



Human Rights Policy

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1. Central Plaza Hotel Public Company Limited (CENTEL) Human Rights Context

In recognition that all individuals have equal human value and dignity, Central Plaza Hotel Public Company Limited (the "Company") is committed to respecting human rights and instilling the same values in those involved in the value chain. The Company recognises and acts in accordance with the law to ensure that the Company operates responsibly and that there are no violations of human rights. The Company also ensures equal care for all personnel and stakeholders involved in human rights matters, covering the appropriate protection, respect and healing of potential impacts.

The Company's Human Rights Policy is defined by guidelines based on international human rights practices such as:

- The Universal Declaration of Human Rights (1947)
- International Labour Organisation Declaration on Fundamental Rights at Work (1998)
- United Nations Guiding Principles on Business and Human Rights (UNGP)

This Human Rights Policy demonstrates the Company's commitment to respect human rights and embodies understanding of its significance for the Company's scale and diversity. The policy also sets expectations for the conduct of all companies in the group, employees and those with whom the Company does business.

Detailed guidelines for staff on how to implement the policy across their businesses can be found in the management guidance document: Human Rights Guidelines of the Company. The Company's collective human rights policies and practices are developed in accordance with the policies and principles that the Company will be responsible to employees.

2. A Strategic Approach to Human Rights

The Company take a strategic approach to respect human rights. This recognises the potentially positive and negative impacts of the Company's operations.

3. Scope

The Human Rights Policy covers the Company's operations, both directly from the Company's business operations and indirectly through the business activities of its subsidiaries and joint ventures within the Company's management. It encourages business partners and stakeholders involved throughout the value chain, such as customers, employees, partners, as well as business partners, to follow in the same way.

4. Definition

4.1 Human Rights refers to human dignity, fundamental rights and freedoms and equality that will not be discriminated against by national causes, religion, gender, colour, language, race or any other status. (Source: Office of the National Human Rights Commission)

4.2 Forced Labour refers to a job in which a person works involuntarily by means or claims for punishment or coercion, intimidation, or rape to work or provide services, resulting in a person working reluctantly or by putting the person in a state of inability to resist. (Source: Department of Labor Protection and Welfare)

4.3 Child Labour means having children work to lose their childhood lifestyle, as well as undermining the potential and pride of children, harming the physical and mental development of children, as well as having them conduct work that is harmful to their mental state, children's bodies, societies and morals also hinder education by losing their chances of attending school. Child labour may cause the child to leave school permanently or cause the child to study with them to work long and hard-working hours. (Source: Department of Labour Protection and Welfare)

4.4 Vulnerable Groups refer to populations that are vulnerable or weak in dealing with problems caused by social inequality. Factors that contribute to the fragility of the population include natural and healthy characteristics. Being a minority, incarcerated or restricting freedom, poverty and structural unfairness, these populations often do not follow human rights principles. (Source: Civil Liberties Association)

According to the context in the Company's human rights policy, vulnerable groups can refer to children, pregnant women, people with disabilities, the elderly, migrant workers, contract workers and local communities, etc.

- 4.5 Value Chain refers to activities that are relevant and connected to create value for the Company throughout the business process, in which each stage is intertwined and adds value before the product or service is being delivered to its customers.
- 4.6 Stakeholder means any person or group of persons involved or affected by the Company's operations whether it has a positive or negative impact, directly or indirectly, such as employees, customers, business partners and alliances, as well as the society, community and environment.

5. Human Rights Policy

5.1 Adopting the 2008 UN Framework – “Protect, Respect & Remedy”

The company is committed to operate by the guiding principles of the UN framework for business and human rights with its particular emphasis on the state's duty to protect human rights, the Company's responsibility to respect human rights, and the shared responsibility of the State and the Company to ensure access to effective remedy for people who have experienced business-related human rights abuse.

All persons have equal human value and dignity. The Company places importance on respecting human rights in all activities of the Company. All directors, executives and employees must jointly promote corporate values and culture that respect human rights by upholding and complying with the following policies:

- 5.1.1 Treat everyone in accordance with the principles of human rights equally and fairly on the basis of human dignity without discrimination. Do not discriminate against place of origin, race, nationality, sex, age, skin colour, religion, thought expression, physical condition, status, nationality or any differences.
- 5.1.2 Conduct business activities that will not directly or indirectly affect the human rights violation of those involved.
- 5.1.3 Support and respect the protection of human rights, and take care to prevent the Company's business becoming involved in human rights violations.
- 5.1.4 Communicate with those involved in business operations along the value chain to ensure understanding.
- 5.1.5 Regularly monitor, audit, and assess the risk and impact of human rights along with setting guidelines or measures to manage risk appropriately

- 5.1.6 Establish effective procedures for complaint handling and data retaining as well as consistently develop the whistleblowing channel for human rights violations.
- 5.1.7 Disclose information on the progress of the Company's human rights operations through the annual report (Form 56-1 One Report) and the Company's website or other suitable channels.
- 5.2 This human rights policy covers the rights of key stakeholders of the Company as follows: 1) Employees consisting of both permanent and temporary employees 2) Customers and service users 3) Business partners and alliances business partners 4) Society, Community and Environment. There are guidelines for working with each stakeholder group as follows:
- 5.2.1 Rights of employees: Provide reasonable and fair employment conditions, without discrimination. Promote acceptance of diversity within the organisation, support the respect of diversity in the organisation, provide opportunities for employment of physically challenged people, provide occupational health and safety measures, provide a workplace free from intimidation, listen to employees' voices as well as consistently improve employment conditions and working.
- 5.2.2 Rights of customers and service users: Focus on the health and safety of the lives and assets of customers and service users. Conduct business activities responsibly and fairly, paying equal importance to the standard of service to all customers. It does not discriminate against and prohibits discrimination against customers on the basis of age, physical or mental impairment, ethnicity, gender, colour, religion, religion, religion, country of origin, civic status, sexual orientation, as well as marital status, and will treat all customers with dignity, free from intimidation, harassment in all forms, and strictly value the privacy of customers and visitors, as well as respecting the right to privacy through efficient personal data storage and standardised data security.
- 5.2.3 Rights of business partners and alliances: Promote proper and fair employment as required by law and international standards for labour rights, as well as the determination of working hours, fair pay, indiscriminate, prioritising the safety and health of workers, free from illegal labour or intimidation of workers in all its forms.
- 5.2.4 Rights of society, community and environment: Conduct responsible business for the communities and environment by respecting the rights of society and communities, as well as raising living standards, health and safety of the communities. Practice responsibility for

environment conservation and energy saving by minimising negative impacts of business activities on the society, community, and environment.

6. To minimise the risk of possible human rights violation, the Company sets out the guidelines of practices on human rights to meet international standards which cover fundamental rights and labour rights that are in line with the Company's context. In addition, the Company monitors the practices throughout the value chain to ensure that they accord with the guidelines as follows:

- 6.1 Guidelines on the use of forced labour

- 6.1.1 Do not force involuntary labour
- 6.1.2 Do not imprison or use it as debt polishing labour. No debt bondage, such as debt obligations, non-payment-payment, accrual, or late payment as an obligation for employees to work for the Company.
- 6.1.3 Do not claim or receive any insurance, identification, or identification documents from employees in exchange for work or as a condition of admission unless it is unconstitutional.
- 6.1.4 Do not punish, intimidate, threaten, or commit violent acts of any form by physical, verbal or psychological persecution.
- 6.1.5 There is no limit to the right to freedom of movement, isolation, such as banning employees from the workplace or accommodation, depriving employees of life in the community and society.
- 6.1.6 Do not use labour from human trafficking in all its forms.
- 6.1.7 Do not deprive employees of their rights and other benefits or refuse to provide necessities for living.

- 6.2 Child labour practices

- 6.2.1 No hiring or supporting the hiring of child labourers who are under the legal age.
- 6.2.2 No hiring or encouraging child labour to do work that is harmful to health or in an environment that could pose a danger to their health, safety, and development
- 6.2.3 No hiring workers or supporting child labour that is taken away from parents without their consent.

- 6.2.4 No hiring or encouraging child labour to do work that affects compulsory education.
- 6.3 Guidelines for the use of female labour
 - 6.3.1 Do not allow female employees to perform tasks that are harmful to their health or body as required by law.
 - 6.3.2 Pay male and female employees equally for jobs that are at the same level of job or position.
 - 6.3.3 Arrange for pregnant employees to work in environments that are safe for pregnancy and do not pose a danger to health.
 - 6.3.4 Provide facilities for employees who are pregnant or in the breastfeeding period.
 - 6.3.5 Do not terminate, demote or reduce female employee benefits due to pregnancy.
- 6.4 Guidelines for the use of migrant workers
 - 6.4.1 Hire and support the hiring of foreign workers with legal work permits.
 - 6.4.2 Provide clear, written employment contracts in a language that foreign workers can understand.
 - 6.4.3 Pay fair compensation and have evidence to pay compensation every time.
- 6.5 Health & safety in the workplace
 - 6.5.1 Make the workplace safe and suitable for the job description, in accordance with applicable laws or regulations, to reduce the risk of accidents, injuries or factors that may affect an employee's physical and mental health.
 - 6.5.2 Provide adequate safety equipment and safety training to ensure that employees are aware and behave correctly.
- 6.6 No discrimination at the workplace
 - 6.6.1 Recruit employees based on job requirements and qualifications, and not discriminate against any job applicant due to any other distinctions.
 - 6.6.2 Commit to non-discrimination in hiring, compensation, welfare provision, promotion, and transfer, while not discriminating or promoting discrimination against any other distinctions.

- 6.6.3 Provide thorough and equitable employee development with no discrimination, considering the suitability of the position and providing equal opportunities for career progression.
- 6.6.4 Define and disclose performance evaluations to employees transparently, so that they can improve their performance.
- 6.6.5 Do not infringe on or impede employees' rights to be exercised due to any other distinctions.
- 6.6.6 Do not terminate or force retirement for any reason of differences.
- 6.7 Intimidation and harassment prevention
 - 6.7.1 Prohibit violence, intimidation, harassment and harassment in any form.
 - 6.7.2 Prohibit power harassment or sexual harassment that might cause:
 - Annoyance, shame or feelings of abuse
 - Environments that feel unsafe, fearful, unfriendly, aggressive.
 - Unreasonable interferences.
 - Effects on hiring, recruitment, appointment, transfer, or compensation.
- 6.8 Compensation guidelines
 - 6.8.1 Provide employees' wages, overtime pay, and benefits in compliance with legal requirements.
 - 6.8.2 Provide written and clear proof of payment to notify employees about the amount of payment, compensation, indemnity, and benefits in compliance with legal requirements.
 - 6.8.3 Provide employees with social security or other benefits as required by law.
 - 6.8.4 Provide provident fund as appropriate for business units including: Accumulated funds withheld from employee wages and contributions issued by the Company to provide employees with savings to spend on retirement, out of work, disability or as collateral for their families in the event of an employee's death.
- 6.9 Working hours guidelines
 - 6.9.1 Clearly state the start and end times of normal work to employees and provide working hours as well as appropriate overtime as required by law.
 - 6.9.2 Ensure working times are systematically logged correctly.

- 6.9.3 Require a break between work and a proper meal break.
- 6.9.4 Provide appropriate leave entitlement as required by law, such as annual vacations, business days, etc., as well as providing holidays in accordance with the customs required by law.
- 6.10 Practices on freedom of peaceful confederation for negotiation
 - 6.10.1 Allow employees to express their opinions and report complaints through various channels of the Company.
 - 6.10.2 Respect the right and freedom to participate or not to join associations or clubs, provided the gathering must be conducted peacefully and be unarmed., and it does not affect productivity and continuity in customer service.
 - 6.10.3 No action is taken that restricts the right to unionisation of employees unless the restrictions are done to protect the common good, maintain order, or prevent illegal acts or business ethics.
- 6.11 Severance payments guidelines
 - 6.11.1 Do not terminate employees without reasonable reasons.
 - 6.11.2 In the event of termination, the employee must be notified prior to termination, as well as be paid legal compensation.

7. Human rights risk and impact assessment

- 7.1 The Company is committed to human rights impact assessment on stakeholders and vulnerable groups relevant to the Company with constant tracking of human rights assessment.
- 7.2 The Company provides a procedure of human rights due diligence that identifies risks and impact caused by business activities and related stakeholders throughout value chain. With an aim to protect and alleviate the impacts on human rights, which are caused or may be caused by the Company's activities, the Company shall appropriately and adequately promote awareness, protection, respect, and remedy of human rights relevant to internal and external stakeholders.

8. Receiving complaints

- 8.1 Provide channels to report complaints or whistleblowers in the case of sighting or acknowledgement of acts of human rights violations through the online complaints system on the Company's website and other channels designated by the Company, such as through <https://investor.centarahotelsresorts.com/th/sustainability/whistleblowing>
- 8.2 Establish a process of reviewing information or complaints related to human rights after being notified by employees and/or stakeholders, and reporting to senior management to take appropriate mitigation or correction of human rights implications.
- 8.3 Conduct fair investigation and examination as well as protect the rights of employees or other persons who are hired to work fairly for the Company in accordance with the Company's code of conduct and corporate governance principles.

9. Remedies for impact

- 9.1 Conduct a human rights impact assessment and/or human rights due diligence (HRDD) to study the level of impact of human rights risk issues of individuals who may be affected, including employees, business partners, customers and local communities, so that the Company understands the human rights risks posed by the Company's business activities and can effectively establish measures to prevent and mitigate the impact, including providing effective remedies for those who may be affected.
- 9.2 Provide remedies taking into consideration the risk and impact level to the highly affected group as top priority which includes those affected by the activities unmanageable if not tackled immediately, followed by other affected groups. Remedies are determined by the priority and severity of the impact.

10. Monitoring

- 10.1 Regularly monitor, review, and assess risks and impacts on human rights, formulate an appropriate measure of risk management. Each department is responsible for managing risks under their own responsibility, as well as encourage business partners and alliance to assess their operation results which includes labour and human rights issues.
- 10.2 Require relevant authorities to monitor cases of human rights violations, as well as collecting and preparing reports to resolve further issues.

10.3 Require the relevant authorities to report to the Risk Management and Corporate Governance Committee and the Board of Directors, respectively.

11. Public reporting

Disclosure of information on the Company's human rights operations is part of sustainability development reporting. The Annual Report (Form 56-1 One Report) and the Company's website or public relations disclosure in other appropriate channels.

12. Management and responsibility for human rights in the Company

Immediate responsibility for ensuring the group respects human rights lies with all of the Company's management and employees, who need to be familiar with the Company's Human Rights Policy and Guidelines. They need to be able to demonstrate how they are actively preventing or responding to human rights risks and abuses, and how they are deliberately managing operations that respect people's human rights and contribute to their realisation. Ultimate responsibility for the Company's human rights performance lies with the Board and Management who will actively ensure corporate accountability to this Policy and its related Guidelines.

13. Recognising the importance

The Company promotes and encourages all executives and employees of the Company, as well as business partners and alliances, to understand the basic human rights that they and those involved in the work should receive, as well as to prevent human rights violations from occurring. In addition, the Company has established a human rights training system or E-learning to provide all employees with an understanding of human rights related to their operations.

This policy shall be effective as of May 12, 2022.

Thirayuth Chirathivat

Chief Executive Officer

Central Plaza Hotel Public Company Limited