11. The Company shall support the formation of welfare committees and ensure employee participation throughout the process. Employees shall be encouraged to provide input on employment conditions, workplace environment, and welfare initiatives for the Company's consideration.

12. The Company shall provide a workplace that adheres to occupational health and safety standards and promotes the physical and mental well-being of its employees. It shall take action to eliminate excessive working hours.
13. The Company does not support illegal employment of migrant workers, forced labour, human trafficking, or the employment of children under the age of 18—except in approved educational guidance contexts with informed consent from schools and/or guardians, and in full compliance with relevant laws and regulations.
14. The Company shall promote respect for local traditions, customs, beliefs, and cultural practices among its personnel.
15. The Company shall deliver products and services that meet quality and safety standards to protect customers' health, lives, and property. Appropriate care standards shall be applied to pediatric patients based on age-specific needs. The Company shall provide complete, accurate, and sufficient information without concealment, distortion, or misinformation. It shall not promote harmful values, social division, or inappropriate messaging relating to or targeting children.
16. Company personnel must adhere to agreements made with customers. If obligations cannot be fulfilled, the Company shall communicate promptly with the customer - or, in the case of minors, their guardians - to seek resolution. All customers must be treated equally, without discrimination, with full respect for their privacy and strict confidentiality of their personal and medical information.
17. In the event that Company personnel or value chain stakeholders violate human rights, labour rights, or children's rights, the Company shall take disciplinary or legal action in accordance with internal policies and applicable laws, upholding fundamental rights principles.
18. The Company shall support volunteer activities and programs that promote the well-being of vulnerable groups, including children, and education initiatives, in collaboration with local authorities, schools, and partner organizations.
19. The Company shall promote local employment and procurement, ensure that no form of human rights violations occurs against members of the local community, and invest in local communities in alignment with the Company's strategic business direction.

This Policy applies to all members of the Board of Directors, executives, physicians, and all personnel of the Company, including temporary employees, subcontracted workers, and any individuals acting under contract with or on behalf of the Company. It also extends to all relevant parties across the Company's value chain. The Company shall ensure that this Policy is clearly communicated, its importance is well understood, and compliance is strictly observed by all concerned parties.

### Communication Approach

1. All personnel shall be informed of the Company's Human Rights, Labour Rights, and Children's Rights Policy during onboarding and shall receive ongoing reinforcement of its importance through regular training or awareness activities. These may be delivered through instructor-led sessions or e-learning modules, as deemed appropriate.
2. Relevant stakeholders throughout the value chain shall be informed of this Policy through meetings, circular communications, or other appropriate disclosure channels.

### Grievance Mechanism

1. The Company has established dedicated channels for reporting complaints or whistleblowing related to human rights, labour rights, and children's rights violations, in accordance with its Whistleblowing Policy:

Website : [www.principalcapital.co.th](http://www.principalcapital.co.th)

Phone : 02-009-2015

Email : [princ\\_secretarywhistle@princgroup.com](mailto:princ_secretarywhistle@princgroup.com) or  
[princ\\_internalwhistle@princgroup.com](mailto:princ_internalwhistle@princgroup.com)

Postal Mail : Company Secretary  
Principal Capital Public Company Limited  
29th Floor, Bangkok Business Center Building  
Sukhumvit 63 Road, Khlong Tan Nuea, Watthana District  
Bangkok 10110, Thailand

2. In addition, internal personnel may also submit complaints or whistleblowing reports regarding violations of human rights, labour rights, or children's rights directly and confidentially to the Hospital Director via a dedicated communication channel.

## Remedial Measures and Operational Approach

1. The Company shall conduct regular assessments or comprehensive human rights, labour rights, and children's rights due diligence in order to identify, evaluate, and understand the scale and severity of potential and actual adverse impacts across its value chain. Findings from these assessments will inform the development of preventive and mitigative measures.
2. Ongoing monitoring shall be carried out using both qualitative and quantitative indicators. Insights gained from these indicators will be used to continuously improve or formulate appropriate measures to address identified risks and issues.
3. In the event of a complaint regarding a violation of human rights, labour rights, or children's rights, the Company shall respond promptly, transparently, and appropriately. Whistleblowers and complainants shall be protected in accordance with the Company's established procedures.
4. Where adverse impacts resulting from the Company's actions or from those acting on its behalf are identified, the Company shall take genuine and proportionate steps to remedy the harm. Remedial efforts shall be prioritized based on the severity of the impact. The Company will also cooperate with judicial and non-judicial mechanisms relevant to the remediation process in order to ensure fair and effective redress for affected individuals.