



Code of Conduct & Guidelines for Business Partners and Suppliers

CENTRAL PLAZA HOTEL Plc. (“Company”) has prepared this Code of Conduct & Guidelines, for use and reference by its Business Partners and Suppliers, that is based upon the various associated operating guidelines, rules, and regulations effective for the country, the Region and internationally. This Code of Conduct is also in accordance with the conduct of business based on the principles of good governance, together with being consistent with the economic conditions and also accountable to society and the environment. This so that sustainability of the overall business operations as well as of the effective supply value chain can be achieved. Further, the Guidelines include a process to monitor that the actual business operations strictly adhere to the established Code of Conduct.

Business Partners and Suppliers means: producers/suppliers of products, contractors, sellers of goods and services, outsourced parties, joint business investment partners and alliances, distributors, business advisors/consultants, and/or services providers to the Company, who are both juristic parties or non-juristic persons.

The objective of this document is to enable all Business Partners and Suppliers of the Company to adhere to these established guidelines in the overall operations and the conduct of their respective businesses, as well as to adapt and further apply them to their related businesses activities in an appropriate manner accordingly.

1. Business Integrity

1.1 Honest Business Practices, Anti-corruption and Non-Restrictive Business Practices

1. Conduct and operate their businesses strictly in full accordance with the laws, together with all applicable trade regulations.
2. Conduct and operate their businesses on the basis of correctness, transparency and honesty, together with good business ethics and accountability.
3. Promote and support competitive activities in a fair and equitable manner; Do not seek for and undertake or accept any activities that are seemingly corrupt together with any acts of bribery, through offering or promising to pay monies or to give any other items or benefits so as to enable Business Partners and Suppliers to gain unfair business advantages.
4. Support and collaborate with others in being against corruption or any unethical actions, regardless of whether it is in the Public sector and Private sector or on the part of any one in the general public.
5. Undertake risk management actions, as well as establish various monitoring and reporting tools; and/or undertake training activities to create full awareness of the damaging effects from acting in a corrupt manner towards employees and Business Partners and Suppliers.

1.2 Information Confidentiality

1. Do not disclose any important business information together with any confidential Company information or those of other Company Stakeholders, through being able to access their respective private information as a result of any contractual business relationships.
2. Do not make use of any Company information without the specific concurrence of the Company.
3. Do not make use of any inside confidential information in an improper manner for personal gains or those of others.

1.3 Information Disclosure

1. Disclose any information you have in a correct, transparent and comprehensive manner as specified by the law.

1.4 Protection of Intellectual Property

1. Conduct and operate the business within the law or regulatory requirements relating to intellectual property rights.
2. Be aware of the importance of respecting intellectual property rights; and monitor activities so as to ensure the business operations do not violate any intellectual property rights of others.

2. Labor Welfare & Human Rights

2.1 Fair and Equal Treatment

1. Treat all employees and staff with respect, taking into consideration their equal basic human rights; as well as act towards them all without any bias or prejudice, based on their place of birth, race, gender, age, skin color, religion, thinking, physical attributes, status and family background, political stance, and marital status.

2.2 Protection of labor or worker rights

1. Do not hire children who are below the specified legal age of employment; and in the event of hiring any persons beyond the legal age of employment, ensure that the workers' rights of such employees are fully protected in every way as specified by the law.
2. In the event of hiring foreign laborers or workers, comply with all associated and specified legal requirements in the correct manner.
3. Take into consideration the allocation of accommodation facilities as appropriate for those laborers working in project construction sites, together with associated work site safety and health aspects; and also allocate space available for use by any children that is far from the actual construction areas.
4. Allow employees the freedom to make any suggestions relating to overseeing them in accordance with the labor laws; as well as allow them to be able to participate in the associated negotiations process in accordance with the applicable laws.

2.3 Do Not Use Forced Labor

1. Do not treat workers as if they were slaves, as well as do not use any physical punishment, force and threatening behavior or imprisonment; workers must be allowed to work in a free and voluntary manner.
2. Laborers or workers must be able to terminate their employment in accordance with the law, in the event of giving a valid reason to Business Partners and Suppliers.

2.4 Wages, Benefits and Working Hours

1. Determine the wages and benefits as appropriate to their knowhow and capabilities as well as their potential abilities, together with not being lower than the wages or benefits due as specified by the law.
2. Determine normal and overtime working hours together with non-working days or ability to request for a leave of absence as allowed and specified by the law.
3. Working overtime or during non-working days by the workers must be on a voluntary basis.

3. Occupational Health & Safety

3.1 Work Safety Environment

1. Oversee the safety of workers and any involved parties, through creating and supporting safety and occupational health in the workplace.
2. Arrange any necessary basic amenities, facilities and equipment to be available, so as to minimize the risks of any accidents or health impacts occurring from working; together with the appropriate first-aid equipment and facilities within the workplace.
3. Prepare for any emergency situations that may occur, including plans for quick evacuation of all workers and employees together with the associated training and practice sessions on a regular basis.

3.2 Products & Services Quality and Safety Standards

1. Guarantee and ensure safety standards of the work outputs or services deliverables from being hired or contracted by the Company, taking into consideration the importance of the safety for the staff, customers and any involved parties.
2. Source products and services that have high quality and safety standards as well as being environmental friendly through being subjected to appropriate quality controls and checks, so as to deliver both products and services according to the specifications issued by the Company as well as in accordance with the quality assurances as given by the Business Partners and Suppliers,
3. Show and give all documents indicating the source of supply for all products and services, together with the quality and safety standards of the associated production process used, to the Company and any involve parties in the event of being requested to do so during any quality inspection procedures.
4. Support sourcing of products and services from local suppliers; as well as promote the use of locally sourced quality raw materials or products, so as to create jobs and income for local residents and reduce the costs of products for the Company.

4. Environmental Sustainability

4.1 Avoidance of Hazardous Materials, and Product Safety Oriented

1. Specify and inform the Company whenever any hazardous materials or toxic chemicals that will impact or harm the environment are used in the production process and/or in supplying services to the Company, together with the plans for the associated wastes transportation and disposal as required by law and that will not impact or harm the environment as well as local or neighboring communities.

4.2 Efficient Use of Resources; and Reduction of Waste & Pollution

1. Undertake the work through taking into consideration efficient and effective use of energy and other resources.
2. Manage associated operational risks in an effective manner, through determining appropriate measures to protect the environment.
3. Promote the use local raw materials and products that are of good quality standards.
4. Participate in promoting as well as collaborate with the Company in various activities to reduce climate change; as well as preserve natural resources and bio-diversity, so as to maintain the balance of the eco-system

5. Efficiency Improvement / Business Innovation

Collaborate in thinking about the business operations together with exchanging knowledge and experiences, so as to enable ongoing improvements and further development of the operational processes that will then achieve increased efficiency or business innovation throughout the entire supply chain.

6. Whistleblowing & Communications Channels

In the event that any Business Partners and Suppliers and the various involved Stakeholder Groups suspect or come across any alleged breach of or acts of non-compliance with the established laws, rules and regulations, as well as any alleged acts of non-compliance of any businesses ethics or good corporate governance policies of the Company, they are able to enquire and inform or submit a complaint, together with the associated details, to the Company through the following channels of communications:

- Telephone (02) 769-1234, Ext. 6134, or Email : whistleblower_centel@chr.co.th; or
By mail to: The Audit Committee; Central Plaza Hotel Plc.
999/99 Rama 1 Road, Pathumwan, Pathumwan; Bangkok 10330

Thirayuth Chirathivat
Chief Executive Officer
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