



**Central Plaza Hotel Public Company Limited**

**Human Rights Policy  
(2026 Edition)**

Approved by Board of Directors Meeting No. 7/2025

On 14 November 2025

Prepared by the Sustainability Development Department

**PUBLIC**

## Human Rights Policy (2026 Edition)

### Central Plaza Hotel Public Company Limited

**Central Plaza Public Company Limited** recognizes the inherent dignity and equal rights of all individuals. We are committed to respecting human rights and promoting awareness among all stakeholders across our value chain. Our operations are guided by compliance with applicable laws, regulations, and principles of good governance, ensuring responsible practices that prevent human rights violations and uphold fairness for employees and stakeholders equally. This policy covers the protection, respect, and remediation of any potential human rights impacts and is grounded in internationally recognized frameworks, including the Universal Declaration of Human Rights (UDHR), the International Labour Organization Declaration on Fundamental Principles and Rights at Work (ILO), the UN Guiding Principles on Business and Human Rights (UNGP), and the OECD Guidelines for Multinational Enterprises.

#### 1. Objectives

1. To demonstrate understanding and awareness of the importance of human rights, serve as a guideline for operations in accordance with human rights principles, and prevent potential violations throughout the organization.
2. To ensure that operations comply with relevant laws and internationally recognized human rights standards.
3. To strengthen stakeholder trust that the organization conducts its business responsibly, integrating human rights principles into its strategies and operations.

#### 2. Scope

This policy applies to the Company's hotel and food business units, as well as suppliers and business partners who have business relationships with the company.

#### 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.

**"Business partners"** refers to partners from the tourism industry, government agencies, suppliers of goods and services to the company, designers, consultants, contractors, and subcontractors.

**"Policy"** refers to Human Rights Policy (2026 Edition)

**"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. (According to Office of the National Human Rights Commission)

**"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. (According to Department of Labor Protection and Welfare)

**"Child Labour"** refers to 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. (According to Department of Labour Protection and Welfare)

**"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, indigenous people and local communities, etc.

**"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.

**"Stakeholders"** refer to 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.

#### 4. Human Rights Policy

1) The Company adheres to the United Nations Guiding Principles on Business and Human Rights (UNGPs), which are built upon three pillars: protect, respect, and remedy, while also incorporating other international frameworks such as the UDHR, the ILO Declaration on Fundamental Principles and Rights at Work, and the OECD Guidelines for Multinational Enterprises. These frameworks serve as the foundation for implementing human rights considerations throughout the organization, taking into account the roles and responsibilities of businesses in respecting human rights, as well as the shared responsibilities of both the State and the Company. This approach ensures that individuals affected by business-related human rights impacts have access to effective remedies.

2) The Company places great importance on respecting human rights in all business activities and fosters stakeholder engagement across the supply chain to understand potential human rights impacts and risks associated with its operations. Directors, executives, employees, business partners, and alliances share responsibility for promoting organizational values and a culture that respects human rights, while adhering to and complying with the following Policy:

2.1 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, gender, sexual orientation, age, skin colour, religion, physical condition, status, or any other differences.

2.2 Respect the protection of human rights and support business activities that do not negatively impact human rights, whether the Company is the cause, contributor, or has a linkage to such impacts, directly or indirectly.

2.3 Conduct Human Rights Impact Assessments (HRIA) and comprehensive Human Rights Due Diligence (HRDD) processes to identify potential risks and impacts arising from the Company's business activities, including those affecting stakeholders across the entire value chain.

2.4 Integrate Human Rights Due Diligence (HRDD) as a guiding framework in planning and executing future business activities.

2.5 Communicate with those involved in business operations along the value chain to ensure understanding.

2.6 Regularly monitor, audit, and assess the risk and impact of human rights along with setting guidelines or measures to manage risk appropriately.

2.7 Provide accessible grievance and complaint procedures for all stakeholders, ensure effective handling of complaints while safeguarding confidentiality, and continuously enhance whistleblowing channels for reporting potential human rights violations.

2.8 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.

3) The human rights policy covers the rights of key stakeholders across the entire value:

1. Employees including full-time staff and temporary/contract workers 2. Customers and service users 3. Business partners and alliances 4. Society, Community and Environment. The Policy provides specific guidelines for engagement and interaction with each stakeholder group as follows:

3.1 Rights of employees: Provide reasonable and fair employment conditions, without discrimination. Promote acceptance of diversity within the organization, support the respect of diversity in the organization, 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.

3.2 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, social 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 standardized data security.

3.3 Rights of business partners and alliances: Promote proper and fair employment as required by law and international standards for labour rights. This includes proper determination of working hours, measures to prevent excessive working hours, support for fair pay and living wage standards, and non-discrimination. Prioritize the health and safety of workers, and ensure that all forms of illegal labor, forced labor, or intimidation are strictly prohibited.

3.4 Rights of society, community and environment: Conduct business responsibly with respect for the rights of indigenous peoples, society, and local communities. Support the enhancement of community well-being, including living standards, health, and safety. Uphold environmental stewardship by conserving natural resources, protecting common goods, and promoting energy conservation. Minimize any negative impacts arising from business activities on society, communities, and the environment.

## 5. Guidelines

To comply with this policy, the Company has established operational guidelines for human rights. These guidelines serve as a framework for all executives and employees to acknowledge, understand, and implement accordingly

## 5.1 Guidelines on Human Rights Related to Labor Practices

To minimize the risk of possible human rights violations, 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:

### 1) Guidelines on forced labour

#### 1.1 Do not force involuntary labour

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.

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.

1.4 Do not punish, intimidate, threaten, or commit violent acts of any form by physical, verbal or psychological persecution.

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.

1.6 Do not use labour from human trafficking in all its forms.

1.7 Do not deprive employees of their rights and other benefits or refuse to provide necessities for living.

### 2) Guidelines on child labour

2.1 No hiring or supporting the hiring of child labourers who are under the legal age.

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.

2.3 No hiring workers or supporting child labour that is taken away from parents without their consent.

2.4 No hiring or encouraging child labour to do work that affects compulsory education.

2.5 Support the protection and promotion of children's rights in accordance with the Children's Rights and Business Principles.

### 3) Guidelines on female labour

3.1 Do not allow female employees to perform tasks that are harmful to their health or body as required by law.

3.2 Pay male and female employees equally for jobs that are at the same level of job or position.

3.3 Arrange for pregnant employees to work in environments that are safe for pregnancy and do not pose a danger to health.

3.4 Provide facilities for employees who are pregnant or in the breastfeeding period.

3.5 Do not terminate, demote or reduce female employee benefits due to pregnancy.

#### **4) Guidelines on migrant labour**

4.1 Hire and support the hiring of foreign workers with legal work permits.

4.2 Provide clear, written employment contracts in a language that foreign workers can understand.

4.3 Pay fair compensation and have evidence to pay compensation every time.

### **5.2 Guidelines on health and safety in the workplace**

1) Establish collective agreements covering occupational health, safety, and working environment conditions.

2) 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.

3) Provide adequate safety equipment and safety training to ensure that employees are aware and behave correctly.

### **5.3 Guidelines on non-discrimination in the workplace**

1) Recruit employees based on job requirements and qualifications and not discriminate against any job applicant due to any other differences.

2) Commit to non-discrimination in hiring, compensation, benefits, promotions, and transfers, ensuring that all practices are free from discrimination of any kind.

3) Provide thorough and equitable employee development with no discrimination, considering the suitability of the position and providing equal opportunities for career progression.

4) Define and disclose performance evaluations to employees transparently, so that they can improve their performance.

5) Do not infringe on or impede employees' rights to be exercised due to any other distinctions.

6) Do not terminate or force retirement for any reason of differences.

### **5.4 Guidelines on the prevention of intimidation and harassment**

1) Prohibit violence, intimidation, harassment and harassment in any form.

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

### **5.5 Guidelines on compensation**

- 1) Provide employees' wages, overtime pay, and benefits in compliance with legal requirements.
- 2) Promote fair and adequate wages to ensure a decent standard of living.
- 3) Provide written and clear proof of payment to notify employees about the amount of payment, compensation, indemnity, and benefits in compliance with legal requirements.
- 4) Provide employees with social security or other benefits as required by law.
- 5) 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.

### **5.6 Guidelines on working hours**

- 1) Clearly communicate the start and end times of normal working hours to employees, provide working hours and any applicable overtime in accordance with legal requirements, and monitor total working hours to prevent excessive work.
- 2) Ensure working times are systematically logged correctly.
- 3) Require a break between work and a proper meal break.
- 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.

### **5.7 Guidelines on freedom of association and collective bargaining**

- 1) Allow employees to express their opinions and report complaints through various channels of the Company.
- 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.



3) No action shall be taken to restrict employees' right to unionize, except where such restrictions are necessary to protect the public interest, maintain order, or prevent illegal activities or violations of business ethics.

## **5.8 Guidelines on termination and severance payments**

- 1) Do not terminate employees without reasonable reasons.
- 2) In the event of termination, the employee must be notified prior to termination, as well as be paid legal compensation.

## **6. Guidelines on Human Rights Risk and Impact Assessment**

### **6.1 Human rights impact assessment**

The Company is committed to conducting human rights impact assessments on all stakeholders, including vulnerable groups associated with the Company, and to regularly monitor and evaluate human rights risks.

### **6.2 Human Rights Due Diligence**

The Company provides a procedure of human rights due diligence that identifies risks and impacts 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.

## **7. Grievance and Complaint Mechanisms**

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

- Website: <https://investor.centarahotelsresorts.com/en/sustainability/whistleblowing>
- Email: [whistleblower\\_centel@chr.co.th](mailto:whistleblower_centel@chr.co.th)
- Postal Mail: Internal Audit and Risk Management

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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.

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 Whistleblowing Policy, Code of Conduct and corporate governance principles.

## 8. Remedial Measures for Impacts

1) Conduct a human rights impact assessment (HRIA) 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, customers, business partners, 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.

2) Provide remediation to individuals affected by human rights impacts arising from the Company's business activities, including cases where the Company may be the cause or a contributor. Priority shall be given to those most severely affected, including individuals whose impacts cannot be remedied if not addressed immediately, followed by other affected groups. Remedies shall be determined based on the severity and priority of the impacts.

## 9. Monitoring

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 encouraging business partners and alliances to assess their operations, which include labour and human rights issues.

2) Require relevant authorities to monitor cases of human rights violations, as well as collecting and preparing reports to resolve further issues.

3) Relevant departments are required to report to the Risk Management, Corporate Governance, and Sustainability Committee, and subsequently to the Board of Directors, to ensure that operations respect human rights and foster awareness throughout the organization. The Board of Directors and Executive Management hold ultimate responsibility for overseeing and ensuring ongoing compliance with this Policy.

## 10. 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.

## 11. Recognition of the Importance

The Company promotes and encourages all executives and employees of the Company, as well as business partners and alliances, to understand the fundamental human rights to which they and all individuals involved in the work are entitled, 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.

Human Rights Policy 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