

CENTRALPATTANA

Product Stewardship and Sustainable Property Management Policy

Central Pattana Public Company Limited

1. Introduction

Central Pattana Public Company Limited and its subsidiaries (the "Company") recognize their role as a leading real estate developer and manager with a direct influence on the wellbeing of building occupants, surrounding communities and the environment. The Company is committed to managing its products and services sustainably across the entire value chain, from pre-investment planning, design and development through to post-occupancy operations, monitoring and reporting, to elevate the standards of quality, safety and accountability across environmental and social dimensions.

Amid accelerating climate change, shifting customer expectations and increasingly stringent environmental regulations, carelessness or inadequate oversight and management of products and projects can significantly impact occupant safety, stakeholder trust and the Company's reputation.

To address these challenges, the Company applies a product stewardship approach grounded in ESG (Environmental, Social and Governance) principles, international standards and value creation for all. This approach integrates innovation, technology and ethical business practices to ensure all projects and services reflect the Company's commitment to economic, social and environmental responsibility.

2. Scope

This Policy applies across all of the Company's business processes and value chain. It covers employees at all levels, subsidiaries, products and services, business units, and property developments and facilities across all locations where the Company operates. The scope also extends to the management of relationships with business partners, such as contractors, subcontractors, manufacturers, distributors, agents and consultants, as well as collaborations with joint ventures, affiliated entities and merged businesses.

In addition, the Policy emphasizes engaging customers and service users to support sustainable living and responsible consumption, and to drive continuous improvement in product and service standards to ensure safety and environmental friendliness and responsible lifecycle management. These efforts are conducted in compliance with applicable laws, international standards and sustainability frameworks, with the goal of enabling the Company to deliver balanced, sustainable value across environmental, social and economic dimensions.

3. Objectives

- To enhance the safety, quality and environmental friendliness of products and services across their entire lifecycle
- To foster collaboration with stakeholders throughout the value chain, and to educate and engage customers and service users on sustainable space utilization
- To ensure products and services are designed, used and decommissioned in an environmentally and socially responsible manner
- To foster relationships and strengthen the capacity of suppliers and business partners to align with sustainability standards
- To ensure the Company's product and service operations fully comply with applicable laws, regulatory requirements and international standards
- To minimize waste, greenhouse gas emissions and inefficient resource use at every stage of product and service management

4. Roles and Responsibilities

To ensure this Policy is effectively implemented across all levels of the organization with clear oversight and accountability, the Company has defined the roles and responsibilities of relevant individuals and functions as follows:

4.1 Board of Directors

- Approve and oversee this Policy to ensure it remains aligned with the nature of the Company's business and sustainability direction
- Approve targets and strategies to enhance the quality, safety and sustainability performance of products and services
- Review the Policy at least annually, or when there are material changes in industry conditions or regulatory requirements

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- Review performance reports related to product management and monitor progress against objectives and address any relevant issues, as appropriate

4.2 Senior Management

- Support the effective implementation of this Policy by allocating appropriate resources, including personnel, technology and budget
- Coordinate with relevant functions to develop product and service standards aligned with stakeholder expectations
- Monitor and report performance related to product management to the Board on a regular basis
- Build knowledge, understanding and awareness of sustainable product management across all levels of personnel

4.3 Risk Management

- Assess risks associated with products and services, including those related to safety, quality, environmental and social impacts
- Review and update product-related risk response plans to ensure they remain relevant and responsive to changing conditions
- Monitor and report product-related risks and response actions to the Risk Management Committee and the Board
- Collaborate with relevant functions to develop risk management strategies aligned with the Company's objectives

4.4 Employees

- Comply with the Company's policies, procedures and requirements related to sustainable product and service management
- Use resources efficiently and minimize environmental impact in daily operations
- Raise concerns or report any conduct that is inconsistent with this Policy or may compromise product safety or sustainability
- Participate in training and activities to build knowledge and awareness of product management

4.5 Business Partners and Stakeholders

- Support and align with the Company's approach to sustainable product management, including the conservation of biodiversity and protection of natural resources
- Promote the use of materials, processes and innovations that minimize impacts on the environment, ecosystems and forest resources
- Collaborate with the Company to develop innovations and technologies that advance sustainability across the design, production and lifecycle management of products and services
- Actively contribute to sharing relevant information, knowledge and good practices to support the Company's sustainability efforts

5. Policy and Practices

- 5.1) Assess social and environmental impacts prior to making investment decisions in new projects or mergers and acquisitions, and develop long-term plans to enhance sustainable resource efficiency.
- 5.2) Develop and establish design criteria for real estate projects and services to ensure quality, safety and compliance with national or international standards.
- 5.3) Assess risks and prevent environmental, health and social impacts in a comprehensive manner throughout the lifecycle of buildings and services.
- 5.4) Improve operational processes within shopping centers to increase resource efficiency, reduce waste and lower greenhouse gas emissions.
- 5.5) Adopt Green Lease models as a collaborative framework with tenants to advance sustainability goals and support environmental and social responsibility.
- 5.6) Promote the selection of materials from sustainable sources, including recycled, alternative and eco-friendly options.
- 5.7) Reduce and phase out the use of products containing hazardous substances or chemicals with environmental impacts across the value chain, from construction through to service delivery, and develop chemical management processes in accordance with international standards.
- 5.8) Establish criteria for selecting business partners and evaluating suppliers and contractors, that incorporate safety, quality, sustainability and ethical business practices.

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- 5.9) Promote the procurement of sustainable raw materials, including low-carbon materials and continues to advance the selection of certified products that meet recognized quality and environmental standards.
- 5.10) Maintain quality control and internal audit systems in accordance with international environmental management standards, such as ISO 14001 and the Eco-Management and Audit Scheme (EMAS), including independent assessments conducted by qualified external experts.
- 5.11) Invest in research and development of technologies, innovations and business practices that advance social and environmental responsibility.
- 5.12) Disclose material sustainability information, including Building Life Cycle Assessment (LCA), Carbon Footprint for Organization (CFO) and occupational health and safety data, monitor and report performance transparently in accordance with international disclosure frameworks through the annual report or other appropriate communication channels.
- 5.13) Provide appropriate communications on the use of buildings, facilities and services to help ensure safety within projects.
- 5.14) Promote collaboration with government agencies, academic institutions, non-profit organizations and business partners to raise sustainability standards in property development and service delivery.

6. Training

The Company is committed to building knowledge and communicating this Policy across the Board of Directors, management and employees at all levels, as well as suppliers, contractors and business partners. This is achieved through a range of activities, including promotional materials, communications, or training sessions, meetings and workshops. Content is tailored to the Company's operational context and sustainability approach, with the aim of strengthening understanding and practical skills for effective implementation. The Company also regularly monitors and evaluates how this Policy is communicated to ensure it effectively supports the achievement of the Company's sustainability goals.

7. Complaints and Whistleblowing

The Company provides all employees and stakeholders with the opportunity to raise complaints or report suspected breaches of this Policy or related practices. All reports will be handled in accordance with the Company's Whistleblowing Policy. The Company guarantees the protection of complainants' rights, safety and confidentiality, ensuring they are not subject to any adverse consequences affecting their employment throughout the investigation process. The Company places strong emphasis on transparency and is committed to fostering a culture of accountability and integrity across all aspects of its operations.

8. Disciplinary Action

The Company affirms the importance of strict compliance with this Policy. All employees are required to fully cooperate in any review or investigation of suspected policy breaches. Where non-compliance is identified, disciplinary action will be taken in accordance with the Company's internal regulations. These measures aim to establish transparent and sustainable operational standards and ensure that the Company's activities are aligned with its values and long-term sustainability goals.

9. Policy Review and Update

The Company reviews and updates this Policy on an ongoing basis, at least annually, or when there are changes in applicable laws, regulations or sustainability standards at the national or international level. The review process ensures the Policy remains relevant, effective and aligned with evolving business contexts. The Company is also committed to continuously improving its practices to meet stakeholder needs and support long-term organizational performance.

This Policy is effective from May 2, 2025 onward.