

Sustainable Supply Chain Management

Sustainable supply chain management is a strategic priority for CENTEL. The Company is committed to conducting business responsibly, transparently, and ethically across its value chain while integrating environmental, social, and governance (ESG) considerations into supplier relationships. This commitment is guided by the Company's Sustainable Supply Chain Management Policy and Corporate Sustainability Development Framework. The Company annually reviews and communicates its Code of Conduct for Business Partners and Suppliers to all business partners and requires suppliers to acknowledge and comply with the Code as part of the business relationship. This process ensures alignment with the Company's sustainability expectations and regulatory requirements.

The Code of Conduct incorporates ESG principles and Human Rights Due Diligence (HRDD) requirements across the supply chain, covering three key dimensions:

Environmental – The Company promotes biodiversity stewardship based on the mitigation hierarchy and encourages suppliers to adopt sound environmental management practices, including resource efficiency, energy conservation, greenhouse gas emissions reduction, pollution prevention, water stewardship, and waste management.

Social – The Company upholds internationally recognized labor and human rights standards throughout its supply chain by promoting fair labor practices, occupational health and safety, diversity and inclusion, and the prevention of forced labor, child labor, discrimination, and harassment.

Governance and Business Ethics – The Company promotes responsible business conduct through strong governance, transparency, and ethical business practices. CENTEL participated in the Thai Private Sector Collective Action Against Corruption (CAC) Change Agent 2025 program for the second consecutive year, achieving the highest recognition level (3 Stars). The Company also actively encourages its business partners to join the CAC network, reinforcing anti-corruption practices, conflict of interest management, and ethical business conduct throughout the value chain.

In addition, CENTEL's operations are certified under the Global Sustainable Tourism Council (GSTC) standards. The GSTC framework supports supplier engagement through supplier assessments, site visits, and ESG-related evaluations, including responsible sourcing and the promotion of fair competition and fair-trade principles.

To strengthen supply chain resilience and sustainability performance, CENTEL implements sustainable procurement policies, environmentally preferable procurement guidelines, and supplier engagement programs. These requirements are communicated to all relevant functions and business partners to ensure consistent implementation. Both existing and new suppliers are required to acknowledge the Company's Code of Conduct, supporting compliance, continuous improvement, and alignment with CENTEL's sustainability objectives.

Supplier ESG Program

CENTEL continuously reviews and updates its Sustainable Procurement Policy to strengthen responsible procurement practices and ensure alignment with the Company's ESG commitments. The policy establishes clear sustainability expectations for suppliers while integrating ESG considerations into procurement decisions. Oversight of sustainable supply chain management is led by the Corporate Procurement Department, under the supervision of the Executive Vice President – Global Procurement, ensuring effective governance and accountability.

To improve supplier ESG performance and promote responsible business practices throughout the value chain, the Company has established a comprehensive Supplier ESG Program comprising the following initiatives:

- Sustainable Procurement Integration – Procurement policies and practices are regularly reviewed to ensure alignment with the Company's Supplier Code of Conduct, address emerging ESG risks, and strengthen responsible sourcing across the supply chain.
- Supplier ESG Screening and Pre-qualification – All new and prospective suppliers are required to complete an ESG self-assessment questionnaire as part of the vendor pre-qualification process. The assessment evaluates suppliers' environmental, social, governance, and human rights performance prior to onboarding.
- ESG-Based Supplier Selection – ESG performance is incorporated into supplier evaluation and selection processes. Preference is given to suppliers demonstrating strong sustainability performance, including those with recognized certifications and eco-labels (e.g., Green Label, Carbon Footprint Label, and Carbon Footprint Reduction Label), as well as suppliers that uphold human rights, fair labor practices, diversity and inclusion, and animal welfare standards.

- Supplier Performance Management – The Company engages with suppliers to address identified ESG gaps through corrective actions and continuous improvement. CENTEL reserves the right to suspend or discontinue business relationships with suppliers that fail to meet the Company's ESG requirements or are involved in significant violations, including modern slavery, corruption, or non-compliance with applicable environmental laws and regulations.
- Capacity Building and Supplier Engagement – The Company regularly conducts training and awareness programs for procurement personnel and relevant internal stakeholders to strengthen sustainable procurement capabilities. For example, the Grow Glow Purchasing 2025 program enhances employees' understanding of responsible sourcing, supplier ESG management, and sustainable supply chain practices, enabling more effective implementation of the Company's procurement strategy.

Supplier Screening

CENTEL implements supplier screening process to identify and prioritize its significant suppliers, including Critical and Tier 1 suppliers, enabling the Company to proactively identify, assess, and mitigate ESG risks associated with both existing and prospective suppliers.

Supplier screening incorporates both business significance and ESG risk considerations. Business-related criteria include annual procurement spend, strategic importance, and supply continuity, while ESG screening considers sector-, country-, and commodity-specific risks relevant to the Company's operations. Given CENTEL's reliance on energy- and water-intensive operations, as well as the procurement of agricultural products, fresh food, seafood, packaging, and other natural resource-based commodities, the Company evaluates potential environmental and social impacts across its supply chain, including climate and biodiversity impacts, resource use, labor practices, human rights, and regulatory compliance.

To strengthen supply chain resilience and support responsible sourcing, CENTEL integrates ESG risk assessment into its supplier due diligence process. The Company places particular emphasis on high-risk sectors, countries, and commodities that may be associated with issues such as food safety, occupational health and safety, forced labor, child labor, human rights violations, corruption, and non-compliance with environmental and social regulations.

As part of the screening process, suppliers are expected to demonstrate compliance with applicable laws and recognized international standards. CENTEL encourages suppliers to obtain relevant management system certifications, including ISO, HACCP, where applicable. The Company also recognizes credible third-party sustainability certifications that support responsible sourcing and sustainable production such as FSC, PEFC, Fairtrade, Rainforest Alliance, Marine Stewardship Council (MSC), and Dolphin Safe certifications. These certifications are considered as part of the supplier evaluation process to support informed procurement decisions and promote continuous ESG performance improvement.

Supplier Assessment

Following the supplier screening process, CENTEL conducts annual supplier assessments to evaluate the ESG performance and sustainability maturity of significant suppliers, including local suppliers and manufacturers. The supplier assessment methodology is regularly reviewed and updated to reflect evolving ESG expectations and internationally recognized sustainability frameworks, including the Global Sustainable Tourism Council (GSTC) criteria. Assessment criteria are aligned with relevant industry standards and cover five key dimensions:

1. Product and Service Quality – Compliance with the Company's quality requirements and customer expectations.

2. Quality and Management System Certifications – Compliance with recognized standards and certifications relevant to products, services, and management systems.

3. Operational Performance – Delivery reliability, logistics capability, pricing competitiveness, and supply continuity.

4. Innovation and Sustainability – Development of innovative products and services that support resource efficiency, greenhouse gas emissions reduction, and the Company's sustainability objectives.

5. ESG Performance – Responsible labor practices, human rights, occupational health and safety, environmental management (including energy, water, waste, and pollution management), ethical business conduct, and corporate governance.

Supplier assessments are conducted using a risk-based approach and incorporate the following methodologies:

- Desk-Based Assessment – Evaluation of supplier documentation and supporting evidence to assess ESG policies, management systems, certifications, regulatory compliance, and sustainability performance.
- On-site Assessment and Supplier Audits – Second-party assessments conducted by the Company's procurement team through site visits, interviews, and reviews of operational records and supporting documentation. Where appropriate, CENTEL also considers the results of independent third-party audits and certifications to validate supplier performance.

Corrective Action Plan

The primary data and root causes of high-risk issues obtained from supplier on-site and self-evaluation assessments can provide valuable information for creating a corrective action plan and area of improvement. This plan aims to help in addressing, mitigating, and preventing the impact of high-risk significant suppliers. These plans detail specific actions, timelines, and responsibilities to tackle the high-risk issues with the goal of lessening and resolving any significant actual or potential risks.

After agreeing to the corrective action plan, the suppliers will need to implement and improve any pending issues within the timeframe before a follow-up assessment. Once the suppliers have been reassessed by the company, showing a decrease from high to medium risk, they can then be included in the suppliers list. Suppliers who are unable to implement the corrective action plan or meet the minimum ESG requirements within the set timeframe will be excluded from contracting.

Supplier Development

To promote sustainable supply chain development and educate CENTEL's suppliers, the Company has developed approaches that cover the following elements:

- Conducting year-round meetings to provide opportunities for idea exchange and discussion on market demand trends. These sessions help suppliers stay informed and prepared for the transition to sustainable business practices while also

communicating the Company's sustainability goals and its efforts to become a net-zero organization.

- Conduct training for the Company's suppliers regarding ESG knowledge to raise awareness and ensure sustainable responsible business operations in alignment with CENTEL's Supplier Code of Conduct.
- Engage specialists to conduct support programs to build capacity and ESG enhancement through knowledge sharing and workshops on Safety, hygiene standards, waste management, quality standard requirements (ISO 9001:2015), environmental management systems (ISO 14001:2015), and occupational health and safety management systems (ISO 45001:2018).
- Foster a responsible and sustainable supply chain by collaborating with suppliers on continuous improvement and corrective actions, promoting green procurement and eco-friendly products such as waterless cleaning products.

CENTEL also provides suppliers with an ESG benchmark, particularly main group suppliers, categorizing suppliers into high, medium, and low-risk scores. The information obtained from supplier assessment reflects ESG projects within their organization, such as sustainability-related certificates, GHG emissions and energy reduction projects, water conservation initiatives, anti-corruption measures, and data privacy measures. This approach offers a comprehensive view of suppliers' implementation of ESG initiatives, fostering collaboration, tracking progress, and encouraging broader participation in sustainable practices within the supply chain.

2025 Performance

In the year 2025, CENTEL assessed and identified significant suppliers as per the criteria mentioned. The result is as per information below.

Supplier Screening	2025
Total number of suppliers	4,093
Total number of significant suppliers in Tier-1	251
% of total spend on significant suppliers in Tier 1	76.20%

Total number of significant supplies in non-Tier 1	0
Total number of significant suppliers in Tier-1 and non-Tier-1	251

Note: The term “Significant Suppliers” refers to Critical and Key suppliers, as defined by the Company’s supplier segmentation.

Supplier Assessment and Development	2025
Total number of unique suppliers via desk assessments/on-site assessments	4,093
Number of unique significant suppliers	251
Number of unique significant suppliers supported with development measures	251
Number of unique significant suppliers assessed via desk assessments/on-site assessments	142
Number of unique significant suppliers assessed with substantial actual/potential negative impacts	0
Number of unique significant suppliers with substantial actual/potential negative impacts with agreed corrective action/improvement plan	0
Number of unique significant suppliers with substantial actual/potential negative impacts that were terminated	0

Note: The term “Unique Significant Suppliers” refers to individual Critical and Key suppliers, as defined by the Company’s supplier segmentation.

In 2025, CENTEL evaluated a total of 142 critical and key suppliers, as classified under the Company’s supplier segmentation, through onsite, online, and survey-based assessments. The assessments covered environmental and community impacts, social aspects, labor practices, and governance. The evaluation reached 57% of unique significant suppliers, exceeding the Company’s target of 50% for the year. Additionally, none of the assessed suppliers were reported to have failed to meet the evaluation criteria related to ESG risks that could potentially pose a negative impact on the Company.