

# CENTRALRETAIL

Corporate Social Responsibilities Policy

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Central Retail Corporation Public Company Limited

(6 September 2019)

## Corporate Social Responsibilities Policy: CSR

Central Retail Corporation Public Company Limited (CRC)'s business is operated transparently under the Good Corporate Governance Framework and is auditable. CRC strives to develop its business as well as balance with the economic, social and environment. CRC intends to be good corporate citizenship by conducting sustainable business with corporate social responsibility based on good ethics and the good corporate governance principles. In addition, CRC endeavors for creating efficient return to shareholders while considering on all impacts to its stakeholders. Consequently, CRC has set up the CSR Policy as follows:

### 1. Fair Dealing

CRC aims to operate its business honestly, fairly and transparently which is auditable, disclose significant information and comply with relevant laws, regulations and standardized business ethical principles. Moreover, CRC declines any acts which obstruct the fair business dealing, for instance, any search for secret of the business competitors, the request, receipt and offering of dishonest benefits, etc.

### 2. Anti-Corruption

CRC manages its business based on the transparency and ethics, adheres to the corporate governance principles and complies with the law on the anti-corruption and bribery with the public and private officials. CRC outlines its organizational structure which clearly defines the responsibility, the working process and the reporting line of each unit for the purpose of the proper check and balance between units. Also, CRC has delineated the following operational guidelines for its directors, executives and employees:

- 2.1 CRC's directors, executives and employees in every unit are not allowed to request or accept any forms of corruption, either directly or indirectly. CRC arranges for the review of the compliance on the Anti-Corruption Policy on a regular basis as well as the review of its operating guidelines and rules so that they are in line with the changes in business, regulations, rules and requirements of law.
- 2.2 CRC's directors, executives and employees have duty to report to CRC via their supervisors or responsible person about the activities involving with corruption and co-operate in the verification process.
- 2.3 CRC fairly treats and protects the persons who file complaints on corruption as well as the persons who co-operate in the reporting and the verification process on corruption.
- 2.4 Directors and executives in every level of CRC must be good role models in the anti-corruption. They have duty to promote and support the Anti-Corruption Policy among employees and all relevant parties as well as review the appropriateness of the policy and measures in order to be in accordance with changes in business, regulations, rules and requirements of law.

- 2.5 The persons who involve with corruption will be disciplinary punished as stated in CRC's regulation and may be legally penalized if such act is illegal.
- 2.6 CRC communicates the Anti-Corruption Policy to all levels in CRC via several channels, for instance, employee trainings and intra-communication system, for their acknowledgement and compliance.
- 2.7 CRC arranges for numerous channels for whistleblowing so that employees and relevant parties can report on suspected actions and the measurements to protect reporters. CRC will not disclose their identities in order to prevent them from unfair punishment and transfer. Also, CRC appoints the persons responsible for verifying and following up all reported clues.
- 2.8 CRC encourages its contract parties, partners and other relevant parties to report on the violations of its Anti-Corruption Policy.
- 2.9 CRC has set the policy on fair recruitment, promotion, training, performance evaluation and sufficient compensation for its employees and staff in order to prevent the corruption within the organization.
- 2.10 CRC arranges the disbursement rule and the procurement regulations by setting up limit, approval authorization, transaction objective and recipients which require clear evidence and define each approval authorization level appropriately.
- 2.11 Directors, executives and employees of CRC must carefully conduct the matters with high risk of corruption, for instance, the giving or receiving of gifts and money donations and the business conduct with public or private agencies and verify to ensure there is no offering or giving of bribe in every procedure.

### 3. Respect for Human Rights

CRC has a policy to uphold and protect the human rights by treating stakeholders, namely employees, the community and surrounding society, with respect, considering on their equal freedom, not violating their basic rights and not discriminating on the grounds of race, nationality, religion, language, complexion, gender, age, education, physical condition or social status. Moreover, CRC promotes the monitoring on the compliance with the human right requirements and arranges for channels for receiving opinion and complaints from the persons whose rights are violated by CRC's business operation. Such persons will obtain remedies as deem appropriate.

### 4. Fair Labor Treatment

CRC realizes the significance of the human resources development and the fair labor treatment as factors enabling CRC to generate its value, competitive capability and sustainable growth. CRC defines policy and guidelines on the fair labor treatment as follows:

- 4.1 Respect for the human rights of employees and comply with the labor law.

- 4.2 Set the hiring process and the fair employment conditions, determine justified compensation and conduct the performance evaluation under unbiased evaluation process.
- 4.3 Support the personnel development by arranging trainings and seminars as well as sending the personnel to attend outside trainings and seminars in order to improve their knowledge, capabilities and potential. Cultivate good attitude, morals and ethics. Promote teamwork and the development of organization and its human resources by focusing on the efficient working process, the clearly defined roles and responsibilities for employees and the proper compensation, the development of evaluation process and the employees' working efficiency improvement.
- 4.4 Arrange numerous benefits for employees both as stipulated by law, such as the social security, and others, such as the health and accident insurances and various types of subsidies
- 4.5 Ensure the employees perform their duties with safety and good hygiene by putting the accident protection measures in place, promoting the safety awareness and good hygiene in workplace, arranging trainings and constantly taking care of the safe workplace.
- 4.6 Provide opportunity to employees to express their opinion and file complaints on unfair treatments or wrongdoings in CRC and protect the employees who report.

5. **Responsibility for Customers**

CRC determines to develop products of CRC and its affiliates for customers' satisfaction and highest benefits and treat customers with responsibility, honesty and caring as follows:

- 5.1 CRC highlights on the quality and standard of products and the service efficiency as well as the improvement on its service management in order for customers to obtain quality and hygiene products and services and for their utmost satisfaction.
- 5.2 CRC values the safety of customers and strives to offer quality products and services. CRC complies with the laws and international safety standards and regulations and continuously designs, creates and sources for products and services to assure that customers are confident and satisfied with the quality, standard and safety of CRC's products and services.
- 5.3 CRC believes in the fair market and has a policy to provide accurate and clear information about CRC's products and services, without any distortion of fact, for customers and not to make exaggerated advertisement so that customers obtain correct and sufficient information for their decision- makings.
- 5.4 CRC sets up the client relations system to communicate with customers and efficiently collect complaints on the quality of products and services via its website in order to promptly respond to customers' needs, solve their problems and bring such information to further improve its services.

- 5.5 CRC maintains customers' information privacy and does not misuse such information.
- 5.6 CRC organizes several activities to build sustainable relationship among customers and between customers and CRC.

## 6. Environment Conservation

CRC emphasizes on the social responsibility in environmental conservation aspect. CRC encourages the strict compliance with the law on environmental conservation in its working process and various activities to reduce pollution and improve the quality of living by eliminating environmental problems.

CRC pays attention to the most efficient natural resources management by issuing campaign and providing knowledge on the waste management and the environmental protection for employees and customers. CRC is a good role model in energy conservation with an aim for green organization. Furthermore, CRC strives to develop services of CRC and its affiliates for the benefit of the organization as well as encourage customers to concern more on environment and society in order to create sustainable development.

## 7. Social and Community Improvement

CRC is aware of its responsibility for the community and society. Therefore, CRC has set the policy to operate business beneficial to the economy and society and acted as a good citizenship. CRC complies with all applicable laws and rules and intends to develop, promote and raise the quality of living of the society and the community in which CRC is located along with CRC's growth to increase the strength of the community and really remunerate the society.

- 7.1 CRC keeps on examining how much the surrounding community and society are affected from CRC's business operation and determines to improve and develop the community directly and indirectly.
- 7.2 CRC strengthens the community by supporting community and social activities, developing small businesses and local products and improving the education and the quality of living in the community.
- 7.3 CRC realizes the importance of the art and culture conservation and the peacefulness in the society, so it has set the policy for supporting and maintaining local culture and developing religions.

## 8. Innovations from the Business Operation and Dissemination of such Innovations for the Society

CRC supports innovations, both at the organizational working process level and the level of cooperation between organizations. This means the operation with new methods for creating good changes and productivity along with the benefit to the society and the environment.

The dissemination of innovations is considered as the responsibility for the society. CRC will directly and indirectly publicize its innovations to stakeholders for acknowledgement via several channels to ensure that CRC's information thoroughly reaches stakeholders.

This CSR Policy is effective from 6 September 2019 onwards.

*-Signed-*

(Dr. Prasarn Trairatvorakul)

Chairman

Central Retail Corporation Public Company Limited