

## AIS Occupational Health and Safety

AIS conducts engagement activities to promote health and positivity among its workforce alongside activities to enhance relations and employee engagement. AIS maintains policies and activities to strengthen its human resources and promotes a highly exceptional workplace, looking towards the next-generation of its workforce.

### 1. Flexible Working Hours

- AIS staff policy promotes flexible working hours for employees, allowing staff to discuss and conclude work start and finish times with their supervisors. Full-time employees are nonetheless required to meet the minimum requirement of 8 hours work per day.
- Since 2018, the company has stopped using a clock-in/clock-out system, with only employees who would like to work overtime clocked.
- During the COVID-19 pandemic in early 2020, employees were given the flexibility through agreements with supervisors to start and end work outside of normal hours to minimize large gatherings and exposure to congested public transportation. In addition, the company implemented “Flexible Lunch Hours” at its key buildings (i.e. AIS tower 1 & tower 2) to avoid congestion in canteens and elevators.

Lunch Hour Start Time	Proportion of FTE
11:00 a.m.	23%
11:30 a.m.	24%
12:00 p.m.	29%
12:30 p.m.	24%
Total FTE	100%

### 2. Work from Home

AIS permits its employees to Work from Home (“WFH”), especially under special circumstances or situations in which the company implements a business continuity plan (BCP) i.e. pandemics or crisis situations deemed to pose a risk of negative impact to employees. During a WFH period, employees are required to follow WFH guidelines.

- During a WFH period, the company provides relevant support, including increased data for mobile packages, WFH guidelines, necessary electronic devices, special home internet packages, technological platforms, employee performance tracking and reporting systems, employee communication channels, Podcasts, etc.
- The company provided WFH related training to its employees through “WFH: How to get the job done?” a special session hosted by Phayathai 2 hospital via its official YouTube channel.
- Acknowledging the need for people with disabilities to WFH, the company permitted its disabled call center staff to WFH, providing computers and programs so that they could effectively perform their duties from home.
- The company considers to support the groups of disabled employees able to full-time work from home. As well as supporting equipment for more efficient work such as computers and software programs to facilitate and reduce travel risks.

#### 2.1.WFH Guidelines

WFH guidelines aim to provide a general framework and guidance to keep teams intact, while continuing to deliver team performance as good as or even better than in normal circumstances in spite of a dynamic and psychologically stressful period such as the COVID-19 crisis. Heads of business units are empowered to adapt to WFH requirements and guidelines to suit their units work flow. The guidelines include recommendations on

healthcare while working at home, including proper sitting posture, choosing an ergonomic chair and appropriately setting work hours.

## Checklist Setting Up Working From Home



Topic	Essential Details
Set "Ground Rules"	<ul style="list-style-type: none"> <li><input type="checkbox"/> Install and gain access to and test Microsoft Teams, Microsoft Office 365 and Zoom for backup</li> <li><input type="checkbox"/> Understand, acknowledge and strictly follow the Working From Home policy</li> <li><input type="checkbox"/> Schedule 8.30am check-in time and every 3Hr check-in to line manager</li> <li><input type="checkbox"/> Set up comfortable/quiet/productive work space at home</li> </ul>
Establish the way of working	<ul style="list-style-type: none"> <li><input type="checkbox"/> Keep your calendar on Outlook up-to-date and be extra explicit about what your day looks like</li> <li><input type="checkbox"/> Proactive use 1:1 check-ins with team members to maintain content engagement</li> <li><input type="checkbox"/> Regularly review what norms are working/not working and re-experiment as needed</li> </ul>
Leverage technology	<ul style="list-style-type: none"> <li><input type="checkbox"/> Use Video Calls whenever possible (one-on-one or group calls). It helps maintain team engagement</li> <li><input type="checkbox"/> Log into Microsoft Teams and adjust notification setting to ensure you don't miss any contact</li> <li><input type="checkbox"/> Use Microsoft OneDrive as master data storage for the team so everyone can access them from anywhere</li> </ul>

### AIS WFH (Do's and Don'ts)

WFH Items	Do's	Don'ts
<b>Location</b>	<ul style="list-style-type: none"> <li>• Work from a secure and private location at home.</li> <li>• Connect to a secure network.</li> </ul>	<ul style="list-style-type: none"> <li>• Work in communal spaces (e.g. coffee shops, cafes or other location exposed to public)</li> <li>• Connect to an unsecured network (e.g. public WiFi.)</li> </ul>
<b>Interacting with Colleagues</b>	<ul style="list-style-type: none"> <li>• Limit physical interactions with colleagues (especially those under quarantine, strictly stay home and isolate from others).</li> <li>• Send sensitive information across secured channels only and with encryption if possible.</li> </ul>	<ul style="list-style-type: none"> <li>• Co-locate or interact with colleagues outside your assignment.</li> <li>• Send sensitive information via social media and chat tools or other un-encrypted channels.</li> </ul>
<b>Working Hours</b>	<ul style="list-style-type: none"> <li>• Be present and available during working hours or as assigned by line manager.</li> <li>• Adhere to agreed team norms (e.g. responsible times)</li> </ul>	<ul style="list-style-type: none"> <li>• Diverge from agreed team norms without notifying your line manager.</li> </ul>
<b>Eligibility</b>	<ul style="list-style-type: none"> <li>• Check with your manager and HR business partners whether you are eligible for working from home (WFH).</li> </ul>	<ul style="list-style-type: none"> <li>• Assume you are eligible for remote working or WFH without checking.</li> </ul>

### Key Elements for an Effective Distributed Team

Define

- Clarify expectations for the remote work model
- Create a productive working environment

- Establish processes for monitoring work planning, productivity and deliverables

Communication

- Explicitly define the team collaboration model
- Ensure easy access to communication across teams & organizations
- Leverage the full suite of available technology

Connect

- Mimic in-office interactions to maintain cohesiveness and morale
- Create virtual social intimacy

Fit From Home (FFH) activities

During a WFH period, AIS Wellness Program invites all AIS employees to post pictures and VDO demonstrating their exercise at home via social media with the hash tag #aiswellnessfitfromhome The objective of this activity is to encourage staff to engage in exercise while working from home.

**3 Maternity, Paternity & Child Contribution**

AIS places great emphasis on the welfares of its male and female employees, including their children.

Objectives

- To promote work-life-balance for all employees and to promote the family institution.
- To ease the employees' burden (i.e. financially) and to provide their children with opportunities to engage in fun and knowledgeable activities after school hours and during summer breaks.
- To allow female employees to recover from labor and then to take care of their new born babies through maternity leave and breastfeeding rooms.

**3.1 Maternity Leave**

- Pregnant employees are permitted to take maternity leave for a period of 98 days in accordance with the amended Labor law. They are also entitled to 45 days' wages. The other 53 days will be compensated by the Social Security Office. If maternity leave must be extended, employees may file a request for business leave.
- AIS Wellness Center provides breastfeeding rooms (reserved for privacy and hygiene purposes) for those female employees who need to express milk at work.

	2016	2017	2018	2019
Number of Maternity Leave Requests (person)	280	304	279	256

**3.2. Paternity Leave**

- A 10-day business leave is offered to employees. AIS Employees can apply for 10 days paid paternity leave to take care of their spouse and new born baby.

### 3.3. Child Contribution

Opportunity for Staffs' Children to Play, Learn & Engage in Fun Activities

- Staff's children are given opportunities to interact, learn and engage in enriching activities.
- Staff are allowed to bring their children to the workplace during work days and school breaks (summer). These children are provided access to the co-working space, AIS library and Chill Out zone (The space which provided for relaxation and exercise for AIS employees such as fitness center, relaxing area, singing room)
- Children are given opportunities to attend fundamental coding course "Ozobot" which allows them to learn how to write basic computer code for controlling robots. In 2019, 20 children participated in the Ozobot program.
- A vast amount of learning resources (i.e. online resources and books) are provided to AIS children and they are allowed to participate in art projects (i.e. handicrafts & drawing). These learning resources allow the children to learn new skills, demonstrate their creativity and encourages them to read and learn about topics that match their interests. Encouraging reading, staff children may log-in to the "ReadDi" application – a reading platform - via their guardian's devices and access an array of reading materials (i.e. e-books). In addition, children may select any book or resources that matches their interests. These resources aid staff supervising their children in the afternoon and evening.
- Staff children whose academic performance meet Company requirements are entitled to scholarships. Intouch Group provided scholarships to staff children as detailed below:

Year	Numbers of Scholarships Provided to Staff's Children (Person)	Scholarship Amount (Baht)
2019	961	6,476,000
2018	913	6,122,000
2017	843	5,614,000

### 4. Occupational Health and Safety Committee at AIS

The OHS Committee was established in accordance with the Occupational Safety, Health and Environment Act B.E. 2554 and other relevant regulations. The Company has established both centralized and regional OHS committees to supervise and oversee occupational health and safety issues, resolve OHS issues and to better serve any urgent OHS concerns among its employees both at its headquarters and regional offices across Thailand.

#### OHS Committee roles and responsibilities

OHS Committee roles and responsibilities include, but are not limited to the followings:

- Consider occupational health and safety policies and plans encompassing safety measures to prevent or minimize accidents, illness or any disturbance caused by work or an unsafe workplace;
- Report and propose measures or amend practice guidelines for consistency with laws concerning occupational health and safety, including employers' safety measures to promote a safe workplace for employees, subcontractors and other external parties that enter the Company premises or those that utilize its service;
- Promote and support workplace safety related activities;
- Consider workplace safety requirements and manuals including propose workplace safety measures to the employer;

- Investigate occupational health and safety related operations and examine statistics relating to accidents within the workplace at least once (1) a month.
- Consider occupational health and safety projects or training related to roles and responsibilities of employees, supervisors, employers and all personnel and propose this plan to the employer in due course;
- Establish a report system in which every employee may file a report concerning unsafe workplace conditions;
- Conduct follow-up on proposals made to the employer;
- Report annual results, including identified problems, obstacles and recommendations made to the OHS committee to the employer;
- Conduct assessments on occupational health and safety in the workplace;
- Perform any other duties related to occupational health and safety according to the employers' instruction.

(Example) Safety, Occupational Health and Working Environment Policy

**Announcement**

**No. AIS HR 9 003/2561**

**Re: Safety, Occupational Health and Working Environment B.E. 2561 (2018)**

Advanced Info Service Plc. and AIS group of companies, digital life service providers, operate three (3) businesses, namely; mobile service, fixed broadband service and digital content. We strongly believe that our successful and sustainable business is founded on employees, partners and related parties. These parties must appropriately be able to work in a safe and healthy working environment. In this regard, the Company is determined and intends to strictly comply with the following requirements:

1. The Company shall comply with rules and regulations pertaining to safety, occupational health and working environment;
2. The Company believes that it is the duty of its executives and employees to prevent any loss arising from accident/sickness in the workplace;
3. Every employee shall strictly comply with preventive and control measures as specified by the Company in order to promote safety among employees, the surrounding community, society and related persons;
4. Every employee shall be aware and knowledgeable of controls, prevention and minimization of operational risks, compliance with the safety handbook, utilization of devices to prevent danger in their area of occupational health and safety and with impacts on the environment in order for every employee to achieve good quality of work;
5. Employees at all levels, including related parties, shall receive consultation, along with advice and knowledge as well as possess the capacity to perform duties sufficiently, and be responsible for and become part of a safe occupational and working environment.

Announced on 23 January 2018

Chief Executive Officer

Advanced Info Service (Plc.)

## 5. Healthy and Safe Working Environment

### 5.1 Ergonomic and Safe Workplace

AIS Health Care Center promotes a healthy lifestyle consistent with ergonomic workplace principles through the following actions:

1. Arranged to have hospital physicians specialized in the area of ergonomics and physical therapists dispense advice to individual employees about Office Syndrome both in terms of prevention and treatment.
2. Effectively rearranged treatment schedules with physical therapists to result in 20% more employees requiring physical therapy being treated.
3. Facilitated physical therapists meet with employees suffering Office Syndrome to provide advice on sitting position and work table/chair setup.
4. Provided ergonomic chairs for employees suffering Office Syndrome.
5. Coordinated with Building & Facility Team on ergonomic design for a new office.

From 2018 and 2020, new table and chairs were purchased and placed in several departments across the Company to promote a modern and ergonomic workplace.

5.2 Light and Illumination AIS conducts indoor office lighting inspection in every office annually to ensure lighting conditions are up to standard and sufficient for employees to work.

- AIS uses high quality light bulbs that consume low levels of electricity.

### 5.3 Noise Control

- AIS 1) conducts annual workplace noise level inspections to ensure none of its workplaces is subjected to more than 85 decibels as required by law, 2) controls the sound level at its Generator Room, the highest noise area of its building, to not exceed 85 decibels.
- The Company provides Personal Protection Equipment (PPE) for employees who have to access certain areas for a long period of time as an additional measure to reduce impact on their hearing.

### 5.4 Indoor air quality, humidity and temperature

- AIS conducts indoor air quality checks every month to ensure the following 1. air quality does not exceed the standard value of 1,000 PPM (referencing the indoor air quality monitoring standard from Department of Environmental Health, 2. that maintenance on ventilation systems is performed including changing air filters at every office at least once a year or whenever indoor air quality measurements exceed the standard value.
- AIS conducts inspections on the following: 1) quarterly inspection on indoor humidity in every office, 2) implementation of regular preventive maintenance on the Ventilation System and Air Conditioning System at least once a year. In case an Indoor Humidity inspection detects less than standard value, ad-hoc maintenance is initiated to ensure humidity is under control.
- AIS manages office temperature as follows: 1) conducts daily monitoring on temperature in every office to ensure that the temperature is between 23 -25 C, 2) implements regular preventive maintenance on the Ventilation System and Air Conditioning System at least once a year.

### 5.5 Stress Management (by AIS Wellness)

- AIS consistently devotes attention to sharing and educating its staffs with useful information relating to “stress management” aimed at helping them deal with pressure effectively. Staff are provided access to the AIS Wellness Program to alleviate personal anxiety and stress. Key activities were as follows;
  1. Communicated stress management information and tips via various internal communication channels, i.e., notice boards, leaflets, posters, etc., in order to raise awareness and share stress handling technics.
  2. Stress management tips and related knowledge were included in the digital learning platform “LearnDi” that every employee can access.
- Stress Management training courses are conducted under the AIS Wellness project throughout the year. A total 14,080 employees have joined in training with the number of participants increasing by 7,024 from 2,017-2019. The programs focused on the 4E’s: Eating (diet and food choices), Emotions (mental and emotional health), Exercise (fitness and movement for a healthy lifestyle), and Economics (financial savings). Special guest speakers were invited to educate staff seminars including:
  1. Courses for supervisor level employees aimed to equip them with necessary supervisory skills to reduce stress caused by inappropriate subordinate management.
  2. Special meditation sessions and Buddhism principles seminars to help employees understand the nature of stress and coping methods.
  3. The Power of Love, training to transform the power of love to form inner self- support.
  4. Personal financial health training seminars for employees to help them better manage personal finance and avoid financial mismanagement.
  5. Health and Physical Exercise Training” to craft exercise habits in order to reduce stress
  6. The “Learn from Past Mistakes” Project, held to inspire employees in their work and lives, encourage them to think, act, and prepare themselves to learn from their past mistakes.

### 5.6 Other Health & Safety Measures & Activities

AIS conducts fire drills for each of its office buildings on annual basis. All employees are required to participate and check in via QR code to ensure their participation in the drill.

### 5.7 Health & Nutrition

The Company was awarded “Thailand Best Employer Brand Awards” in 2018 in the field of “Managing Health at Work” by the World HRD Congress for its relentless contribution toward and providing of support to promote excellent health care to its employees. From 2018 to 2020, the following activities were organized to educate and to promote good health among employees:

- “AIS Wellness Cuisine”, a seminar led by a well-known nutritionist providing knowledge about cooking healthy and delicious food,
- Employees were educated on standardized values of body mass such as fat, muscle mass and bone mass, so that they may monitor their own health,
- VDO clips were disseminated via internal communication channels to communicate “Health Guidelines” to help employees improve their lifestyle.
- Programs and activities were shared via the AIS social intranet for employees who were unable to attend the seminar,

- The “Three-Month-Fat-Burning Challenge” activity was organized for employees to participate in and recognize the dangers of excess weight and to promote daily exercise to reduce weight,
- Free flu shots were provided to every employee, including their family members (spouse & children).

**Other Health & Wellness Training & Seminar**

Summary of Health and Wellness Seminars and Training (2018-2020)			
No.	Health & Wellness Programs	No. of Participants	Training Hours
1.	Herniated Nucleus Pulpous (Neck and Back) knowledge and prevention	199	1 hour
2.	Physical Therapy: knowledge on “Office Syndrome”	100	1 hour
3.	COVID-19 awareness and prevention No.1	71	2 hour
4.	COVID-19 awareness and prevention (LIVE)	40	1 hour
5.	Worrisome on COVID-19: I have to survive (Facebook Live: by Phayathai 2 hospital)	N/A	40 minutes
6.	Work from Home (WFH) how to get the work results (YouTube)	N/A	N/A
7.	Stress Management (YouTube)	N/A	N/A

5.8 Health Insurance

The Company provides its staff with insurance policies in case they need to visit hospital. The insurance helps minimize the cost of employees’ healthcare.

In early 2020, the Company purchased COVID-19 insurance for all of staff to ensure that they would have access to medical care during the outbreak of COVID-19. The company also handed out free masks and vitamins to employees.

5.9 Occupational Health & Safety Training & Development

OHS Training Programs	Objectives
1.Occupational Health and Safety at Work (for new employees)	To strengthen knowledge and understanding related to occupational health and safety and to promote workplace safety
2.Safety Staff (executives)	To strengthen knowledge and understanding related to safety measures and protocols to prevent accidents
3.Safety Staff (managers)	To strengthen knowledge and understanding related to safety measures, safety assessments and detection, etc.



OHS Training Programs	Objectives
4.Safety Staff (technicians)	To strengthen knowledge and understanding related to workplace safety along with reporting and controlling dangerous incidents.
5.Safety, Occupational Health and Environment Committee (at work)	To educate committee members on laws governing occupational safety, health and environment as well as standards and practices.
6.Electrical Safety Measures at Work	To educate participants on laws governing electrical safety standards and preventive measures, along with tips to avoid electrical danger
7.Basic Fire Fighting	To educate participants on fire suppression, prevention, types of fire, etc.
8.Fire Evacuation Training for Responsible Staff	To educate participants on standard measures and laws governing occupational safety, health and environment, along with ways to minimize any loss of life and/or property
9.Advanced Fire Fighting Training	To educate participants with advanced fire suppression skills and system as well as knowledge pertaining to fire in the workplace, including fire assessment, fire suppression strategy, etc.
10.Basic First Aid Training	To educate participants on how to use AEDs safely, along with proper CPR and the basic function of the human heart.
11.Domestic Electrician Training	To educate, prepare and assess new electricians for professional certificate level 1
12.Oil Reserve Staff Training	To educate oil storage staff on safety principles and protocols to prevent accidents and to allow qualified staff to obtain oil storage I.D.
13.Working in Confined Place Training	To educate participants on knowledge and principles relating to protocols when working in confined places
14.Working on High Ground Training	To educate participants with knowledge, along with OSHA measures and regulatory requirements when working on high ground.
15.Working with Cables on PEA's Grid Poll	To educate participants with fundamental knowledge relating to communication cables on PEA grid polls.

AIS Occupational Health and Safety Index

GRI standard	Topic/Information	2016	2017	2018	2019
<b>GRI 403-8 Workers covered by occupational health and safety management system</b>					
	The numbers of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system				
	Male	41%	41%	41%	40%
	Female	59%	59%	59%	60%
	Total	100%	100%	100%	100%
	The numbers of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited.				
	Male	41%	41%	41%	40%
	Female	59%	59%	59%	60%
	Total	100%	100%	100%	100%
	The numbers of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited or certified by external party.				
	Male	41%	41%	41%	40%
	Female	59%	59%	59%	60%
	Total	100%	100%	100%	100%
<b>GRI 403-9 Work Related Injuries</b>					
	The numbers of fatalities as a work-related injury (full-time and part-time employees)				
	Male	0%	0%	0%	0%
	Female	0%	0%	0%	0%
	Total	0%	0%	0%	0%
	The number of high consequence work-related injuries (excluding fatalities)				
	Male	0%	0%	0%	0%
	Female	0%	0%	0%	0%

GRI standard	Topic/Information	2016	2017	2018	2019
	Total	0%	0%	0%	0%
	The number of recordable work-related injuries				
	Male	0%	0%	0.0196%	0%
	Female	0%	0%	0%	0%
	Total	0%	0%	0.0080%	0%
	The numbers of hour worked				
	Male	41%	41%	41%	41%
	Female	59%	59%	59%	59%
	Total	100%	100%	100%	100%
	Absentee Rate (AR) according to high-consequence work related injuries based on the recovery time (employee only)				
	Male	0%	0%	0%	0%
	Female	0%	0%	0%	0%
	Total	0%	0%	0%	0%
<b>GRI 403-10 Work-related ill health</b>					
	a. For all employees The numbers of fatalities as a work-related ill health				
	Male	0%	0%	0%	0%
	Female	0%	0%	0%	0%
	Total	0%	0%	0%	0%
	The numbers of cases of recordable work-related ill health				
	Male	0%	0%	0.0196%	0%
	Female	0%	0%	0%	0%
	Total	0%	0%	0.0080%	0%