

# CENTRALRETAIL

Supplier Code of Conduct

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Central Retail Corporation Public Company Limited

(24 July 2023)

## Supplier Code of Conduct

Central Retail Corporation Public Company Limited (CRC) is committed to conducting business with morals, ethics, transparency, and accountability in accordance with the principles of good corporate governance and aware of the responsibility towards the economic, social, and environment. Moreover, CRC is maintaining safe working conditions and advancing social and environmental responsibility.

This document provides CRC's suppliers with guidelines that embrace the businesses of CRC and suppliers together with suitable extension to our group's companies for the following topics:

- Business Ethics
- Environment
- Labor Practices and Labor Protection
- Human rights
- Working Conditions
- Wages and Benefits
- Occupation Health and Safety
- Social Development Participation
- Sustainable Procurement Policy
- Laws & Regulations

Suppliers mean manufacturers, sellers of goods/services, wholesalers, joint investors, distributors, independent contractors, subcontractors, licensees or franchisees, brokers, consultants who supply goods or services to CRC.

### **Business Ethics**

- Comply with the rules and regulations relating to business conduct, under the principles of good governance.
- Comply with all applicable laws and regulations and conduct business in a transparent, honest, and ethical manner.
- Promote fair business practice, fair competition in the market, no illegal price fixing (no anti-competitive behavior). Refrain from offering any bribe, actions leading to corruption, conflicts of interest, or other advantages to any government officials or employees, any CRC's employee to obtain any business advantages or improperly influence any action or decision.
- Protect non-public information obtained in the course of the relationship with CRC, not disclose nor execute CRC information without prior approval from CRC or interfere with others' confidential information.
- Disclose full, transparent, and accurate owned information as required by law.

- Conduct and operate the business within the law or regulatory requirements relating to intellectual property rights and CRC guideline relating to CRC's privacy data handling and management when supplier has authorized access.

### **Environment**

- Have in place an environmental management system that complies with laws/regulations and carry out programs to improve the compliance continuously.
- Manage the storage, discharge or disposal of waste (hazardous and non-hazardous) generated and pollution prevention from business operations in compliance with relevant laws/regulations.
- Take into account optimal, efficient energy and resource consumption, including electricity, oil, and water.
- Take into account measures in business operations and value chain to promote positive impacts towards biodiversity, natural habitats, land conservation and ensure no deforestation in protected areas.
- Manage energy consumption efficiently and taking into account of Greenhouse Gas reduction measures.

### **Labor Practices and Labor Protection**

- Employ workers who are legally authorized to work in their location and facility.
- Prohibit from hiring illegal child labor younger than the legally required minimum age. If suppliers employ child labors with the age limit as prescribed by laws, suppliers shall offer labor protection as required by law.
- Refrain from having female workers work in the area that potentially face health and safety related risks. Offering labor protection and benefits as required by law to pregnant workers.
- Refrain from slave-like treatment or forced labor. This includes physical and psychological punishments, threats, discrimination, harassment (sexual and non-sexual), detention, and any forms of violence.
- Ensure that suppliers' employees are entitled to freedom of associations and collective bargaining.

### **Human Rights**

- Respect the human rights of employees and treat them fairly, as well as adhere to the international principles and all applicable laws such as International Labor Organization, United Nations Global Compact, United Nations Universal Declaration of Human Right, etc.

- Respect human dignity and individual rights of employees without discrimination due to race, color, religion, gender, age, national origin, citizenship, sexual orientation, disability, or any other matters.

### **Working Conditions**

Comply with the local laws and regulations related to working conditions, including working hours, physical/mental demands of the workplace, wages and benefits, and layoff practice. Offer vacation, holiday, and leave periods no less than those required by laws.

### **Wages and Benefits**

Treat employees at least the minimum wage required by applicable laws and regulations and provide all legally mandated benefits and provide fair remuneration.

### **Occupation Health and Safety**

- Comply with relevant laws and regulations on occupational health, safety and the working environment.
- Develop and promote the policy on occupational health and safety to support safe and hygienic working environment. Employees are to be provided with sufficient and appropriate personal protective equipment.
- Create and maintain safe working conditions and a healthy work environment for employees.
- Develop the emergency measures and readiness plan for assorted work scenarios.

### **Social Development Participation**

Conduct business that takes into consideration community and societal concerns and effects that business operations may cause to surrounding communities and participates in the improvement of their quality of life.

### **Sustainable Procurement Policy**

Have in place a sustainable procurement policy which is the integration of social, ethical, and environmental performance factors into the procurement and supplier selection processes.

### **Laws & Regulations**

Abide by all applicable laws, rules, and regulations.

The requirements stated hereinafter shall apply to all of CRC's suppliers ("Suppliers"), which shall also suitable extension to other related business entities of Suppliers which have business transactions with CRC and its group of companies.

CRC's affiliates may have their specific requirements base on the nature of business. Suppliers shall contact directly to the affiliate for more information.

### **Whistleblowing Channels**

If suppliers and stakeholders suspect or come across questionable actions concerning violation of laws, regulations, CRC's code of conduct, or CRC's corporate governance policy, you can inquire, provide leads, or file complaints together with evidence and other details through the following channels.

Head of Internal Audit Department

- Mr. Phisoot Suksangtip

Central Retail Corporation PCL  
22 Soi Somkid, Ploenchit Road Lumpini  
Sub-district, Pathumwan District  
Bangkok 10330

Email: SuPhisoot@central.co.th or [CRCWhistleblower@central.co.th](mailto:CRCWhistleblower@central.co.th)

This Supplier Code of Conduct comes into force from 24 July 2023 onwards.

*-Signed-*

(Dr. Prasarn Trairatvorakul)

Chairman of the Board of Directors

Central Retail Corporation Public Company Limited