

## HUMAN RIGHTS DUE DILIGENCE DISCLOSURE

### 1. Commitment

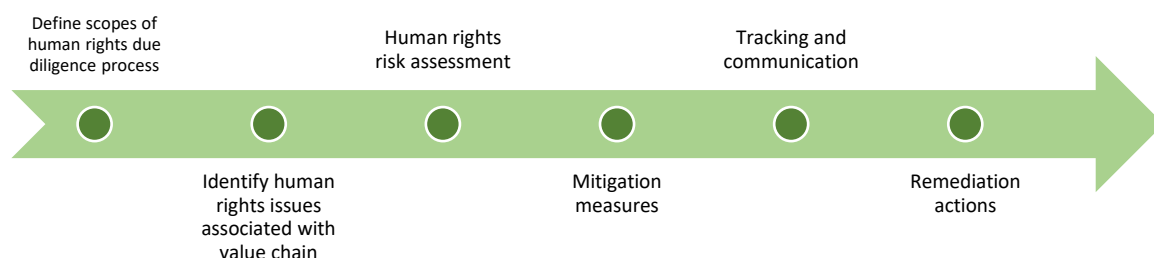
Advanced Info Service Public Company Limited and its subsidiaries (“AIS” or the “Company”) acknowledge the importance of and respect human rights as fundamental to business operation and social cohesion. The Company committed to respecting human and employment rights and treating all stakeholders fairly 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](#)

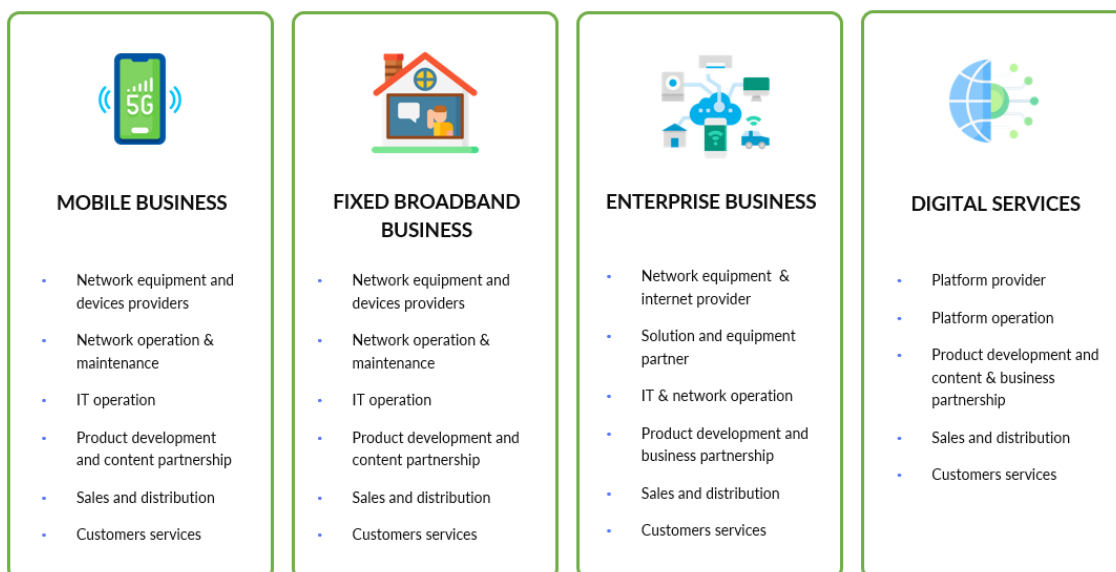
### 2. Human Rights Due Diligence Process

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



#### 2.1 AIS business activities & Value chain

The Company define 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 four core businesses, we explain the value chain from upstream to downstream based on their specific characteristics, as well as distinct suppliers and distribution channels.



## 2.2 Human rights issues associated with value chain

AIS identify cover identification of actual or potential human rights issues in AIS' own business operations and its business value chain and considers Human Rights issues, there are the 8 potential risks as follows:

1. Working condition
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 livings
8. Products and service safety

Rights Holders	Employee	Supplier/ Contractors	Community	Customer
Human Rights Issues Assessed	Working condition	Working condition	Health and Safety	Products and service Safety
	Health and safety	Health and safety	Discrimination included equal remuneration	Discrimination included equal remuneration
	Discrimination included equal remuneration	Discrimination included equal remuneration (in AIS operation and procurement process)	Standard of livings	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

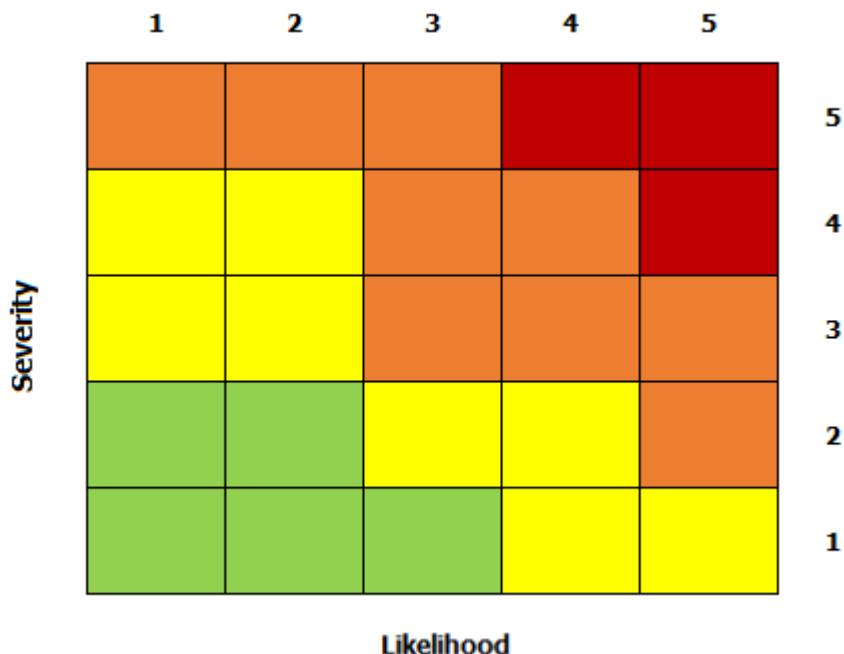
As part of the Human Rights Risk Assessment, we define all operational sites in Thailand, across 77 provinces covered 100% of AIS' own operations, subsidiaries, joint ventures, and third-party contracted labor. The risk identification process will also encompass new business relationships such as mergers 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 efficiency / 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 three actual human rights issues to be of very high risk:

Rights Holders	High Risks Issues
Supply chain practices	1. Health and Safety
	2. Data Security and Privacy
Customer practices	3. Data Security and Privacy

### 2.3.4 Percentage of Main Activities with Human Rights Risks and Mitigation Plans

After conducting human rights assessment, we define all operational sites in Thailand, across 77 provinces, covering own operation, Total Contractors / Suppliers / Third-party Contracted labor, and Joint Ventures.

- **Own operation**

In 2023, AIS conducted a human rights risk assessment of full-time employee in own operation.

- 100 % of AIS full-time employee were assessed
- 14 % of AIS full-time employees were identified with high-risk issues.
- 100 % of human rights issues had mitigation measures and remediation implemented.

- **Total Contractors / Suppliers / Third-party Contracted labor**

In 2023, AIS conducted human rights risk assessment on all 2,861 contractors /suppliers / third-party Contracted labor and 74 FBB Partners

- 100 % of total contractors /suppliers had their operations assessed using the AIS ESG self-assessment form
  - 9 % of total contractors /suppliers/ third-party Contracted labor were identified with high-risk issues.
  - 100 % of total contractors /suppliers/ third-party Contracted labor with high-risk issues submitted the corrective action plans. The follow-up and review were conducted within the timeline.
- **Joint Ventures**

In 2023, AIS conducted human rights risk assessment on all 5 joint ventures.

- 100 % of joint ventures had their operations assessed using the AIS human rights risks self-assessment form
- 0 % of the joint ventures were identified with high-risk issues.
- 0 % of joint ventures with high-risk issues received an official letter from AIS and conduct an online assessment for reviewing high risk issues.

### 2.3.5 Review

AIS conducts a regular human rights risk assessment **every three years** covering all activities in our entire operation including the activities of our relevant partners across value chain. We publicly report on human right risk assessment, impact, and mitigation on our website according to the results from the assessment. Moreover, **additional review** is also conducted to reassess if the current human rights risk assessment remains valid. In case that there are any significant changes to business activities, tasks, operations, or legal requirements, human rights risks will be reassessed accordingly. Any update from the additional review will be published on an annual basis.

## 2.4 Human Rights Risk Mitigation (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	
Human rights risk	Detail of human rights issues
<b>1. Health and Safety</b>	
<b>Activities at risk</b>	Hazard Work-related injury, Safety equipment availability, Hazardous workplace operations
<b>Right holders</b>	Suppliers and contractors
<b>Vulnerable groups</b>	Migrant workers, Women and Pregnant women
<b>Nature of risk in vulnerable groups</b>	These vulnerable groups who work regularly at hazardous locations such as working at heights and working at telecommunication towers are exposed to receive insufficient protective equipment and potential work accident easily.
<b>Mitigation plan</b>	<ul style="list-style-type: none"> <li>• Establish safety regulations for vendors in the safety TOR.</li> <li>• Supervise the vendor to provide safety training to their employees before working to obtain a work permit under the AIS Safety Passport project.</li> </ul>

<b>Human Rights Issues</b>	
<b>Human rights risk</b>	<b>Detail of human rights issues</b>
	<ul style="list-style-type: none"> <li>• Prepare Job safety analysis to analyze occupational risks.</li> <li>• Define vendors to ensure that all employees use appropriate PPE equipment according to the risky nature of work throughout the work period.</li> </ul>
<b>2. Data security and privacy</b>	
<b>Activities at risk</b>	Leakage of personal information of suppliers/contractors
<b>Right holders</b>	Suppliers and contractors
<b>Vulnerable groups</b>	General suppliers especially elderly and people with disabilities
<b>Nature of risk in vulnerable groups</b>	Employees who have the right to access personal data of suppliers and contractors may commit data breaches and utilize data for non-work-related purposes. This can result in financial losses, damage to credit ratings, and significant personal hardships for the affected individuals.
<b>Mitigation plan</b>	<ul style="list-style-type: none"> <li>• Promote data governance and confidentiality classification standards.</li> <li>• Establish employee guidelines for security and data protection implementation.</li> <li>• Utilize the Data Loss Prevention system</li> <li>• Set up AIP (Sensitivity Menu in O365 applications) for employees to control e-mail content while sending and receiving.</li> <li>• Raise employee awareness regularly.</li> </ul>
<b>3. Data security and privacy</b>	
<b>Activities at risk</b>	Cyber-attack such as malware, ransomware
<b>Right holders</b>	Customers
<b>Vulnerable groups</b>	Children, People with disabilities, Elderly
<b>Nature of risk in vulnerable groups</b>	Despite existing data security and privacy measures, breaches could potentially be high severity, impacting customers and risking human rights violations by exposing personal information, financial records, intellectual property, or other confidential data
<b>Mitigation plan</b>	<ul style="list-style-type: none"> <li>• Raise awareness of cyber threats among employees.</li> <li>• Prepare documents and practice the Cyber Security Incident Response process in the event of an attack.</li> <li>• Improve the system to be more secure by installing effective software that detects and prevents malware and ransomware</li> <li>• Ensure regular data backups</li> </ul>

## 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](mailto: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 abuses. 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 2022, some leaks of AIS customers' personal data concerning their overall internet usage were found, but the information caused no financial damage. However, AIS undertook its remedial efforts, preparing a handbook specifically for those affected in this incident and helping monitor access to information from suspicious websites. Moreover, the Company fixed the procedure to access information and test its efficacy to serve as a remedy for those affected and prevent the similar incident from happening in the future.