

Employee Levels	Number of those who received training and communication		Percentage of those who received training (%)	
	Hotel Business	Food Business	Hotel Business	Food Business
Operation	3,469	1,506	100	
First management	645	3,017	100	
Middle management	101	373	100	
High-level executives	65	58	100	



Internal Audit and Control

The Company places great importance on internal auditing as a key mechanism for enhancing transparency, reliability, and sustainability in its operations, which are fundamental principles of the Good Corporate Governance system. Therefore, the Internal Audit unit has been structured to operate independently, ensuring it can effectively carry out its duties. It plays a vital role in assessing and evaluating the adequacy and effectiveness of the internal control system, risk management, and adherence to legal and regulatory requirements. The objective is to support the organization in achieving its strategic goals while upholding the principles of good governance and sustainable development. This approach is designed to create long-term value for the organization and all stakeholders.



In the operations of the Internal Audit unit, evaluation and audit results are regularly presented to the Chief Executive Officer and the Audit Committee on a quarterly and annual basis, in accordance with international internal audit standards. This ensures that senior management receives essential information for strategic decision-making and fosters continuous improvement of the internal audit system. The Company recognizes the importance of transparency in its operations and has implemented an annual internal evaluation project to assess and enhance the quality of internal auditing. Additionally, there is a plan to have the internal control system reviewed by external units every five years, with the process scheduled for completion by 2027.

Furthermore, the Company has promoted knowledge, understanding, and awareness of the importance of internal control systems among employees by organizing training activities and continuously communicating relevant information. This ensures that employees can perform their duties efficiently, in accordance with standards and best practices in internal control. In 2024, training and communication initiatives were extended to all department heads and branch managers within the hotel and food businesses, achieving 100% compliance with the set target.

The Company has appointed Mr. Khunakorn Susukkhon, Manager of Internal Audit Department (Acting Head of Internal Audit), to oversee the Internal Audit Office and be responsible for auditing operations. His responsibilities include auditing financial management and accounting within the Company, supervising internal auditors, and directly reporting audit results to the Audit Committee for presentation to the Board of Directors and the Management.

Anti-corruption

The Company prioritizes compliance with laws on the prevention and combatting of corruption and bribery. It is committed to operating with transparency, social responsibility, and consideration for all stakeholders. The Company supports the use of technology to enhance efficiency in preventing corruption and encourages personnel at all levels to be aware of and actively combat corruption in all forms. Clear communication is maintained to define behaviors that constitute corruption, serving as guidelines for operations and the prevention of misconduct. Additionally, the Company strengthens an organizational culture that upholds business ethics and corporate values in alignment with the principles of good corporate governance.

In 2024, the Company reviewed its anti-corruption policy along with regulations, complaints and fact-finding investigation, as follows:

1. The Company has assessed the risk of fraud, corruption, bribery, and other risks in high-risk business activities or those that may significantly impact the Company's interests. Preventive measures have been established, and their implementation is continuously monitored and evaluated, with the results reported to the Board of Directors. Additionally, internal audits and controls are conducted annually according to the audit plan of the Internal Audit Office.
2. The Company has established clear guidelines and requirements regarding the giving and receiving of gifts, assets, or other benefits, ensuring appropriateness in building relationships and engaging with external organizations in accordance with proper customs. These include hospitality and entertainment, donations or financial support on behalf of the Company, consideration of offers from business partners, provision of money or benefits, and political support. Additionally, the Company has communicated its "No Gift Policy" annually on its website to prevent and combat corruption that may arise in business operations.
3. The Company has continuously provided training to its personnel to enhance their knowledge and understanding of the applicable anti-corruption policy, including the scope of giving and receiving benefits. Clear case study examples are incorporated to ensure employees recognize the importance of complying with this policy. Additionally, the Company has communicated the measures for handling policy violations to ensure that employees are aware of and strictly adhere to the established guidelines.
4. The Company has established clear and comprehensive guidelines for communicating and disseminating its anti-corruption and bribery policies to all relevant parties, including customers, business partners, and employees. These policies are shared through various channels, such as the Company's website, public relations media, and email notifications. This ensures that all stakeholders are fully aware of and comply with the policy while promoting transparent and ethical business operations.
5. The Company has established an accessible, convenient, and secure complaint channel for whistleblowers to facilitate the investigation process in accordance with the principles of good corporate governance. This ensures that all information received is considered and acted upon fairly and transparently.

The Company has published its anti-corruption policy on its <https://investor.centarahotelsresorts.com/storage/download/cg-document/20250106-centel-anti-corruption-and-bribery-policy-en.pdf> and has issued a formal letter to its business partners. This initiative ensures that business operations remain honest and transparent under the established measures while also inviting business partners to join in expressing their commitment to combating corruption in the Thai private sector.