

# Sustainability Materiality Identification Process



## 1. Current State Assessment

- Assess and review the Company's core businesses, industry trends, and relevant sustainability regulations and standards, including benchmarking sustainability issues with companies in the hotel and food industries. This is conducted through a 360-degree review alongside the consideration of key issues that reflect business risks, impacts, and opportunities.
- Analyze the results of the sustainability assessment to identify mutual ESG issues within the industry and related issues that may have significant impacts on the Company, while mapping stakeholders with activities throughout the Company's value chain in the next stage.



## 2. Value Chain and Stakeholder Mapping

- Link the value chain and stakeholders to assess how environmental, social, and governance issues impact the organization's sustainability performance and its stakeholders.
- Develop a mapping of activities throughout the value chain to identify both positive and negative impacts on stakeholders. This is benchmarked against relevant ESG issues and assessed using the Double Materiality approach, covering environmental and social impacts, human rights issues, and financial impacts.

## 3. Stakeholder Engagement

- Internal and external stakeholders share their views and expectations through in-depth interviews, surveys, and questionnaires to obtain insights and recommendations regarding both impact materiality affecting stakeholders and financial materiality affecting the organization, based on stakeholders' perceptions of how the Company manages various issues.



## 4. Impact & Risk Opportunity Review

- Internal stakeholders participate in reviewing and assessing impacts, risks, and opportunities, including both potential impacts and actual impacts.
- Internal stakeholders participate in the assessment in accordance with the Company's risk management framework, considering the severity of impacts in both financial and social and environmental dimensions.
- Internal stakeholders assess the likelihood of each issue based on the short-term and long-term timeframes defined by the Company.



## 5. Topic Prioritization and Validation

- Consolidate and calibrate scores across both impact and financial dimensions to determine the Company's material sustainability issues.
- Seek input from external experts to enhance transparency and ensure that the assessment reflects the principles of standards as well as the expectations of the industry and stakeholders.
- Prioritize the issues by categorizing them into Foundational Topics, Focus Topics, and Critical Topics to guide planning and implementation in accordance with the significance level of each issue.
- Present the identified issues to the Risk Management, Corporate Governance, and Sustainability Committee and subsequently to the Board of Directors for consideration and approval before using them as a framework for defining sustainability strategies and operational plans, thereby strengthening management practices and driving sustainable development in a continuous and effective manner.



## Sustainability Materiality Topics

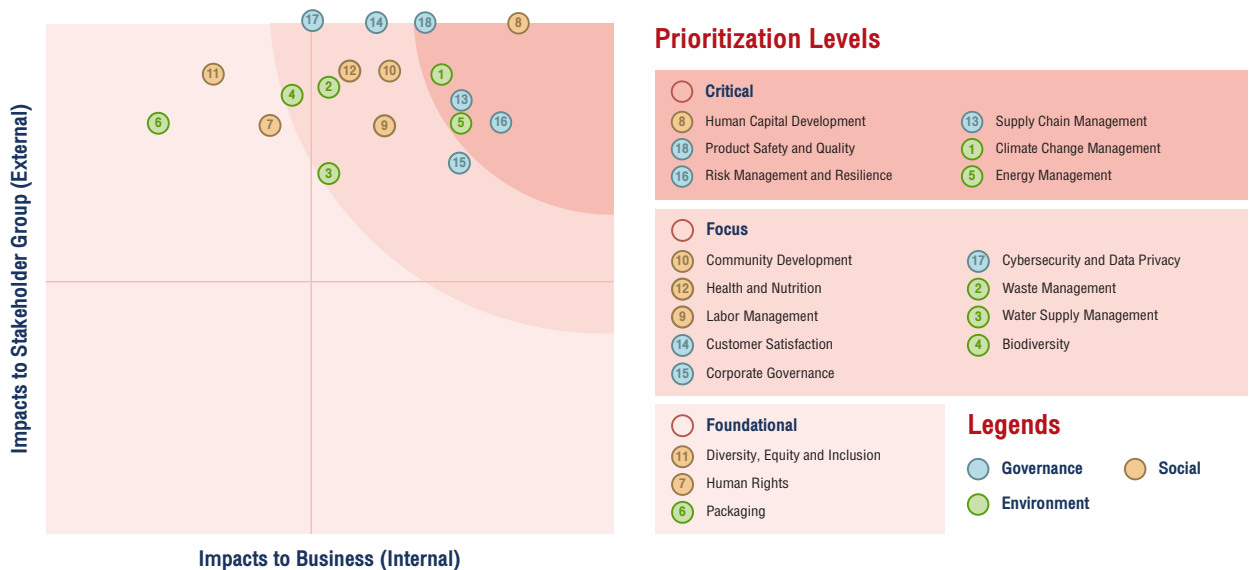
From the review and assessment of sustainability materiality topics in 2025, the Company identified 17 material sustainability issues, representing an increase of 4 issues from the previous assessment, covering economic, social, and environmental dimensions. These issues were prioritized into three levels of materiality: Critical Topics, Focus Topics, and Foundational Topics. Issues classified as Critical Topics are incorporated into the Company’s core strategies to drive tangible sustainability outcomes and create maximum value for the Company, society, and the environment. At the same time, the Company continues to address Focus Topics and Foundational Topics through evaluation of opportunities and impacts, the establishment of risk management systems, and performance reporting according to the level of significance of each issue.



**Note:**

- Critical level refers to strategic issues that are key drivers in creating positive impacts and business success. These issues are comprehensively reported with clear financial or quantitative outcomes and are supported by proactive risk management.
- Focus level refers to issues that the organization prioritizes and integrates strategically to enhance operational performance. This includes systematic reporting and management of material impacts, risks, and opportunities (Material IROs).
- Foundational level refers to fundamental issues for which the organization maintains appropriate governance, complies with or exceeds relevant laws and standards, and reports management approaches while using policies as the basis for risk management.

## CENTEL'S Materiality Matrix



Note: Energy management is governed under climate change management.