



Central Plaza Hotel Public Company Limited

Sustainable Development Policy
(2026 Edition)

Approved by the Board of Directors Meeting No. 7/2025
On November 14, 2025

Prepared by the Sustainability Development Department

PUBLIC

Sustainable Development Policy (2026 Edition)

Central Plaza Hotel Public Company Limited

Central Plaza Hotels Public Company Limited establishes its Sustainable Development Policy by incorporating the concept of sustainable development, based on the UN Sustainable Development Goals (SDGs), as a core principle in each phase of the operational process. This involves cascading down to various operating units within the organization, integrating interconnected action plans, and considering both positive and negative impacts, all grounded in good corporate governance, to create a balance across the economic, social, and environmental dimensions throughout the entire supply chain, delivering sustainable value and results that maximize the benefits for all stakeholders.

1. Objectives

1. To align the sustainable development framework with the corporate business strategy, thereby enhancing efficiency and good governance.
2. To minimize the negative impact of our operation on the environment, social and governance.
3. To ensure that the business operations respond to local and international sustainable development goals.

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 Sustainable Development Policy (2026 Edition)

"Sustainable Development" refers to the development that meets the needs of the present without compromising the ability of future generations to meet their own needs. (World Commission on Environment and Development. 'Our Common Future'. Oxford: Oxford University Press, A.D.1987)

4. Guidelines

The Policy is an integral part of the Company's commitment to achieving sustainability goals in all dimensions. The Board of Directors, management, and all employees are responsible for supporting, driving, and complying with the established Sustainable Development Policy. Furthermore, they shall encourage suppliers and business partners to apply and adopt this Policy in their operations as they relate to the Company, as follows:

4.1 Environmental Development

The Company is committed to conducting its business in an environmentally friendly manner and conscientiously considers its environmental impacts, prioritizing this consideration in every step of its operations.

- 1) To establish an Environmental Working Group/Committee with clearly defined roles, responsibilities, and scope of work covering all aspects of environmental operations.
- 2) To clearly define environmental goals, key performance indicators (KPIs), and objectives in order to systematically track environmental performance, use the results to improve work processes for greater efficiency, and ensure consistency across the entire business group.
- 3) To optimize the use of resources and systematically and responsibly manage waste generated from service processes. This ensures that every business operation is founded on the principle of care, preservation, and protection to minimize environmental impacts in both the short and long term.
- 4) To promote employee awareness regarding the importance of various environmental practices, such as climate change, waste management, and green procurement, in accordance with the established Policy. This also includes the adoption of technology to develop management and service practices that enhance environmental sustainability.
- 5) To support and provide training to employees to learn and understand environmental issues, especially those relevant to their roles and responsibilities, enabling them to develop and continuously improve their work processes.
- 6) To foster engagement with all stakeholder groups, including business partners and networks, or consult with specialized experts. This encourages the exchange of knowledge to develop and inform management and business operation guidelines.

4.2 Social Development

The Company is committed to fostering stability and prosperity for society and local communities. We aim to develop the skills and potential of our employees to cultivate high-quality personnel for society, while simultaneously creating jobs, generating income, and distributing wealth to the community to build a truly sustainable society.

- 1) To ensure that all employees are treated with equality and that their rights are respected equally, without discrimination based on race, color, religion, gender, age, nationality, citizenship, sexual orientation, or disability, thereby ensuring a high quality of life for all.
- 2) To develop personnel within the organization by implementing both short-term and long-term potential development plans for all employees, as well as succession planning, to serve as a fundamental basis for sustainable business growth. This also includes prioritizing continuous training on job-related knowledge and skills.
- 3) To promote a positive work environment by focusing on strict adherence to Occupational Health and Safety (OHS) standards in all operations. This includes regularly conducting drills, reviewing prevention plans, and updating emergency response protocols. Support the use of standard-compliant equipment, tools, technology, and innovation for workplace safety, while also prioritizing hygiene and wellness care that supports the well-being of employees in the workplace.
- 4) To undertake initiatives for social development, quality of life, and public benefits by collaborating with network partners, including communities, government agencies, and the public sector. This includes promoting local employment to enhance the livelihood and environment of local communities.

4.3 Economic Development and Good Governance

The Company is committed to developing the quality of its services and products to comprehensively cover the demands of all customer groups, thereby creating economic development value. We emphasize building knowledge concerning all relevant business requirements, regulations, and laws, coupled with promoting ethical operations to create high-quality personnel for the tourism industry.

- 1) To conduct business in accordance with good corporate governance principles, which include treating all stakeholders fairly, equally, transparently, and accountably. This includes strict adherence to all relevant laws, regulations, and compliance requirements.
- 2) To efficiently manage risks in accordance with international guidelines and best practices.
- 3) To maintain a customer-centric focus and effectively address customer demands in order to deliver the best service that will exceed their expectations. This includes continuously developing service innovations to address the diverse requirements of customers.

- 4) To ensure the security of personal data and privacy by implementing a protection system based on integrated risk analysis and efficient information technology (IT) solutions.
- 5) To systematically manage the supply chain to enhance operational efficiency and foster a sustainable, shared value ecosystem among the company, its business partners, and suppliers.

As such, the Company has underscored its commitment to undertaking activities with regard to the sustainable development of the core dimensions of its business activities through establishing various important policies, such as:

- Good Corporate Governance Policy
- Code of Conduct for Business Partners and Suppliers
- Anti-Corruption and Bribery Policy
- Policy to Prevent Misuse of Insider Information
- Quality Policy
- Environmental & Social Sustainability Policy
- Occupational Health, Safety, and Work Environment Policy
- Human Rights Policy
- Policy on Information Security
- Sustainable Procurement Policy

This Sustainable Development 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