



**Central Plaza Hotel Public Company Limited**

**Supply Chain Management Policy  
(2026 Edition)**

Approved by Board of Directors Meeting No. 7/2025

On 14 November 2025

Prepared by Sustainability Development Department

PUBLIC

## Supply Chain Management Policy (2026 Edition)

### Central Plaza Hotel Public Company Limited

**Central Plaza Public Company Limited** prioritizes effective supply chain management to enhance operational efficiency, strengthen suppliers' capability development, and expand growth opportunities in alignment with the Company's strategic direction. The supply chain management framework covers the entire process from selecting qualified suppliers and conducting risk and performance assessments, to overseeing and supporting suppliers in operating responsibly with respect to environmental stewardship, social responsibility, and good governance, in alignment with the Company's Code of Conduct for Business Partners and Suppliers. The Company also works collaboratively with suppliers to develop their capabilities, ensuring they are equipped to support business growth and adapt to rapid global changes. These efforts aim to foster confidence in long-term collaboration and ensure the Company can effectively respond to stakeholder expectations.

#### 1. Objectives

1. To mitigate risks and potential impacts to the Company associated with the delivery of products and services to customers.
2. To ensure the Company maintains the capacity to deliver quality products and services to customers.
3. To build customer confidence and acceptance, as well as creating shared value for stakeholders throughout the supply chain, as an industry leader in the hotel and restaurant business.
4. To strengthen supplier capabilities for long-term partnership and to ensure their readiness for future transition.

#### 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 Supply Chain Management Policy (2026 Edition)

**"Supply Chain"** refers to the network of relationships between the Company and its business partners involved in producing and delivering products. It covers the processes of acquiring products from extracting raw materials, production, and transportation to distributing products or services to customers. It also includes the management of environmental, social, and governance (ESG) impacts throughout the entire lifecycle of products and services.

#### 4. Guidelines

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

1) Determine strategies for supply chain management that ensure operations are transparent, fair, accountable, and traceable, and compliant with applicable laws, regulations, and requirements, as well as aligned with international standards in the countries where the Company operates. These practices shall align with the Company's business direction to create shared and sustainable value.

2) Determine procedures for screening and selecting Business Partners and Suppliers through applying these 3 core selection criteria.

2.1 The Company's credibility and financial management capability

2.2 The quality of products and services, including technological innovation

2.3 The management of and consideration for occupational health safety and work environment, labor practices, environmental and community impacts

3) Establish standards and requirements relating to corporate governance, environmental practices, and human rights principles within business and supply agreements, as well as in the Code of Conduct for Business Partners and Suppliers.

4) Determine mechanisms and procedures for evaluating the performance and operations of Business Partners and Suppliers, including random assessments conducted by the responsible department. Maintain a Registry of Business Partners and Suppliers who meet the established procurement policies and selection criteria, and conduct periodic reviews of existing registered partners to ensure they continue to meet the qualification requirements in subsequent years.

5) Undertake procurement activities and execute business agreements in a transparent, equitable, and impartial manner for both parties, in alignment with the Company's established procurement and purchasing policy.

6) Support and promote the procurement of goods and services from local and domestic suppliers in the countries where the Company operates, in order to enhance the local economy, create employment opportunities, and generate income for people in the surrounding communities. These efforts also contribute to fostering positive relationships with local communities.

7) Encourage and prioritize green procurement to minimize environmental impacts, taking into account cost, quality, and delivery methods, thereby creating shared value for the Company, its Business Partners, society, and the environment.

8) Establish mechanisms and procedures for assessing Supplier risks across key environmental, social, labor, safety, and corporate governance issues (ESG Supplier Risk Assessment) to categorize suppliers based on their risk levels and determine preventive measures for those identified as high-risk. These measures aim to prevent potential damage to business operations and safeguard the Company's reputation.

9) Support capability development for Business Partners and Suppliers to cultivate partnerships through open dialogue and constructive feedback.

10) Disclose and communicate the Supply Chain Management Policy, along with the established measures and operating procedures, to the public, Business Partners, Suppliers, Stakeholders, and all relevant parties such as Board Directors, Management, employees, Subsidiaries, Joint Venture Companies, business representatives, and entities under the Company's control.

11) Communicate clear whistleblowing and complaint channels to suppliers. In the event of any inequitable or improper treatment by Company staff toward a Business Partner or Supplier, reports or complaints may be submitted to the Company through the following channels:

- 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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The Company has established measures to protect whistleblowers, complainants, and individuals who cooperate in fact-finding investigations, in accordance with the Whistleblowing Policy.

Supply Chain Management 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