

19 August 2020

Subject: Request for cooperation in operating with transparency and sustainability

To: Retailers, Contractors, Service Providers

In the interest of **operating and expanding with transparency**, Advanced Info Service Plc. and AIS Group companies (AIS), as mobile telephone service business operators, have over the years requested retailers, contractors and service providers (herein referred to as “vendors”) adhere to the AIS Code of Business Ethics, Corporate Governance Policy and Anti-Bribery and Corruption Policy.

Moreover, vendors are encouraged to commit to **developing and performing with sustainability**, properly managing operations and serving as examples of compliance with legal and social regulations, showcasing responsibility towards their business, community, society and the environment as to maintain the trust of their clients and society at large alongside AIS.

AIS wishes to emphasize the following issues in 2020-2021 period:

1. Business Relations with AIS

Vendors are asked to acknowledge and understand the current **AIS Procurement Policy** with the following practices emphasized:

- All vendors selected for business relations with AIS, whether an individual or juristic entity, must reveal any board member, executive or employee of AIS whom is a stakeholder of the vendor or holds direct or indirect authority over the vendor’s operations prior to engagement with AIS. AIS retains the right to conduct its business as it deems appropriate.

- Vendor must not be a former employee of AIS who left the company no less than 1 year prior, this includes former employees of juristic entities who served as board members, partners, executives or employees with executive powers who were involved in the procurement process of the AIS related project whether directly or indirectly.

- AIS will not procure or communicate with vendors exhibiting the following characteristics:

- Colluders e.g. entities colluding to present a bid
- Corruption or that engaged in practices that could be construed as corruption or bribery
- Financially unstable
- Selected bidders who cancel or refuse to comply with bidder conditions
- Have exhibited severely poor performance e.g. caused severe harm/damage or violated contract conditions

- Abandoned a public or private undertaking

- Vendors on the AIS Blacklist in compliance with regulations and guidelines pertaining to individuals/juristic entities that appear on the blacklist barring engagement with AIS and AIS Group. AIS retains the right to list entities on its blacklist as it deems appropriate.

2. Anti-Bribery and Corruption Policy

AIS pledges to conduct its business operations with strict adherence to ethical principles, to not engage in corruption, to not accept bribes, to not accept gifts, to not take part in celebratory functions exceeding social and trade norms or for the purposes of the sale of improper goods and/or services or operate outside of legal parameters. Examples of the ethical conduct AIS is committed to upholding include:

1. Not accepting money, goods or benefits from vendors in exchange for performing the duties of one's employment position.
2. Not engaging in any transaction for the personal benefit of an AIS employee or executive.
3. Not accepting gifts or hospitality from vendors.
4. Not taking part in celebratory functions exceeding social and trade norms.
5. Not demanding vendors fund the purchase of gifts in support of the internal celebratory functions of AIS or other agencies.
6. Not accepting involvement in seminars or trips for personal purposes and/or that have hidden agendas and not accepting pocket money for attending seminars or trips both domestic or international from vendors.
7. Not accepting payment for the personal expenses of AIS employees or executives.
8. Other practices AIS deems necessary to maintaining its ethical operation and compliance with legal and social regulations.

3. Executive or Employee Acceptance of Assets from Vendors or Parties Relevant to AIS Operations

Executives and employees must not accept assets from vendors or parties relevant to AIS operations under any circumstances or during any occasions or celebrations and are advised as follows:

Compensation for Assistance of External Agency such as serving as a speaker, acceptance of a gift or souvenir valued at no more than 5,000 Baht is allowed barring the compensation being a stock, gold, jewel, real estate or ICT equipment and must be within the criteria and standards of the external agency.

Souvenirs or Raffle Prizes, if an executive or employee takes part in the function of an external agency as a representative of AIS, acceptance of a souvenir that is non-monetary or not equivalent to cash money, a stock, gold, jewel, real estate or ICT equipment is allowed if the souvenir is provided to general attendants of the function or via a wide raffle and was not intended to influence the decision making or performance of the executive or employee and is not valued at more than 5,000 Baht.

Presentation of an Asset, if a vendor and/or party relevant to AIS operations presents an asset to an AIS executive or employee, the presenter must be asked to revoke the presentation and return with the asset.

Executives and Employees of AIS have a duty to inform and recapitulate AIS guidelines on accepting gifts, souvenirs and others benefits to the executives and employees of vendors or parties relevant to AIS operations with which they are in regular coordination either in writing or orally on a regular basis. In the event an executive or employee of a vendor or party relevant to AIS operations violates or resists these such guidelines, AIS retains the right to terminate their contract with AIS as a vendor or party relevant to AIS operation immediately.

4. Guidelines for Inspections, Seminars and Field Trips for Executives and Employees

Inspections, seminars and field trips, executives and/or employees may request attendance of an inspection, seminar or field trip as is appropriate and beneficial to AIS. If approved, AIS will settle any travel and accommodation costs and daily or related expenses as dictated by relevant regulations.

Proof of Concept Tests for Equipment, Innovations, Concepts, Practices or Other Prior to Procurement, in common practice AIS will settle any travel and accommodation costs and daily or related expenses as dictated by relevant regulations. However, if it becomes apparent that allowing the vendor to settle travel and accommodation costs will provide equal opportunity for the vendor to present their good or service, or there is an otherwise urgent circumstance, it may be decided to allow the vendor to settle travel and accommodation costs on a case-by-case basis as deemed appropriate.

Operation in Accordance with Contractual Arrangements, in the event an executive and/or employee must travel to a vendor's location to engage in an operation in accordance with contractual arrangements between AIS and the vendor, such as to perform an Acceptance Test for a novel piece of equipment prior to connection with the AIS system or for training as part of the contractual agreement, the party indicated in the contract will be responsible for travel and/or accommodation costs of the executive and/or employee performing the operation.

Executives and Employees of AIS have a duty to inform and recapitulate AIS guidelines on attending inspections, seminars and field trips to the executives and employees of vendors or parties relevant to AIS operations with which they are in regular coordination either in writing or orally on a regular basis. In the event an executive or employee of a vendor or party relevant to AIS operations violates or resists such guidelines, AIS retains the right to terminate their contract with AIS as a vendor or party relevant to AIS operation immediately.

5. Sustainable Business Operation

In accordance with its sustainable business strategy encompassing Environment, Society and Governance or ESG both at present and into the future, AIS expects to receive the following support and cooperation from vendors:

1. **Environment** - that resources be efficiently utilized and the natural environment impacted by AIS operations be provided care.
2. **Social** - that human rights and the well-being of society both within and beyond the company be considered, that human resources are managed justly and with equality, that employee health and safety is protected and that social responsibility and good relations with surrounding communities are upheld.
3. **Governance** - that a good governance policy is maintained, that corruption is combatted and operations are conducted with transparency and care is provided to the interests of stakeholders.

AIS believes that vendors who devote importance to ESG will be able to create a balance between their short and long term goals while positively impacting society, achieving sustainable growth in the long term while also caring for society.

AIS has employed an effective system for registering and selecting vendors to ensure they will be able to deliver goods and/or services as needed. Evaluation of vendors includes criteria determined by AIS as well as ESG considerations and is administered using a vendor evaluation questionnaire. Once a vendor is approved, AIS procurement will forward a notification and add them to the system's Approved Vendor List (AVL).

In conclusion, AIS is hopeful to receive the cooperation of its vendors and gives its sincerest thanks for their continuing support.

With respect,

(Somchai Lertsutiwong)

Chief Executive Officer

Advanced Info Service Public Company Limited

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NOTICE: Links

ประมวลจริยธรรมธุรกิจ: http://www.ais.co.th/sustainability/policy/thai/Code_of_Business_Ethics_TH_%2027_July_17.pdf

Code of Business Ethics: http://www.ais.co.th/sustainability/policy/english/Code_of_Business_Ethics_EN_%2027_July_17.pdf

นโยบายกำกับดูแลกิจการ: http://www.ais.co.th/sustainability/policy/thai/Corporate_Governance_Policy_TH.pdf

Corporate governance policy: <http://www.ais.co.th/sustainability/policy/english/01%2020150710-advanc-cg-policy-en.pdf>

นโยบายต่อต้านการให้หรือรับสินบนและการคอร์รัปชัน:

http://www.ais.co.th/sustainability/policy/thai/Anti%20E%80%93%20bribery_and_Corruption_policy_TH.pdf

Anti-Bribery and corruption: http://www.ais.co.th/sustainability/policy/english/03%202017%20Anti-Bribery%20and%20Corruption%20Policy_Eng_%208_%20Nov%2016.pdf

VDO-จรรยาบรรณธุรกิจ:

<https://www.youtube.com/watch?v=0PEPVYhFa2w>

<https://youtu.be/Ec8fsghjgWk>

<https://www.youtube.com/watch?v=-ovHVvMU3i0&t=1s>

https://youtu.be/_8PWha_qRc0

<https://www.youtube.com/watch?v=WS-z79bkPEY&feature=youtube>

รายการ "คู่มือรู้ กับ Ethics Clinic":

<https://www.youtube.com/watch?v=YJNOtxHrle4&t=241s>

<https://www.youtube.com/watch?v=mQobOUAPv0M>

<https://www.youtube.com/watch?v=hCv8PmvWDMU>