



Central Plaza Hotel Public Company Limited

Whistleblowing Policy

(Review Year 2024)

Approved by Board of Directors Meeting No. 1/2024

On 26 February 2024

Prepared by Risk Management

Whistleblowing Policy (Review Year 2024)

Central Plaza Hotel Public Company Limited

The company promotes and values honest and ethical business practices and complies with regulations and laws strictly. Therefore, it has established a policy for reporting grievances or complaints and provides opportunities for employees and stakeholders both internally and externally to contact and report any suspected violations of laws, ethics, infringements of rights, inaccurate financial reports, or internal control system deficiencies that may harm the company.

1. Objectives

1.1 To prevent misconduct and fraud that may occur in the company and to help detect and mitigate the damage from such misconduct or fraud.

1.2 Support the directors, executives, employees, and stakeholders to report any misconduct or fraudulent activities related to the company.

1.3 Establish secure and confidential channels for reporting incidents of wrongdoing or misconduct to facilitate safe and secure provision of information by those who witness such behavior.

1.4 Provide protection to those who report grievances or complaints, including those who cooperate in verifying the truthfulness of the allegations, to prevent intimidation, threats, or any other unfair acts.

2. Scope

This policy applies to the board of directors, executives, employees, as well as any other stakeholders who have business relationships with the company.

3. Definition of whistleblowing or complaint reporting

"Company" refers to Central Plaza Hotel Public Company Limited and its subsidiaries.

"Employee" refers to employees of the Company, including executives, contract workers, and consultants.

"Misconduct " refers to any action or failure to act by executives or employees that violates ethics, work regulations, policies, or internal control systems of the Company or any relevant laws related to the company's business.

"Corruption" refers to intentional actions aimed at seeking benefits that are illegal or not approved by law, either directly or indirectly, for oneself or others. This includes actions such as embezzlement, corruption, fraud, or financial statement manipulation, among others.

"Whistleblowing" refers to providing information, making a complaint, or questioning suspicious actions that can be used to benefit in legal proceedings in case of discovering illegal actions.

"Whistleblower" refers to directors, executives, employees, or any other person who report or complain about any wrongdoing or misconduct that occurs within the company with the intention of acting in good faith.

4. Channels for reporting whistleblowing or complaints

Stakeholders both inside and outside the company can file a complaint or blow the whistle using the following channels:

- 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

The company has disclosed these channels for whistleblowing or complaints in its annual report and website.

5. Process of handling reports or complaints of misconduct

5.1 Responsible person for fact-finding

Internal Audit and Risk Management is responsible for investigating the truth by collecting and filtering relevant information as necessary and appropriate. The team responsible for this includes the Head of Risk and Legal, the Head of Internal Audit, and other personnel appointed by the Chief Executive Officer to serve as members of the committee investigating the truth (if any). It should be noted that the person responsible for investigating the truth must not be involved in the complaint or misconduct being investigated.

5.2 Notification and Collection of Allegations

When an allegation or complaint is received, the person receiving the complaint shall notify the complainant (in case the complainant reveals their identity).

5.3 Fact Checking and Dealing with Complaints

Internal Audit and Risk Management verifies the accuracy, processes and filters the information received to assess its impact, as well as determines appropriate steps and methods for handling each issue. The above-mentioned procedures must be conducted independently and impartially to obtain evidence that can confirm or refute the information received. In addition,

measures must be taken to suspend misconduct or non-compliance with ethical standards and mitigate damage to those affected, taking into account all the damage caused. Measures must also be put in place to protect those who report grievances or complaints and those who cooperate in fact-checking and may be affected.

5.4 Summary and Reporting of Results

Internal Audit and Risk Management shall report the results of its investigation and appropriate steps to the relevant executive officer for consideration and report on the progress made in handling the complaint to the risk management and supervision committee and the board of directors, as well as informing the complainant (in cases where the complainant has revealed their identity).

6. The measures to protect whistleblowers and those who assist in verifying the truth of the complaint and to mitigate the damage to those affected

The company provides protection measures for whistleblowers and those who assist in verifying the truth of the complaint to prevent harassment, threats, or destruction of evidence, as follows:

6.1 Individuals who report or cooperate in investigating the truthfulness of a complaint may choose not to disclose their identity if they believe that doing so may compromise their safety or cause harm. However, if they choose to disclose their identity, it will enable the organization to report progress and clarify the facts more conveniently and efficiently or mitigate any damage that may have been done.

6.2 The company will not disclose the name, surname, address, image, or any other information that can identify the person who reported or complained and the person who cooperated in verifying the truth. The company will investigate whether there is any truth to the information provided.

6.3 The person responsible at every stage must keep the relevant information confidential and disclose it only as necessary, taking into account the safety and harm to the person who reported the complaint and the person who provided assistance in verifying the truthfulness of the information, the source of the information, or the persons involved. If there is a violation, it is considered a disciplinary offense according to the company's regulations.

6.4 The company's board of directors, CEO, or authorized persons may consider measures to protect those who report or cooperate in investigating complaints as appropriate, if it is likely to cause harm or jeopardize safety, resulting from reporting complaints in accordance with this policy.

6.5 If the person who reported misconduct or complaint and the person who cooperates in verifying the truth report with integrity, the company will not use it as a pretext for any actions that may have a negative impact on the employment of that employee, whether it is a job transfer, demotion, suspension, reduction of benefits received, and prohibiting anyone from retaliating against the person who reported misconduct or complaint and the person who cooperates in verifying the truth. Any retaliation against the person who reported misconduct or complaint and the person who cooperates in verifying the truth with integrity is a violation of ethics and may result in disciplinary action in accordance with company regulations.

6.6 A person who suffers damage or harm as a result of misconduct or malpractice will receive appropriate and fair relief process.

7. Penalty

If the person who is being complained about has actually committed the offense, they will be subject to disciplinary action in accordance with the regulations set by the company. However, if the actions violate the law, the offender may also face legal consequences.

If anyone violates this policy by intentionally or negligently engaging in behavior such as bullying, coercion, selective treatment, or disclosing the personal information of a complainant without a necessary reason, causing harm or danger, or doing anything that causes a complainant or related parties to suffer harm or damage, that person is considered to have violated the discipline and must be responsible for compensating the Company or the affected party, as well as facing legal consequences as prescribed by law.

8. Policy Review

The Risk Management and Corporate Governance Committee must review this policy annually and propose any change to the Board of Directors for approval.

Whistleblowing Policy 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