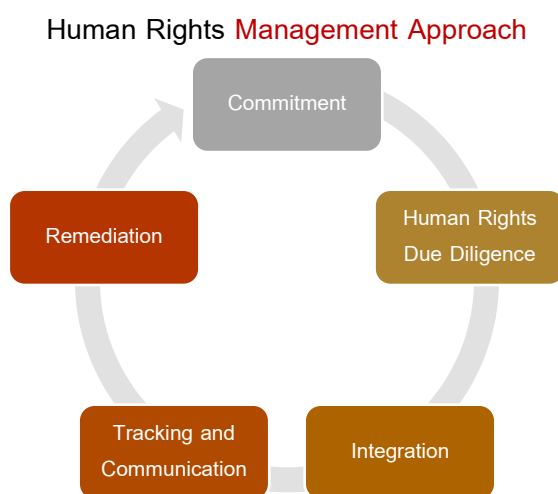


Human Rights

CENTEL focuses on operating business that is not related to human rights violations of any kind and adheres to the human rights principles under the human rights framework that respects human dignity and equality according to the law, the United Nations Guiding Principles on Business and Human Rights, ILO Declaration on Fundamental Principles and Rights at work without discrimination against race, religion, gender, skin color, language, ethnicity, or any other status, and the labor laws of countries where the company operates which cover human rights issues such as child labor, forced labor, discrimination, and sexual harassment.

Full policy and practices regarding human rights is available [here](#)



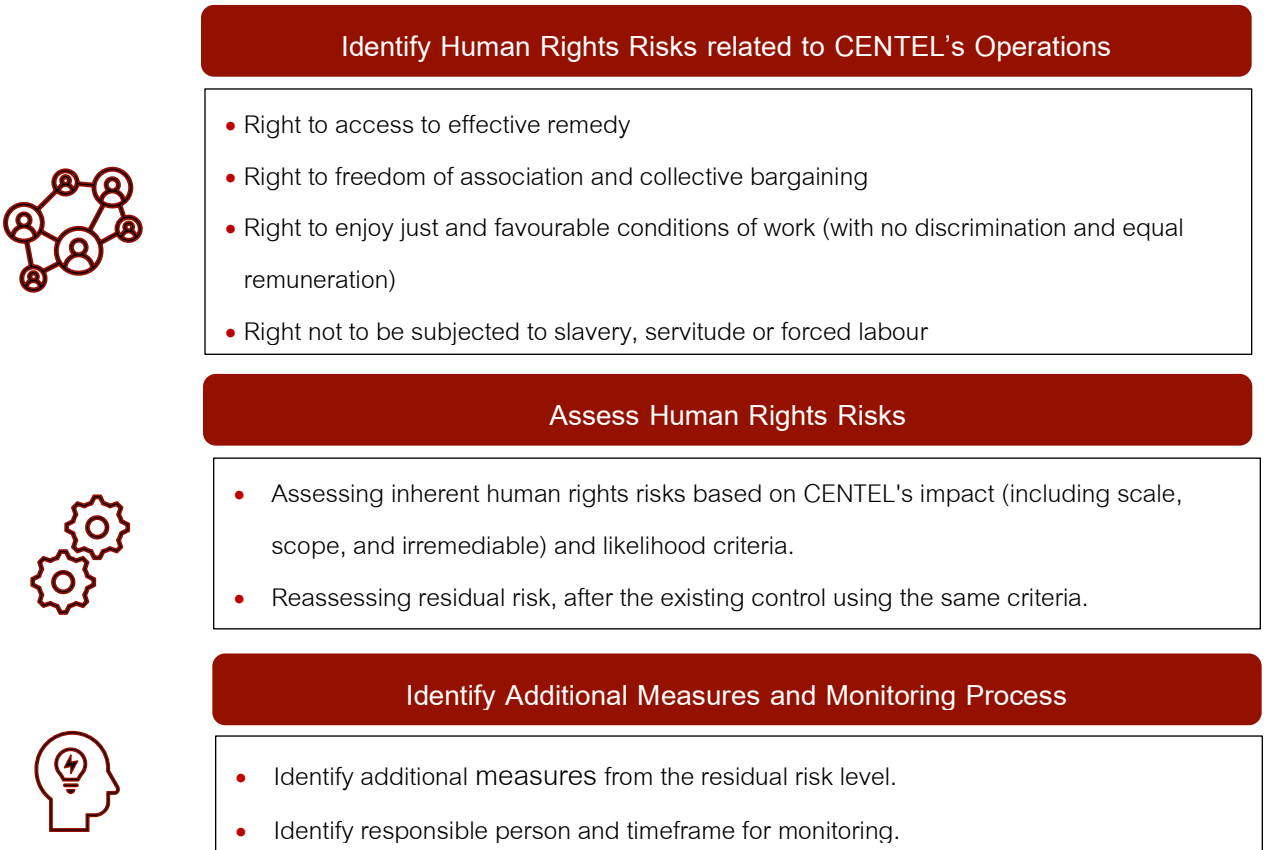
Commitment: CENTEL has established the human rights policy and guidelines which apply to all stakeholders, for example, employees, customers, suppliers, business partners, communities, etc. to ensure effective human rights management across CENTEL's value chain, including child protection policy, guidelines on treating people with disabilities, guidelines on treating solo female guests to ensure safety, and non-discrimination extends across gender, culture, and all aspects of human rights, etc.

In addition, CENTEL has taken steps to promote equality and eliminate unfair treatment between genders. For example, job postings and job qualifications do not mention gender identity or sexual orientation to provide opportunities for recruitment of male and female applicants for all job positions. CENTEL focuses on preventing and resolving sexual harassment in the workplace by providing guidelines on sexual harassment in the workplace for employees.

CENTEL also raises awareness about human rights respect and practices among employees and suppliers to prevent human rights violations to all stakeholders by providing training on human rights with other businesses and on basic human rights for employees.

Human Rights Due Diligence: In 2023, CENTEL has conducted human rights due diligence with key stakeholders (employees, suppliers, customers, shareholders, community/society, and vulnerable groups, i.e., women, children, migrant workers, third-party employees, and local communities) across value chain to identify key human rights risks.

Assessing Human Rights Risks in CENTEL’s Operation



Assessing Human Rights Risks in CENTEL's Supply Chain



Identify the list of human rights issues

- Identify the human rights issues across CENTEL's supply chain
 - Right to access to effective remedy
 - Right not to be subjected to slavery, servitude or forced labour
 - Right to privacy



Conduct survey

- Assess human rights risk with suppliers in the supply chain through a survey.



Analyze the data from the survey

- Prioritization of the human rights issue identified.
- Analyze and integrate the survey result.



- Prioritization Human Rights Risks (Base on the criteria)

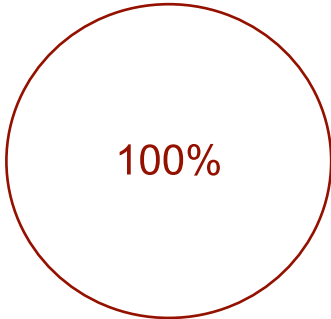


- Rank the most human rights risks in supply chain
- The ranking will be based on frequency of the response of the suppliers by comparing to the likelihood criteria

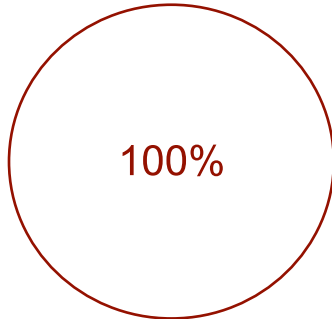


- Integrate the most human rights risks with the prioritization
- Selected top rank of human rights risk to integrate

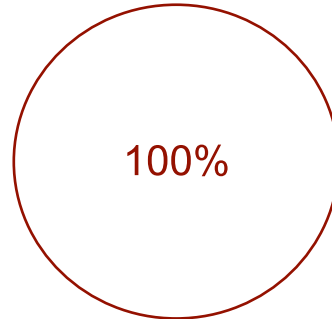
Human Rights Risks in CENTEL Operations



100% of CENTEL's operation were assessed for Human Rights risks.

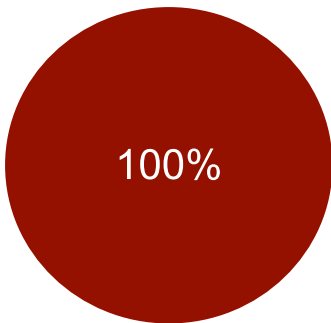


100% of CENTEL's operation has been identified with high human rights risks.

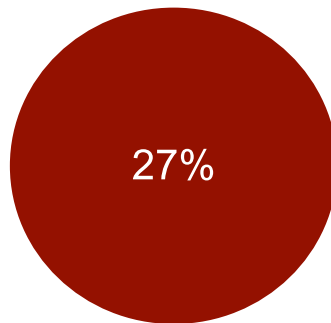


100% of CENTEL's operation has mitigation and remediation action in place.

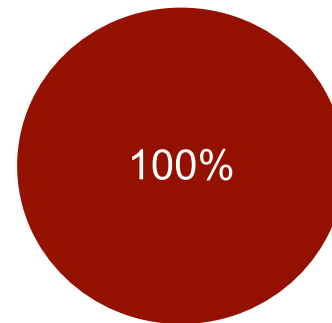
Human Rights Risks in Supply Chain



100% of CENTEL's supply chain were assessed for Human Rights risks.



27% of CENTEL's supply chain has been identified with high human rights risks.



100% of CENTEL's supply chain where it is identified with high human rights risks has mitigation and remediation

Salient Risks

Mitigation Action

1. Right to access to effective remedy: Risk due to inability to provide fairness and protection to whistleblowers who report human rights violations and ineffective grievance mechanisms as lack of safeguard measures and inefficient process.

- The Company's rules and regulation on receiving complaints and personnel responsible for grievance mechanisms which include risk management, legal, and internal audit department.
- Safeguard measures for whistleblower and informant.
- Inform the details of grievance channels through email, announcement board, and orientation for new employees.
- Communicate Supplier Code of Conduct to all suppliers and require acknowledgement and compliance.

2. Right to privacy: Risk due to the leak of personal information and personal information being used for secondary purposes without consent from information owners.

- Cyber security and digital privacy workplan (approved by CEO)
- Quarterly report on cyber security and digital privacy
- Awareness training on privacy protection and PDPA policy.
- Communicate Supplier Code of Conduct to all suppliers and require acknowledgement and compliance.

Tracking and Communication

CENTEL regularly monitors, reviews, and assesses risks and impacts on human rights, formulating appropriate risk management measures. Each department is responsible for managing risks under its own responsibility, as well as encouraging business partners and alliances to assess their operation results to ensure there are no violations of human rights risks. Moreover, CENTEL requires relevant authorities to monitor cases of human rights violations, collect and prepare reports to resolve further issues and report to the Risk Management and Corporate Governance Committee and the Board of Directors, respectively.

Grievance Mechanism:

1. [Whistleblowing](#)
2. Internal Audit and Risk Management, Email: whistleblower_centel@chr.co.th

Postal Address: Internal Audit and Risk Management

Centara Plaza Hotel Public Company Limited, 999/99 25th floor Rama 1 Road,
Pathumwan District, Pathumwan, Bangkok 10330

3. Corporate Secretary Office, Email: co.secretary_centel@chr.co.th

Postal Address: Corporate Secretary Office

Central Plaza Hotel Public Company Limited, 999/99 Rama 1 Road,
Pathumwan Sub-District, Pathumwan District, Bangkok 10330.

Remedy Action

In case of human rights violation, CENTEL provides remedy action by considering the risk and impact level to the highly affected group as top priority, including those affected by the activities unmanageable if not tackled immediately, followed by other affected groups. Remedies are determined by the priority and severity of the impact. Remedy actions include, but are not limited to, apology, restitution, financial and non-financial compensation, assistance to access public remedy, as well as other relevant forms of remediation action.

In 2022, there was no complaints regarding human rights violation in CENTEL and across its supply chain, thus, there was no remediation action taken.