

Anti-Corruption

The Company recognizes that corruption undermines free competition, erodes stakeholder confidence, and contradicts the Company's Code of Conduct. Therefore, the Company places strong emphasis on the prevention and anti-corruption practices by regularly reviewing and updating its policies and guidelines on an annual basis, with reports submitted to the Risk Management, Corporate Governance and Sustainability Committee for consideration and recommendations on appropriate measures in response to evolving circumstances. The Company requires corruption risk assessments, including bribery, as well as the review of business activities with high risk or potential significant impact on the Company's interests. In addition, the Company promotes the adoption of technology to enhance prevention efficiency and process improvement to mitigate such risks.

At the same time, the Company strengthen organizational culture by developing knowledge-sharing materials through the Risk & Legal Lab, and by providing training and regular reviews of the Code of Conduct for all executives and employees, starting from the onboarding process for new employees and continuing on an annual basis. The target is to achieve 100% coverage to enhance knowledge, understanding, and awareness of the enforced Anti-Corruption Policy. Clear case studies are also provided to ensure employees understand the legal implications and disciplinary actions that may result from inappropriate conduct. For suppliers, the Company issues formal communications to ensure that suppliers are conducted with integrity and transparency under the established measures, and invites suppliers to join the Thai Private Sector Collective Action Against Corruption. The Company also communicates its No Gift Policy annually through its corporate website to reaffirm its commitment to Anti-Corruption. In addition, the Company has established accessible, convenient, and secure complaint or whistleblowing channels to ensure that the investigation process aligns with good corporate governance principles. The Company also ensures that all reports are considered and handled fairly, transparently, and that whistleblowers are appropriately protected.



NO GIFT POLICY

**งดรับ
งดมอบ
ของขวัญ
ในทุกเทศกาล**

เพื่อส่งเสริมและสร้างวัฒนธรรม
การดำเนินงานอย่างโปร่งใส

More Information



Know Before You Do Wrong: Fraud-Related Behaviors in Fitness

"The staff collaborated to submit **fraudulent documents for a fitness membership renewal."**

Old that's good! I'll take it.

Would you prefer to renew the membership now, you would have received 30% discount.

Please transfer to my personal account at xxx-xxxx-xxxx to complete the process.

This is strictly prohibited! Such action is considered **embezzlement**.

The offender will result in **immediate termination and legal action**

We should have a mitigation plan to reduce this risk.

Preventive Action

1. The Accounting Department issues the cards.
2. Trainers sell the cards.
3. A register is maintained to control and track the number of cards.
4. The card inventory and cash amounts are reconciled on a monthly basis.

Membership of Thai Private Sector Collective Action Against Corruption

The Company has joined various associations and organizations whose objectives align with its goals and actively support anti-corruption initiatives (Zero Corruption), such as Federation of Thai Industries, Thai Bankers' Association, Federation of Thai Capital Market Organizations, Thai Chamber of Commerce, Joint Foreign Chambers of Commerce in Thailand, and Thai Listed Companies Association. Furthermore, the Company's Assistant Vice President - Corporate Risk, Legal and Sustainability participated as a representative in the knowledge-sharing forum "Best Start with CAC: A Key Step Toward Transparent and Sustainable Business." This reflects the Company's commitment to conducting business with transparency, corporate governance, and driving sustainable development within the country's business sector.

In 2025, the Company renewed its membership in Thai Private Sector Collective Action Against Corruption (CAC) for the third consecutive time. This initiative is under Thai Institute of Directors (IOD) and aims to elevate standards of transparency and Code of Conduct. In the same year, the Company received the highest-level 3-star CAC Change Agent Award for the second consecutive year, in recognition of its significant role in expanding supplier participation in the CAC network through the SME certification program, thereby strengthening transparency across the Company's value chain.



Whistleblowing and Complaint Investigation Process

The Company promotes the monitoring and review of operational processes that may potentially violate laws, regulations, rules, or the Company's Code of Conduct, including fraud and misconduct. This serves as a key mechanism to prevent and mitigate risks that may impact the Company's corporate governance. The Company has developed and enhanced its whistleblowing and complaint handling system in accordance with the Whistleblowing Policy to ensure that all stakeholder groups, including employees, customers, suppliers, and communities, can easily access the system with confidence in a process that is transparent, fair, and verifiable. Three reporting channels are provided: the Company's website, email, and postal mail. Relevant departments also provide guidance on how to use these channels to ensure that stakeholders can utilize the system effectively and securely. In addition, the Company regularly communicates the policy through initiatives such as the Speak Up program, CHR Newsletter communications, annual supplier meetings, supplier on-site assessments, on-site engagement with surrounding communities to enhance awareness and understanding of the whistleblowing mechanisms.

In the investigation process, the Company has established the Audit Committee to compile and screen the information received, carefully considering the impacts and determining appropriate handling measures for each case. This ensures that affected parties receive fair and appropriate remediation. The Company also implements measures to protect the rights and safety of whistleblowers, allowing anonymous reporting and strictly adhering to a non-retaliation policy against any individual who reports information or files a complaint. To ensure effective monitoring and oversight, the Company assigns the Internal Audit function and Risk Management function to report operational results to Chief Executive Officer for consideration, recommendations, and preventive measures, as well as process improvements to prevent recurrence of similar issues in the future. The outcomes are subsequently reported to the Risk Management, Corporate Governance and Sustainability Committee and the Board of Directors.



Whistleblowing and Complaint Investigation Channels

The Company has established channels for both internal and external stakeholders to report concerns or complaints as follows:

- Website: <https://investor.centarahotelsresorts.com/en/corporate-governance/anti-corruption-policy-and-whistleblowing-channel>
- Email: whistleblower_centel@chr.co.th
- Postal Mail: Internal Audit Department and Risk Management Department
Central Plaza Hotel Public Company Limited
999/99, 25th Floor, Rama I Road, Pathum Wan Sub-district,
Pathum Wan District, Bangkok 10330

Number of Complaints in 2025

| Topic | No. of Complaints | | No. of Resolved Complaints | | No. of complaints on investigated process | |
|-------------------------------------|-------------------|---------------|----------------------------|---------------|---|---------------|
| | Hotel Business | Food Business | Hotel Business | Food Business | Hotel Business | Food Business |
| Corruption or Bribery | 0 | 2 | 0 | 2 | 0 | 0 |
| Money Laundering or Insider trading | 0 | 0 | 0 | 0 | 0 | 0 |
| Conflict of Interest | 1 | 0 | 1 | 0 | 0 | 0 |
| Customer Services | 0 | 0 | 0 | 0 | 0 | 0 |
| Customer Privacy Data | 0 | 0 | 0 | 0 | 0 | 0 |
| Occupational Safety and Health | 0 | 0 | 0 | 0 | 0 | 0 |
| Employment Terms | 0 | 2 | 0 | 2 | 0 | 0 |
| Human Rights Violation | 0 | 2 | 0 | 2 | 0 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 |
| Discrimination | 0 | 0 | 0 | 0 | 0 | 0 |
| Environmental Issue | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | | | | | | |
| • Working Process | 4 | 1 | 4 | 1 | 0 | 0 |
| • Ethics & Code of Conduct | 1 | 0 | 1 | 0 | 0 | 0 |
| Total | 6 | 7 | 6 | 7 | 0 | 0 |

In 2025, there were no whistleblowing reports and complaints related to corruption or violations of the Company’s corporate governance policies that resulted in significant financial or non-financial impacts on the Company.

Example of a Grievance Handling Process 2025

A foreign employee in Dubai submitted a complaint through the Company’s grievance channel regarding the alleged unfair payment of final wages following a voluntary resignation. The Internal Audit and Risk Management functions received the complaint and initiated a formal investigation process. An investigation committee was established, comprising representatives from Internal Audit, Risk Management, and Human Resources.

The investigation was conducted in accordance with applicable laws, the Company’s policies and procedures, and relevant evidence obtained from both management and the employee. The findings concluded that the management had processed the final wage payment in full compliance with local legal requirements. In addition, the Company provided clarification to the employee on the applicable legal procedures and regulations.

The grievance was therefore resolved in accordance with the established process. To prevent recurrence, the Company has implemented corrective actions, including providing training on relevant local labor laws related to employment practices.

