



Central Plaza Hotel Public Company Limited

Environmental and Social Sustainability Policy (2026 Edition)

Approved by the Board of Directors Meeting No. 7/2025

On November 14, 2025

Prepared by the Sustainability Development Department

PUBLIC

Environmental and Social Sustainability Policy (2026 Edition)

Central Plaza Hotel Public Company Limited

Central Plaza Hotel Public Company Limited is dedicated to conducting its business operations based on the principles of sustainable development and social and environmental responsibility throughout every stage of its business processes. This commitment is realized through the establishment of an internal Sustainability Management System (SMS), which involves setting targets, continuous monitoring, and verification of operations. This system aims to mitigate impacts and improve processes across key areas: environmental, social, economic, cultural, service quality, human rights, safety and occupational health, and risk and crisis Management. We adhere strictly to all relevant laws and regulations at the local, national, and international levels.

Furthermore, we ensure that our employees are actively involved in developing and implementing the Sustainability Management System in their work. This is achieved through comprehensive training to build an understanding of the roles and responsibilities of each department, enabling us to deliver value-creating services that maximize customer satisfaction. We also foster engagement with stakeholders to collaboratively develop and responsibly address issues—covering both positive and negative environmental and social impacts—thereby ensuring that all business operations are conducted within a strong governance framework.

1. Objectives

1. To build confidence in sustainable business operations founded on compliance with laws, regulations, and various standards in both environmental and social dimensions.
2. To support ethical and responsible business operations in both environmental and social dimensions toward all stakeholder groups.
3. To effectively manage the environmental and social impacts arising from business operations throughout the value chain.
4. To ensure the participation of business partners, employees, communities, and all stakeholder groups in environmental and social performance initiatives.

2. Scope

This Policy applies to the Company's hotel and food business units, suppliers and business partners.

3. Definition

"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.

"Policy" refers to Environmental and Social Sustainability Policy (2026 Edition).

4. Environmental Sustainability Policy

The Company prioritizes responsible environmental management at all phases of its operations, including compliance with local, national, and international laws that are aligned with environmental management standards or regulations. This includes setting goals, monitoring performance to minimize impacts, and improving operational processes to enhance efficiency. Therefore, the following environmental guidelines are established.

4.1 Natural Resource Stewardship

- 1) Optimize consumption of natural resources such as energy, water, and raw materials, including efficiency improvement. Improve resource use efficiency in the company's business activities.
- 2) Prioritize suppliers who operate with environmental responsibility, can supply environmentally friendly products and services, and encourage those who can minimize environmental impacts during the procurement process.
- 3) Carefully consider all types of procurement to minimize waste generation as much as possible
- 4) Conduct environmental risk assessments covering energy, water, waste, air, and biodiversity. Prioritize high-risk areas to set specific targets for natural resource management and impact mitigation.
- 5) Keep track of total energy consumption, categorized by energy type and operational usage. Promote the valuable and efficient use of overall energy resources.
- 6) Make efforts to increase its use of renewable energy.
- 7) Ensure sustainable water sourcing and increase the proportion of treated and recycled water used to reduce reliance on raw water or water from natural sources.
- 8) Establish a system for collecting water usage data, categorized by resource type according to operational needs, and promote efficient water use to achieve an overall reduction in water consumption.

- 9) Support and organize continuous training, knowledge sharing, and understanding of environmental matters with employees, business partners, and all stakeholder groups. This includes fostering engagement through relevant environmental activities or projects.
- 10) Communicate and disclose policies and performance results through various channels to employees, customers, suppliers, and business partners, and all stakeholder groups, in order to raise awareness and promote shared responsibility in business operations.

4.2 Reduce Pollution and Mitigate Climate Change

- 1) Set annual targets for the sustainable management of energy, utilities, and climate to ensure efficient and appropriate operational control, with a key focus on reduction and the optimal utilization of resources.
- 2) Collect data and identify sources of Greenhouse Gas (GHG) emissions to calculate the volume of emissions and establish procedures to avoid and reduce organizational GHG emissions.
- 3) Manage and control greenhouse gas (GHG) emissions to meet targets and regulatory requirements. This includes supporting low-carbon activities and implementing carbon offset programs for business operations when practicable.
- 4) Manage transportation systems and encourage customers, employees, as well as suppliers and business partners, to select transportation systems that use clean energy to reduce GHG emissions.
- 5) Collect and record the volume of general waste, residue, and food waste, and establish a waste management plan to minimize waste volume. Where waste reduction is not possible, implement methods for recycling and recovery.
- 6) Properly manage and dispose of all residual waste according to legal requirements to reduce potential risks to adjacent communities and the environment.
- 7) Ensure that all wastewater is treated to comply with environmental quality standards, enabling reuse in appropriate operations or safe discharge into public waterways to mitigate impacts on adjacent communities and the environment.
- 8) Control and monitor pollutant emissions from operational processes such as air, light, noise, wastewater, and soil to ensure compliance with laws or national and international standards.
- 9) Maintain machinery and equipment in proper working condition and select high-quality materials and fuels with low emissions and low volatile organic compound (VOC) content to minimize environmental impact.
- 10) Encourage everyone to recognize the importance of climate change. In place is a revision of the policy, goals, performance outcomes, and work plans together with an annual comparison of operating efficiencies. There is an annual management review which is

publicized among all employees and relevant parties working for the company to observe for proper understanding and implementation.

4.3 Conservation of Biodiversity and Ecosystems

- 1) Support and contribute to biodiversity conservation, including through appropriate management of its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value. Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management.
- 2) Take measure to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.
- 3) Support and follow appropriate guidelines for the management and promotion of visits to natural sites in order to minimize adverse impacts and maximize visitor fulfilment.
- 4) Interaction with free-roaming wildlife, taking into account cumulative impacts, are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and, on the viability, and behaviour of populations in the wild.
- 5) No species of wild animal is acquired, bred or held captive, except by authorized and suitably equipped persons and for properly regulated activities in compliance with local and international law. Housing, care and handling of all wild and domestic animals meet the highest standards of animal welfare.
- 6) Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable, and in compliance with local and international laws.

5. Social Sustainability Policy

The Company prioritizes social issues related to human rights standards, labor rights, diversity and non-discrimination, and occupational health and safety. We strictly comply with local, national, and international laws to mitigate potential risks and impacts. Furthermore, we promote the conservation of local customs and traditions through operations or activities related to the preservation of local culture. Therefore, the following social guidelines are established.

5.1 Maximize social and economic benefits to the local community and minimize negative impacts.

- 1) Actively supports initiatives for local infrastructure and social community development, includes education, training, health and sanitation and projects which address the impacts of climate change.

- 2) Local residents are given equal opportunities for employment and advancement, including in management positions.
- 3) Gives priority to local and fair-trade suppliers whenever these are available and of sufficient quality.
- 4) Supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history and culture.
- 5) Adhere to guidelines to prevent misappropriation, human rights violations, and sexual exploitation, especially concerning children, youth, women, minorities, and various vulnerable groups.
- 6) Offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways.
- 7) Respect and comply with labor rights, providing a secure and safe working environment, health care, social security, and essential facilities related to drinking water, hygiene, and sanitation.
- 8) Review and revise employee wages or remuneration to meet or exceed the national minimum wage and align with the national living wage standard at a minimum.
- 9) Employees must receive training or study tours relevant to their skills and responsibilities, covering environmental, social, cultural, quality of life, human rights, occupational health and safety issues, as well as risk and legal compliance. Training data and frequency must be recorded, and all employees must have opportunities for career advancement.
- 10) The activities of the company do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities.
- 11) The activities of the company do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.

5.2 Maximize benefits to cultural heritage and minimize negative impacts.

- 1) Follows international and national good practice and locally agreed with guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimize adverse impacts and maximize local benefits and visitor fulfilment.
- 2) Contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance and does not impede access to them by local residents.

- 3) Values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration, cuisine, or shops, while respecting the intellectual property rights of local communities.
- 4) Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.

The Company and all employees are responsible for communicating this Policy and the Company's commitment to all stakeholders, including customers, suppliers, and business partners, ensuring their awareness and compliance. We will also continuously monitor, review, and develop our business processes to adapt to current circumstances.

This Environmental and Social Sustainability Policy 2026 Edition was approved by the Board of Directors No. 7/2025 on 14 November 2025 and will be effective from 1 January 2026 onwards.

-Signed-

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