



**Policy on Corporate Social Responsibilities: CSR
S Hotels and Resorts Public Company Limited**

Policy on Corporate Social Responsibilities: CSR

S Hotels and Resorts Public Company Limited (the “**Company**”) acknowledges the importance of its responsibilities towards the society, environment, and stakeholders. As such, the Company hereby implements the Policy on Corporate Social Responsibilities (“**CSR**”) to ensure that the Company’s operations comply with the corporate social responsibility guidelines determined by the Stock Exchange of Thailand (the “**SET**”). The Company’s policy establishes nine main principles: fair business practices, anti-corruption, respect for human rights, fair labour practices, responsibilities towards consumers, environmental management, contribution to social and community development, innovation and diffusion of innovations derived from operations that show its responsibilities towards the society, environment, and stakeholders, and preparation of the corporate social responsibility report. Each of which has the details as follows:

Operation

1. Fair Business Practices

- 1.1. The Company aims to conduct its business with honesty, integrity, fairness, and uphold socially responsible business practices, under both the law and ethics. It shall strive to make a positive contribution to the people, community, society, and the environment, as well as conducting its business under a good control system and standard for its operations, utilising its full capability and diligence, on the basis of adequate information and reliable evidence, maintaining strict compliance with relevant laws and regulations, and giving cooperation to government officials.
- 1.2. The Company shall treat its partners with fairness. It shall not solicit or accept any undue benefit from its partners. Should it fail at compliance with any condition, it shall promptly inform relevant partners in advance, so that the parties can work together to find a solution.
- 1.3. The Company shall treat its trade competitors under the rules of fair competition, and shall not seek by means of dishonesty to gain its competitors’ trade secrets.
- 1.4. The Company shall encourage its employees and personnel to realise the importance of fair business practices in accordance with the law and the Company’s business ethics, including urging its subsidiary and associate



companies to accept and implement the policy on fair business practices in a similar manner.

2. Anti-Corruption

Personnel of the Company, meaning in this instance its directors, executives, and employees, shall maintain strict compliance with the Anti-Corruption Policy and the Code of Conduct. They shall not involve themselves, whether directly or indirectly, with matters concerning corruption, and shall undertake the followings:

- 2.1. Not to demand or offer bribes to any other person contacted on a business matter, including any government agency, for the purpose of obtaining any undue benefit;
- 2.2. Not to accept gifts, entertainment, or financial support from a client or partner when the value of which is unnecessarily high. If there is a need to accept a gift on a customary occasion, whose value exceeds the maximum threshold specified in the Code of Conduct of the Company, such personnel shall inform and further deliver the gift to the Company;
- 2.3. To exercise due caution on giving and accepting gifts, property, or any other benefit, including entertainment. Such practices shall only be carried out for a business purpose or on a customary basis, the value of which shall be appropriate and shall not significantly influence the decision of personnel of the Company, as well as complying with its Code of Conduct;
- 2.4. To ensure that clear and reliable evidence is issued for each charitable donation and sponsorship, in order to ensure that it is not provided as a subterfuge for corruption;
- 2.5. To operate its business with political neutrality, refrain from favouring a professional politician under any particular political party, and refrain from providing money or property in support of any political party, politician, or any candidate in a political election, with an aim to secure a business benefit for the Company;
- 2.6. There shall be an internal control system to prevent corruption, a regulation of the Company specifying the operating process and authority in approving expense claims. The payment or reimbursement limit under such authority shall also comply with the Company's regulations, with clear supporting evidence and documentation;

- 2.7. Not to ignore or neglect any corrupt activity or incident he or she has witnessed which may be considered Company-related corruption. To inform his or her supervisor immediately, as well as to cooperate in any inspection and maintain strict compliance with the Whistleblowing Policy and the Code of Conduct;
- 2.8. The Anti-Corruption Policy shall be communicated to every level of the Company through various channels, such as employee training and the Company's internal communication system to ensure that all relevant persons are informed and comply with such policy.

In addition, the Company shall encourage training programmes for the Personnel of the Company to promote honesty, integrity, and accountability in undertaking their duties and responsibilities, as well as to create a common understanding on the giving and accepting gifts, property, or any other benefit, entertainment for business purpose or as is customary, sponsorship, charitable donation, and political contribution.

3. Respect for Human Rights

The Company acknowledges that businesses have to respect the rights and dignity of all humans, which is fundamental to the management and development of human resources, as well as to the cultivation of human relationship in the society.

As such, the Company has implemented a guideline to encourage and promote adherence to the principles of equality and basic human rights, regardless of the differences in nationality, colour, gender, language, religion, political or other belief, race, social standing, property, birth, or status. The Company frequently monitors and supervises its businesses to ensure that none is complicit in the violation of the rights and liberty of a person, whether directly or indirectly. For instance, the Company condemns forced labour and child labour, respects and treats all of its stakeholders fairly on the basis of human dignity, and pays close attention to compliance with the internal regulations on human rights. The Company promotes observing the principles of human rights according to the international standard and the intention of the United Nations Universal Declaration of Human Rights. The responsibilities regarding human rights also extend to apply to the group companies, joint ventures, and partners of the Company. In addition, the Company has implemented a guideline that allows and encourages its employees to give comments on or report matters concerning violation of human rights experienced personally.

4. Fair Labour Practices

Each of the Company's undertakings requires knowledge, skills, and physical and mental dedication to accomplish. As such, the Company believes that human resource is the most important factor in its operations to create value and returns for the business.

For this purpose, the Company has implemented a guideline for the treatment of its employees, prohibiting discrimination in employment, encouraging employees' freedom of association, welcoming dialogues with the employees to arrange for their social protection, as well as providing employee benefits and a safe and healthy working environment.

In addition, employees shall be treated fairly, subject to impartial management. The Company shall support their career development and improvement of their work efficiency, promote understanding amongst employees on the Company's code of ethics with which they are to comply, and provide appropriate benefits for employees, as well as treat them with honesty, listening to and being reasonable with their comments. In this regard, the Company's policies are as follows:

4.1. Compensation and Employee Welfare

The Company has a policy to pay fair and appropriate compensation in the form of salary and/or bonuses based on employee performance, to provide stability and progress in the employees' career on the basis of fairness. The Company ensures that its employees are provided with benefits in various respects in accordance with the law (such as social security. There are also certain benefits which exceed what is required by the law, such as health and personal accident insurance for employees.)

4.2. Development of Knowledge and Competency of Directors, Executives, and Employees, and Training

The company has a policy to encourage development of personnel on every level, supporting the employee's improvement of knowledge, skills, potential, attitude, moral ethics, and teamwork. In addition, the Company shall foster improvement of its organisation and human resource, focusing on efficient workflow, clear assignment of roles and duties, proper determination of

compensation, and the development of evaluation and career competency improvement systems.

4.3. Policy on Health and Safety

The Company has implemented a policy which strives to achieve a safe workplace where employees can work healthily and without risks. It puts full effort into preventing potential hazards, and shall cultivate a safety consciousness, providing knowledge through training and encouraging employees towards good health. It shall maintain a hygienic and safe workplace and refrain from doing anything to the detriment of its clients or service receivers.

5. Responsibilities towards Consumers

5.1. The Company shall treat its customers fairly in relation to its goods and services, without discrimination or disclosure of clients' information received from doing business whereas it shall be kept confidential unless it is disclosed under an obligation by the law.

5.2. The Company allows customers to make complaints in relation to defects in goods and services. It shall also ensure that the news and information on goods and services given to consumers are comprehensive and accurate.

5.3. The Company shall carry out agreements and conditions made with the customers on a fair basis. Should it fail at compliance with any of such agreements or conditions, it shall promptly inform relevant customers in advance, so that the parties can work together to find a solution.

5.4. The Company shall uphold fair marketing practices, implementing a policy to undertake to provide customers with correct and accurate information without distortion, ambiguity, or being misleading, to allow the customers to have sufficient information to make their decision.

5.5. The Company shall organise various events to enhance the sustainable relationship between the Company and its customers.

6. Environmental Management

Whereas society today starts to realise the seriousness of meaningful efforts in preserving the environment, the Company acknowledges the importance of the environment in relation to the human way of life. It notes the significance of preventing

pollution, effective use of resources, energy saving under the international standard, and preservation of the environment and biodiversity.

As such, the Company implements its environmental policy to act as a guideline for carrying out business operations with caution and diligence in order to prevent or minimise their impacts on the environment within its vicinity.

7. Contribution to Social and Community Development

The company has implemented a guideline on maintaining or ensuring compliance with the relevant laws, regulations, and social responsibilities, including giving cooperation to, assisting, supporting, and volunteering to carry out activities which are beneficial to the community and society, for the purpose of enhancing their economic strength and improving the society and culture.

8. Operations that Show its Responsibilities towards Society, Environment, and Stakeholders

The Company shall support innovation both within the organisation's workflow and in inter-organisational cooperation. This includes trying out new methods and changes in ideas or production process to add value. The goal of innovation is to bring about positive changes, improve and increase productivity, in order to maximise benefits for society.

Diffusion of innovations is deemed a responsibility to society in a way that the Company shall communicate and distribute its innovations, both directly and indirectly, to the stakeholders through various channels to ensure that the Company's information can thoroughly reach every relevant party.

9. Preparation of Corporate Social Responsibility Reports

The Company is committed to its responsibilities towards society by preparing corporate social responsibility reports specifying general, environmental, and social matters. The reports shall conform to the guideline on the preparation of a sustainability report, such as including policies and goals of the organisation for sustainability, notable events, operating plans, objectives, long-term vision, the structure and forms of management, supervision, and decision-making on matters regarding sustainability, the organisation's attitude and policies on anti-bribery and anti-corruption, on the society



and environment, as well as relevant assessments, all of which is to be disclosed to the public along with the Company's annual report to serve as a channel for information dissemination and access by the stakeholders.

After Process on Social and Environmental Activities

Not only that the Company has implemented clear policies and emphasised its responsibilities towards society, environment, and all stakeholders along with its business operation, and has maintained strict compliance with such policies to partake in the creation of good society and environment, but it also has committed itself and continually strived to improve the quality of life in the community, encourage personal development, and provide educational opportunities to the society, as the Company acknowledges that its sustainable growth begins with quality personnel and a robust society. As such, the Company implements a guideline for its employees to organise an annual community service activity, with an aim to raise awareness for social development amongst employees while fostering good relations between themselves.

Announced on 3 May 2019

- Mr. Sompong Tantapart -

Chairman of the Board of Directors

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