



Central Plaza Hotel Public Company Limited

Code of Conduct for Business Partners and Suppliers
(Review Year 2024)

Approved by Board of Directors Meeting No. 1/2024
on 26 February 2024

Code of Conduct & Guidelines for Business Partners and Suppliers (Review Year 2024)

Central Plaza Hotel Public Company Limited

CENTRAL PLAZA HOTEL PUBLIC COMPANY LIMITED. (“Company”) is committed to conducting our business for sustainable growth with transparency and integrity, in compliance with relevant rules, regulations, and laws together with emphasizing the importance of good corporate governance principles and comprehensive responsibility, covering economic, social, and environmental dimensions. The company has established a Code of Conduct for suppliers to allow them to use it as a guideline for business operations, following its laws and the Company’s Code of Conduct. This will encourage business partners to conduct business ethically, consider human rights, take responsibility for society and the environment, and comply with safety, occupational health, and environmental standards.

Business Partners and Suppliers mean producers/suppliers of products, contractors, sellers of goods and services, outsourced parties, joint business investment partners and alliances, distributors, business advisors/consultants, and/or services providers to the Company, who are both juristic parties or non-juristic persons.

The objective of this document is to enable all Business Partners and Suppliers of the Company to adhere to these established guidelines in the overall operations and the conduct of their respective businesses, as well as to adapt and further apply them to their related business activities in an appropriate manner accordingly.

Practice guideline

1. Business Integrity

1.1 Ethical Business Practices, Anti-corruption and Non-Restrictive Business Practices

- 1) Conduct and operate their businesses strictly in full accordance with the good principles of corporate governance.
- 2) Conduct and operate their businesses based on correctness, transparency, and honesty, and encourage business operation and competition with honesty, transparency, and audibility without illegal fixed price or anti-competitive practices
- 3) Do not bribe or engage in any actions that lead to corruption or other benefits to government officials or company employees so as to obtain inequitable business advantages or to influence actions or decisions improperly.
- 4) Support and collaborate with others in being against corruption or any unethical actions, regardless of whether it is in the Public sector and Private sector or on the

part of anyone in the general public. Undertake risk management actions, as well as establish various monitoring and reporting tools; and/or undertake training activities to create full awareness of the damaging effects of acting in a corrupt manner towards employees and Business Partners or Suppliers.

1.2 Information Confidentiality

- 1) Do not disclose any important business information together with any confidential Company information or those of other Company Stakeholders, through being able to access their respective private information as a result of any contractual business relationships.
- 2) Do not disclose any business information for any benefit without obtaining the company's consent.
- 3) Do not infringe on the confidential information of others.

1.3 Information Disclosure

Disclose any information you have in a correct, transparent, and comprehensive manner as specified by the law and promptly undergo an audit by both the company and authorized agency.

1.4 Protection of Intellectual Property

1) The use and management of intellectual property by the business partners or suppliers shall be carried out following the laws or provisions related to intellectual property rights without infringing on other intellectual property. This includes trademarks, patents, and refraining from counterfeiting or using other intellectual property without permission.

2. Labor and Labor Protection

- 2.1 Hiring labor that is appropriately authorized following the laws in its location.
- 2.2 Do not hire children who are below the age of employment specified by law; in the event of hiring any children comply with the law of employment, and ensure that the workers are entitled to be protected in every way as specified by law.
- 2.3 In the event of hiring foreign workers or laborers, comply with all associated and specified legal requirements correctly.
- 2.4 The allocation of accommodation facilities is appropriately required for those laborers working on a construction site, together with considering the work site safety and health

aspects; and allocating available space that is remote from the construction area for children.

2.5 Avoid assigning female employees to work in conditions that may pose a health and safety risk. In case a female employee is pregnant, protections and benefits must be provided following the specified law.

2.6 Avoid any practice to laborers in a condition of slavery or labor force, including physical or mental punishment, coercion, discrimination, harassment (sexual, psychological, or emotional), confinement, or any form of violence.

2.7 Laborers or workers are able to take leave or terminate their employment in accordance with the law, in the event of giving an appropriate reason to business partners.

2.8 The termination of an employment contract without inequitable reason is prohibited. Termination is required to comply with specified laws only.

2.9 Respect the freedom of employees to participate in or establish labor unions and engage in bargaining rights following the law.

3. Human Rights

3.1 Respect for human rights and fairly treat employees in accordance with global laws and standards, for instance, the International Labour Organization, UN Global Compact, and Universal Declaration of Human Rights

3.2 Respect honor, human dignity, and individual rights of employees without discrimination or labor exclusion based on differences in race, skin color, religion, gender, age, place of origin, nationality, citizenship, sexual orientation, disability, etc.

4. Work Environment

Adhere to the laws and regulations related to overall working conditions, including defining workdays and hours, providing a workplace that considers both the mental and physical well-being of employees and ensuring to provide fair wages together with compensations and other benefits. Fair termination and leaves and holidays allocation must be allocated not lower than the specified law.

5. Wage and Benefit

Ensure that wages, compensations, welfare, and other benefits must be fairly provided and not lower than the specified law.

6. Occupational Health and Safety

6.1 Adhere to laws, regulations, and principles according to safety and occupational health in a workplace.

6.2 Enhance and support policies regarding occupational health and safety to promote a safe and sanitary working environment for employees.

6.3 Prepare and maintain a safe and sanitary working environment for employees.

6.4 Prepare for any emergency situations that may occur, including plans for quick evacuation of all workers and employees together with the associated training and practice sessions on a regular basis.

7. Product and Services Quality and Safety Standards

7.1 Guarantee and ensure safety standards of the work outputs or services deliverables from being hired or contracted by the Company, taking into consideration the importance of safety for the staff, customers, and any involved parties.

7.2 Source products and services that have high quality and safety standards as well as being environmentally friendly through being subjected to appropriate quality controls and checks, so as to deliver both products and services according to the specifications issued by the Company as well as in accordance with the quality assurances as given by the Business Partner/Supplier.

7.3 Show all documents indicating the source of supply for all products and services, together with the quality and safety standards of the associated production process used, to the Company and any involved parties in the event of being requested to do so during any quality inspection procedures.

8. Environment

8.1 Comply with the laws, regulations, principles, and standards related to the environment, including cooperating in any practices to prevent or mitigate environmental impacts.

8.2 Undertake the work by taking into consideration the efficient and effective use of energy and other resources. Operate the business by taking into account the rewarding and effective use of resources.

8.3 Efficiently manage waste from work practice by determining appropriate measures to conserve the environment.

8.4 Promote using local raw materials and products that are of good quality standards.

8.5 Participate in promoting as well as collaborating with the Company in various activities to reduce climate change; as well as preserve natural resources and biodiversity, so as to maintain the balance of the eco-system.

8.6 Specify and inform the Company whenever any hazardous materials or toxic chemicals that will impact or harm the environment are used in the production process and/or in supplying services to the Company, together with the plans for the transportation and disposal of the associated waste as required by law and that will not impact or harm the environment as well as local or neighboring communities.

9. Social Responsibility

9.1 Operate the business by taking into account feasible impacts on neighboring communities and participating in enhancing the quality of life, contributing to the well-being of communities and societies.

9.2 Support the procurement of goods and services from local partners, as well as promote using locally sourced materials and products that meet standards, aiming to create jobs, make income for local people, and reduce the cost of products.

10. Efficiency Improvement / Business Innovation

Collaborate in thinking about the business operations together with exchanging knowledge and experiences, so as to enable ongoing improvements and further development of the operational processes that will then achieve increased efficiency or business innovation throughout the entire supply chain.

11. Business Continuity

11.1 Risk assessment in conducting business is required, especially in the risks that are relevant to employees, and production activities, including any risks that may affect the

production performance and delivery of goods and services. This is to create understanding and define appropriate measures according to the situation.

11.2 Suppliers are required to report to the Company in the event of any emergency situations which may affect the business continuity of the Company.

12. Supply Chain Collaborations

It is necessary to encourage suppliers or subcontractors to adhere to the principles outlined in this Code of Conduct for mutual standards.

13. Whistleblowing & Communications Channels

In the event that any Business Partner/Supplier and the various involved Stakeholder Groups suspect or come across any alleged breach of or acts of non-compliance with the established laws, rules, and regulations, as well as any alleged acts of non-compliance of any business ethics or good corporate governance policies of the Company, they are able to enquire and inform or submit a complaint, together with the associated details, to the Company through the following channels of communications:

- Email: whistleblower_centel@chr.co.th
- Postal Mail: Internal Audit and Risk Management
Centara Plaza Hotel Public Company Limited
999/99 25th floor Rama 1 Road, Pathumwan District, Pathumwan, Bangkok 10330

Code of Conduct for Business Partners and Suppliers Review Year 2024 was approved by Board of Directors Meeting NO. 1/2024 on 26 February 2024 and has been in effect since the approval date.

Mr. Suthikiati Chirathivat
Chairman of the Board
Central Plaza Hotel Public Company Limited