

HUMAN RIGHTS

Key Performances

Employees (operational level to senior management) trained on Human Rights



100%

Gender ratio: Male | Female



42%



58%

Supplier Human Rights Management
Hotel Business

26% of suppliers assessed

Suppliers received human rights training

69%



Food Business

55% of suppliers assessed

Suppliers received human rights training

28%



Challenges

- Business activities, both direct and indirect, are sensitive to human rights issues due to increasingly diverse and complex stakeholders, rights holders, and expectations. This may create risks that the Company could contribute to or have linkages with human rights violations. In addition, factors such as climate change, labor shortages, the adoption of technology, and the use of artificial intelligence in business operations may lead to inequality and negative impacts on the environment, society, and vulnerable groups. Without comprehensive risk management and human rights assessments, these issues may affect the Company's credibility, reputation, legal compliance, and its ability to generate revenue in the long term.

Opportunities

- Promoting and embedding an organizational culture that values human rights principles and non-discrimination is a key mechanism for conducting business in accordance with good corporate governance over the long term. It also serves as a tool for ensuring transparent and fair oversight of the supply chain. The Company recognizes the importance of enhancing knowledge and awareness of human rights, alongside the application of technology that takes human rights impacts into consideration, in order to elevate service delivery and develop products that align with the expectations of diverse stakeholders. This approach helps create a competitive advantage, enhances customer satisfaction, and contributes positively to attracting, motivating, and retaining quality employees, thereby strengthening workforce stability and supporting sustainable business operations.

Management Approach

The Company is committed to conducting its business with respect for human rights and without involvement in any form of human rights violations. This commitment aligns with the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the principles of good corporate governance. The Company also participates in advancing the pillars of Respect and Remedy for human rights impacts in accordance with the role of the business sector.

The Company places importance on conducting business activities throughout the value chain, integrating the understanding and assessment of human rights impacts and risks into the Double Materiality assessment process. This serves as a framework for implementing Human Rights Due Diligence, stakeholder engagement, and systematic and continuous supply chain governance, leading to the protection, respect, and remedy of human rights in a sustainable manner. Furthermore, the Company references key international human rights frameworks, including the Universal Declaration of Human Rights (UDHR), the OECD Guidelines for Multinational Enterprises, and the ILO Declaration on Fundamental Principles and Rights at Work, as well as the labor laws of the countries where the Company operates. The Company adheres to the principle of non-discrimination, regardless of race, nationality, religion, gender, sexual orientation, age, skin color, language, ethnicity, disability, or any other status.

To ensure operations are aligned with international standards, in 2025 the Company reviewed and updated relevant policies, including the Human Rights Policy, Non-Discrimination and Anti-Harassment Policy, and Supplier Code of Conduct, among others. The Company also developed and communicated related policies and practices to employees at all levels, while conveying its commitments to suppliers and business partners. These policies cover key issues such as the prohibition of forced labor and child labor, protection of female workers and migrant workers, occupational health and safety, appropriate working hours, non-discrimination, prevention of sexual harassment and human trafficking, freedom of association and collective

bargaining, as well as the promotion of fair and adequate wages for a decent standard of living. Additionally, the Company promotes an organizational culture that raises awareness of international human rights principles and Collective Agreements, which are incorporated into policies and guidelines in the employee handbook. Training is provided for new employees upon commencement of employment, while existing employees receive periodic training and assessments to ensure understanding. This ensures that all employees possess the knowledge and skills aligned with the established standards. For suppliers and business partners, the Company communicates its expectations and practices through acknowledgment of the Supplier Code of Conduct and Guidelines, along with annual random supplier assessments, in order to jointly prevent and avoid human rights violations

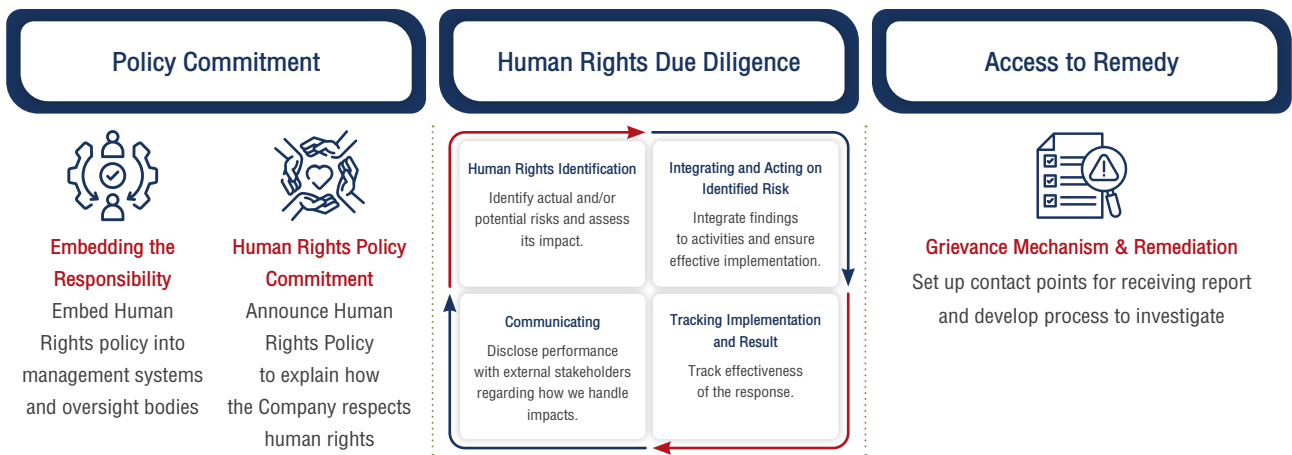
Moreover, the Company recognizes the importance of children's rights as children are considered a vulnerable group in society and key stakeholders of the business, whether as guests, customers, family members of employees, or members of local communities where the Company operates. The Company therefore places emphasis on protecting children, promoting their safety, and enhancing their quality of life in accordance with the Children's Rights and Business Principles, alongside referencing The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (The Code). Recognizing the specific risks associated with the industry, the Company has established a Child Protection Policy to provide systematic guidelines for safeguarding the safety of child guests, while also complying with relevant local and international laws concerning children's rights and child labor. To promote children's rights in accessing products and services, the Company provides child-friendly facilities and services, such as Kids Check-in, Kids Club, and Kids Spa, supervised by experienced staff. Also, the Company offers Kids Menu options designed according to age-appropriate nutritional guidelines to support children's well-being and proper development, while also prioritizing safety in the use of services.



Human Rights Due Diligence

The Company conducts Human Rights Due Diligence every three years to assess human rights risks, with the next review and assessment scheduled for 2026, covering 100% of the business activities of the hotel and food groups. Additionally, the Company aims to enhance the human rights risk assessment of critical Tier 1 suppliers to achieve 100% coverage by 2030. The Company continuously monitors, oversees, and responds to human rights issues in accordance with the United Nations Guiding Principles on Business and Human Rights (UNGPs). This approach covers policy formulation, the identification and assessment of risks and impacts, the integration and implementation of risk management measures, performance monitoring, information disclosure, and the establishment of grievance mechanisms and appropriate remediation processes to enhance the effectiveness of human rights management. In addition, the Company has established an annual review of its Human Rights Policy to ensure that the organization’s operations remain aligned with evolving contexts and comprehensively address human rights issues across all dimensions.

In addition to internal governance, the Company places importance on addressing human rights issues throughout the supply chain. The Risk Management, Corporate Governance and Sustainability Committee plays a key role in closely overseeing and monitoring these matters, and requires that human rights considerations be incorporated into the review process prior to establishing partnerships with new business partners. This ensures that such collaborations are aligned with the human rights practices upheld by the organization.



Human Rights Risk Assessment Process

The Company designates human rights risks as one of the significant sustainability risk issues that must be assessed regularly. This enables the Company to appropriately identify, prevent, establish response measures, and mitigate potential human rights impacts throughout the value chain, including prioritizing the severity and likelihood of such impacts and managing risks at a level acceptable to the organization. Accordingly, the Company integrates its enterprise risk management framework into the human rights risk assessment process in alignment with the United Nations Guiding Principles on Business and Human Rights (UNGPs). The process consists of five key steps, as follows:

1. **Human Rights Risk Topic Identification and Assessment:** The Company analyzes the internal organizational environment, personnel work practices, and operational processes of each department that may be related to human rights issues. This analysis draws on operational insights from the responsibilities of each function in order to identify potential risks. In addition, the Company has developed a Value Chain Mapping to identify key operational processes and stakeholder groups that may be affected by human rights impacts. The information is then compared and analyzed in relation to the context of the same industry. The risk assessment considers likelihood, categorized as high, medium, or low, and severity of the impacts, which is evaluated based on scale, scope, and the difficulty of remediation. The assessment results are then compared against a Risk Heat Map, using a scoring scale of 1-5 to prioritize and classify the level of risk for each issue. In 2025, the monitoring of human rights risks in the hospitality industry indicated increasing attention to several issues, including labor rights and working conditions, equality and non-discrimination, children’s rights and the prevention of exploitation, privacy and personal data protection, and the right to access grievance mechanisms and remediation, among others.

For the Company, human rights issues remain significant, as detailed below:

CENTEL'S Operation	CENTEL's Supply Chain
<ul style="list-style-type: none"> • Right to access to effective remedies • Right to freedom of association and collective bargaining • Right to enjoy just and favorable conditions of work with no discrimination and equal remuneration • Right not to be subjected to slavery, servitude or forced labor 	<ul style="list-style-type: none"> • Right to access to effective remedies • Right not to be subjected to slavery, servitude or forced labor • Right to privacy

Salient Human Rights Issues

Risk Issues	Risk Mitigation and Control Guideline
<ul style="list-style-type: none"> • Right to Access to Effective Remedy Risk arising from the organization's inability to adequately protect and ensure fairness for whistleblowers reporting human rights violations, including ineffective grievance mechanisms due to unclear protection measures and operational procedures. • Right to Privacy Risk arising from personal data leakage and the use of personal data for purposes other than those consented to by the data subject. 	<ul style="list-style-type: none"> • Establish accessible, convenient, and fair whistleblowing channels through the website, email, and postal mail, along with measures to protect whistleblowers from harassment, intimidation, punishment, or retaliation in any form. In addition, a Grievance Committee (comprising the Internal Audit and Risk Management functions) has been established to carefully investigate facts and report the results to the Risk Management, Corporate Governance, and Sustainability Committee, as well as the Board of Directors. • Communicate whistleblowing channels and promote a whistleblowing culture among employees through the Speak Up Program when encountering misconduct. • Communicate whistleblowing channels to suppliers and ensure 100% acknowledgement and compliance with the Supplier Code of Conduct. • Review and update related policies, while enhancing the whistleblowing system and operational procedures to improve the effectiveness and credibility of the grievance mechanism. • Develop cybersecurity and data privacy action plans. • Report cybersecurity and data privacy issues on a quarterly basis. • Provide training to raise awareness on personal data protection and policies in accordance with the Personal Data Protection Act (PDPA). • Communicate the Supplier Code of Conduct to all suppliers and require their acknowledgment, acceptance, and strict compliance.

2. Integration and Action

The Company integrates the risk assessment results into its business operations by developing action plans that identify relevant units to address gaps and improve work processes (Process Improvement). This includes the development and implementation of human rights mitigation plans in collaboration with relevant stakeholders. The implementation approach is determined based on the nature of the Company's involvement, namely: cases where the Company directly causes the impact, cases where the Company contributes to the impact, and cases where the Company is linked to through business relationships.

3. Tracking and Effectiveness Monitoring

The Company clearly assigns responsible parties to track and monitor the effectiveness of control activities in order to enhance operations that respect human rights. Human rights issues are integrated into the organization's performance monitoring systems and tools, such as internal audits, surveys, and grievance mechanisms. Relevant indicators are also established, including the percentage of employees and suppliers receiving human rights training, the proportion of human rights impact assessments conducted, and the number of complaints related to human rights issues, among others. Moreover, the Company continuously gathers feedback and recommendations from stakeholders to promote engagement and comprehensive operational improvements.

4. Communication

The Company reports on its performance results and management approaches regarding human rights impacts to the Risk Management, Corporate Governance and Sustainability Committee on a quarterly basis, and the information is also presented to the Board of Directors every quarter. This ensures that the implemented measures remain effective. In addition, the Company discloses information to both internal and external stakeholders through the Company's communication channels, such as the website, annual report, and other public media, in order to enhance transparency and build confidence in the Company's compliance with relevant policies and standards.

5. Remedies

The Company analyzes and identifies human rights risks both within and outside the organization, and develops mitigation plans and remedial measures covering 100% of identified risks. Additionally, the Company has established a Whistleblowing Policy to support the reporting of human rights violations, with clearly defined procedures, timelines for fact-finding investigations, and responsible units. The policy also includes measures to protect whistleblowers from harassment, intimidation, punishment, or retaliation in any form (non-retaliation).

Regarding remedial actions, the Company provides opportunities for affected parties to participate in discussions, negotiations, and the determination of appropriate remediation measures to ensure fairness, transparency, and accessibility. The remediation approach is determined based on the severity of the impacts, covering both monetary and non-monetary measures, as well as support for access to grievance mechanisms and other relevant corrective actions.

In 2025, the hotel business reported no complaints related to human rights violations. For the food business, a total of 2 complaints related to human rights violations were reported. All complaints were fully investigated, addressed, and remedied in accordance with the established measures 100%.