




 โรงพยาบาลราชพฤกษ์ Ratchaphruek Hospital	Document Type : Hospital Policy
	(Department) : Governance, Leadership, Direction
	Revision: 00
Title: Human Rights Policy	Document No. : HP – GLD - 013 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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Ratchaphruek Hospital Public Company Limited or “RPH” recognizes that all human beings are valued and equal in dignity and rights. Company, therefore, respects human rights as the fundamental virtue for working and living together. RPH’s Core Values or RPH Way has integrity as part of desired behaviors in the organization. This creates confidence that the way of doing business and employees’ practices are based on the principle of reciprocal respect for an individual’s honor and dignity. RPH upholds and respects human rights as reflected in The United Nations Universal Declaration of Human Rights (UNDHR) and The International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work. The Company’s commitment to respecting human rights is derived from continuous efforts in running the business ethically and responsibly.

To ensure that RPH business is free from human rights violation, the meeting of the Board of Directors has deemed it appropriate to issue the Human Rights Policy and practice guidelines to prevent violation of human rights in every business activity of RPH (direct activity), including those of its business partners.

1. Policy

The Board of Directors, executives and RPHs employees of every level shall recognize the importance of Human Rights Policy and respect human rights of every individual in every aspect, including the society and community at large, in compliance with the laws of each country and the treaty each country is committed to, as well as adopting the following practices.


- Treat others equally and indiscriminately on the basis of human rights.
- Refrain from acting in a way that may be considered violation of human rights.
- Encourage and support human rights.
- Communicate, disseminate, educate and understand human rights, determine guidelines, as well as overseeing and providing other kinds of supports to business partners in the business value chain, suppliers, contractors.

RPH expects and encourages business partners, contractors, suppliers and other related parties to uphold and comply with this policy.

2. Scope

This policy is applied to CPF and its subsidiaries in Thailand and overseas. It shall be disseminated to RPH’s business partners for adaptation to their operations and encouraged the participation of prime suppliers in our supply chain on human rights aspect for the Service / Health care.

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3. Definitions


Vocabulary	Mean
Company	Ratchaphruek Hospital Public Company Limited.
Employees	All Employees and Workers at all levels in Ratchaphruek Hospital Public Company Limited.
Inclusion	A workplace where differences are valued and everyone has the opportunity to contribute and is recognized.
Harassment	Behavior which is considered unwelcome, offensive, discriminatory, threatening and hostile (by the harassed Employee) which unreasonably disrupts another person in his/her work. The behavior may not be intentionally done by the offender but it has impact on the harassed employee physically and mentally. It can either be sexual or non-sexual.
Form of Harassment	<ul style="list-style-type: none"> • Verbal: saying sarcastically, bully, joking, jesting, teasing, instigate, wrong accusation, verbally assaulting words. • Non Verbal / Gesture: staring, leering, impolite hand gesturing, whistling. • Physical: bullying, unnecessarily patting / touching the other's body, showing pornographic materials, sending threaten messages, any acts that cause the harassed employee to be ashamed, humiliated, or discriminated. <p>Harassment covers both sexual and non- sexual unwelcome conduct or behavior that creates hostile work environment. Sexual harassment relates to gender and sexual orientation and non- sexual harassment associates with personal characteristics or situations, such as race, religion, age, ethnicity, intelligence, disability, physical stature, etc.</p>

4. Implementation

To promote respect for human rights throughout the organization as well as to build confidence that all employees and stakeholders are entitled to fair treatment, protection and respect for fundamental rights equally and fairly, the Company commits to the following practices;

- 4.1 Strictly comply with the Company's rules and regulations, including related local and international laws.
- 4.2 Respect human rights and treat each other with respect, honor and equality, without discriminating others based on their differences in physical and mental status, race, nationality, country of origin, ethnicity, religion, gender, language, age, skin color, education, social status, culture, tradition or any other status.

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- 4.3 Perform one's duties with prudence to prevent risks from violation of human rights in business conduct, as well as overseeing that respect for human rights is instilled.
- 4.4 Encourage practices aiming for protection of human rights.
- 4.5 Foster proactive two-way communication amongst employees to promote greater awareness, knowledge and understanding of their role in respecting human rights, introducing grievance mechanisms for employees and stakeholders to raise concerns, make complaints or identify adverse human rights impacts in case of human rights violations.
- 4.6 Establish procedures for investigating allegations of human rights abuses and violations upon receiving grievance reports from employees and/or stakeholders, as well as report to top management to pursue effective solutions to mitigate any adverse human rights impacts.
- 4.7 RPH shall determine to build and maintain an organizational culture that adheres to human rights in alignment with this Human Rights Policy.
- 4.8 Promote ethical business conduct amongst Business Partners to build a culture of reciprocal respect, and enhance competitiveness in a sustainable manner. In this regard, the Company's commitment to respect human rights has been explicitly reflected through the key corporate policies as follows:
 - Corporate Governance Policy
 - Code of Conduct
 - Corporate Social Responsibility Policy
 - Employment and Labor Management Policy
 - Diversity and Inclusion Policy

5. Reporting guidelines when encountering violates the Human rights of another person on the basis of their individual differences

- 5.1 The harassed employee speaks to the offender for the unwelcome behavior to cease immediately.
- 5.2 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.
- 5.3 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.
- 5.4 Related Human Resources (Division Manager level or above) sets up an investigation committee comprising at least 4 members:

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- 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

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

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

6. Penalty

Any person who violates the Human 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.

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.

7. Complaints / Reporting

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

7.2 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.

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7.3 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.

8. Flow Chart Work Process

- None

9. 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.

10. 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.

11. Reference

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

12. Related Documents

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|------|---|--------------|
| 12.1 | Diversity and Inclusion Policy | (HP-GLD-012) |
| 12.2 | Whistleblowing Policy | (HP-GLD-015) |
| 12.3 | Non-Discrimination and Anti-Harassment 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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