

Human Rights Policy

Principles

Central Plaza Hotel Public Company Limited (the “Company”), as a leading in operating hotels and food services businesses, fully recognizes the value and dignity in being a human being on an equal basis. As such, the Company has given importance to promoting and supporting the protection of human rights of all involved Stakeholder Groups; whereby this is considered as a basic moral standard in being together as part of the same social group. For this reason, the Company has determined that this positive moral standard to be an integral part of the required behavior for the organization, in order to ensure that the operating guidelines for the conduct of Company’s businesses and the manner in discharging their duties and responsibilities on the part of the Staff are based on the principles of mutually respecting personal prestige and dignity on an equal basis.

Additionally, the Company actively promotes and supports respect for human rights in accordance with the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work), namely:

- ILO Convention (No. 29) on the Recruitment of Forced Labor
- ILO Convention (No.100) on Equal Wages
- ILO Convention (No. 105) on Stopping the Use of Forced Labor.
- ILO Convention (No. 138) on the Minimum Age of Employment.
- ILO Convention (No.182) on the Preventing and the Immediate Elimination of the Terrible Methods of Child Labor
- ILO Convention (No. 29) on the Framework for Promoting Work Safety and Occupational Health

Scope

This Policy is for use in conducting and operating the businesses of the Central Plaza Hotel Pcl. and Subsidiary Companies both in Thailand and overseas; as well as for communicating to Business Partners in order to adapt and adopt in operating their respective businesses, together with for promoting the active cooperation by all involved parties in giving importance to the respect for human rights.

Definitions

Company	means the Central Plaza Hotel Public Company Limited or CENTEL
Subsidiary Companies	means those companies, in which CENTEL has shareholdings of more than 50% and management control
Staff	means all staff members and employees of CENTEL, working in all positions and under an employment agreement/contract
Business Partners	means those persons, groups of persons or organizations sourcing raw materials, products and contents, as well as providing various services
Business Alliances	means those persons, groups of persons, or organizations distributing products and services of CENTEL to consumer groups

Operating Guidelines

So as to assure all staff and Stakeholder groups within the supply chain that they will receive equal treatment as well as to promote and support an environment of full respect for human rights throughout the entire the supply chain, the Company has, thus, determine associated operating guidelines for communicating within the organization and to all Stakeholder groups as follows:

Labor Rights

The Company fully accepts and values the differences in its personnel; does not act and also forbids any actions undertaken in a prejudice or biased manner towards applicants for employment and its Staff, based on age, physical or mental disabilities, race or nationality, gender, skin color, religion, beliefs, country of origin, population status and sexual preference, together with marital status. The Company will treat every person with respect and dignity with regards to their private lives, as well as promote various measures that will lead to the elimination of forced or involuntary labor and use of child labor.

Rights of the Customers/Clients

The Company gives importance to the standards and quality of services given to all our customers on an equal basis, without any prejudice or bias based age, physical or mental disabilities, race/nationality, gender, skin color, religion, beliefs, country of origin, population status, and sexual preference together with marital status; and will treat all customers and clients with respect. The Company also gives importance to their privacy in a strict manner;

and. so as to assure our customers and clients, the Company has announced a Policy on the Use of Inside and Confidential Information together with accompanying operating guidelines.

Rights of Business Partner and Business Alliances

As a leading operator for the hotels and food retailing business, the Company sells both products and services that are of a high standard; together with promotes the conduct and operations of business in a transparent and equitable manner. Further, as a Business Partner, the Company is committed to maintaining the highest standards of business ethics and personal dignity. While the Company also conducts its business with Business Partners and Business Alliances in accordance with the established operating policies, such as: Code of Business Conduct in Sourcing and Procurement as well as in selling the Company's products and services. At the same time, the Company supports and promotes all its Business Partners and Business Alliance to actively participate in operating their respective business in an ethical manner, in being responsible towards society, and in creating a culture of respect for human rights.

Rights of the Community and the Environment

The Company principally conducts its businesses in connection with the community, society and the environment. As such, the Company gives importance to operating its businesses in showing responsibility towards the community, society, and the environment; whereby there is an established Environmental and Social Sustainability Policy that defines its commitment to protecting the environment and reducing the potential impacts from the business activities and products of its hotel services, through acting within the applicable laws and specified requirements relating to the environment - both in Thailand and overseas. The Company is also committed to supporting and promoting various goods, products and services originating from nearby communities at fair and equitable prices; as well as supports hiring local workers so as to promote the potential of people living in the local community. Additionally, all Centara hotels and resorts have been certified by international environmental management organizations, such as: EarthCheck or the ISO14001:2015 certification.

Furthermore, the Company has determined various activities to be undertaken on an ongoing basis and in a strict manner, that gives great importance to the rights of the community and environment so as to achieve positive happy benefits in a fully integrated manner.

As such, the Company has indicated its full commitment in respecting human rights within the key operating policies of the Company, such as:

- Corporate Governance Policy
- Code of Business Conduct

- Policy on the Use of Information
- Business Ethics and Operating Guidelines for Business Partners
- Policy on Anti-Corruption

Additionally, the Company has determined procedures to monitor and review and also to assess associated risks and negative impacts to human rights throughout the supply chain on a regular basis; as well as has defined operating guidelines or appropriate risk management measures accordingly, through requiring every business group or unit to be responsible for overseeing and managing their own respective risks.

The Company has made available various channels of communications, so that all Staff and Stakeholders will have the opportunity to express their opinions that reflect any problems or issues as well to submit any relevant information or complaints to the Company via email: whistle-blower@chr.co.th. As such, any information received will be kept strictly confidential and will be used as guidelines for further ongoing development of this policy. This is to ensure that there is strict adherence to this Human Rights Policy.

This Policy is effective as of February 1, 2019.

Mr. Suthikiati Chirathivat
Chairman of the Board of Directors
Central Plaza Hotel Public Company Limited