



Central Plaza Hotel Public Company Limited

Non-Discrimination and Anti-Harassment Policy

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

Prepared by the Human Resources Department

PUBLIC

Non-Discrimination and Anti-Harassment Policy

Central Plaza Hotel Public Company Limited

Central Plaza Hotel Public Company Limited recognizes the value of diverse perspectives, skills, and experiences of its people, which serve as a vital force in driving sustainable organizational success. The Company is committed to creating a safe, fair, and respectful working environment where all individuals can coexist based on differences without discrimination or harassment—whether sexual or non-sexual harassment. This policy establishes operational guidelines aligned with Human Rights Principles, Diversity & Inclusion, the Company's Code of Conduct, and all applicable laws, regulations, and international standards. The Company is dedicated to preventing and protecting employees at all levels from discrimination, harassment, or any form of intimidation, and strictly upholds a Zero Tolerance stance against any improper or non-compliant behavior.

In the event of a related incident, the Company will investigate with transparency and fairness to ensure that every process is credible, just, and contributes to building a corporate culture that genuinely promotes safety, respect, and equity.

1. Objectives

1. To prevent and eliminate all forms of harassment and to create a safe, friendly, and supportive working environment that enables employees to perform effectively and reach their full potential in a respectful and misconduct-free atmosphere.
2. To promote equality and fairness without discrimination based on gender, age, race, religion, disability, sexual orientation, nationality, or any other status.
3. To establish transparent, careful, and fair reporting and investigation mechanisms, along with appropriate corrective and remedial actions, to build confidence among employees and stakeholders.

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.

"Policy" refers to Non-Discrimination and Anti-Harassment Policy.

"Discrimination" refers to actions or outcomes that treat individuals unequally by imposing unfair burdens or conditions, or by denying benefits to which they are entitled. Instead of treating individuals fairly based on their actual capabilities and qualifications, discrimination also includes behaviors that may constitute harassment.

"Harassment" refers to unwelcome behaviors, actions, or words, or those that a reasonable person would believe to be unwelcome.

- Non-sexual harassment may include bullying, intimidation, or various forms of pressure.
- Sexual harassment involves behaviors, actions, or expressions of a sexual nature or relating to a person's sex or gender identity.

4. Guidelines

To comply with this policy, the Company has established operational guidelines for implementing the Non-Discrimination and Anti-Harassment Policy. These guidelines serve as a framework for ensuring that all executives and employees are informed, understand the policy, and put it into practice as follows:

4.1 Non-Discrimination Principles

The Company adheres to the principle that all human resources decisions and management practices must be based solely on qualifications, competencies, performance, and potential, without discrimination on the following grounds:

- Gender or gender identity
- Age
- Race, nationality, or ethnicity
- Religion, beliefs, or political opinions
- Disability or health condition
- Sexual orientation or marital/family status
- Social, economic, or legal status

4.2 Non-Discrimination Guidelines

The Company is committed to creating a safe, fair, and respectful working environment. All stages of people management must be carried out fairly, without bias or discrimination.

This policy covers all key aspects of human resource management and provides the following implementation guidelines:

1) Recruitment and Selection

1.1 Clearly define job criteria and qualifications without any discriminatory wording and ensure equal access to job information for all applicants.

1.2 Use a transparent selection process that does not differentiate based on gender, age, race, religion, or personal characteristics, and evaluate candidates focused only on skills, competencies, and qualifications relevant to the position.

1.3 The compensation, benefits, and employment conditions offered to all candidates must be equitable and aligned with the Company's policies and standards.

1.4 Psychological assessments and pre-employment medical examinations must be directly related to the skills, abilities, or physical and mental requirements necessary for the position.

2) Human Resource Development

2.1 Development opportunities must be provided inclusively and equitably, without discrimination, taking into consideration the individual needs required for job performance and career growth.

2.2 Approval of training programs must be transparent, fair, and free from discrimination.

2.3 The Company provides diverse learning formats and offers equal opportunities for employees to meet their training needs.

3) Performance Evaluation

Performance evaluations must be based on clear and transparent criteria, reflecting actual work performance and behaviors aligned with the Company's values. Supervisors and employees should engage in review discussions to ensure mutual understanding of the evaluation results.

4) Compensation and Benefits

Compensation management and employee promotions must follow established policies, be transparent and clearly defined, and be administered under consistent standards for all employees.

5) Job Transfer

The job transfer process must be conducted fairly and equitably to ensure that all employees have equal opportunities for career advancement.

6) Separation

Employment separation must be carried out fairly and consistently, based on work-related reasons such as underperformance after sufficient opportunities for improvement, disciplinary violations, health conditions supported by medical diagnosis, or other directly relevant factors—without discrimination.

4.3 Anti-Harassment Principles

The Company recognizes the importance of maintaining a safe, respectful, and harassment-free working environment. All employees have the right to be treated equally and should not be subjected to any form of harassment or inappropriate conduct. Harassment, abuse, or inappropriate sexual behavior refers to any unwanted or disrespectful actions, words, or gestures of a sexual nature that make others feel uncomfortable, unsafe, or humiliated. This includes, but is not limited to:

- **Unwelcome Comments:** Sexual jokes, remarks about someone's body, or inappropriate compliments.
- **Physical Contact:** Touching, hugging, or any physical contact without consent.
- **Sexual Gestures, Looks, and Inappropriate Attire:** Making sexually suggestive gestures or facial expressions, staring in a way that causes discomfort, or dressing inappropriately in a way that creates an uncomfortable environment.
- **Sharing Explicit Content:** Displaying or sending sexual images, videos, or messages.
- **Pressure for Sexual Favors:** Requesting sexual favors in exchange for work-related benefits or threatening negative consequences for refusal.
- **Repeated Unwanted Attention:** Repeatedly asking someone out or pursuing romantic interest after being declined.
- **Threats or Retaliation:** Punishing, threatening, or retaliating against someone for rejecting sexual advances or reporting harassment.

5. Work Environment and Responsibilities

All employees share the responsibility to create and maintain a respectful work environment that is free from discrimination, harassment, and any form of inappropriate conduct. Managers and supervisors must act as role models and take immediate corrective action when inappropriate behavior is observed. The Company supports open communication and encourages safe reporting of any incidents.

All employees are expected to conduct themselves professionally and respectfully, with behavior grounded in mutual consent and aligned with Company policies. This is essential to uphold dignity and maintain a safe work environment. Appropriate behaviors include:

- **Respectful Communication:** Communicate with colleagues using polite, considerate language and avoid words or expressions with sexual implications.
- **Maintaining Professional Boundaries:** Respect others' personal space and avoid unnecessary physical or emotional intrusion, as well as overly personal conversations.
- **Mutual Consent in Personal Relationships:** Any workplace relationship must be based on mutual consent and must not affect work performance, fairness, or decision-making.
- **Fostering an Inclusive Environment:** Support a diverse and inclusive workplace by avoiding jokes, remarks, or behaviors that may cause discomfort to others.

6. Reporting Discrimination, Harassment, or Misconduct

To maintain a safe and respectful working environment in alignment with Company policy, all employees have the right and responsibility to report any incidents related to discrimination, harassment, misconduct, or other unwelcome behaviors. Reports will be handled strict protection for complainants in accordance with the whistleblowing policy. The Company provides the following reporting channels:

1) Direct Reporting

- Employees may report incidents directly to their supervisor, manager, or the Human Resources Department as soon as the event occurs.
- If the supervisor or manager is involved in the incident, the employee may report to a higher-level manager or directly to the Human Resources Department.

2) Whistleblowing or Complaint Channels

Website: <https://investor.centarahotelsresorts.com/en/sustainability/whistleblowing>

Email: whistleblower_centel@chr.co.th

Postal Mail: Internal Audit and Risk Management

Central Plaza Hotel Public Company Limited

999/99, 25th Floor, Rama 1 Road, Pathumwan Sub-district,

Pathumwan District, Bangkok 10330

3) Confidentiality and Protection of the Reporter

- The Company will keep all information and the identity of the reporter strictly confidential.

- The reporter will be protected from any retaliation, harassment, or discrimination resulting from the act of reporting.

4) Post-Reporting Procedures

- The Grievance Committee will carefully, fairly, and impartially investigate the facts.
- If any wrongdoing is confirmed, the Company will take disciplinary action in accordance with the Company's work regulations and policies and will establish a clear escalation process for cases related to discrimination and/or harassment.
- The Company will inform the reporter of the progress and outcome of the review within a reasonable timeframe.

5) Rights of the Affected Person

- They may stop providing services or performing work in any unsafe situation and report the incident immediately.
- They are entitled to appropriate remedial measures, which may include, but are not limited to, an apology, compensation in monetary or non-monetary forms, assistance in accessing public remedy mechanisms, as well as other relevant forms of remedial action.

7. Disciplinary Measures

If an investigation confirms that discrimination or harassment has occurred, whether intentional or unintentional, the company will impose disciplinary actions on individuals who violate or fail to comply with this policy. Both the offender and any parties involved will be subject to disciplinary measures in accordance with the company's work regulations, including:

- Written warning
- Temporary suspension without pay
- Termination of employment without severance pay if the offense constitutes or meets the elements of a criminal act

8. Training, Awareness, and Organizational Communication

The company places great importance on raising awareness of fundamental rights and adherence to the corporate code of conduct, with the aim of fostering a safe and welcoming workplace for everyone. Annual training plans include topics such as non-discrimination, anti-harassment, and anti-bullying to enhance employees' understanding of their rights, prevention methods, and appropriate responses, as well as respectful engagement with all stakeholders.

In addition, the company requires supervisors to undergo specialized training on handling reports or incidents related to bullying and harassment, to strengthen the company's preventive and response mechanisms in a systematic manner.

The Non-Discrimination and Anti-Harassment Policy 2026 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