



## **Central Plaza Hotel Public Company Limited**

### **Code of Conduct for Business Partners and Suppliers (2026 Edition)**

Approved by Board of Directors Meeting No.7/2025  
on 14 November 2025

Prepared by Risk Management Department

**PUBLIC**

## **Code of Conduct & Guidelines for Business Partners and Suppliers (2026 Edition)**

### **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. This dedication will accomplish the intended goals by cooperating with partners who conduct business with a foundation in social responsibility, environment, and ethics. These elements are essential for building a sustainable supply chain, allowing the Company and its partners to thrive together.

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 refer to manufacturers, contractors, suppliers, service providers, and/or individuals or entities providing services to the Company, including subcontractors of such manufacturers, contractors, suppliers, or service providers. This term encompasses both existing and new business partners and suppliers.

### **Practice guidelines**

#### **1. Business Ethics**

1.1 Comply with laws and regulations relevant to the business under the principles of good corporate governance.

1.2 Operate with integrity, transparency, fairness, and ethical principles, fostering equitable and transparent business practices and competition. Ensure accountability, avoid unlawful price manipulation, and refrain from anti-competitive behaviors.

1.3 Do not offer bribes or engage in actions that lead to corruption, conflicts of interest, or other benefits to government officials, Company employees, or others to gain business advantages or improperly influence actions or decisions.

1.4 Support and collaborate in anti-corruption, unethical practices, or misconduct with public agencies, private sectors, or the general public. Implement risk management plans, establish reporting and monitoring processes, and/or provide training to raise awareness among partners' employees about the damage caused by corruption.

1.5 Conflict of Interest: Business Partners must report or notify the Company if any actions that present a conflict of interest are identified or if there are any personal relationships between the partner's employees and the Company's employees or officials who have been authorized to act on behalf of the Company.

1.6 Confidentiality: Business Partners must not disclose critical business information, including confidential data related to the Company or its stakeholders, which they may have access to or become aware of due to their work. The information must not be disclosed or used for personal benefit without the Company's consent. Business Partners are also expected to uphold the confidentiality of third parties. If any confidential information about the Company is disclosed, whether intentionally or unintentionally, partners are required to notify the Company immediately.

1.7 Disclose your information accurately, transparently, and completely as required by law, and be prepared for audits by the Company or authorized entities.

1.8 Business Partners of the Company operate their business in accordance with the laws or regulations concerning intellectual property rights, ensuring they do not infringe on the intellectual property of others, including trademarks, and patents, and refrain from counterfeiting or using another party's intellectual property without permission.

1.9 Business Partners must not disclose any intellectual property or confidential information of the Company, or any information obtained through business dealings with the Company. This includes information jointly developed by the partners and the Company, as well as information related to the Company's products, customers, partners, pricing, costs, methods, strategies, plans, processes, and practices.

1.10 Fair Competition: Business Partners must refrain from cooperating with competitors in engaging in unlawful activities, including colluding on bid prices to secure selection for themselves or their affiliates, price fixing, market allocation, or discriminatory practices that restrict freedom and undermine fair competition.

## 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 leave and holiday allocation must be allocated not lower than the specified law, together with reducing excessive working hours.

## 5. Wage and Benefit

Ensure that wages, compensations, welfare, and other benefits must be fairly provided and not lower than the specified law and are sufficient to cover the essential basic living expenses.

## 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 regularly.

6.5 Prepare and deliver products, materials, equipment, and services that meet quality standards, safety requirements, and the specifications defined by the company. Additionally, promptly notify the company of any concerns regarding the quality or safety of the products.

## 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, 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 Collaborate in actions that help prevent or mitigate environmental and climate change impacts. This included reducing air emissions, reducing the generation of wastewater and both hazardous and non-hazardous waste, conserving biodiversity, and reducing greenhouse gas emissions.

8.3 Undertake business with a focus on conserving energy and using natural resources, energy, and water responsibly and efficiently.

8.4 Efficiently manage waste from work practices by determining appropriate measures to conserve the environment.

8.5 Promote the use of local raw materials and products that are of good quality standards.

8.6 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 ecosystem.

8.7 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. Climate Change / Greenhouse Gas Emission Reduction

9.1 Encourage the preparation of greenhouse gas inventories and the reporting of greenhouse gas emissions released into the atmosphere.

9.2 Prioritize activities aimed at reducing greenhouse gas emissions throughout the supply chain, including raw material procurement, production processes, transportation, and using renewable energy to reduce or control greenhouse emissions into the atmosphere.

9.3 Raise awareness within the organization about "**Climate Change**" to prepare for and address its impacts.

## 10. Biodiversity

10.1 Conduct business with awareness of the constraints and regenerative capacity of natural resources, recognizing the impacts of improper use of land, forests, flora, and fauna that can contribute to biodiversity loss—an essential factor for business operations.

10.2 Conduct business with a commitment to minimizing impacts on biodiversity, preserving ecological balance, and encouraging involvement in the restoration, protection, and conservation of biodiversity and ecosystems to ensure their sustainability.

10.3 Operate responsibly and comply with laws, regulations, standards, policies, and practices related to biodiversity.

## 11. Social Responsibility

11.1 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.

11.2 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.

## 12. 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.

## 13. Business Continuity

13.1 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.

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

## 14. 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.

## 15. 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](mailto:whistleblower_centel@chr.co.th)
- Postal Mail: Internal Audit and Risk Management  
Centara Plaza Hotel Public Company Limited  
999/99 25<sup>th</sup> floor Rama 1 Road, Pathumwan District, Pathumwan, Bangkok 10330

Code of Conduct for Business Partners and Suppliers 2026 Edition was approved by the Board of Directors Meeting No. 7/2025 on 14 November 2025 and shall be effective from 1 January 2026 onwards.

- Signed -

Mr. Norachit Sinhaseni  
Chairman of the Board  
Central Plaza Hotel Public Company Limited