

AIS Occupational Health and Safety

To promote occupational health, safety, and good workplace environment, AIS has incorporated the safety culture with an emphasis on personal safety of all workforce and effective safety process throughout our operations. We formulated the OHS policy, which was endorsed by Chief Executive Officer, to serve as a framework for the implementation of our health and safety principles. Our commitment in health and safety, which applied to AIS' trading partners and contractors, complies with the Occupational Safety, Health and Environment Act B.E. 2554, related regulations, as well as International Labor Standards on Occupational Safety and Health.

AIS reviews and updates our safety policy¹ to stay in line with OHS goals, occupational health and safety law and regulations. An annual action plan has been developed to manage our OHS ecosystem to ensure that our employees and facilities are safe and our OHS measures and practices are implemented in accordance with local and international standards.

AIS Commitment and Goals

AIS has worked on the goals of creating safety working environment and promoting health and wellbeing of employees and contractors. Our goals and implementation strategy focus on these 2 pillars:



¹ Reference to Safety, Occupational Health, and Working Environment Policy, please go to the following link for an original version <https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-policy-th.pdf>
For an English translation, please go to <https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-policy-en.pdf>

To achieve these goals, AIS conducts risk assessments, prioritizes risk concerns, and implements Safety Incident Response and Investigation to continually improve OHS. Further, we set OHS programs to layout our action plans, to prevent, and to reduce risks related to OHS issues, which cover employees and contractors. AIS has a process to collaborate with stakeholders and prioritize key issues to be addressed according to the risk levels and formulate mitigating actions and quantifiable targets to control and reduce such risks.

Award & Achievement

The Zero Accident Campaign, which is run by the Thailand Institute of Occupational Safety and Health under the Ministry of Labour, is a program to promote the prevention of work-related accidents.

AIS received the Gold Award for its Zero Accident Campaign for the first year in 2024 after being able to accumulate 31,031,400 accident-free working hours. The Plaque and Citation were presented at the 36th National Occupational Safety and Health Awards. The Award is an affirmation of our collaboration to cultivate the safety culture at AIS.



AIS OHS Management System

1. Governance

AIS adheres an effective OHS management system to ensure the safety and health of employees and contractors who are involved in our operations. Therefore, our governance structure covers the involvement of various parties, including 1) top management, 2) Safety, Health and Environment Unit (“SHE”), 3) Safety Working Team and 4) Safety Committee, to ensure that the OHS policy and commitment are effectively implemented throughout our operation according to the OHS standards, rules and regulations. We also embrace transparency and ensure that voices and opinions from stakeholders are taken into consideration during consultation and participation in the formulation of programs, measures, and activities.

Safety, Health and Environment Governance Structure



The Management

The Management has the role to set strategic directions, communicate this policy to all stakeholders, provide necessary resources and supports to ensure the effective implementation of this policy, as well as monitor the environmental performance for further improvement.

Safety, Health and Environment (SHE)

To effectively drive the OHS policies and related regulations throughout the organization, the Safety, Health, and Environment Unit ("SHE") has roles and responsibilities to formulate strategies and implementation plan for health and safety workplace, communicate with employees to raise awareness and understanding on safety measures, as well as assess, monitor, and manage health and safety risks in our operations.

SHE is a centralized safety unit that reports directly to the top management. SHE provides top management with insight into safety issues and recommended actions. In addition, SHE also coordinates with Safety Committee and Safety Working Team to ensure appropriate measures and actions for any safety issues, as well as provide safety recommendations to relevant parties.

Safety Committee

Safety Committee was set up in various AIS subsidiaries and it meets at least once a month to discuss safety and health related issues within their organization and report back at SHE. Worker representation in Safety Committee is part of our safety norm. Each AIS subsidiary has a separate Safety Committee that reflects its organizational size and work characteristics. Each Committee is comprised of representatives from employees and management, and is presided by a Head of Department, in charge of health and safety workplace in each subsidiary. The committee meeting is organized monthly to receive feedbacks and comments from related functions to continuously improve the health and safety measures to best fit each function and benefit all employees and contractors.

Key roles and responsibilities of the committees include, but are not limited to:

- Promote and support the organization of occupational health, safety, and workplace environment related activities

- Coordinate with a safety working team to enforce safety practices in high-risk areas or locations, engineering work
- Report and propose recommendations to improve measures and practice guidelines
- Conduct assessments on occupational health and safety in the workplace

Safety Working Team

Safety working teams are set up in various regional offices—Its members comprise of trained engineers and technical staffs whose roles and responsibilities include, but not limited to conduct inspection, analyze, and identify safety issues, correct safety problems, recommends safety work plan, train employees, conduct investigation, compile safety related statistics and formulate safety reports.

2. AIS OHS Policy and Safety Handbook

AIS OHS policy empowers our employees to make suggestions or recommend any actions deemed appropriate to control or mitigate risks and hazard in workplace. Further, AIS has developed “Safety Handbook” and discloses it in our intranet to serve as a safety guideline for everyone in the organization because “safety is everybody’s duty and responsibility”. Our Safety Handbook includes several safety tips and guidelines, including, but not limited to the followings: life-saving rule, proper safety signages, guideline when encountering fire situation, first aid and rescue procedure for electrocuted victim, guideline when working in high rise places and chemical substances, safety precaution when using the elevator, emergency contact information, etc.

3. AIS OHS Culture and Standards

Our safety culture and concept are “Think Safety First” and OHS has become our priority for our management team and employees to stay in compliance with OHS policy and related guidelines, which have been developed in line with the Occupational Safety, Health and Environment Act B.E. 2554, related regulations, as well as International Labor Standards on Occupational Safety and Health. To promote safety awareness among employees, AIS safety culture also encompasses safety trainings, regular inspections on AIS premises and two-way communication between SHE team and our employees nationwide.

Apart from complying with the laws and regulations when implementing the OHS practices and measures, we also voluntarily enhance our OHS standards by applying both local and international standards into our operations.

AIS voluntarily conducts third-party inspection in several locations of our operations and contractors’ premises to ensure that the health and safety measures are effectively implemented according to accepted requirements and standards, along with Human Rights principles and stakeholders’ rights.

Moreover, AIS complies with the ISO 14001 standard for Environmental Management, which is also relevant to the work of the OHS at two Data Centers. Apart from compliance with the environmental standards, there is also compliance with other safety standards relevant to facility management in Data Security Operation, such as ISO 22301, ISO 27001, CSA Star, ISO 27017, and ISO27018 in the workplace also embedded in operation of Data Center. These standards specify that our safety protocol should include safety procedures and standardize Business Continuity Plan (BCP) to ensure health and safety for employees and facilities in the event of an emergency.

4. Business Continuity Plan

The Company has set in place a business continuity management system in conformance with international standards. The objective is to continue operations in the event of natural disaster or any other emergency beyond the Company's control with the potential to cause interruption to its core operating system and a loss of company property and personnel at both central and regional levels, including AIS Group and subsidiary companies. This system also helps ensure that our employees conduct appropriate practices and actions during emergency situations for their health and safety. Our BCPs cover the following events 1) Natural disasters, including extreme weather events, fire, and terrorism, 2) Demonstration or rally affecting operations, 3) Pandemic, 4) Flood, 5) Power outage, 6) Technical disaster in the event of an external service provider being unable to provide service, 7) Supply chain disruption from cyber-threats of IT and 8) Incidents of ransom.

In support of this system, the Company has established the Business Continuity Management policy and manual and appointed the Crisis Management Committee, comprising top executives from each business unit and chaired by the Chief Executive Officer. The Crisis Management Committee is given the responsibility and authority to make decisions during times of crisis, including incident response and overseeing necessary internal and external communication in an efficient and timely manner to ensure the effectiveness and sustainability of the Company's business.

5. Pandemic Response Plan

Preparedness and prevention of potential epidemic outbreaks are very important. The plan aims to establish an effective framework for responding to emergency situations related to epidemics, with a focus on safeguarding the health and safety of employees, ensuring service continuity, and supporting the communities we serve. The plan encompasses advance planning, resource management, internal and external communication, and coordination with relevant authorities to ensure the organization can operate effectively under all circumstances. The following are the key operational guidelines:

- **Define Roles and Responsibilities:** Roles are given to the people involved. Each department will have a Flu Manager, and the Crisis Management Team (CMT) will help manage and monitor the situation. The Facilities and Medical Services teams will take care of workplace safety and employee health. The HR, General Administration, and Logistics teams will be responsible for communication, patient screening, and providing support and supplies. This teamwork will ensure effective disease control.
- **Analyze the severity of the outbreak:** The seriousness of the outbreak is divided into 6 levels, each with corresponding response measures:
 - Phases 1–3: Emergency planning is not required during these phases, as human-to-human transmission is minimal.
 - Phase 4 (Medical Management): At this level, the disease clearly spreads from human to human. Response measures focus on prevention and mitigation of infection spread within the organization. Key actions include visitor and employee screening, promoting personal hygiene, ensuring a safe workplace environment, and preparation of medical supplies and transportation.
 - Phases 5 – 6 (Operational Strategy): The goal during these phases is to ensure the continuity of critical business operations amid a severe outbreak. Measures include human resource management, internal and external communication, coordination with

external agencies, preparation of alternate work locations, and medical strategies to limit the impact on the organization and its stakeholders.

- **Monitoring the Situation:** This enables risk assessment and the implementation of appropriate measures. The Risk Management unit is responsible for monitoring information related to epidemics from reliable sources, analyzing the trends of disease transmission within the organization, and assessing resource readiness. The unit also provides reports and alerts to the Human Resources unit to ensure continuous situational awareness. This facilitates swift and accurate decision-making and action at each phase of the outbreak.

In addition, AIS establishes a dedicated task force to support and advise employees during the outbreak. This team coordinates with hospitals or hospitelts to secure treatment facilities for employees requiring medical care. It also prepares Home Isolation Kits to enable employees to safely manage their initial care at home under medical guidance.

6. Risk Assessment

AIS has implemented a proactive risk assessment to guard against potential accidents and casualties. This involves conducting regular evaluations of crucial safety factors, including corporate assets and equipment, and identifying safety concerns related to employees, contractors, the environment, and the community. Based on the assessments, risks are categorized according to their likelihood and potential consequences. Corresponding control measures are then initiated to prevent accidents and casualties, with the level of action aligned to the identified risk level.

To ensure the effective implementation of these measures and guidelines, a follow-up process is conducted regularly. This follow-up process involves monitoring whether appropriate actions are being taken in accordance with the provided measures and guidelines. This ongoing monitoring helps to ensure that safety measures are consistently adhered to and that any necessary improvements are promptly addressed to maintain a safe working environment.

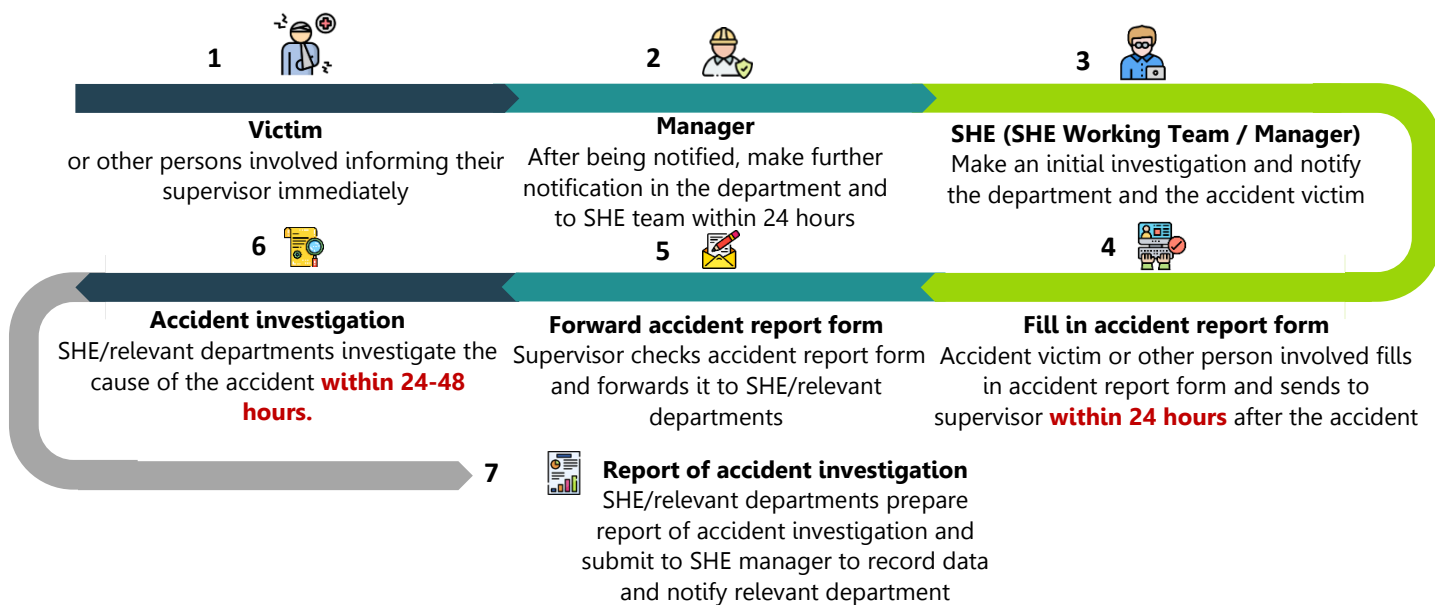


7. AIS Safety Incident Response and Investigation

The process of incident response and investigation is established to manage work-related accidents and injuries as quickly as possible, prevent the incidents from causing widespread impact, and review its causes and preventative measures, as well as safety and health improvement measures. We indicate reporting requirements according to types of accidents. For critical accidents, injured personnel or witnesses must immediately report the incidents to SHE team and their supervisors. For other types of accidents, they shall report the incidents within 24 hours.



Procedure for accident alerts and reporting accidents



AIS OHS Programs

1. Health Program for Employees

Medical Room

AIS provides medical room services for the employees of AIS and its subsidiaries. The scope of services includes first aid, treatment by general practitioners, by Ear, Nose and Throat (ENT) specialist, and Rehabilitation specialist. There is also a service counter for basic medications at AIS offices.



Physical Therapy rooms

The main objective of the physical therapy rooms is to heal and reduce pain from Office Syndrome by providing services of physical rehabilitation and promoting physical abilities under the supervision of a Rehabilitation Doctor. The equipment under the services basic


physical therapy equipment such as orthopedic beds, ultrasound scanners, electro-stimulation equipment, paraffin baths, and heat pads.




2. Safety Program for Employees

AIS Life Saving Rules


To create safe workplace and instill safety culture throughout our operations, safety regulations for various working conditions, which apply to all AIS employees and contractors, have been put in place. Examples of regulations include:




ขออนุญาตในการทำงาน
PERMIT TO WORK



การทำงานบนเสาโทรคมนาคม
WORKING AT
TELECOMMUNICATION



การทำงานในที่อับอากาศ
CONFINED SPACE



การตัดแม่บทพลังงาน
ENERGY ISOLATION

- Permit to Work:** Workers are required to have validated permit in accordance with the specified type of work.
- Working at Telecommunication Towers:** Workers are required to wear full body harness, double lanyard, safety helmet and other protective equipment according to the specified type of work.
- Working in Confined Space:** Workers are required to obtain permission prior to entering into confined space to perform duty and they are required to go through training.
- Energy Isolation:** Workers are required to wear PPE, cut off electrical system and lock down (doors or area), put up caution sign (e.g., temporary closure sign) in the energy isolation area.



การทำงานบนที่สูง
WORKING AT HEIGHT



สวมเข็มขัดนิรภัย
WEAR YOUR SEAT BELT



การทำงานในช่วงเวลากลางคืน
NIGHT OPERATION

- **Working at Height:** Use protective equipment when working at height from 2 meters and above (e.g. full body harness)
- **Wear Your Seat Belt:** Driver and passengers must wear seat belt at all times
- **Night Operation:** There must be sufficient lights and traffic cone when working at night.



ห้ามดื่มแอลกอฮอล์
NO ALCOHOL



ห้ามคุยโทรศัพท์ขณะขับรถ
DO NOT USE MOBILE PHONE WHILE DRIVING

- **No Alcohol:** Alcohol consumption and drug use are prohibited during work.
- **Do Not Use Mobile Phone While Driving:** Mobile phone usage when operating a vehicle is prohibited.

AIS establishes sub-targets to achieve its target of zero critical accidents by focusing on the following activities:

Annual Fire Drill

AIS conducted fire drills in all relevant buildings, including regional offices, and we also invested in developing a Fire Drill Application which helps collect number of participating employees, processing fire drill results, and facilitate safety team to report the outcome to the relevant departments accurately and rapidly.

Target	Percentage of Achievement
Fire drills in every building as specified by law	100%



Building Inspection

AIS has conducted building inspection by certified inspector to ensure that our building is safe for building occupants and is in accordance with the Building Control Act B.E. 2522. AIS had 9 buildings potentially requiring a building inspection, but conducted inspections on 12 buildings, to ensure that all the buildings are stable, strong, and safe for employees while eliminating the risk that may cause a potential hazard or unexpected accident. The main inspected areas are building structure, M&E system, electrical system, and fire protection system.

Target	Achievement
Completed safety inspections of 9 buildings required by the Building Control Act B.E. 1979	Inspected 12 buildings Remark: AIS extend building inspection beyond legal requirements



Electrical Inspection

The main goal is to prevent loss of life, fire accident and electrical accident. AIS has conducted an electrical inspection on all relevant facilities nationwide to ensure that our electrical system and devices are in good condition, ready-to-use and safe always operate. The scope of inspection covers electrical grounding system, transformer and MDB's thermo scan, electrical insulation, and electrical wire condition.

Target	Percentage of Achievement
Completed electrical inspections of all buildings and data centers as specified by the law	100%



Workplace Environment Measurement

AIS have conducted a workplace environment measurement on our owned facilities to ensure that our workplace environment is in a safe & hygiene condition for our employee to work. The measurement includes light intensity in working area, noise intensity, indoor air quality, concentration of sulfuric vapors inside Data Center and drinking water quality.

Inspection Target	Percentage of Achievement
Completed inspections of lighting and chemical levels at all buildings and data centers as specified by the law	100%



Regular Safety Patrol

AIS conducts regular Safety Patrols in every location of office building, in cooperation with the health and Safety Committee, to identify sources of hazard to make an unsafe workplace, which could be a source of potential risk to workers or may cause damage to property. The risks identified from the inspection will be mitigated to prevent work accidents.

Target	Percentage of Achievement
Conducted safety patrols in every location	100%



Fire Protection System Inspection

Conducted inspections and prevention of fire with a fire alarm system and prevention systems such as fire extinguishers, fire hose cabinets, and fire emergency systems installed in offices and data centers. Equipment is inspected regularly every six months as specified by the law to ensure that the equipment is serviceable in case of fire. The equipment would be replaced and repaired as appropriate.

Target	Percentage of Achievement
Inspection of all locations of systems and equipment to prevent and control fire	100%



Personal Protective Equipment (PPE)

AIS has prepared personal protective equipment for our employees to promote safety practices and to protect our employees from life threatening accident and hazards. AIS also supported field employees with adequate safety protective equipment such as helmets, PPE suits, safety shoes, full body harness, respiratory protective equipment (e.g., N95 and chemical protective masks), ear plugs, electrostatic suits. Trainings and instructions for proper use of PPE equipment are provided for employees to prevent hazards or accidents.



3. AIS Safety Procurement and Control for Contractors








Safety Control for Contractor is a program that AIS has applied to our contractors & sub-contractors before working in designated areas.

Procurement Criteria and Contractual Requirements

AIS requires all contractors to fill in the survey form called, “Qualification Assessment Form for Contractor” to evaluate contractors’ internal safety measures, along with its ability and readiness to implement safety measures in accordance with the law and our safety guidelines. The survey also contains key safety topics which includes, but not limited to contractors’ safety policy, safety organization, safety structure, procurement of Personal Protective Equipment (“PPE”) to its employees, Safety Standard Operation Procedure (“SSOP”). The rating scores obtained from the survey form also indicates contractors’ ability to minimize any unforeseen safety risks, along with offering safety training program to its employees prior to commence its work at AIS.


AIS Safety Passport

The classification helps identify the contractors’ risk levels so that we can apply proper risk measures and types of required training courses accordingly. It is mandatory that contractors undergo the required training programs and obtain the AIS Safety Passport prior to start working in designated areas. The database of training for all contractors is stored in the AIS Application.

AIS Safety Passport		categories	Training requirements
 123-1234-123 ชื่อ ช่น นามสกุล นามสกุลนามสกุล วันที่ create/Issu Date		G	General courses related to AIS Safety policy
		E	Safety courses when working with electrical equipment
		EP	Safety courses for jobs related to electrical poles and communication line
		H	Work at height safety courses
		T	Safety courses for jobs related to mobile towers
		C	Safety course when working in confined space

AIS Safety Passport

Since the AIS Safety Passport program was initiated in 2019, the number of companies and contractors have increased. In 2024, 25,689 contract employees from 757 companies joined the AIS Safety Passport program

	Y2020	Y2021	Y2022	Y2023	Y2024
 Contractor	261 Companies	402 Companies	631 Companies	705 Companies	757 Companies
	5,825 Persons	9,509 Persons	19,034 Persons	23,511 Persons	25,689 Persons

Safety Health and Environment Inspection Program for Contractor

Safety Health and Environment Unit have inspected and monitored safety operations for contractors working at AIS projects nationwide, to be confident that contractors have complied with our safety standards and regulations for AIS contractors, which are to prevent accidents among contractors working for AIS.



Health-condition checking before starting work

AIS has supervised contractors and outsources to examine their physical condition according to the risk nature of the assigned work. For instance, outsource drivers are required to be tested on drug use and contractors who work at heights are required to pass physical examinations on diseases that pose operational risks, including epilepsy, vascular disease, acrophobia, and labyrinthitis that affects balance or diseases related to the cardiovascular system.



4. OHS Training and Awareness

AIS has conducted various awareness and training programs for employees and contractors. For employee, we provide a variety of safety courses, which aim to educate work safely according to our standard operating procedures and guidelines. Moreover, advanced courses designated functions, such as courses on occupational health and safety and the environment at work for general employees and new employees, electrical safety course, working in confined space course, working at heights course, basic fire safety courses and defensive driving courses, to educate and raise awareness to relevant personnel to understand and follow the safety regulations and guidelines.



Currently, we achieved an electrical safety training target of 100% for engineers and technicians who work with electrical related job.

Besides training to provide knowledge on safety to employees, AIS has also consistently prepared various materials through the channels of AIS Internal Communication to raise awareness and share knowledge on safety among employees.



For contractors, training courses are identified from the risk and types of work according to the AIS Safety Control for Contractors. It is mandatory for contractors to undergo the required training programs and receive the AIS Safety Passport before commencing their work. Moreover, AIS has conducted various awareness campaigns for contractors, which are used as a tool to instill awareness among contractors. Before starting work, contractors are required to conduct a morning brief to review safety practices and share cases of lessons learned and video clips on safe working procedures. Moreover, AIS supervises contractors to get training courses aligning with types of work such as defensive driving courses for outsourced drivers.



Remark: All the performance information in 2024 was not inclusive of the performance information of Triple T Broadband Public Company Limited (TTBB).