

# CENTRALRETAIL

Human Rights Policy

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Central Retail Corporation Public Company Limited

(11 November 2021)

## 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 implant the respect amongst related parties throughout the company’s value chain. This is to ensure compliance with the laws, rules, regulations, code of business ethics and good corporate governance. Also, this creates confidence that the Company operates responsibly and without human rights violation. It includes equal treatment to employees and related stakeholders concerning human rights, covering protection, respect, and remedy sustainably for possible human rights abuse.

### **1. Scope**

The Human Rights Policy applies to the operations directly linked to the company as well as those of affiliated companies and joint ventures under the company’s management. The company also encourages business partners and entities in value chain, including but not limited to, business partners, tenants and customers, prime contractors, sub-contractors, joint ventures, to follow the Policy. This policy upholds and respects human rights as reflected in international framework such as 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 in the Notification of the Securities and Exchange Commission No. KorChor. 17/2551 Re: Determination of Definitions in Notifications relating to Issuance and Offer for Sale of Securities (including Codefied)

**Employees** refer to director, executive, 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 an individual or group that can affect or is affected by the company’s operations in terms of positive or negative and direct or indirect operations, for instance, employees, customers, business partners and alliance, the society, community, and environment.

**Human Rights** refer to human dignity, basic innate rights and 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 added value to the company, throughout its business processes in which each stage is intertwined and adds value before the products or service being delivered to its customers.

### **3. Human Right Policy**

Human Rights Policy is applicable to all activities of the Company. All employees are committed to respecting and promoting human rights by 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 regulation for labor. The chief of Human Resources is responsible for preparation and revision to always keep up with the situation, and present to the authorized persons for approval.
- 3.4. Communicate, promote understanding and raise awareness of human rights to stakeholders in business operations along the value chain as well as foster protection, respect and remediation of human rights related to internal and external stakeholders appropriately and adequately.
- 3.5. Establish effective channels for complaint or whistleblowing from employees and/or stakeholders for human rights violation reports through channels specified by the company such as CRCWhistleblower@central.co.th. The company also provide fairly verification 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 risk and investigate the level of impacts on human rights due to the company's business activities, as well as stakeholders in business value chain.
- 3.7. Provide remedies, resolution processes and appropriate management for human rights violation that may occur, as well as follow up the results and provide support in remedial action.
- 3.8. Regularly monitor human rights performance, its impact, as well as improve work processes, governance and practices to prevent the risks of human rights violation and to create learning mechanisms in the company.
- 3.9. Disclosure of the company's human rights performance is part of the Sustainability Development, the 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 people, providing occupational health and safety, providing a workplace free from intimidation, listening to employees' voice to as well as consistently improving employment conditions and 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 of retaining customers' personal data.
- 4.3. **Rights of business partners and alliances:** providing fair business practices and treating partners' employees appropriately without discrimination, as well as paying attention to health and safety of workers, working against illegal employment and intimidation in any

form. In addition, the company aims to work with business partners in accordance with the supplier code of conduct, to promote and support the implementation of human rights.

- 4.4. **Rights of the society, community, and environment:** operating business with responsibility and respect for the society, community and environment; raising the standard of living, health, and safety in the community; being responsible for the environment 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 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 Human Resources department, are responsible for implementing and supervising own units to comply with this policy. The Compliance Department is responsible for monitoring. The Internal Audit department is an independent unit to assess the effectiveness at business units.
- 5.3. Human Resources department provides orientation and training to employees in order to educate about the human rights policy, regulations and measures that related to work, as well as review the policy when necessary and present 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.

## 6. Recognition and significance

The company encourages the executives, employees, business partners, and alliance 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 11 November 2021 onwards according to the resolution of the Board of Directors' Meeting No. 9/2021.

-Signed-

(Dr. Prasarn Trairatvorakul)

Chairman

Central Retail Corporation Public Company Limited