

Human Rights Performance



2025 Performance

0 cases

In 2025, there were no legal disputes related to human rights.

Goal

0 cases

No legal disputes related to human rights by 2030.

01. Achievement of 2025 Sustainability Goals and Indicators

- **Human rights dispute status** The Company fully achieved the goal of "no disputes related to human rights violations." The number of cases and incidents involving significant violations of social and human rights laws or regulations during the assessment year was zero across all indicators.

02. Governance and Enhancement of the Practical Policy Framework

The Company reviewed and announced an updated social and human rights policy framework, elevating it from general principles to “**issue-specific practical policies**”, Effective from 2 May 2025. The framework operates under a governance structure connected from the Board of Directors and senior executives to suppliers across the value chain. Key elements include

- **Legal Compliance and Human Rights Policy** The Company expanded the scope of protection comprehensively to prevent all forms of human rights violations, including equal and fair labor treatment based on Zero Tolerance for workplace harassment, prevention of child labor and forced labor, safe working conditions, respect for freedom of association, and personal data protection under the PDPA framework.
- **Procurement and Supplier Treatment Policy** The Company integrates concrete practices to protect human rights across the supply chain.

03. Guidelines and Tools for the Human Rights Due Diligence Process

The Company continuously establishes a systematic Human Rights Due Diligence (HRDD) process by applying both national and international tools and indicators to drive material risk assessment under the IFRS S1 framework as follows:

- **National due diligence guideline** The Company refers to the "Human Rights Due Diligence Guidelines for Listed Companies," prepared by the Securities and Exchange Commission (SEC) in collaboration with the Faculty of Law, Chulalongkorn University.
- **International standard indicators** The Company integrates principles from the UNGPs, the Danish Institute for Human Rights (DIHR), Community Insights Group, and the HRIA Toolkit.
- **High-risk issues from the 2024-2025 organizational database** Based on survey results and screening by expert subgroups together with employees and subcontractors, the Company focuses management systems on three key dimensions
 1. Occupational health, safety, and working environment
 2. Equality, fairness, and non-discrimination, including prevention of abuse of authority within the organization
 3. Labor rights, such as freedom of collective bargaining, association, and claims for fair benefits

04. Proactive Operations and 2025 On-Site Management

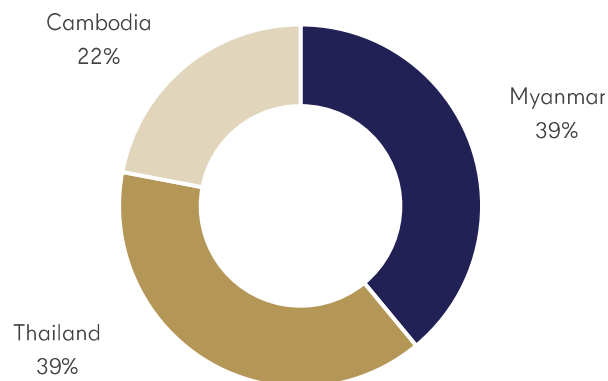
Occupational Health & Safety

- **Project risk monitoring and mitigation** The Company uses results from in-depth Environmental & Safety Compliance Assessment (ESCA) spot checks at shopping centers and community malls as a database for monitoring performance and continuously driving impact mitigation plans. The focus is on high-risk projects to elevate and improve corrective actions in line with identified issues.
- **Contractor control measures** The Company requires all contractors to provide workplace safety training to every worker and submit safety reports and SIR (Safety Improvement Request) documents within the specified timeframe.

Labor Rights and Welfare of Vulnerable Groups in the Supply Chain

- **Improving quality of life for construction workers** In collaboration with Baan Dek Foundation, the Company expanded work with a main contractor, Power Line Engineering Public Company Limited, under the Building Social Impact Initiative to ensure safe living environments for workers, proper waste management, clean water, hygienic sanitation, safe spaces, and educational opportunities for children in construction camps.
- **Document and employment spot checks** The Company coordinates with consultant teams and provincial labor authorities to strictly conduct spot checks of legal employment documents at project sites. Every foreign worker must be properly registered and transparently report nationality to the project management manager.
- **Long-term review** The Company has established a task force with external consultants to implement ongoing plans for reviewing human rights and labor policies and practices, covering Company employees, joint ventures, merged entities, and subcontractors.

Proportion of registered construction site workers by nationality in 2025



Employee Welfare and Social Care

- **Enhancing equal welfare** The Company developed and opened an approval channel for special personal leave in the standard leave system to support employees under the Marriage Equality Act framework, leave to care for a spouse or wife giving birth, and leave to care for parents, with consideration through a concrete process.

- **Health care and complaint support system** The 24-hour online People Help Desk has been activated to answer employee welfare questions, while the system is linked with Tops Care Telehealth for employees. Mental health support is also provided through online services with iSTRONG mental health consultants.

05. Collaboration under Global Financial Commitments

The Company uses the collaboration framework with the **International Finance Corporation (IFC)** under the **Sustainability-Linked Loan Framework** as the main guideline for systematically reviewing and planning human rights measure development. The work is structured into two key phases:

- **Phase 1 urgent operational measures** Strengthen grievance mechanisms to make them easily accessible to all groups of workers, upgrade rest areas for external contractors to meet standards, and issue policy circular letters to suppliers to jointly prevent human rights risks and violations of fundamental labor rights.
- **Phase 2 systemic and structural measures** Develop a **GBVH (Gender-Based Violence and Harassment)** management plan covering external labor governance, migrant worker safety management, and clear and measurable gender equality policies and action plans.

06. Organizational Learning Database and Accumulated Past Performance

- **Model organization recognition** The Company received the 2024 Human Rights Awards at the Outstanding level in the large business organization category from the Rights and Liberties Protection Department, Ministry of Justice, and the "Ardhanareeswara Award" for promoting human rights for gender diversity from the Rainbow Sky Association of Thailand.
- **Promotion of diversity and rights across life stages** The Company drives an equal and inclusive society through initiatives across multiple dimensions, including:
 - **Equality month campaign** The Company implemented **Thailand's Pride Celebration 2025 "Embracing Freedom"** expanding diverse and safe spaces across **39 Central shopping centers nationwide**. Key highlights included **19 City Parades** with rainbow alliance parades in 19 branches across all regions, together with **Pride Talk forums** and **Rainbow District** activities to concretely promote and support the enforcement of the Marriage Equality Act.
 - **Empowerment of persons with disabilities** The Company provided free space to **48 persons** with disabilities, representing social value of **9.3 million baht**, alongside the continued monthly employment of visually impaired persons to provide massage therapy welfare services for employees and supplier partners.



- **Care for well-being and rights across life stages** is divided into:
 - **Supporting children's right to learning** The Company launched a new business, "**First Class Preschool**" a bilingual early childhood development center focused on essential skill development for ages 1-6. The program strengthens children's sense of self, Executive Functions (EF), positive discipline, and holistic physical, social, emotional, and bilingual communication development as a foundation for future happiness and success at Central Westville, with further expansion at Central EastVille in 2025.
 - **Supporting the rights and value of retired people** In collaboration with YoungHappy, a social enterprise, and Suthi Rat Yoovidhya Foundation, the Company organized the marketing activity "Eldergy Festival: Boosting Senior Power, Adding Endless Value" at Esplanade Ratchada. The festival for older persons aimed to strengthen self-worth and contribute to positive social change under the concept "fun, valuable, and self-reliant." It included a fun zone with mini concerts, workshops, and many activities; a value zone that boosted positive energy through an exhibition of the Suthi Rat Yoovidhya Foundation's project to empower older persons as a force for urban social change; and a self-reliance zone that encouraged creativity through a senior market offering affordable quality products and opportunities to explore new careers.

07. Integrated Case Study for Organizational Learning

Committed to transparency under good corporate governance principles, the Company discloses a past case study on people management risk as evidence of the effectiveness, decisiveness, and transparency of the internal fact-finding mechanism, as well as the concrete rehabilitation and remedy process.

- **Context and challenge** In 2023, the Company received a report and confirmed a case involving an executive-level employee who violated the Code of Conduct and workplace harassment prevention policy. The incident directly affected the psychological safety and working environment of the people involved, and the organization considered it a material risk to the culture of mutual respect.

- **Response & Decisive Action** When the incident occurred, an ad hoc working group coordinated between Internal Audit and Human Resources to conduct an urgent, transparent, and fair fact-finding investigation for all parties. Once misconduct was confirmed, the Company immediately terminated the offender's employment, reflecting a Zero Tolerance stance toward misconduct in every case.
- **Remediation and Continuous Improvement** In addition to applying the highest level of disciplinary action, the Company implemented proactive rehabilitation measures to support mental well-being and rebuild confidence in the safety of the working environment for employees in the relevant function. The Company also enhanced the effectiveness of the complaint and whistleblowing system and used the lessons learned to develop a material risk prevention framework to reduce the likelihood of impacts and strengthen monitoring mechanisms.