

# CENTRALPATTANA

## Society and Communities Policy

### Central Pattana Public Company Limited

#### 1. Introduction

Central Pattana Public Company Limited and its subsidiaries (the "Company") recognize the critical role of business in driving sustainable growth for society and communities. Irresponsible operations or inadequate management of social and community impacts can lead to wide-ranging consequences, including a loss of stakeholder trust, weakened community support and reduced ability to create long-term value for both business and society. The Company is therefore committed to conducting its operations responsibly toward society, communities and the environment, with a focus on inclusive and equitable development, stakeholder participation, measurable social impact through well-designed social initiatives, and support for vulnerable groups, such as people with disabilities, through employment, livelihoods development, and access to retail space. The goal is to enhance quality of life and reducing social inequality.

This Policy provides a guiding framework for fostering strong, long-term relationships with communities, minimizing negative business impacts and contributing to social progress alongside business growth. The Company places particular emphasis on improving community quality of life, safety and wellbeing, preserving cultural heritage and enhancing environmental conditions in all areas where it operates.

#### 2. Scope

This Policy applies across all operations of the Company, including affiliated businesses, controlled entities and business partners involved across the value chain. The Company is committed to conducting business responsibly with respect to society and communities, placing emphasis on delivering positive impact and minimizing any potential negative effects in all areas where it operates.

#### 3. Objectives

- To promote ethical and responsible business conduct toward society and communities
- To build collaborative partnerships with communities and stakeholders that support sustainable social development
- To manage social impacts from business operations effectively
- To support activities and programs that generate long-term value for society and communities
- To ensure strict compliance with applicable laws, regulations and standards related to social and community responsibility

#### 4. Roles and Responsibilities

To ensure effective implementation of this Policy and long-term value creation for society, the roles and responsibilities of relevant functions and individuals have been clearly defined to support operations that are transparent and responsive to community and stakeholder needs as follows:

##### 4.1 Board of Directors

- Approve and oversee the Company's approach to ensure alignment with corporate strategy and deliver positive impact for stakeholders
- Review and advise on the strategic direction of social initiatives to ensure implemented programs address the genuine needs of local communities
- Periodically review this Policy, taking into account legal factors, international standards and evolving social trends, to ensure it remains effective and up to date
- Monitor performance through management reports and provide guidance for improvement or further development where necessary

##### 4.2 Senior Management

- Define the approach and strategic objectives for social and community initiatives to ensure alignment with the Company's strategic direction
- Allocate necessary resources to support social programs and foster broad stakeholder engagement
- Coordinate with internal and external parties to ensure implemented activities deliver sustainable outcomes and genuinely address community needs

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- Report project progress and impacts to the Board, including recommended improvements where gaps or development needs are identified

## 4.3 Relevant Functions

- Develop and implement social and community initiatives that align with the Company's strategy and create long-term value for communities
- Assess potential social impacts from the Company's operations and define appropriate approaches to manage related risks
- Organize activities that promote participation among employees, communities and relevant stakeholders to support collaborative social development
- Monitor project outcomes to ensure activities meet defined objectives and to inform continuous improvement in future initiatives
- Report relevant social operations data to senior management to support review and decision-making

## 4.4 Employees

- Carry out their duties with consideration for social and community impacts, and help promote an organizational culture that prioritizes sustainable development
- Support and participate in social activities organized by the Company, taking into account sustainability and tangible social outcomes
- Raise concerns or share relevant information about any activities that may affect communities, and support efforts to resolve related issues
- Participate in training and activities related to social development to strengthen capabilities in advancing sustainable development

## 4.5 Business Partners

- Conduct business in accordance with the principles outlined in the Company's Society and Communities Policy, and comply with all applicable laws, regulations and international standards
- Consider social and community impacts throughout business operations and across the supply chain
- Collaborate with the Company on initiatives or activities that promote social and community development, especially in areas where business activities are conducted jointly
- Establish and maintain management systems to minimize negative impacts on communities and society

## 5. Policy and Practices

- 5.1) The Company is committed to operating responsibly with respect to society, communities and the environment, guided by ethical and transparent practices that create shared value for all stakeholders
- 5.2) The Company places great importance on managing both positive and negative social and community impacts by applying principles that support sustainable development and business growth.
- 5.3) The Company is committed to fostering community participation and advancing initiatives that enhance quality of life where it operates. Key focus areas include:
  - Enhancing local economic potential by supporting community enterprise development and promoting fair labor practices
  - Providing retail spaces, vocational training or other income-generating activities that support stable livelihoods, in order to promote self-reliance and reduce social inequality
  - Improving the quality of life for communities in health, safety and environmental dimensions, in line with international standards
  - Supporting education and development to create opportunities for learning and skill building for future generations
  - Respecting and promoting local culture and identity to foster positive relationships between the Company and society
- 5.4) The Company takes a proactive approach to managing the social impacts of its business activities and has in place clear guidelines to prevent and mitigate potential negative impacts on society and communities. The Company regularly assesses social and community impacts, develops initiatives to enhance positive outcomes, and promotes collaboration between the private sector, government and civil society. Feedback mechanisms are maintained to ensure an effective response to community and stakeholder needs and concerns.

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- 5.5) The Company supports social initiatives that deliver enduring value. This includes backing programs that contribute to tangible social and community development outcomes, implementing projects with measurable impact and ongoing performance monitoring, and ensuring activities are carried out with transparency.

## **6. Training**

The Company places strong emphasis on building knowledge and understanding of its guidelines set out in this Policy to enable employees and relevant parties to apply them effectively in practice. Communication is delivered through a variety of channels, including internal meetings, digital communications, handbooks, guidance documents, and communication materials 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 is committed to fostering an open, transparent and safe environment by providing designated channels for employees, suppliers and stakeholders to report concerns or complaints related to its social and community operations. A structured process is in place to receive, investigate and resolve such reports to ensure all issues are appropriately addressed. The Company places strong emphasis on protecting the confidentiality and rights of complainants, ensuring that there is no retaliation or adverse consequences result from raising a concern. These measures reinforce transparent and accountable operations, and demonstrate the Company's ongoing commitment to fairness, trust and inclusive stakeholder engagement.

## **8. Disciplinary Action**

The Company is committed to ensuring that all employees and relevant parties strictly comply with this Policy and supports practices that promote responsible business conduct. Any breach or deviation from the principles set out in this Policy will be subject to appropriate measures, which may include warnings, corrective actions or disciplinary procedures consistent with the Company's internal regulations. In cases involving business partners or counterparties, the Company will work to jointly assess and resolve the issue. Where a serious violation of the Policy is identified, the Company may consider reviewing or terminating the partnership. These actions are taken to uphold corporate governance standards and maintain the trust of the communities and stakeholders with whom we engage.

## **9. Policy Review and Update**

The Company is committed to keeping this Policy up to date and aligned with evolving circumstances. The Policy will be reviewed and updated at least annually, or when new factors arise that affect its implementation, such as changes in laws, regulatory standards or stakeholder expectations.

This Policy is effective from May 2, 2025 onward.