

HUMAN RIGHTS

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 rights by issuing its Human Rights Policy in 2018, with contents in accordance to the United Nations Universal Declaration of Human Rights and principles outlined by the International Labor Organization, and closely monitors the integration thereof into its overall business process. Please refer to [AIS's Human Rights Policy](#).

2. Human rights risk assessment

AIS consistently identifies human rights risks in its value chain and sets up mitigation processes. The Company recognizes the human rights practices of employees, customers and business partners and identifies whether there is any risk in relation to its value chain.

AIS business value chain

Primary activities (19)	Equipment providers	Network operation	IT operation	Operation	Product development and Content partnership	Sale and distributions	After sales
Network & IT infrastructure Mobile and FBB	NETWORK & SERVICE PLANNING	NETWORK IMPLEMENTATION & MAINTENANCE A				PRODUCT & SERVICE INSTALLATION/PROVISIONING C, D	
	ASSET and SITES ACQUISITION MGMT. A						
Products and services			IT SOLUTIONS	CHARGING & BILLING MANAGEMENT	PRODUCT DEV. (Enterprise & Consumers) C		
			NOVEL ENGINE EXECUTION (NEXT)		CUSTOMER EXPERIENCE (Service design / Customers life circle)	PRODUCT MARKETING (Commercial Strategy/ Segmentation)	
			CYBER SECURITY DATA PRIVACY			RETAIL & CHANNEL MGMT B	CUSTOMER SERVICE OPERATIONS SOLUTION
			DATA MANAGEMENT & BIG DATA ANALYTICS			ONLINE CHANNEL MGMT.	CUSTOMER RELATIONSHIP MGMT
						CALL CENTER B	
Devices Mobile devices and routers	DEVICE SOURCING C				DEVICE BUSINESS C		
Supporting activities (4)		CORPORATE MANAGEMENT (Legal), HUMAN RESOURCES MANAGEMENT (HUMAN RESOURCE MANAGEMENT, HUMAN RESOURCE DEVELOPMENT), FINANCIAL AND ACCOUNTING, PURCHASING/ PROCUREMENT D					

Moreover, conducting Human Rights Risk Assessment of the AIS business value chain, AIS thoroughly considers Human Rights issues and addresses them as follows:

- Children: With AIS service centers in the provinces posing a risk for child labor, AIS maintains a policy against employing anyone under the age of 18 years. This regulation is strictly observed at AIS Shops and AIS Telewiz outlets across the country, where annual checks are performed.
- Indigenous People: AIS always supports the hiring of local people through a just and equal employment process. The Company does not maintain any policy discriminating against indigenous peoples.
- Migrant Labor: Operations along the national border pose a risk of migrant labor issues. AIS supports the legal employment of migrant laborers, the protection of their rights and compliance with relevant laws.

- **Third-party Contracted Labor:** Commencement of business by AIS requires a variety of activities undertaken by its different departments. All processes must be planned to avoid any negative impacts, in particular to Human Rights.
- **Local Communities:** In expanding its network coverage, it is necessary for AIS to setup network stations in areas including communities. AIS pays great attention in this regard and plans thoroughly to avoid infringing on the rights of land owners. The Company makes sure to maintain two-way communication to avoid Human Rights issues.

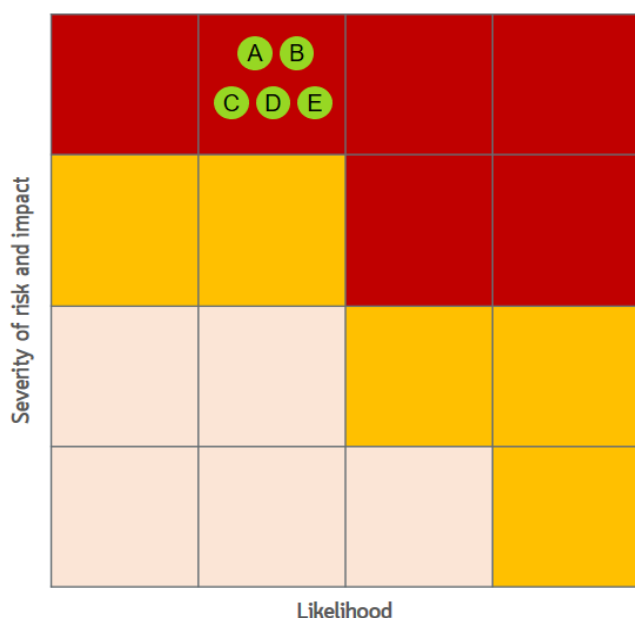
2.1 Human rights risk assessment process:



2.2 Human rights risk rating description:

Risk Rating		Description
	High	Immediate action required to control the risk
	Moderate	Action required to control the risk as appropriate
	Low	No action required/ Action is encouraged to mitigate risk

2.3 The Result of Human Rights Risk assessment



AIS has selected the following potential high rights issues:

- A: Working conditions
- B: Privacy Protection and Data Security
- C: Products and service safety
- D: Supply chain working conditions
- E: Freedom of Expression

2.4 Percentage of Main Activities with Human Rights Risks and Mitigation Plans

2.4.1. Own operation

100 % of Company main activities were assessed

47.8 % of activities in Company value chain were found with human rights issues

100 % of activities in direct operation with human rights issues had mitigation measures and remediation implemented

2.4.2. Contractors and Critical Tier 1 Suppliers

In 2019, AIS had 3,207 tier 1 suppliers identified using 4 criteria: high volume supply, critical component supply, non-substitutable supply and supply of high portion of products and services. A total 81 suppliers were identified as critical tier 1 suppliers.

AIS required critical tier 1 suppliers participate in the 2019 self-assessment, taking the following steps:

1. AIS sent a self-assessment form comprising questions related to ESG issues: Corporate Governance, Labor and Human Rights, Health and Safety, Environment and Energy Management, Data Privacy and Cyber security, Electronic Magnetic Energy, Anti-Bribery and Corruption
2. Critical tier 1 suppliers were required to assess their own operations, fill in the questionnaire form and return it to AIS. AIS, through its procurement team, reviewed answers from the critical tie 1 suppliers.
3. Critical tier 1 suppliers identified as high-risk according to AIS criteria were sent an official letter informing them they would have to implement a mitigation plan to remedy all risks. AIS also scheduled visits to all high risk local suppliers to discuss solutions and share practices serving as potential solutions.

Performance in 2019 on Critical Tier 1 Suppliers

AIS conducted risk assessment on critical tier 1 suppliers

100% of critical tier 1 suppliers had their operations assessed using the AIS ESG self-assessment form

37% of critical tier 1 suppliers were identified with high risk issues.

100% of critical tier 1 suppliers with high risk issues received an official letter from AIS.

50% of critical tier 1 suppliers with high risk issues had an onsite visit completed.

AIS performs risk assessments every 3 years via relevant departments including Risk Management, Corporate Compliance and Business Sustainable Development.

2.5 Risk Mitigation

Human Rights Issues	Activities at Risk	Vulnerable groups	Nature of Risk in vulnerable groups	Mitigation plan / Remediation actions
A: Working Conditions	<ul style="list-style-type: none"> - NETWORK IMPLEMENTATION & MAINTENANCE - ASSET and SITE ACQUISITION MGMT. 	Employees: <ul style="list-style-type: none"> - Field salesperson - Field engineer 	Field personnel who travel regularly to sites and different locations are exposed to long-working hours and may not have appropriately safe vehicles	<ul style="list-style-type: none"> - Emphasize safety standards through cooperation with leading educational organizations to introduce safety training courses and allow only qualified personnel to operate. - For travel safety: Periodic vehicle inspections and monitoring of appropriate vehicle life cycle. - Reduce travel distance by setting smaller operating areas, operating areas favoring employee abodes as to address health and safety concerns.
B: Privacy Protection and Data Security	<ul style="list-style-type: none"> - RETAIL & CHANNEL MGMT. - CALL CENTER 	General customers	Despite existing data security and privacy measures, breaches could potentially be high severity, impacting customers and risking human rights violations.	<ul style="list-style-type: none"> - Established the Data Protection Office (DPO), responsible for data privacy protection and serving as a focal point for protecting and monitoring data.

Human Rights Issues	Activities at Risk	Vulnerable groups	Nature of Risk in vulnerable groups	Mitigation plan / Remediation actions
				<ul style="list-style-type: none"> - Build awareness and understanding among all personnel. - Utilize the Data Protection Impact Assessment to identify and mitigate data privacy risks in new services. - Limit access to sensitive information and apply a range of data protection techniques covering storage, utilization and transmission to safeguard against private data leaks. - Set specifications for the data flow process and communicate with relevant agencies to ensure compliance therewith.
C: Product and service safety	<ul style="list-style-type: none"> - PRODUCT & SERVICE INSTALLATION/ PROVISIONING - DEVICE SOURCING - DEVICE BUSINESS 	General customers	Devices such as FBB's CPE (customer premises equipment) and mobile phones sold and distributed by AIS to customers can face quality issues, including threats to physical safety. Even with a low rate of occurrence, severity remains high.	<ul style="list-style-type: none"> - Strictly maintain and control standards for all products by carefully selecting materials to be installed at customer premises (housing for customer premises equipment (CPE) is made from UL94-V0 standard plastic (vertical burning), every DC power adapter model requires surge protection testing by the government sector (PTEC) etc. - House brand mobile phones and accessories are inspected carefully by Acceptable Quality Limit (AQL).

Human Rights Issues	Activities at Risk	Vulnerable groups	Nature of Risk in vulnerable groups	Mitigation plan / Remediation actions
D: Supply chain working conditions	<ul style="list-style-type: none"> - PRODUCT & SERVICE INSTALLATION/ PROVISIONING - PURCHASING/ PROCUREMENT - HUMAN RESOURCE MANAGEMENT 	Contractors of fixed broadband business	Some FBB contractors may not have appropriate safety/working-standards to ensure worker health and safety. As the main contract partner, AIS shall have certain measures help ensure that these contractors meet certain standards.	<ul style="list-style-type: none"> - Set standard safety measures requirements for contractors including sub-contractors (if any) starting at the procurement process. - Contractors and sub-contractors shall establish their own safety measures including providing necessary training. - Special certificates issued to trained staff for presentation to gatekeepers upon entry into working camp.
E: Freedom of Expression	- CORPORATE MANAGEMENT	General customers	AIS occasionally faces government requests to block certain websites. This may incur risks of violating the human right to freedom of expression.	<ul style="list-style-type: none"> - Balance freedom of expression and public and state policies which are, from time to time, issued so as to address social concerns, among others, the infringement of intellectual property. - Limit negative impacts by establishing efficient internal processes to control access to certain restricted information unless there is obvious supporting rationalization and officially requested by legitimate and competent authorities.