

HUMAN RIGHTS DUE DILIGENCE DISCLOSURE

1. Commitment

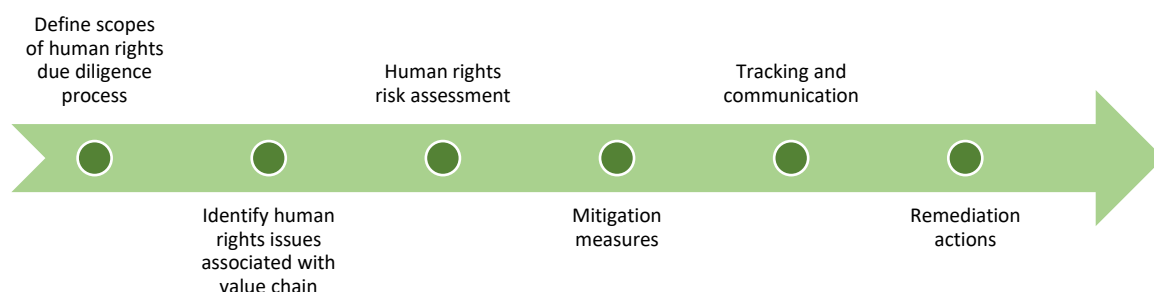
Advanced Info Service Public Company Limited and its subsidiaries (“AIS” or the “Company”) acknowledge the importance of and respect human rights as fundamental to business operation and social cohesion. The Company committed to respecting human and employment rights and treating all stakeholders fairly and equally in accordance with internationally accepted standards and those specifically relating to the company’s business which including but not limited to; NAP and UN Guiding Principles on Business and Human Rights (UNGPs), the United Nations Universal Declaration of Human Rights (UNDHR), the International Labor Organization (ILO) - Declaration on Fundamental Principles and Rights at Work and General Data Protection Regulation (GDPR).

The scope of Human Rights Policy applies to all business activities throughout the value chain including own operations, business partners, subsidiaries.

For more information on AIS’s human rights policy, read more [here](#).

2. Human Rights Due Diligence Process

AIS consistently defines scopes, identifies human rights issues and associated vulnerable groups, assesses human rights risks in its value chain alongside sets up mitigation processes and remediation actions. The process follows 6 main stages, as outlined below:



AIS implements its Human Rights Due Diligence (HRDD) process through a stakeholder engagement approach involving relevant internal functions and rights holders across the value chain.

Human rights considerations are integrated into existing stakeholder engagement channels, including employee engagement surveys, supplier self-assessments, community consultations through landowners and community leaders, and customer satisfaction and feedback surveys.

Through these mechanisms, AIS gathers and reviews stakeholder concerns related to labor rights, occupational health and safety, privacy and data protection, non-discrimination, and community impacts. The feedback is incorporated into the Company's human rights management processes to identify and address potential risks, strengthen preventive and corrective measures, and continuously improve the effectiveness of its HRDD process across the value chain.

2.1 AIS business activities & Value chain

The Company defines the scope, recognizes, and assesses the human rights risks of all businesses in its value chain, encompassing employees, customers, business partners, joint ventures, and third-party contracted labor to identify whether there are any risks in relation to value chain. Due to the different nature of our six core businesses, we explain the value chain from upstream to downstream based on their specific characteristics, as well as distinct suppliers and distribution channels.

Business Value Chain				
Sourcing	Operations	Product and service development, and distribution channels	Supporting activities	After-sales service
 - Acquiring of licenses from the National Broadcasting and Telecommunications Commission (NBTC) and Bank of Thailand - Provision of network equipment, communication devices, and frequency spectrum for mobile and fixed broadband internet services. Supplier selection incorporates compliance with applicable laws, labor standards, human rights, occupational health and safety (OHS), and environmental requirements. - Provision of safety tested communication equipment e.g. smart phones, tablets and routers of differing prices for wide customer accessibility - Provision of digital products, digital services, solutions, and content from business partners, with requirements for quality, security, consumer protection, and respect for human rights throughout the value chain	 - Telecommunication network, IT and operations systems management - Locating base stations by assessing community and environmental impacts, and constructing resilient base stations to ensure service continuity - Expansion of network for nationwide coverage, maintaining quality and safety standards while limiting environmental impacts - Cybersecurity and Customer Data Protection Management - Management of electronic waste from business operations	 - R&D of a diverse range of digital products, encourage digital technology usage, and service - Collaboration with partners in a variety of industries for the development of products and services responsive to life and business in the digital era - Marketing and provision of transparent and complete information on products and services, fair pricing - Maintenance of standards and safety for fixed broadband internet installation by contractors - Management of distribution channels for customer accessibility extending to monitoring and quality control of distributors and maintaining a fair remuneration structure	 - Fair and transparent human resource management with an emphasis on employee development in line with the company vision, appropriate remuneration and benefits, creation of a safe and hygienic work environment - Good corporate governance and ethical business conduct - Respect to human rights and treat all stakeholders fairly and equally in accordance with internationally accepted standards	 - After-sales service through multiple channels - Customer personal data protection and provision of a channel for reports and complaints - Retaining of customer relations - Responsibility for products and services

Color legend: AIS's core businesses

 Mobile Services
  Fixed-Broadband Services
  Enterprise Services
  Mobile Device and Digital Lifestyle Product Sales
  Entertainment Services
  Digital Financial Services

2.2 Human rights issues associated with value chain

AIS has identified actual or potential human rights issues across its own business operations and value chain. The company considers human rights issues and has identified eight potential risks as follows:

1. Working conditions included statutory wage, working hours, leave entitlements, and benefits
2. Health and Safety
3. Discrimination included equal remuneration
4. Forced/ illegal migrant labor, child labor, human trafficking
5. Right to collective bargaining and Freedom of Association
6. Data security and privacy
7. Standard of living
8. Products and service safety

Rights Holders	Employee	Supplier/ Contractors	Community	Customer
Human Rights Issues Assessed	Working conditions	Working conditions	Health and Safety	Products and service Safety
	Health and safety	Health and safety	Discrimination	Discrimination
	Discrimination included equal remuneration	Discrimination included equal remuneration (in AIS operation and procurement process)	Standard of living	Data security and privacy
	Forced/ illegal migrant labor, child labor, human trafficking	Forced/ illegal migrant labor, child labor, human trafficking		
	Right to collective bargaining and Freedom of Association	Data security and privacy		
	Data security and privacy			

2.3 Human rights risk assessment

2.3.1 Scope of the Human Rights risk assessment

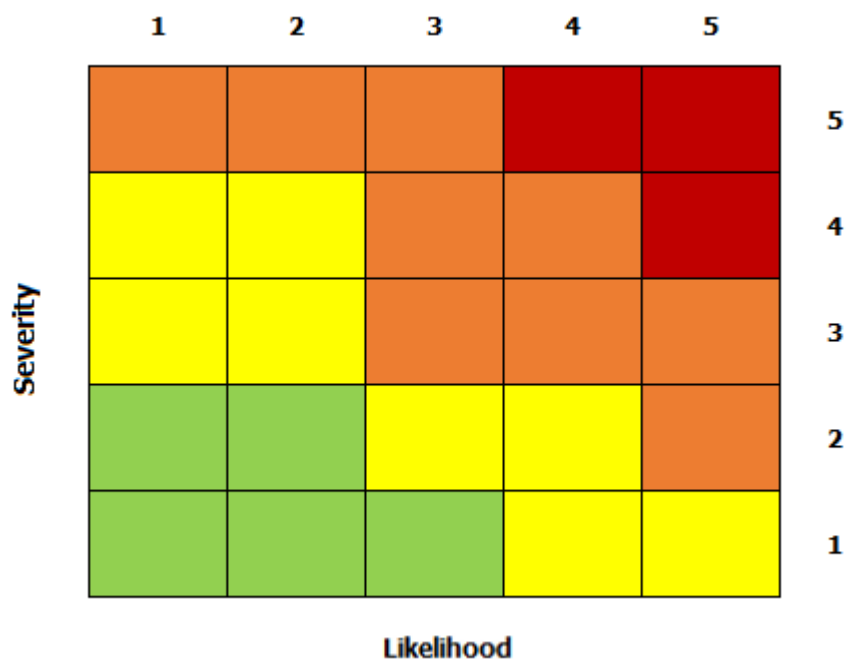
As part of the Human Rights Risk Assessment, we define all operational sites in Thailand, across 77 provinces covered 100% of AIS' own operations, subsidiaries, joint ventures, third-party contracted labors and suppliers. The risk identification process will also encompass new business relationships such as mergers and acquisitions. AIS conducts the Human Rights Risk Assessment to identify risks in the corporate level and prevent and avoid violating the human rights of right holders including own employees, contractors/suppliers/third-party contracted labor, local community, and customer especially vulnerable groups, including elders, children, pregnant women, women, people with disability, LGBTQI+, migrant workers, and indigenous people. Then AIS also compiles all collected information for human rights risk and mitigation reporting.

2.3.2 Methodology

AIS uses the risk matrix to define the level of potential risks related to human rights issues by considering the category of probability or likelihood against the severity of risk and impact. The risk level is categorized into 4 levels, consisting of Low, Medium, High, and Very High, as shown in the table below.

Risk Rating		Description
	Very High (Salient issue)	Immediate action required to control the risk
	High	Action required to control the risk and monitoring closely
	Medium	Action required to control the risk
	Low	Action is advisable if it is more efficient / No action required

The human rights risk assessment will be conducted by using the risk matrix, as shown below. The matrix is used to determine the importance of the human rights risks in 2 dimensions: Severity (Y-Axis) and Likelihood (X-Axis).



2.3.3 The Result of Human Rights Risk Assessment

AIS has identified the following two actual human rights issues to be of very high risk:

High Risks Issues (Salient Issues)	Rights Holders
1) Health and Safety	▪ Suppliers / Contractors
2) Data Security and Privacy	▪ Customers / Business partners

2.3.4 Review

AIS conducts a comprehensive human rights risk assessment every three years across its operations and value chain. Human rights considerations are integrated into core business processes, including risk management, supplier management, employee management, customer privacy management, and stakeholder engagement.

To ensure ongoing effectiveness, AIS periodically reviews and reassesses human rights risks when significant changes in business activities, operations, partnerships, or regulatory requirements occur. Assessment results are used to strengthen preventive and corrective measures and are publicly disclosed through the Company's website and sustainability reporting, with updates provided annually.

2.4 Human Rights Risk Mitigation for Salient Issues

AIS has determined the mitigation measure to reduce and manage the potential human rights risks or any likelihood of adverse human rights risk issues across the business value chain. AIS continues to regularly assess and actively monitor human rights risks and impacts. This is to ensure the appropriate mitigation measures are implemented in AIS business value chain.

Human Rights Issues (Salient Issues)	
Human rights risk	Detail of human rights issues
1. Health and Safety	
Activities at risk	Hazard Work-related injury, Safety equipment availability, Hazardous workplace operations
Right holders	Suppliers / Contractors
Vulnerable groups	Migrant workers
Nature of risk in vulnerable groups	Contractors undertaking tasks in conditions involving risks like heights and electricity on telecom towers may encounter accidents if they fail to use proper preventive equipment.
Avoidance, Prevention and Mitigation plan	Avoidance & Prevention Measures • Require compliance with AIS safety standards and legal requirements. • Complete AIS Safety Passport, job-specific training, JSA, and pre-work Safety Self-Checks before work begins. • Ensure proper PPE usage and adherence to safe work procedures. • Provide relevant safety training (e.g., electrical safety, working at heights, confined spaces, fire safety, and first aid). Mitigation Measures • Conduct regular safety monitoring and compliance inspections. • Implement corrective actions and maintain emergency preparedness to minimize incident impacts.

Human Rights Issues (Salient Issues)	
Human rights risk	Detail of human rights issues
	Further details are available in the Occupational Health, Safety, and workplace Environment section of the AIS Sustainability website: https://sustainability.ais.co.th/en/sustainability-priorities/business-fundamental/work-safety
2. Data security and privacy	
Activities at risk	Cyber-attacks such as malware, ransomware
Right holders	Customers / Business partners for mobile & enterprise
Vulnerable groups	Children, People with Disabilities, Elderly
Nature of risk in vulnerable groups	The risk of privacy breaches of personal data remains, despite measures taken to ensure the security and privacy of personal data.
Avoidance, Prevention and Mitigation plan	Avoidance & Prevention Measures - Strengthen cybersecurity risk prevention through the implementation of internationally recognized frameworks, including NIST, ISO/IEC 27001, and Zero Trust, to protect information systems and customers' personal data. - Assess and monitor third parties with access to Company data and systems to ensure compliance with cybersecurity, data protection, and regulatory requirements. - Establish employee guidelines for conducting security operations and safeguarding personal data. - Enhance awareness and knowledge of customer personal data protection among employees and business partners to ensure compliance with policies, laws, and emerging regulations. Mitigation Measures - Establish a centralized Incident Center to manage and mitigate personal data breach incidents and cyber threats, including cases involving customer data leakage. - Operate a 24x7 Cyber Security Operations Center (CSOC) to continuously monitor, detect, and respond to potential cyber threats across the organization. Further details are available in the Cybersecurity and Data Privacy Protection section of the Sustainability Report 2025: AIS Sustainability Report 2025

2.5 Monitoring and communication

AIS monitors human rights risks regularly and tracks progress to ensure that all concerns are addressed properly and efficiently. In addition, we incorporate a whistleblower protection policy into the human rights policy to protect all internal and external stakeholders who report on human rights violation cases. We are committed to safeguarding the privacy of complainants, ensuring they are protected from harassment, bullying, and unfair treatment arising from their grievances. So, we provide the grievance mechanism through the following various channels,

- Call Nokweed Hotline of the Company at +662-029-3333.
- Send an e-mail to Chief Audit Executive at Nokweed@ais.co.th, or call +662-029-5205
- Send an e-mail to Chief Human Resources Officer at HR-Nokweed@ais.co.th, or call +662-029-5530
- Send an e-mail to Chairman of the Audit and Risk Committee (Independent Director) at AuditandRiskCommittee@ais.co.th, or send an e-mail to Companysecretary@ais.co.th
- Send a mail to the Board of Directors, Chairman of the Audit and Risk Committee, Chief Executive Officer, Chief Audit Executive, or Chief Human Resources Officer at Advanced Info Service Public Company Limited 414 Phaholyothin Road, Phayathai, Bangkok, 10400

2.6 Remediation

AIS acknowledges and supports the importance of preventing and responding to human rights violations in its own operations and throughout the AIS value chain. So, the following key steps are taken to ensure appropriate remediation:

- **Investigation.** If any cases are reported through the grievance mechanism channels, an impartial and thorough investigation is conducted by the Ethics Committee, Internal Auditor, Legal and Human resource Department, to gather evidence and establish the extent and nature of the abuses.
- **Restitution and compensation.** Victims are entitled to receive restitution in both financial and non-financial forms, depending on the nature of the abuse. If there is any perpetrator, disciplinary punishment would be imposed in accordance with the Company's rules.
- **Monitoring and prevention of future abuses.** Ongoing monitoring is essential to ensure the effectiveness of the remediation process. We will also continuously create awareness and promote a culture of respect for human rights to minimize risks and avoid future human rights violations.

In 2025, no human rights violations were reported. Therefore, no corrective actions or remediation measures for rights holders were required.