 โรงพยาบาลราชพฤกษ์ Ratchaphruek Hospital	Document Type : Hospital Policy
	(Department) : Governance, Leadership, Direction
	Revision: 00
Title: Diversity and Inclusion Policy	Document No. : HP – GLD - 012 Standard Type : GLD
Issue Date: 06 August 2022	Page No. : 1 / 7
Assignment and Person Responsible to Summarize Quality Policies: All Employees and Workers at all levels in Ratchaphruek Hospital Public Company Limited.	
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Provider	Reviewer	Approver
 (MS.CHULARAT SIRISINGH) COMPANY SECRETARY DATE...06.....AUGUST....2022....	 (DOCTOR TEERAWAT SRINAKARIN) CHIEF EXECUTIVE OFFICER DATE...06.....AUGUST....2022....	 (MR.SUDHON SRIYAPANT) CHAIRMAN DATE...06.....AUGUST....2022....


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Schedule of Amendments to this Policy

Revision	Reviewed By	Effective Date	Details of Revision
00	MS.CHULARAT SIRISINGH	06 August 2022	Create a new document

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1. Policy

Ratchaphruek Hospital Public Company Limited “RPH” recognize Diversity and Inclusion as a key driver of business performance and building good working environment for employees: it broadens the exchange of ideas, skills and experiences. Bringing together the differences will lead to innovation and breakthrough performance.

2. The purpose

RPH aims to manage Diversity and Inclusion for the benefits of business and also employees by

- Creating collective identity,
- demonstrating collective leadership style, and thus,
- making employee to see and realize the Reality,
- make them “think business” and
- correlate/align themselves with customers, consumers and business strategies & operations,
- Creating organization of opportunities for everyone to contribute and grow together with the organization.

Therefore, it is RPH’s policy to synergize the work force and bring together the rich mix of people with different gender, generation, culture, backgrounds, experience, perspective and practices and creating an environment by which these “differences are valued and respected” by the Company and all the RPH employees across the globe, to achieve the RPH organization vision “We are determined to be the first-class private hospital”


3. Scope

This Policy shall be applied to RPH and Partner Company, well as the joint-ventures can, as appropriate, apply and implement this Policy to be compatible with their respective business.

4. Definitions

Vocabulary	Mean
Company	Ratchaphruek Hospital Public Company Limited.
Employees	All Employees and Workers at all levels in Ratchaphruek Hospital Public Company Limited.
Diversity	All the ways we differ. It includes visible differences such as age, gender and physical appearance as well as invisible differences such as thought processes, belief, values, personal preference and experiences.

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Inclusion	A workplace where differences are valued and everyone has the opportunity to contribute and is recognized.
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5. Implementation

Set and review the D&I goals both in long and short term. All Department must develop annual D&I Plan for their own Division/Department and in line with Corporate Strategy and Business direction.

- 5.1 The executives, supervisors, and leaders at all levels shall promote respect for diversity and inclusion across the Company.
- 5.2 RPH encourages every business unit to take into consideration diversity and inclusion when nominating members of the Board of Directors, members of other committee at any level, or candidates for other positions.
- 5.3 Provide communication channels for all the employees to share their information, knowledge, experience, giving & receiving constructive feedback and reporting of misbehavior. The objective is to enable employee for work improvement and adaptation to dynamic change in business. As a follows,


- CEO Chanel, send message to Chief Executive as a direct communication channel with the CEO
- Development communication, create RPF Staff or E-learning system for employee interaction via smart phone
- Establish multiple communication channels for employees to share their thoughts and ideas
- Etc.

- 5.4 Promote “Respectful Working Environment and Valuing Difference” with no discrimination based on personal preferences, personality, race, nationality, religion, color, gender, generation, marital status.

Action Plan

- Create a communication channel where employees can voice out any harassment concerns.
- Establish RPH’s Corporate Discrimination and Sexual Harassment Policy
- Provide cross- cultural preparation program prior to the employee’ s overseas assignments.

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5.5 Provide equal opportunity in recruitment process and equitable access to opportunities for career progression according to performance, competency and growth of the organization.

- Roll-out the Internal Resourcing process.
- Regularly manage and monitor employee's career path in every department.

5.6 Recognize employee appropriately for their contributions to innovations, work improvement and achievement of the Company and encourage every business units and functions to consistently recognize their employees.

6. Reporting guidelines when encountering discrimination and harassment incidents.

6.1 The harassed employee speaks to the offender for the unwelcome behavior to cease immediately.

6.2 If the offender continues such behavior, the harassed employee reports to his/her direct supervisor or supervisor's hierarchical superior or Human Resources Manager, as deem appropriate.

6.3 Related Human Resources (Division Manager or above) investigates and gathers information from the offender and the harassed employee, as well as witnesses (if any) within 7 days from the date of reported incident.

6.4 Related Human Resources (Division Manager level or above) sets up an investigation committee comprising at least 4 members:

- 1) Manager level or above from the offender's Department unit
- 2) Directors level or above from any other Department not involved in the incident.
- 3) Manager level or above from Human Resources Department.
- 4) Head of Internal Audit


6.5 Impose disciplinary actions to the offender or any party having made false accusation, based on the investigation committee's deliberation and verdict.

6.6 If it is a criminal case and involves a law firm, Legal officer must be involved.

7. Penalty

Any person who violates the rights of another person on the basis of their individual differences, which is also considered a violation of RPH Code of Conduct, shall be subject to a disciplinary inquiry as prescribed by RPH's regulations and may also be subject to legal punishment if the act is against the law.

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1) Disciplinary

the Company shall impose the disciplinary penalty according to the Company's regulation.

- Verbal Warning
- Written Warning
- Be suspended from job
- Dismiss

2) Legal punishment

Civil and commercial laws/ Criminal laws.

8. Complaints / Reporting

8.1 The harassed employee who reports the incident will be protected and will not receive any negative impact due to the reporting of such incident.

8.2 All complaints and investigations are treated confidentially to the extent possible, and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties involved during the investigation, and the Director of Humanize Resource will take adequate steps to ensure that the complainant is protected from retaliation during and after the investigation. All information pertaining to a complaint or investigation under this policy will be maintained in secure files within the Humanize Resource department and/or Internal Audit Department.

8.3 RPH shall fairly treat and protect any whistleblower who reports a violation of the rights of an individual related to RPH by implementing whistleblower protection measures to protect all whistleblowers and informants involved as stipulated in RPH's Whistleblowing Policy.


9. Flow Chart Work Process

- None

10. Cautions / Suggestions / Additional comments

If any employee who found any violation or failure to comply with the harassment must reports directly or indirectly to that employee, or if one of the parties is in a supervisory capacity in the same department in which the other party works, the parties must notify the Humanize Resource Director or Chief Executive Officer other appropriate corporate officer. Any person who is found to have violated this aspect of the policy will be subject to discipline up to and including termination of employment.

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11. Review implementation process

The Company shall consider amendment to Non-Discrimination and Anti-Harassment Policy as well as manuals, requirements, procedures, and all relevant forms in consideration of the accuracy, appropriateness, adequacy.

12. Reference

12.1 Code of Ethics and Business Conduct of Ratchaphruek Hospital Public Company Limited

13. Related Documents

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|------|---|--------------|
| 13.1 | Non-Discrimination and Anti-Harassment Policy | (HP-GLD-011) |
| 13.2 | Diversity and Inclusion Policy | (HP-GLD-021) |

***Note:** This policy is approved by the Board of Directors Meeting No.3/2022 on 6 August 2022 and is effective from 6 August 2022 onward.*

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