



# Supplier Code of Conduct

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Advanced Info Service Public Company Limited  
and its subsidiaries

## **PREAMBLE**

### **AIS' Business Philosophy and Concept:**

- To be the leader in business.
- To focus on creative thinking and adherence to excellence.
- To create the best in customer service and satisfaction.
- To focus on decentralization and organization flexibility.
- To act morally and honestly in every business transaction.
- To believe in teamwork and clear communication in the Company and with Partners.
- To dedicate the Company to serve society.

### **Objectives**

This Supplier Code of Conduct of Advanced Info Service Public Company Limited, and its subsidiaries, hereinafter collectively referred to as **AIS Group**, has been formulated as the primary practice standard for all individuals and juristic persons who act as Supplier (hereinafter including Partners), those companies or organizations who are going to be AIS Group Supplier, other than the agreed trading conditions, contracted or to be contracted. The AIS Group Supplier Code of Conduct (**the Code**) is the reference framework and is in line with AIS Group Code of Business Ethics, AIS Group Anti-Bribery and Corruption Policy, the UN Guiding Principles on Business and Human Rights and the Ten Principles of UN Global Compact. The Supplier Code of Conduct is in addition to the AIS Group Code of Business Ethics.

### **Scope of Enforcement**

All Suppliers, including any parent company, subsidiaries and affiliates will be expected to fully comply with the Code and is also applicable to Supplier' subcontractors, individual persons or a company.

### **Supporting for Practice**

AIS Group is willing to provide knowledge and related activities to support Supplier understand and achieve the Code. AIS Group may seek to visit any partner or supplier to check adherence to the Code to ensure that Supplier fully understand and comply with the Code.

### **To comply with legal and other relevant regulations**

Other than the trading conditions, contractual contracts, mutual agreements and this Supplier Code of Conduct, AIS Group expects that Supplier shall fully operate its business according to Thai law and related business regulations and the laws and related business regulations of any country from which Supplier operate from and/or are legally registered.

## 4 Principles of AIS' Supplier Code of Conduct

### 1. Ethics and Anti-bribery and Anti-Corruption

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- AIS Group supports Supplier to perform and operate their business with due responsibility to their stakeholders, including customers, business partners, creditors, competitors, shareholders, employees and the environment, based on the principles of transparency, straightforwardness and honesty.
- Products and/or services to be provided, sold and distributed by Supplier must be in accordance with the agreed trading conditions or contract.
- AIS Group will not support any action which benefits any Supplier and are inaccurate, unfair, discredits their competitors, or against good governance in free competition or do not abide by the laws and regulations of Thailand or those countries where direct or indirect intermediaries conduct or represent the Supplier business interests.
- Supplier must actively guard against and prevent any illegal disclosure of any business related information, including, but not limited to trading conditions, business tenders, contracts and mutual agreements and customer data privacy. Any such information must not be disclosed or wrongfully used or used without permission. AIS Group reserves the right to seek assurances that Supplier/Partner will maintain appropriate policies and systems to protect against illegal disclosure of any business related information.
- Supplier shall respect and not to infringe against the intellectual property right(s) of other parties, either intentionally or presumably.
- If any employee of AIS Group has any business interest, directly or indirectly, with any Supplier, the employee must immediately disclose his or her relationship prior to conducting any business arrangement or entering into any business transaction to prevent any conflict of interest between AIS Group and any Supplier.
- AIS Group shall not support any Supplier to accept, transfer, convert, illegally obtain assets or support such actions insofar as they are related to illegal activities or money laundering.
- AIS Group strongly encourages Supplier to study the AIS Group Code of Business Ethics and AIS Group Anti-Bribery and Corruption Policy available on AIS website <http://investor.ais.co.th> as a guide to doing business honestly and transparently.

## 2. Labor Practice and Human Rights

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- AIS Group encourages Supplier to understand and strictly comply with the provision of law in accordance with labor practices and human rights.
- Supplier shall not employ Child Labor younger than the legally required minimum age as required by the law. In the case of age over the requirement but still considered as child labor, those children shall be protected according to the law and shall not be assigned to undertake any work considered to be hazardous to body and mind.
- Supplier shall not employ any illegal labor or involuntary labor through threats, intimidation, violation, coercion and slave labor and shall not perform any acts related to human trafficking or the violation of human rights.
- Supplier shall provide principles related to compensation, benefits and welfare for employees according to the least minimum standard specified by the law. Supplier shall not exploit labor nor force employees to involuntarily work overtime. Supplier will provide all employees with vacation as specified by the law.
- Supplier shall respect and provide equality and fairness in relation to the employment, welfare and compensation to all employees. Supplier shall not discriminate against employees regarding any differences of age, gender, nationality, race, religion, education, social status and physical disability.
- Supplier shall comply with the relevant laws for the right of employees to associate or become members of a labor union to suggest or complain about employee benefit issues. However, in the case that any business, which is not subject to the provision of law for such matters, AIS Group encourages all Supplier to provide guidance for employees to propose suggestions and state complaints.

### **3. Occupational Health and Safety (OHS)**

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- Supplier shall study and comply with the legislative acts related to Occupational Health and Safety at work, including safety regulations issued by AIS Group in relation to OHS.
- Supplier shall provide an environment which is hygienic and safe for employees and related people to work in to prevent loss of life and prevent injuries and illnesses from working.
- Supplier shall provide welfare healthcare to employees, not less than the minimum standard as required by law.

### **4. Environment**

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- Supplier shall study and comply with the legislative acts related to the Environment.
- AIS Group supports Supplier to operate its business in accordance with environmentally friendly principles and in an environmentally responsible manner; for example, the efficient and effective utilization of natural resources and awareness of environmental impact through its business operations and the minimization and safe elimination of waste materials.

## **Materiality**

### **Conflict Minerals**

AIS Group will work to try and ensure that metals from conflict areas do not enter its supply chain and to comply with the relevant laws.

### **Supplier Management and Sustainable Development**

- **Performance Reporting**

Reporting on its environmental and social performance to key internal and external stakeholders in a transparent and honest manner, in keeping with best practice reporting standards and applicable regulatory requirements, is an expectation AIS Group has for all its supply chain. Supplier' standard business operations are encouraged to incorporate management of, and reporting on, the progress of their internal sustainability plans, diversity initiatives and workplace practices and policies. These reports should be provided to AIS Group if available, and upon request.

- **Information sharing**

AIS Group's expectation of its Supplier in the context of sustainability is that they use their influence to engage with their own Supplier to achieve the objectives outlined in the Supplier Code of Conduct.

AIS Group has a framework in place to assess the social and environmental performance of our Supplier. We ask Supplier to provide us with information about how they manage the social and environmental issues associated with their business as a standard part of our tender process and conduct regular contract reviews. This includes how Supplier identify and manage risks to their business, whether they have systems to minimize their environmental impact, details of their employment and health and safety practices and whether they engage with their internal management, customers and community.

Supplier are requested and expected to embed similar principles to manage their own environmental and social performance to ensure they meet the minimum requirements as detailed in this document.

To the extent that a supplier has any concerns with the requirements of this code, or believes that they could potentially be in breach of any aspect of their business operation, it is the supplier's obligation and responsibility to proactively inform AIS Group of these risks or issues. AIS may, from time to time, conduct onsite evaluations and inspections of its Supplier facilities, and those of their subcontractors supporting AIS's operations, and to review progress to implement and adhere to the Supplier Code of Conduct. AIS undertakes to conduct on-site evaluations no more than once in any two year period.

- **Monitoring and Evaluation**

In line with our own commitments, Supplier to AIS Group are required to engage and manage their own Supplier regarding their social and environmental impacts and performance. When requested, Supplier are requested and expected to provide honest and transparent responses to AIS Group Supplier self-assessment. AIS Group may, from time to time, conduct onsite evaluations and inspections of its Supplier's facilities, and those of their subcontractors supporting AIS Group's operations, and to implement and adhere to the Supplier Code of Conduct. AIS Group undertakes to conduct on-site evaluations no more than once in any two year period.

## **Related policies and Contact point**

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### **Related policies**

1. AIS Group Code of Business Ethics.
2. AIS Group Anti-Bribery and Corruption Policy.
3. AIS Group Reporting and Investigation of Misconduct and or Fraud Investigation Policy.

For more information, please login to: <http://investor.ais.co.th>

### **Contact point**

For further information or reporting any violations to this Supplier Code of Conduct, please contact:

Tel. 020293310

Fax: 020293330

E-mail: [aisbusinessethics@ais.co.th](mailto:aisbusinessethics@ais.co.th)