



Human Rights Policy

Central Retail Corporation Public Company Limited

(24 July 2023)

Human Rights Policy

Central Retail Corporation Public Company Limited, Subsidiaries and Associates (“The Company”) recognize that all human beings are valued and equal in dignity and rights. The Company, therefore, respects human rights and implants respect amongst related parties throughout the Company’s value chain with an aim to ensure compliance with the laws, rules, regulations, code of business ethics and good corporate governance. It creates confidence that the Company operates responsibly and without human rights violations. It also demonstrates equal treatment to employees and related stakeholders on human rights including protection, respect, and sustainable remedy for any possible human rights abuse.

Central Retail Zero Tolerance for Discrimination and Harassment is a policy that the Company will proceed to prevent and protect employees at all levels from being discriminated against, in all cases, threatening and harassment, whether sexual and non-sexual, to create a diverse and inclusive workplace. If there is an incident on discrimination and harassment, the Company will investigate the incident fairly with all parties involved and will not tolerate any discrimination, sexual and non-sexual harassment, or a situation where employees are threatened in the workplace.

1. Scope

The Human Rights Policy applies to the operations directly linked to the Company as well as those of affiliated companies, business partners including contractors, suppliers, and joint ventures under the Company’s management. The Company also encourages entities in value chain, including tenants and customers to follow the Policy. This policy upholds and respects human rights as reflected in international frameworks such as, but are not limited to, The United Nations Guiding Principles on Business and Human Rights (UNGP).

2. Definition

Board of Directors refer to the Board of Directors of Central Retail Corporation Public Company Limited.

Subsidiaries and **Associates** refer to Subsidiaries and Associates in accordance with the definitions specified in the Notification of the Securities and Exchange Commission No. Kor Chor. 17/2551 regarding Determination of Definitions in Notifications relating to Issuance and Offer for Sale of Securities (including Codified).

Employees refer to directors, executives, management, full-time employees, temporary employees and contractors of the Company, who agree to work for the Company by receiving wages in return at the rate specified by the Company.

Stakeholders refer to individuals or groups that can affect or are affected by the Company's operations in terms of positive or negative and direct or indirect operations, for instance, employees, customers, business partners and alliances as well as society, community, and environment.

Human Rights refer to human dignity, basic innate rights, freedom and equality without distinction of any kind such as race, religion, color, language, national or social origin or other status (Source: Office of the National Human Rights Commission of Thailand).

Value Chain refers to a set of interlinked activities that create value added to the Company, throughout its business processes in which each stage is intertwined and adds value before the products or services being delivered to its customers.

3. Human Rights Policy

Human Rights Policy is applicable to all activities of the Company through the following practices:

- 3.1. Treat everyone equally on a basis of human dignity according to human rights principles without discrimination of any kind based on race, nationality, gender, age, color, religion, opinion, physical conditions, social or family status, or any other distinctions.
- 3.2. Ensure that all of our business activities do not violate human rights of any related parties neither directly nor indirectly.
- 3.3. Establish human rights regulations for labor. Chief People Officer is responsible for preparations and revisions to always keep up with the changing situations and presenting to the updated regulations to the authorized persons for approval.
- 3.4. Communicate, promote understanding and raise awareness on human rights to stakeholders in business operations along the value chain as well as fostering protection, respect and remediation on human rights related to internal and external stakeholders appropriately and adequately.
- 3.5. Establish effective channels for complaints or whistle blows from employees and/or stakeholders on reporting of human rights violations through channels specified by the Company such as CRCWhistleblower@central.co.th. and provides fair verifications and investigation processes in accordance with the Whistleblowing Policy.
- 3.6. Conduct Human Rights Impact Assessment (HRIA) and/or Human Rights Due Diligence (HRDD) in order to identify potential risks and investigate the level of impacts on human rights relative to the Company's business activities and stakeholders in the business value chain.

- 3.7. Provide remedies, resolutions, processes and appropriate management for human rights violations that may occur from time to time; follow-up on the results and provide support on remedial actions.
- 3.8. Monitor regularly human rights performance and impacts; improve work processes, governance and practices to prevent potential risks on human rights violations and create learning mechanisms within the Company.
- 3.9. Disclose the Company's human rights performance as part of the Sustainability Development, Annual Report (56-1 One Report) and the Company's website or other appropriate channels.

4. Rights of Stakeholders

This Human Rights Policy covers the rights of the Company's key stakeholders, with guidelines for each group of stakeholders, as follows:

- 4.1. **Rights of Employees:** Providing suitable working conditions without discrimination, supporting the respect of diversity in the organization, providing opportunities for employment of physically challenged employees, providing occupational health and safety, providing a workplace free from intimidation and listening to employees' voice to consistently improve working environment.
- 4.2. **Rights of Customers and Service Users:** Paying attention to health and safety of customers; doing business activities responsibly, impartially, and without intimidation in any form; respecting the privacy rights of customers by providing a secure and standard system in retaining customers' personal data.
- 4.3. **Rights of Business Partners and Alliances:** Providing fair business practices and treating partners' employees appropriately without discrimination, paying attention to health and safety of workers and working against illegal employment and intimidation in any form. Working with business partners in accordance with the suppliers' code of conduct, to promote and support the implementation of human rights.
- 4.4. **Rights of Society, Community and Environment:** Operating business with responsibility and respect for society, community and environment; raising standards of living, health, and safety in the community; being responsible for environmental conservation and energy saving by minimizing negative impacts of business activities on the society, community, and environment.

5. Governance

- 5.1. Establish an internal control system to ensure the efficiency and effectiveness of this policy, which covers processes related to operations of the Company, subsidiaries and associates.
- 5.2. Business Units, together with the Company's Human Resources Department, are responsible for implementing this policy and ensuring full compliance with this policy whereas Compliance Department is responsible for monitoring and Internal Audit Department is an independent unit to assess the implementation effectiveness and adherence to this policy in the Business Units.
- 5.3. Human Resources Department provides orientation and training to employees in order to educate them about the human rights policy, regulations and measures related to work as well as reviewing the policy when necessary and presenting the plan to the authorized person for approval.
- 5.4. Provide reporting, monitoring, evaluation and review the implementation according to this policy to ensure that the policy is comprehensive, adequate and keep up with current situation.

6. Recognition and Significance

The Company encourages its executives, employees, business partners, and alliances to be aware of their fundamental human rights in such a way that they and their related parties shall be treated as well as jointly prevent human rights violation.

This Human Rights Policy is effective from 24 July 2023 onwards.

-Signed-

(Dr. Prasarn Trairatvorakul)

Chairman of the Board of Directors

Central Retail Corporation Public Company Limited