

CENTRALPATTANA

Treatment of Employees Policy

Central Pattana Public Company Limited

1. Introduction

Central Pattana Public Company Limited and its subsidiaries (the "Company") recognize the importance of treating employees who are the heart of the Company's success and development with care and respect. Ineffective or irresponsible workforce management can adversely affect business performance, organizational reputation and stakeholder trust.

To demonstrate its commitment to human rights, respect for human dignity and the improvement of employee well-being, the Company has adopted employee treatment practices aligned with international standards, including the UN Guiding Principles on Business and Human Rights (UNGPs), the International Labour Organization (ILO) Conventions, and all applicable labor laws and regulations in Thailand. This ensures that the Company's operations are consistent with global standards and societal expectations.

The Company believes that fair, respectful and equitable treatment of employees strengthens organizational culture, fosters employee engagement and enhances competitiveness at both national and international levels. The Company is committed to treating employees with respect, transparency and accountability, while promoting equal opportunities in employment, learning and development, health and safety, and work-life balance, to enhance quality of life for all employees across the organization.

2. Scope

This Policy applies to the Board of Directors, executives and employees at all levels, as well as temporary staff and other individuals engaged directly by the Company or through third-party suppliers and service providers. It is designed to ensure that all employees are treated fairly, respectfully, and in accordance with applicable laws, regulations and international standards. The Policy covers employment practices, human resource management, capability development, health and safety, equal opportunity, non-discrimination and work-life balance. In addition, it also promotes respect for human rights in all dimensions and fosters a sustainable organizational culture grounded in transparency and accountability.

3. Objectives

- To ensure that all employees are treated equitably, without discrimination on the basis of race, gender, age, religion, beliefs, social status or disability
- To foster a positive relationship between employees and the Company, built on transparency, respect for human dignity and openness to employee feedback
- To ensure the design, production, use and disposal of the Company's products and services are environmentally and socially responsible
- To promote a responsible workplace culture that supports the UN Sustainable Development Goals (SDGs) and aligns with international frameworks, such as the UN Guiding Principles on Business and Human Rights (UNGPs), and International Labour Organization (ILO) standards, while maintaining compliance with all applicable laws and regulations

4. Roles and Responsibilities

To ensure the effective, transparent and business-aligned implementation of the Company's Employee Treatment Policy, the Company has defined the roles and responsibilities of relevant functions and individuals as follows:

4.1 Board of Directors

- Oversee and approve this Policy to ensure it remains alignment with the Company's governance principles, strategic objectives and sustainability goals
- Review this Policy at least annually, or when there are changes to applicable laws, regulations or relevant standards
- Monitor performance related to employee treatment through progress reports from management, and consider challenges and opportunities for improving practices

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4.2 Senior Management

- Support the effective implementation of this Policy by allocating appropriate resources, including personnel, budget and technology
- Oversee and monitor relevant functions to ensure implementation of the Employee Treatment Policy aligns with the Company's objectives
- Promote employee understanding and participation in strict compliance with the Policy
- Periodically report performance and employee-related risks to the Board or relevant sub-committees
- Develop new approaches and innovations in human resource management, including mechanisms to strengthen employee engagement and satisfaction

4.3 Relevant Functions

- Establish appropriate processes and practices for employee treatment to ensure alignment with this Policy, applicable laws and relevant standards
- Continuously support capability development for employees at all levels, including training on information security and the responsible use of artificial intelligence technologies
- Monitor and address employee treatment issues with consideration for their wellbeing and engagement
- Prepare progress reports and recommendations for senior management to support improved operational efficiency
- Monitor international best practices to enhance the Company's employee management processes and ensure they remain up to date and competitive

4.4 Employees

- Comply with the Company's policies, guidelines and measures related to employee treatment
- Contribute to fostering an organizational culture that promotes fairness, equity and respect for human rights
- Report any issues, concerns or behaviors inconsistent with this Policy to a supervisor or relevant function
- Participate in training and activities to enhance knowledge, skills and understanding of this Policy, including the responsible use of technology
- Actively contribute feedback and ideas to help improve workplace culture and support employee wellbeing and organizational performance

5. Policy and Practices

- 5.1) The Company ensures fairness in employment and the treatment of employees, without discrimination in any form, including on the basis of race, gender, age, religion, belief or social status, to promote equity and equal access to opportunity.
- 5.2) The Company promotes equal employment by offering opportunities for people with disabilities that are suited to their capabilities, and provides appropriate support, including accessible work environments and career development, to help foster independence and enable equal participation in driving the Company forward.
- 5.1) The Company respects the human rights of employees in all aspects, and is committed to preventing any violations within the organization. The Company also encourages its suppliers and business partners to uphold human rights practices that align with the Company's own standards.
- 5.2) The Company fosters a workplace culture that values diversity in thought, culture and background. It promotes employee participation at all levels and develops policies that remove barriers and enable equal opportunity.
- 5.3) The Company fosters a safe and healthy work environment and strict accident prevention measures, while also supporting work-life balance.
- 5.4) The Company provides opportunities for employees at all levels to upskill through modern learning programs, in-depth training and support for further education to strengthen employee capabilities in a rapidly changing business environment.
- 5.5) The Company continuously supports capability development for employees at all levels through training, skill development and career advancement opportunities, to equip them for changing business and technology needs.
- 5.6) The Company provides support programs for employees in personal financial planning, mental health counseling and other initiatives that help promote stability for employees and their families.

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- 5.7) The Company continuously measures employee satisfaction and engagement through surveys and multiple communication channels, and uses the results to improve policies and strengthen the relationship between the Company and its employees.
- 5.8) The Company encourages all employees to contribute to the development of policies and practices, and supports participation in initiatives that create value for the organization, society and the environment.
- 5.9) The Company promotes flexible work arrangements, such as remote work and adaptable schedules, to improve quality of life and productivity.
- 5.10) The Company upholds transparency and accountability in human resource management by providing safe and confidential channels for employees to share feedback, suggestions or complaints related to employee treatment.
- 5.11) The Company continuously improves and updates this Policy to ensure alignment with applicable laws, relevant standards and international best practices.

6. Training

The Company is committed to promoting understanding and compliance with this Policy across all levels of the organization. This includes principles of fair employee treatment, workplace safety and organizational sustainability. The Company provides training and communicates this Policy through a variety of channels, including internal meetings, classroom training and e-learning courses, information materials and handbooks, and communication tools such as posters, social media content, short videos, games, awareness campaigns, or integration into other Company activities. These efforts aim to make the Policy accessible and actionable in daily work and business operations.

7. Complaints and Whistleblowing

The Company provides all employees and stakeholders with the opportunity to raise complaints or report conduct inconsistent with this Policy. All reports will be handled in accordance with the Company's Whistleblowing Policy, which prioritizes the protection of the rights, safety and confidentiality of complainants. The Company guarantees that complainants will be safeguarded throughout the investigation process and will not face any adverse consequences affecting their employment. The Company places strong emphasis on transparency and accountability and is committed to fostering an organizational culture of integrity and trust across all areas of its operations.

8. Disciplinary Action

The Company affirms the importance of strict compliance with this Policy. All employees are required to fully cooperate with any review or investigation into potential breaches. Where misconduct or non-compliance is identified, the Company will take disciplinary action in accordance with its internal regulations. These actions are intended to reinforce transparent and sustainable operational standards and ensure alignment with the Company's values and objectives.

9. Policy Review and Update

The Company reviews and updates this Policy at least annually, or when changes in applicable laws, regulations or relevant standards occur, to ensure it remains aligned with current business conditions. The Company is also committed to continuously improving the Policy and related practices to meet stakeholder needs and drive long-term organizational success.

This Policy is effective from May 2, 2025 onward.