

## Scope of Material Sustainability Issues

Material Sustainability Issues	Scope of Impact (Internal/External Organization)	Key Management Approaches	Reporting Topics
<b>Critical level</b>			
<b>Climate Change Management (E)</b>	All business units / Customers, Communities, Government agencies	<ul style="list-style-type: none"> <li>Conduct inspections and assessments of operational activities and equipment, particularly major greenhouse gas emission sources (hotspot), to develop the organization's greenhouse gas reduction plan in alignment with the Climate Strategy.</li> <li>Develop environmental data collection systems and improve the Company's greenhouse gas inventory to cover all three scopes related to business activities in order to identify and establish reduction approaches in line with the defined targets.</li> <li>Strategically analyze and assess climate change risks to develop mitigation and adaptation measures, supporting the organization's long-term resilience and stability.</li> <li>Integrate performance indicators (KPIs) at both departmental and individual levels based on the pillars of CENTEL Climate Strategy framework, benchmarked against science-based principles.</li> </ul>	<ul style="list-style-type: none"> <li>Climate Change Management</li> </ul>
<b>Human Capital Management (S)</b>	All business units / Customers, Communities	<ul style="list-style-type: none"> <li>Develop a Training Roadmap to upskill and reskill employees in alignment with business strategies, address skill gaps, and prepare for industry changes and the impacts of climate change.</li> <li>Identify employee skill gaps and establish Individual Career Development Plans (ICDP) to support career growth and enhance capabilities in responding to market demands and stakeholder expectations.</li> <li>Apply People Analytics to assess workforce demand and supply in order to improve recruitment efficiency and implement strategic workforce planning aligned with business direction.</li> </ul>	<ul style="list-style-type: none"> <li>Employee Training and Development</li> <li>HR Awards and Recognition</li> </ul>

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<b>Supply Chain Management (G)</b>	All business units / Customers, Suppliers	<ul style="list-style-type: none"> <li>Clearly communicate the Supplier Code of Conduct and operational guidelines to both existing and new suppliers to support the organization's sustainability development goals.</li> <li>Categorize suppliers by priority in order to assess risks and develop collaborative action plans for maximum mutual benefit.</li> <li>Consider suppliers' ESG management practices in the procurement process, together with assessments of key suppliers.</li> <li>Support local suppliers and jointly enhance their capabilities to achieve sustainability development goals.</li> <li>Co-develop products with capable suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable Supply Chain Governance and Management</li> </ul>
<b>Risk and Crisis Management and Resilience (G)</b>	All business units / Suppliers, Customers, Communities, Government agencies, Shareholders	<ul style="list-style-type: none"> <li>Establish a personal data management policy.</li> <li>Develop guidelines for the use of personal data of all stakeholder groups.</li> <li>Provide training to raise awareness among employees across the organization.</li> <li>Establish protection systems and clear operating procedures.</li> <li>Regularly test digital and cyber risks.</li> <li>Designate the responsible function for data security oversight.</li> </ul>	<ul style="list-style-type: none"> <li>Risk Management</li> <li>Risk Management section in the 2025 Form 56-1 One Report</li> </ul>
<b>Product Safety and Quality (G)</b>	All business units / Customers, Suppliers, Communities	<ul style="list-style-type: none"> <li>Assess and analyze customer satisfaction data to enhance service quality, safety, and compliance with brand standards.</li> <li>Evaluate and control product and service quality standards in accordance with requirements to build customer confidence in quality.</li> <li>Continuously research and develop products and services to align with market trends, customer expectations, and to strengthen competitiveness.</li> </ul>	<ul style="list-style-type: none"> <li>Service Quality</li> <li>Promotion of Innovation Creation in Organization</li> <li>Service and Operational Innovation</li> </ul>

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<b>Focus Level</b>			
<b>Waste Management (E)</b>	All business units / Customers, Communities	<ul style="list-style-type: none"> <li>Establish policies and operational guidelines for waste management in alignment with the Waste Management Hierarchy and Food Recovery Hierarchy.</li> <li>Enhance employee capabilities in waste management and raise awareness among customers and suppliers to reduce waste sent to landfills and increase recycling rates.</li> <li>Apply innovation and technology to improve resource efficiency and reduce resource use and losses in operational and service processes.</li> <li>Collaborate with partners in managing and disposing of different types of waste in accordance with relevant requirements and principles to minimize environmental impacts and promote circularity.</li> <li>Promote collaboration with communities and suppliers to increase value and utilize waste appropriately and sustainably.</li> </ul>	<ul style="list-style-type: none"> <li>Waste Management</li> </ul>
<b>Water Management (E)</b>	All business units/ Customers, Communities	<ul style="list-style-type: none"> <li>Implement water management practices and provide employee training to improve the efficiency of water management.</li> <li>Assess water scarcity risks to identify high-risk areas, develop response plans, and collaborate with local stakeholders to reduce impacts and create shared benefits.</li> <li>Monitor and report water consumption to collect and analyze data for improving water-use efficiency and reducing overall water usage.</li> <li>Apply innovation and technology to enhance water-use efficiency, minimize water loss, and maximize the effective use of water resources.</li> </ul>	<ul style="list-style-type: none"> <li>Water Consumption and Wastewater Management</li> <li>Water Stress Assessment</li> </ul>
<b>Biodiversity Management (E)</b>	All business units / Customers, Communities	<ul style="list-style-type: none"> <li>Operate in accordance with the Biodiversity Policy and do not support deforestation.</li> <li>Apply biodiversity assessment tools to identify risks and impacts, and to determine appropriate management and restoration approaches.</li> <li>Implement ecosystem conservation and restoration projects both within and outside operational areas through collaboration among relevant units, including expanding green spaces, planting native species, and protecting natural habitats.</li> </ul>	<ul style="list-style-type: none"> <li>Biodiversity</li> <li>Biodiversity Risk Assessment</li> <li>Environmental Impact Assessment (EIA)</li> </ul>
<b>Community Development (S)</b>	All business units / Customers, Communities	<ul style="list-style-type: none"> <li>Support job creation and the development of community products to strengthen the grassroots economy and promote sustainable economic growth.</li> <li>Implement programs that promote learning and knowledge exchange in the hotel and food industries to develop skilled personnel and prepare them for entry into the labor market.</li> <li>Promote and communicate local art and cultural identity within operational areas, such as through food, decoration, and informational media, to support value-based tourism and sustainable growth.</li> </ul>	<ul style="list-style-type: none"> <li>Social Contribution</li> <li>Cultural Heritage</li> </ul>

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<b>Health and Nutrition</b> (S)	All business units / Customers, Communities	<ul style="list-style-type: none"> <li>Operate in accordance with the Health and Nutrition Policy.</li> <li>Conduct regular quality inspections to ensure compliance with established standards.</li> <li>Research and develop diverse, inclusive, and accessible menu options to meet the needs of customers across different age groups and health conditions.</li> <li>Prioritize food safety by promoting the use of natural and seasonal ingredients to enhance food quality and safety.</li> </ul>	<ul style="list-style-type: none"> <li>Service Quality</li> <li>Health and Nutrition</li> </ul>
<b>Labor Management</b> (S)	All business units / Customers	<ul style="list-style-type: none"> <li>Promote employee well-being and establish appropriate career development pathways to attract and retain talented employees.</li> <li>Monitor and analyze employee data to support workforce planning and ensure adequate and suitable staffing for business operations.</li> <li>Establish a supportive working environment and strengthen occupational health and safety management systems.</li> </ul>	<ul style="list-style-type: none"> <li>Employee Stewardship</li> <li>Human Resources Development Strategy</li> <li>Occupational Health, Safety and Working Environment</li> </ul>
<b>Customer Satisfaction</b> (G)	All business units / Suppliers, Communities	<ul style="list-style-type: none"> <li>Enhance product quality and safety, as well as service standards, to deliver high-quality products and services that meet or exceed customer expectations.</li> <li>Conduct marketing activities responsibly, transparently, and with integrity to build trust and long-term relationships with customers.</li> <li>Regularly survey and monitor customer satisfaction through multiple channels, and use the evaluation results to develop improvement plans to continuously enhance efficiency and respond to customer needs.</li> </ul>	<ul style="list-style-type: none"> <li>Service Quality</li> <li>Customer Satisfaction Evaluation</li> </ul>
<b>Corporate Governance</b> (G)	All business units / Suppliers, Customers, Communities, Government agencies, Shareholders	<ul style="list-style-type: none"> <li>Govern the organization in accordance with good corporate governance principles and uphold ethical standards, including the management of ethical risks (fraud, corruption, and bribery).</li> <li>Establish governance policies and processes to ensure the company operates in a manner that delivers sustainable long-term returns while aligning with the interests of shareholders.</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Governance</li> <li>Risk Management</li> </ul>
<b>Cybersecurity and Personal Data Protection</b> (G)	All business units / Customers	<ul style="list-style-type: none"> <li>Operate in accordance with cybersecurity policies and operational guidelines.</li> <li>Monitor and adapt to technological changes to enhance resilience and innovation across the value chain.</li> <li>Develop systems to strengthen cybersecurity and personal data protection.</li> <li>Continuously maintain certification for the Information Security Management System (ISO/IEC 27001:2022).</li> </ul>	<ul style="list-style-type: none"> <li>Information Security, Digital and Cybersecurity Risk Management</li> <li>Data Privacy Protection</li> <li>Information Security System Audit Process and Cybersecurity Incident Escalation</li> <li>Artificial Intelligence Risk Management</li> </ul>

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<b>Packaging (E)</b>	All business units / Customers, Suppliers	<ul style="list-style-type: none"> <li>Operate in accordance with the Sustainable Packaging Policy.</li> <li>Develop reduction plans to replace and increase the proportion of reusable or environmentally friendly alternative materials.</li> <li>Collaborate with suppliers to reduce the use of packaging that generates waste.</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable Packaging</li> <li>Sustainable Raw Materials</li> </ul>
<b>Diversity, Equity, and Inclusion (S)</b>	All business units / Customers, Suppliers	<ul style="list-style-type: none"> <li>Strengthen an organizational culture that promotes respect for diversity, equity, and inclusion (DEI) without discrimination.</li> <li>Promote a fair and inclusive workplace that embraces diversity in alignment with the human resource management strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Diversity, Equity, Inclusion &amp; Belonging</li> </ul>
<b>Human Rights (S)</b>	All business units / Customers, Suppliers, Shareholders	<ul style="list-style-type: none"> <li>Establish policies and operational guidelines on fair labor practices and communicate these policies throughout the supply chain.</li> <li>Protect and promote children's rights in accordance with the Children's Rights and Business Principles (CRBP).</li> <li>Ensure fair treatment for all parties while respecting the rights of all stakeholders.</li> <li>Conduct human rights risk reviews and assessments every three years.</li> <li>Provide grievance channels and establish systematic mechanisms for investigating complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Human Rights</li> <li>Labor Practices</li> <li>Whistleblowing and Complaint Investigation Process</li> </ul>

NOTE

● Environmental Dimension (E) ● Social Dimension (S) ● Economic and Governance (G)