



BE THE BEST WITH

SUSTAINABILITY REPORT 2023

Advanced Info Service Public Company Limited

SUSTAINABILITY HIGHLIGHTS

"Thriving in a greener and inclusive digital world"

Drive Digital Economy

of revenue generated from new digital services **4.1%** 



AIS
Cyber Secure

Enhancing cybersecurity system with the

Zero-Trust Model



Certification in personal data protection standards



AIS Academy's knowledge management system achieved **ISO 30401:2018 certification**

AIS Academy provides training and conducting digital knowledge assessments for

1,141 Employees

Over **85%** passing the assessment criteria



Promote Digital Inclusion

Improving the socio-economic condition of

2.57 M
People

Expanding 5G network to cover nearly

90%
to the total population

Expanding AUNJAI CYBER Project, enhancing digital technology skills, and building cybersecurity awareness for



322,000
People

Creating the **Thailand Cyber Wellness Index (TCWI)** as a standard to build the digital citizenship for Thais



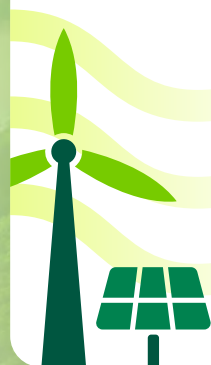
Act on Climate

Reducing GHG emissions by

30,327 tCO₂e

Total alternative energy

at **8,835 sites**



Transforming the operation into **HUB of E-waste**, Thailand's pioneering smart e-waste management hub



Collaboration with a network of **190** organizations and expanding e-waste drop points to over **2,500** locations nationwide



Business and Performance

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3 Pillars of Sustainability Strategy

Drive Digital Economy

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AIS is dedicated to reshaping the organization into a "Cognitive Tech-Co", enhancing its capabilities to fuel the Ecosystem Economy while prioritizing the interests of all stakeholders.

"

Message from Chairman of the Board of Directors

In 2023, Thai businesses faced various challenges amid volatility and weak global economic activity. The impact of several economic factors carried over to the near term, including the gradual economic recovery, vulnerability arising from geopolitical conflicts, and persistent inflationary pressures that negatively affect business operation costs and consumer purchasing power. In addition, Thailand has to deal with risks from climate change which have become increasingly frequent and more severe alongside adhering to the international trade law, covenant, and regulations on climate change in support of control and reduction of greenhouse gas emissions. These challenges have inevitably contributed to widening social inequality, especially among the vulnerable, hampering the economic growth and income of the population. This, in turn, has repercussions on business growth.

In parallel, rapidly evolving digital technologies have changed people's behavior in using the media, fostering exponential growth in digital usage with most people spending more time on online activities. In the same way, businesses leverage digital transformation to enhance efficiency and shape the future of market access via many new means. This, coupled with a rising trend in which consumers and businesses are manifesting increased awareness of environmental issues when making purchases or in the manufacturing process, has contributed favorably to the information technology and communication industries which provide infrastructure and an intermediary platform to facilitate the use of digital technology to achieve economic and environmental sustainability.

AIS realizes the importance of digital technology as an instrumental tool in driving the economy and enabling people to access a diverse range of knowledge. As such, the Company pledges to enhance competitiveness and become a digital life service provider committed to creating mutual and sustainable growth between people and the environment in the digital world. To that end, AIS has defined its business direction to develop "Ecosystem Economy", comprising the building of robust digital infrastructure to lay the foundations for digital economy development, collaboration with key partners in both government and private sectors across multiple dimensions to create a broad spectrum of digital products and services as well as human capital development and commitment to operating business with concern for sustainable growth. Emphasis is placed on propelling every sector in Thai society to transition to the digital economy equitably while protecting the environment to drive Thailand toward becoming a sustainable nation.



AIS is pushing toward transforming its business into the digital economy, prioritizing environmental considerations and adhering to principles of good corporate governance that emphasize fairness and transparency for all stakeholders. The company's sustainable development framework, built on three pillars, serves as a roadmap guiding the company's pursuit of its vision for sustainable business operations. These pillars encompass "Drive the digital economy", "Promote digital inclusion", and "Act on climate". Throughout 2023, AIS had the following key developments:

Drive Digital Economy

AIS is dedicated to enhancing its telecommunications infrastructure, forming the foundation for digital innovations. Over the past year, AIS expanded its 5G network to reach nearly 90% of Thai population. The company has collaborated with partners on initiatives such as the AIS 5G Paragon platform, facilitating businesses in the adoption of digital processes. Continuous investments have been made to fortify cyber security and safeguard customers' personal data. Comprehensive risk assessments of AIS' cyber security procedures and those of third-party entities connected to the company's data have been conducted to ensure compliance with international standards for the proper protection of customers' data and the company's sensitive information. Emphasizing the significance of human capital as a key driver for stability and innovation, AIS has prioritized equipping its workforce with the necessary skills and knowledge in digital technology. This strategic focus aims to support business expansion, enhance competitive advantages for sustainable growth, and cultivate a workforce that exemplifies quality digital citizenship in the digital economy.

Promote Digital Inclusion

AIS firmly believes that building a comprehensive telecommunication infrastructure covering all populated areas will unlock opportunities for

leveraging digital technology, a crucial tool for reducing inequalities in accessing essential services. In the previous year, AIS actively pursued its "Mission to drive digital society", leveraging the LearnDi and ReadDi online learning platforms to provide educational opportunities for lifelong learning and the development of the Thai population. Despite the manifold benefits that come with the increased adoption of digital technology, there are also associated risks. In response, AIS has committed itself to fostering knowledge and digital skills through the Aunjai Cyber curriculum, comprising lessons and online tests that reached over 322,000 users. In 2023, AIS introduced the Thailand Cyber Wellness Index (TCWI), as a metric for assessing cyberspace skills, advocating for responsible and improved digital usage.

Act on Climate

Realizing the increasingly severe repercussions of climate change, AIS has set forth strategies that encompass AIS' business operations and its business value chain. Last year, the Company employed technology and devised plans for efficient energy and water consumption. An assessment of indirect greenhouse gas emissions scope 3 was initiated to raise awareness among business units and use the results to formulate strategies to achieve the targets. In 2023, AIS undertook the installation of solar panels at another 8,835 locations, resulting in a reduction of 16,376 tonnes of carbon dioxide equivalent. For waste management, AIS resolved to manage e-waste properly to achieve the target of zero e-waste to landfill and raise public awareness about proper e-waste management through the "Thais Say No to E-waste" program. The efforts spanned from setting criteria for environmentally friendly procurement to the disposal and recycling of e-waste to minimize environmental impact.

AIS is dedicated to reshaping the organization into a "Cognitive Tech-Co", enhancing its capabilities to fuel the Ecosystem Economy while

prioritizing the interests of all stakeholders. This commitment extends to creating economic, social, and environmental value, guided by principles of good governance. The aim is to set a notable example within the telecommunication industry, actively fostering the development of all sectors for collective and sustainable growth

(Kan Trakulhoon)

Chairman of the Board of Directors



An affirmation of our determination towards sustainable business

Global Level



In 2023, AIS received a rating of AA in the MSCI ESG Ratings Assessment

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

Dow Jones Sustainability Indices 2023, member of DJSI World and member of Sustainability Yearbook 2024



In 2023, AIS received an ESG Risk Rating from Sustainalytics.
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FTSE4Good

FTSE 4 Good Index Series
9th Consecutive Years



Top five ranking in Technology of
WSIS Prizes 2023



E-Waste+ project being top 10 finalists in the Planet category for the SDG Digital GameChangers Award, by ITU and UNDP



SL25 Honoree of 2023 in leveraging EdTech for inclusion and digital literacy in Thailand

National Level



ESG rating of AAA from the Stock Exchange of Thailand



Commended Sustainability Awards, Sustainability Excellence by the Stock Exchange of Thailand and Money and Banking Magazine



ESG100 for 9th consecutive years by ThaiPat "Excellence", based on Corporate Governance Report of Thai Listed Companies by Thai Institute of Directors Association



"Excellence", based on Corporate Governance Report of Thai Listed Companies by Thai Institute of Directors Association

Disclosure Standards



Global Reporting Initiative



Sustainability Accounting
Standards Board



Carbon Disclosure Project



Task Force on Climate-Related
Financial Disclosures



VISION

TO BECOME THE MOST-ADMIRED **"COGNITIVE TECH-CO"** IN THAILAND



ON CONCEPT OF

The Ecosystem Economy through the following three components:

- Digital Intelligence Infrastructure
- Cross Industries Collaboration
- Human Capital & Sustainability



Business Overview

With a record of over 33 years of providing telecommunication infrastructure to Thai society, started in 1990 under collaborative contract or concessionaires, AIS was granted the right to utilize state frequencies under the 25-year Built-Transfer-Operate (BTO) agreement. In 2010, the National Broadcasting and Telecommunications Commission (NBTC) was established as the government agency regulating broadcasting and telecommunication, and tasked to grant the spectrum licenses. The licensing scheme was a major turning point for the telecommunications industry in Thailand that helps support fair competition and developments of new technologies.

AIS is committed to its vision of "AIS THE COGNITIVE TECH-CO" by enhancing people's lives and businesses through digital technology with cutting edge solutions that bring the endless possibilities in every dimension." The vision stood on the concept of the ecosystem economy through the following three components:

- **Digital Intelligence Infrastructure:** By creating solid digital infrastructure comprising of 5G network, broadband internet, and 5G platforms for various industries.
- **Cross Industries Collaboration:** By promoting connectivity and collaboration with all businesses partners to deliver a diverse range of solutions suiting the customers' needs.
- **Human Capital & Sustainability:** By committing to enhance the digital capability of the Thais through educational platforms to implant necessary digital skills and cyber immunity, which creates a sustainable digital ecosystem in the Thai society.



Ecosystem Economy



As a Cognitive Tech-Co, AIS pledges to deliver best-in-class digital experience through its four core services;



 **Mobile Communication Service**

under "AIS" brand provides a monthly subscription service, top-up service as well as roaming with network partners in over 240 destinations worldwide with 4G and 5G technology for individuals, SMEs, and Corporates.



 **High-Speed Internet Service**


provides high-speed internet service to households and businesses under the "AIS Fibre" and "3BB" brands.



 **Enterprise Business Service**

provides digital solutions to the business sector under the "AIS Business" brand, encompassing connectivity services such as EDS and technological solutions such as cloud, data center, and ICT solutions to all sizes of enterprise customers



 **Digital Service**

involves new services focusing on building values leveraging on AIS telecommunication services to serve as a new revenue source in the medium to long term in line with the changing digital consumer behavior.

In 2023, AIS's total assets were valued at Baht 454,439 million with a market capitalization of Baht 645,404 million, ranked 4th on the Stock Exchange of Thailand.

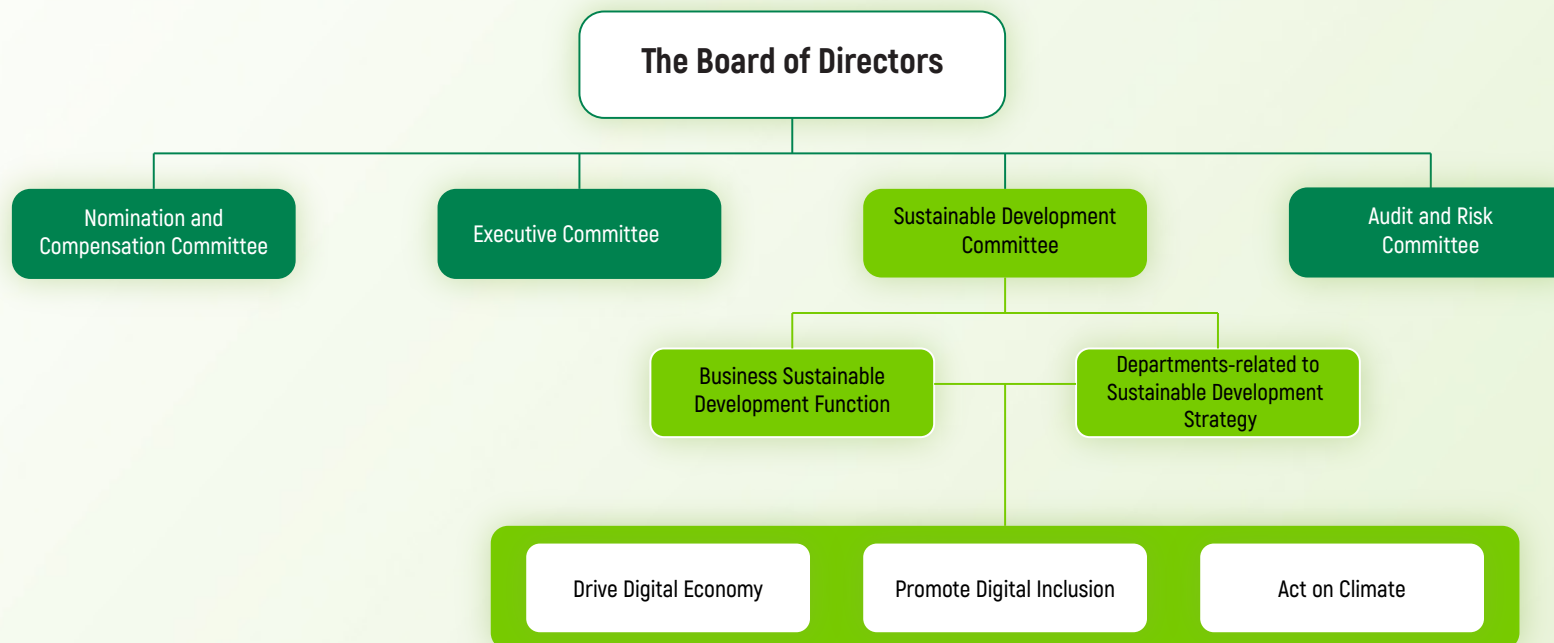


Sustainability Governance

Sustainable Development Structure

In driving a sustainable business at AIS, the Board of Directors has assigned the Sustainable Development Committee to consider policy, strategies, goals, and material aspects for sustainability. The Committee is also responsible for reviewing performance and assessing impacts and risks from the Company's business operations on the economy, society, and environment along with overseeing compliance with the human right policy to ensure the Company's sustainable development endeavors achieve the goals. The progress and material issues are to be reported to the Board of Directors' meeting every quarter. The Committee also provides consultancy and support to the CEO on driving a sustainable business as well as reviews and approves the sustainability report to be proposed for the approval of the Board of Directors.

To steer sustainability into action across the organization, AIS has integrated sustainable development into its business operations by assigning the Business Sustainable Development Function to drive the overall sustainable development policy and strategies and coordinate with relevant functions to materialize the policy and strategies into action toward the sustainability goals. The Business Sustainable Development Function and the Executives of relevant functions quarterly report the progress, performance, and material issues to the Sustainable Development Committee for acknowledgment and consideration. In addition, the Sustainable Development Committee is regularly updated on key movements and emerging trends around sustainability topics, both locally and internationally.





Material Topics for Business Sustainability

Process for Defining Material Topics

Identification

AIS has reviewed the material topics for business sustainability those covering the Environment, Social, and Governance. The review was compared with the changing trends and developments in the topics of business sustainability both at local and international levels. Central to these were the SETTHSI Index, sustainability assessment criteria of investors from different institutions, Global Reporting Initiative (GRI), Dow Jones Sustainability Indices (DJSI), Sustainability Accounting Standards Board (SASB), Global Risk Report 2021 of the World Economic Forum, and multiple research studies. In addition, the positive and negative impacts from business operations were analyzed, and topics pertinent to the telecommunications industry and collective opinions of stakeholders were deliberated. The information was used to devise a business plan that addressed these material topics.

Prioritization

AIS reviewed the priority of the material topics based on the double materiality perspectives which combine issues that internally impact the company's business operations as well as the positive and negative impacts of AIS' operations on society and the environment that actually happened or could potentially happen in the future through internal and external processes as follows:

Internally

Organized meetings with executives and top management to collect opinions and receive guidance on short- and long-term material topics which must be consistent with the risk issues of the organization. In addition, operational plans, goals, and strategies are created in accordance with crucial sustainability-related issues.

Externally

Collected views from stakeholders including employees, regulatory bodies, community and society, corporate customers, partners, shareholders, and investors, via face-to-face discussions and by phone to uncover prioritized topics and expectations for AIS as well as to set operational guidelines for effectively responding to stakeholders.

Validation

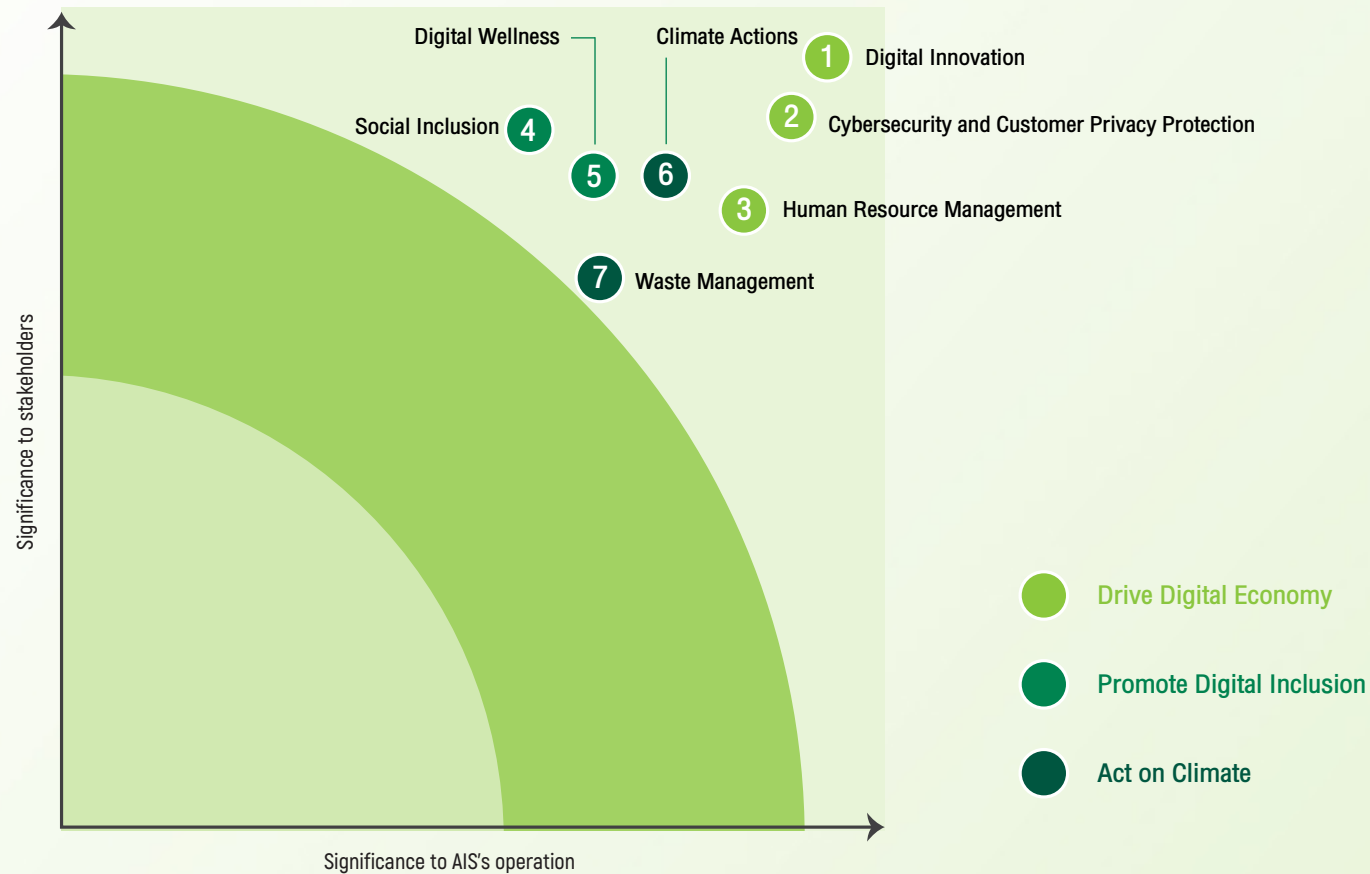
A report of material topics was submitted to executives for consideration and to the Sustainability Development Committee and Board of Directors for approval as well as included in the Sustainable Business Report and online.

Review

AIS prepared a review process after this report had been publicized to stakeholders so that feedback and recommendations for further sustainability development as well as future reports may be collected.



Materiality Assessment Results





AIS Business Sustainability Strategy

“Thrive in a greener and inclusive digital world”



Drive Digital Economy

Enable people and businesses to grow in the digital economy

- Expand 5G connectivity to support economic growth
- Drive digital services to both consumers & enterprise
- Maintain resiliency for data security and privacy
- Enhance human capital capabilities to support business transformation



Promote Digital Inclusion

Build inclusive and responsible digital access in our products & services

- Provide inclusive digital access to promote social & economic wellbeing
- Support consumers to be digitally responsible and promote livelihood



Act on Climate

Shape a greener future of life for consumers and society

- Manage our own network and operation to be light to the environment
- Support our customers and supply chain to reduce environmental footprint



Targets for Sustainable Development

Drive Digital Economy

Digital Innovation

- 8% of revenue generated from new digital services that enable the digital economy by 2027

Cyber Security and Customer Privacy Protection

- Uphold security standards equivalent or better than our peer group of companies in our industry and our region as verified by an independent third party by 2027
- Enhance cybersecurity and data privacy to protect the critical business value chains by 2025

Human Resource Management

- 90% of AIS employees is equipped with new digital skills and literacy by 2025



Promote Digital Inclusion

Social Inclusion

- Improve the socio-economic condition of 5 million people by 2027

Digital Wellness

- Empower digital citizenship by providing digital solutions and tools for 3 million people by 2027



Act on Climate

Climate Actions

Short term target (2023)

- Reduce GHG emissions intensity as calculated from the ratio of direct and indirect emissions to data traffic by 90% compared to the baseline in 2015
- Increase renewable energy usage to 5% of total energy consumption

Long term target

- Net-zero emissions by 2050

Waste Management

Short term target (2023)

- Zero e-waste to landfill by 2023















Long term target

- Maintain zero e-waste to landfill












AIS' risk management, opportunities pertinent to the top 7 material sustainability topics, and contribution to one or more of the UN 13 SDG goals.

Aspiration	Challenge	Opportunity	Contribution to UN SDGs	Management Approach
Drive Digital Economy				
Digital Innovation				
Create products and services through digital innovation to improve the quality of life of Thai people and elevate the competency of the Thai business sector.	<ul style="list-style-type: none"> Capability of streamlining business in response to changing technology and consumer behavior in the digital era Price competition among telecommunications operators result in lower average revenue per unit (ARPU) New players in the market such as over-the-top media services have put downward pressure on competition in digital and platform services Higher costs due to rising energy prices and inflation 	<ul style="list-style-type: none"> Adding value from network infrastructure and 5G technology that can be built upon to provide various digital services and solutions Creating new sources of revenue by teaming up with multiple business partners to develop a diverse range of innovative digital products and services 		Click here to see details of the management approach.
Cyber Security and Customer Privacy Protection				
Develop a reliable system for cybersecurity and data privacy protection	<ul style="list-style-type: none"> Compliance with relevant laws and regulations concerning telecommunications and new digital businesses as well as preparation for compliance with upgraded regulations such as criteria for the retention of computer traffic data by service providers Customers' confidence in the security and reliability of the IT systems and protection of personal data privacy Reputation damage and loss on trading contracts in the event of information security and cyber threat incidents Cyber attacks by cyber criminals Growth in technology complexity 	<ul style="list-style-type: none"> Revenue growth from customer confidence New revenue sources e.g. cyber security service 		Click here to see details of the management approach.
Human Resources Management				
Upgrade the quality of life for the community and reduce social inequality with digital infrastructure and solutions	<ul style="list-style-type: none"> Digital divide Dispute with communities and rental contract extensions Poor signal quality due to the long distance from the base station Higher poverty rates 	<ul style="list-style-type: none"> Creating acceptance from communities and fostering good relationships with communities Establishing long-term relationship with customers via digital solutions Expanding customer base in communities Building a good image and confidence in AIS products and services 	    	Click here to see details of the management approach.
Promote Digital Inclusion				
Social Inclusion				
Social Inclusion Upgrade the quality of life for the community and reduce social inequality with digital infrastructure and solutions	<ul style="list-style-type: none"> Digital divide Dispute with communities and rental contract extensions Poor signal quality due to the long distance from the base station Higher poverty rates 	<ul style="list-style-type: none"> Creating acceptance from communities and fostering good relationships with communities Establishing long-term relationship with customers via digital solutions Expanding customer base in communities Building a good image and confidence in AIS products and services 	    	Click here to see details of the management approach.
Digital Wellness				
Digital Wellness Striving to establish a brand that promotes safe and appropriate use of the internet and social media	<ul style="list-style-type: none"> Guarding against products and services with potential risks arising from internet use for customers Various forms of online threats that are more frequent and severe Psychological impacts from cyberbullying 	<ul style="list-style-type: none"> Creating confidence in products and services that promote appropriateness and safety in the internet and social media use Innovating products and services to promote safe online use for customers Fostering long-term relationships with customers 	 	Click here to see details of the management approach.



Aspiration	Challenge	Opportunity	Contribution to UN SDGs	Management Approach
Act on Climate				
Climate Actions				
Minimizing environmental impacts with efficient management of business operation and supply chain	<ul style="list-style-type: none"> Compliance with the Paris Agreement on climate change and Thailand's net-zero target Conformance with new regulations e.g. Climate Change Act Impacts on biodiversity and forest ecosystems from operations across the business value chain 	<ul style="list-style-type: none"> Creating new revenue sources from cloud business and other products that reduce GHG emissions Creating new revenue sources from IoT business e.g. climate change tracking systems Creating confidence in products and services that promote biodiversity and sustain forest ecosystems Reducing resource consumption and operating costs 	    	Click here to see details of the management approach.
Waste management				
Reducing and recycling waste from operations and promoting proper e-waste disposal among Thai people	<ul style="list-style-type: none"> Compliance with Electronic Product and Equipment Disposal Act Reputation damage and payment of fines / compensation in case the waste disposal efforts adversely affect the community and the environment 	<ul style="list-style-type: none"> Fostering good relationships and image with customers and society as a whole through environmentally-responsible products and services Reducing resources consumption and increasing capability for recycling materials for reuse 	 	Click here to see details of the management approach.

Stakeholders Engagement

Channels and Frequencies	Concerns and Expectations	Operational Approaches to Addressing Concerns and Expectations
Employees		
<ul style="list-style-type: none"> Communication via email and the Company's online system Direct communication between employees, supervisors and the Human Resources Department Direct communication from the Management to employees via Town Hall at least twice a year 	<ul style="list-style-type: none"> Job security and career advancement opportunities for every employee Appropriate benefits and remunerations Digital knowledge and skill development Equitable treatment 	<ul style="list-style-type: none"> Follow the guidelines on recruitment of a new generation of quality employees and retain the existing personnel to grow together with the Company Provide a diverse range of benefits and amenities for employees Continually develop employees' potential by organizing training together with assessment to measure the training efficiency Provide complaint channels for employees to report frauds or wrongdoings e.g. hotline, email, letter
Communities and society		
<ul style="list-style-type: none"> Community complaint center via Call Center 0-2029-5555 (every day except public holidays) LINE official account: @aorsormor, Facebook Fan Page, Hotline 0625201999 (every day except for public holidays) communicating and giving information about the use of AorSorMor Online application 	<ul style="list-style-type: none"> Quality telecommunications services and service channels with extensive coverage in the community Advanced technology that improve the quality of life for the community No health risks from electromagnetic waves emitted from the cell towers Receiving support or assistance for the community in times of disasters or emergencies 	<ul style="list-style-type: none"> Expand the mobile network with coverage over 98% of total population and the broadband internet network to reach 13 million households in 77 provinces with a wide range of packages to choose from Enhance knowledge and skills in using digital technology for online marketing to the community enterprises and promote safe and decent use of the internet and social media Offer knowledge and understanding to the community and community leaders about health safety associated with electromagnetic waves emitted from the cell towers and set up appropriate complaint channels Provide assistance to the community in times of natural disasters e.g. floods, the cold Open up educational opportunities by providing scholarships to young people in need



Channels and Frequencies	Concerns and Expectations	Operational Approaches to Addressing Concerns and Expectations
Customers		
<ul style="list-style-type: none"> · AIS Call Center functioning as a primary channel to collect customer satisfaction survey results as well as comments and recommendations on the employee's service via the automatic IVR and chatbots (every day). In addition, AIS Call Center also provides sign language services for the hearing impaired via the LINE application as a communication channel. · Complaint Center 08-0000-9263 (Mon-Fri 08:30 – 17:30) · Lodging of complaints through service center and dealers nationwide · Conducting surveys on customer satisfaction and comments by market survey experts every quarter in real time 	<ul style="list-style-type: none"> · Quality of cell phone and home internet signals as well as quality of product offering and fast, easy access to services through various channels · Protection of personal data privacy at the highest level · Transparency and clarity in providing information about products regarding prices and promotions to customers and employees capable of solving problems and following up through to the end within the time specified in the schedule and notify the customer of the updates · Being encouraged to access call center contact channels through sign language. 	<ul style="list-style-type: none"> · Develop and take care of both wireless telecommunications system and home internet to ensure uninterrupted quality services backed by 24-hour monitoring and quality control processes · Offer multiple channels to access the Company's products and services in the forms of service centers, stores, and online shops to reach every group of customers · Put in place strict policies, strategies, and processes to ensure cybersecurity and personal data privacy and set up a dedicated unit to oversee the affairs with transparency. Also provide training and test employees' knowledge about protection of personal data, allowing for efficient protection of customers' data · Provide product information through diverse channels clearly and transparently to keep customers fully informed of their right to service · Implement processes to monitor and evaluate the service quality regularly and develop the Interactive Voice Response (IRV) system to provide quick, efficient service to customers. Also put in place "Ask Aunjai", a chatbot/AI on myAIS application, website, social media to provide services and transactions like real employees · Educate call center staff and improve work processes to ensure faster, more efficient services and allow customers to track the service status via an automation system
Enterprise clients		
<ul style="list-style-type: none"> · Channels to receive complaints and Suggestions e.g. AIS Call Center, AIS ICT Service Desk, and AIS business website (every day) · Surveys of customer satisfaction in the use of different service channels e.g. enterprise client sales teams, AIS Call Center, ICT Solution installation team, ICT Service Desk (offering technical consultancy) and online channels such as e Business portal (once a month) · Surveys of customer satisfaction in the use of Enterprise Digital eService (once a month) 	<ul style="list-style-type: none"> · Quality of products and services such as networks with expansive coverage, high stability, high data connection speeds a wide range of business solutions that enhance business operation potential, after-sales services, quick efficient problem solution · A variety of services that address customers' demand and the New Normal along with enhancing business performance amid the changing business context · Enhanced service convenience via Enterprise Digital eService: service invoice, eReceipt, online payment, and appointment AIS as a withholding tax agent · Protection of personal data privacy strictly in line with the standards 	<ul style="list-style-type: none"> · Develop quality of networks and digital technology systems constantly, checking efficiency on a regular basis, and adopt 5G technology to develop the Internet Fibre service for high speed connections · Develop new services in cloud, ICT, cybersecurity, and IoT to accommodate the needs for safe, flexible business operations to increase energy efficiency, and to contribute to the environment · Offer cost-effective promotions, applications, solutions and devices as well as provide several exclusive privileges for enterprise clients · Develop digital channels to facilitate sales and ensure fast, efficient service delivery such as purchasing products and services online · Offer Sovereign Cloud service focusing on safe and secure data processing and storage · Introduce Cyber Security Operation Center (CSOC) that provides 24 × 7 cyber threat monitoring and handling as well as data security standard certification for clients e.g. ISO27001 and Payment Card Industry Data Security Standard (PCI DSS)
Business partners		
<ul style="list-style-type: none"> · Survey of business partners' satisfaction (once a year) · Employee representatives in contact with business partners (every day) · Applications and websites for distribution channels (every day) · Annual meeting with business partners (1-2 times a year) · Interview (once a year) 	<ul style="list-style-type: none"> · Growing alongside AIS in expanding services to a broad array of customers · Expecting AIS' fair business dealings with all partners 	<ul style="list-style-type: none"> · Support business partners to sell products through more diversified channels by offering an online training course "Learn Kan Di", enabling them to enhance potential and increase new revenue channels · Prepare special curriculum to enhance potential of business partners at the levels of business owners, successors, and shop managers, equipping them with the ability to manage stores and analyze market situations which allows them to reduce management cost · Organize a project dedicated to increasing the business partners' sales expertise, and foster special skills in technology and brand-specific expertise such as Digital Life Guru, Apple Champion, and Samsung Pro to expand sales opportunities · Arrange an online meeting every month to provide knowledge about products and prices to sales representatives of the business partners, enabling them to be more effective in sales · Set standards in working together effectively with appropriate and fair compensation structure · Develop platforms to allow the business partners to connect and work with AIS efficiently
Shareholders and investors		
<ul style="list-style-type: none"> · Shareholders' meeting (once a year) · Press conferences to report on operating performance e.g. conference for analysts or both Thai and foreign investors, SET Opportunity Day, and SET Digital Roadshow (5-6 times per quarter) · Investor relations website, email: investor@ais.co.th, LINE@ and call (every day) 	<ul style="list-style-type: none"> · Shareholders' meeting (once a year) · Press conferences to report on operating performance e.g. conference for analysts or both Thai and foreign investors, SET Opportunity Day, and SET Digital Roadshow (5-6 times per quarter) · Investor relations website, email: investor@ais.co.th, LINE@ and call (every day) 	<ul style="list-style-type: none"> · Maintain leadership in the mobile market and sustain a high level of growth in home internet and enterprise client businesses along with advancing into new businesses with high growth potential to create new sources of revenue such as video streaming, digital lending, insurance and others · Set a policy to pay dividends at 70% and to be paid twice a year · Achieve the level of "Excellence" in Corporate Governance Report by Thai Institute of Directors Association · Communicate quarterly operating performance regularly in every channel by disclosing material information fully and in a timely basis via channels suitable for each group of



DRIVE DIGITAL ECONOMY

Digital Innovation

Cybersecurity and Customer Privacy Protection

Human Resource Management



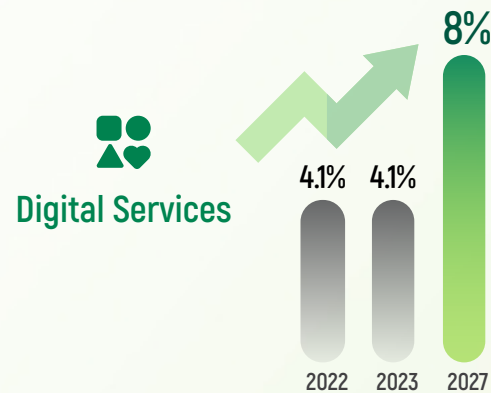
Digital Innovation

Build digital innovation in products and services to improve the quality of life of Thai people and elevate the competency of the Thai business sector



Target

8% of revenue from new digital services enabling the digital economy by the year 2027



Revenue from New Digital Services

Key Highlight in 2023

Topic	2022	2023	Target 2027
Revenue from new digital services	4.1%	4.1%	8%

- Strengthen network and IT foundation**

Enhance network operation toward an autonomous network following the TM Forum standards. Artificial intelligence and machine learning technologies were employed to monitor the network traffic in different areas in real-time and to manage the signals in response to customer usage and network density in the service areas with automation.

- 5G Paragon Platform**

Offer the one-stop platform to manage 5G network, edge computing, clouds, and applications, allowing enterprise clients to create 5G solutions that address their business demands and further develop 5G innovative solutions that enable businesses to adjust their strategies and work processes to keep pace with the competition.

- INNOJUMP Festival and Competition 2023**

The program features an exhibit showcasing innovations from various divisions in AIS, a seminar to learn from innovation experts, and a final round of the innovative idea competition entitled the AIS INNOJUMP Competition 2023. The program this year showcased 36 projects, with a total of 1,057 employees participating.



Opportunities, Challenges, and Impacts

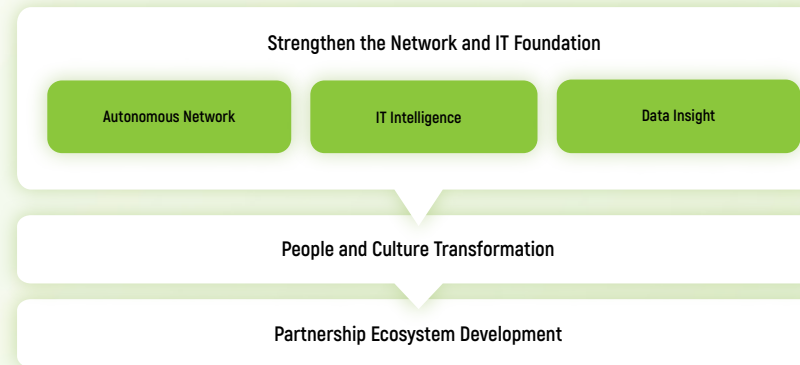
Advancements and the rise of digital technologies have contributed to an increasing growth of mobile data consumption. In Thailand, the mobile penetration rate reaches over 141% of the population while the prices of the mobile service are under downward pressure due to price competition amid the saturated market. However, to accommodate the exponentially growing traffic, the telecom operators have been prompted to increase investment in network infrastructure, which may take a long time before the investment pays off. This coupled with the persistently sluggish economy and the higher operating costs has negatively impacted the Company's short- and long-term profitability. To cope with the challenges, AIS underwent a business strategy transformation from being a network connectivity provider towards becoming a "Cognitive Tech-Co" in search of new sources of revenues and future business that creates long-term growth.

There are also business opportunities arising from the above changes. AIS sees the opportunity to build upon the existing customer base in offering new value-added services and the advancement of 5G technology, which offers the benefit of high speed, low latency, and multiple connected devices. 5G technology is a high-quality mobile network. It also is an enhanced infrastructure which can innovate new digital services and smart solutions.

Apart from the opportunity to create new sources of revenue and enhance AIS long term competitiveness, there are opportunities to recreate customer experience, improve the quality of life of people and capabilities of business sectors. Besides, we prioritize safe product and service designs for our customers and protect the right to privacy. We express social responsibility to our customers and society. They can efficiently use our services and we aim to minimize any negative impacts upon society.

Management Approach

To become a "Cognitive Tech-Co", AIS has planned potential development in three core areas: Strengthening Network and IT Foundation, People and Culture Transformation, and Ecosystem Development.



Strengthen the Network and IT Foundation

The emphasis is on leveraging technologies to improve the network and IT foundation to ensure faster and more efficient procedures, raise security standards, reduce process errors, and enable advanced analytics. This can allow for real-time development of quality products and services that meet the personalized needs of customers by strengthening the network to an autonomous network following the TM Forum standards as well as developing IT Intelligence and Data Insight.

People and Culture Transformation

Driving a culture that nurtures innovation development is essential to retain business competitiveness amid the fast-changing environment. AIS aims to reinforce its culture to instill an innovative mindset and promote internal innovation through activities and training programs that aim to sharpen the knowledge and skills related to the innovation of employees. This will strengthen the innovation arising within the organization through its own people's potential, knowledge, and capacity, as well as externally through its collaboration with partners.

Partnership Ecosystem Development

Creating new products and services requires partnerships with business partners from multiple sectors. Dedicated to growing alongside its partners, AIS' approach to ecosystem development encompasses research and development, experiment and testing, knowledge and technology exchange, and the co-development of new solutions by prototyping a product or service. Collaborative efforts also extend to launching the product or service to the market and creating a partner platform to support end-to-end solutions and services to address application trends and market needs both for today and tomorrow.



2023 Progress

Strengthening Network and IT Foundation

Autonomous Network

AIS enhanced the network operation toward an autonomous network following the TM Forum standards with a focus on managing network quality by location, handling customer complaints on network quality issues, and automating maintenance to ensure precise and fast service operation. The autonomous network monitors the network traffic in real time and manages the signals in response to customer usage and network density in the service areas. Artificial intelligence (AI) and machine learning have been employed to solve usage-related problems. In the year past, AIS autonomous network was awarded the Best Innovative and Future Technology Company from the Intent Driven Autonomous Networks – Phase 3.

IT Intelligence

AIS enhanced the capabilities of its IT systems, using cloud technology to ensure agility, stability, and security focusing on three areas:

- Integrated customer service through various online and offline channels to deliver a seamless omni-channel experience to customers as well as offered packages that match the needs of customers through data insight.
- Adopted cloud-native architecture and security technology to expand the capabilities to accommodate temporary high volumes of traffic such as the development of an iPhone reservation system on the cloud

to smoothly and securely cater to a short period of a high volume of reservations.

- Enhanced the IT architecture following the TM Forum by simplifying architecture and connected modules to reduce complex connections with other systems in the Company and outside businesses.

Data Insight

This year, AIS introduced "Living Network" to provide a new level of digital service that better satisfies customer lifestyles, enabling them to experience the quality of real-time internet and adjust it to suit their usage. In this first year, AIS offered three service modes: Boost Mode for customers looking for high-speed data transmission, Game Mode for those demanding low latency to respond with minimal delay, and Live Mode for customers requiring fast upload speeds for live streaming. The enhanced digital service is backed by advanced analytics capable of analyzing customer profiles to provide suggestions and respond to the customers' preferred service modes promptly.

People and Culture Transformation

In 2023, with our focus on "People Development", we have deployed multiple projects to allow our people to develop their skills for innovation. This includes opportunities for employees to demonstrate their creativity and propose new ideas, as well as promoting and nurturing the culture of innovation in the organization.

Innovation Way for Everyone Every Day

The project was dedicated to creating a new way of working in which employees could apply innovation skills including growth mindset, entrepreneurial mindset, and agile mindset to their daily work as to foster work behaviors that promote innovations and creativity in the workplace. The project was designed to facilitate learning through the sharing of experience in the form of a workshop on "Unlocking Your Creativity" tailored to suit each division. The content of the workshop was derived from the Design Thinking process. A total of 540 employees attended the workshop this year.





AIS INNOJUMP Festival & Competition 2023

The objective of the project was to promote a culture of innovation in the organization. The event featured an exhibit showcasing innovations from various divisions in AIS, a seminar to learn from innovation experts, and a final round of innovative idea competition entitled the AIS INNOJUMP Competition 2023. The event showcased 36 projects from 25 departments with a total of 1,057 employees participating.



The competition was open to all employees regardless of their positions or functional units, allowing them to learn and play a part in creating innovations for the Company under the topic "AIS INNOJUMP: Feed Innovative Ideas and Jump toward Cognitive Tech-Co". This was in line with the Company's goal to bring out AIS' capabilities to develop products and services that satisfy customer needs and stride toward becoming a Cognitive Tech-Co. A total of 315 creative ideas entered the competition. A boot camp training was organized to nurture innovation among the 60 contestants passing to the final round. The top three winning ideas received cash prizes amounting to 100,000 baht. In addition, those entering the competition could dedicate 10% to their annual performance evaluation to demonstrate that innovation was part of the job and that the Company placed importance on the employees' innovative ideas.

Development of Citizen Developers

The initiative was designed to train employees from different divisions with a wide variety of background knowledge, not limited to IT or technology-related staff, to learn about Robotic Process Automation (RPA). These 1,482 fully-trained employees who were dubbed citizen developers have used the knowledge gained to streamline their work in more than 1,000 projects, enhancing work efficiency, work accuracy, and customer satisfaction while minimizing repetitive workloads to free employees for more constructive work.

Partnership Ecosystem Development

Creating innovations demands working collaboratively with partners, synergizing their different strengths and capabilities. AIS has committed to developing an innovation ecosystem by bringing together cooperation from the academia, the business sector, the government sector, and independent organizations tasked with promoting and supporting innovation development. The projects and activities jointly carried out in 2023 are as follows:

AIS 5G Paragon Platform

The platform integrates the management of 5G network, edge computing, cloud, and applications in a one-stop service, allowing enterprise clients to create 5G solutions that address their application needs with great flexibility. Besides providing an overview of the usage, it can be self-adjusted to align with the budgets and business demand in each period and further develop into a 5G innovative solution that empowers the business to adjust its strategies and work processes to keep pace with the competition.

AIS 5G Paragon Platform is a collaboration with Singtel, Singapore's major telecommunication provider, which enables AIS to leverage the platform and serves as a technology transfer that has given AIS additional expertise in providing 5G solutions to enterprise clients. It also provides opportunities for Thai solution and software developers to have greater access to enterprise clients in Thailand and overseas by featuring their applications on the platform.

AIS 5G Paragon Platform can contribute significantly to the Thai business and industry. It allows for faster development of use cases, thereby reducing the solution and application development time by 4-6 months and cutting costs by 20%-50%. Added to this is the increase in competitiveness for the Thai business. This is considered a development of the innovation ecosystem which enables Thailand to enter the 5G era.





Robot Platform & Low-code Technology

In the past few years, AIS has joined forces with business partners with expertise in developing robots and software for robotics. Currently, by using AIS Robot Platform through low-code technology, AIS teams can adjust the user journey and attributes of the robots to align with customer application needs more readily and faster than the previous robot development which required the design of attributes for each robot, a process which was complicated and time-consuming. The move has enabled AIS to bring robotics products to provide diverse services to the market in a shorter time, using fewer man hours and at lower costs.

Examples of the robotics products that have been well-received by clients include Robot Assistant for Retail Business, Robot Assistant for Library, and Robot Assistant for Smart Museum, which was launched in 2023. The Robot has been employed at the National Science Museum Thailand to provide information about services, greet visitors, and explain basic information about the museum, as well as contact museum officers via a video call.



ARI Innovation District

The project was established in 2021 by AIS and the National Innovation Agency in cooperation with 17 partner organizations with the objectives to combine synergistic efforts, execute the project, carry out activities, and exchange innovation-related resources. The objectives also extend to providing a testing environment (sandbox) for various projects before providing the services commercially. In 2023, the following projects were carried out in conjunction with the partner organizations:

- ARI Green Challenge! was held in collaboration with members of ARI Innovation District to learn the use of e-Waste + application for the management of e-waste in their organizations, a step to make ARI a pleasant place to live.
- ARID Hackathon 2023: Innovation for Well-being was an innovation design competition to develop ARI into a pleasant district. Over 20 competitive teams showcased their ideas about using technology to contribute to the better well-being of residents in ARI district.
- ARI Marathon "Turn ARI to Metaverse" was a business model competition for entrepreneurs in the ARI district to conduct business in the ARI Verse with over 180 participants. A total of 200 teams entered the competition with three business models being selected to go to the Innovation Sandbox project.
- The Innovation Sandbox project was a joint effort of ARI Innovation District members comprising the Electronic Transactions Development Agency (ETDA), NEXTClan, the National Innovation Agency (NIA), and Chulalongkorn University (CU). The objective was to set forth standards and technical agreement in connecting the metaverse of each respective organization, enabling them to connect and collaborate. The three standards agreed upon comprise digital identity, digital wallet, and digital asset to ready the members to enter Web 3.0.





Economic Performance Table

Topic	Unit	2020 ¹⁾	2021	2022	2023
Economic value generated					
Total assets	Million Baht	350,171	356,222	337,044	454,439
Total revenue	Million Baht	172,890	181,333	185,485	188,873
Economic value distributed					
Operating cost	Million Baht	110,848	121,453	126,172	125,387
Employee wage and benefits	Million Baht	9,800	9,807	9,543	10,657
Payment to government	Million Baht	37,595	31,016	23,286	27,301
Community investments	Million Baht	25	27	15	13
Payment to providers of capital					
Dividend payments	Million Baht	20,219	21,203	22,871	24,507
Finance cost	Million Baht	5,917	5,626	5,231	6,145
Economic value of AIS Group					
Net profit	Million Baht	27,434	26,922	26,011	29,086
EBITDA ²⁾	Million Baht	89,398	91,383	89,711	93,371

Note: ¹⁾ The numbers from 2020 onwards are based on TFRS16.

²⁾ EBITDA has been restated since 2021.



Cybersecurity and Customer Privacy Protection

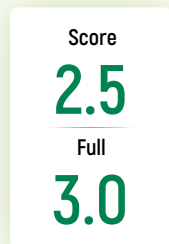
Develop a reliable system for cybersecurity and customer privacy protection



Target

- Reach the highest cybersecurity and personal data protection standards on par with or surpassing those of other business organizations in the industry and the region as well as approved by third-party agencies by the year 2027
- Enhance the efficiency of cybersecurity and data privacy measures to defend AIS's significant business value chain by the year 2025.

Performance 2023



Maturity Assessment
Score

Target 2027



Key Highlight in 2023

Goals achieved

- In the year 2023, AIS, in partnership with Marsh, a global leader in cyber insurance, conducted a maturity assessment to evaluate its cyber threat response measures, earning a 2.5 rating out of the full score of 3.0 – a higher performance standard than the industry average.
- In the year 2023, AIS established the IT Third Party Risk Management Policy, performed risk assessments on third parties having access to its significant information and computer systems, and rigorously monitored the implementation of the policy to ensure that their cybersecurity standards comply with the law and the Company's rules, regulations, and standards and that the Company's significant information and customers' personal data are protected in line with internationally accepted standards.

Cybersecurity

- AIS undertook process improvement by adopting the IT asset and IT configuration management (Configuration Management Database: CMDB) in its business operations to foster centralized control and verification of all its assets, information, and IT configuration.
- AIS improved and standardized its user account management control, authentication, and access through its identity and access management system (IAM).

Data protection

- AIS enhanced the process for verifying access to customers' personal data through its data privacy log monitoring tool (DPLM) to detect unauthorized access and improve customer data protection.



Opportunities, Challenges, and Impacts

In response to the rapid evolution of digital technology, there has been a notable increase in the utilization of telecommunication services. Meanwhile, cyber threats have also correspondingly intensified and taken more complex forms, complicating risk management as well as data and system security protection. AIS, as a leading provider of telecommunication and digital services to individual and corporate customers, plays a pivotal role as the country's critical information infrastructure (CII). The company is compelled to invest in security technology, process improvement, and capacity building to mitigate the potential impact of cyber threats on services, foster trust in the company, ensure business continuity, and manage operational costs effectively.

Potential threats to the security of personal data may arise from various sources, including external cyber threats and internal information management processes, spanning from data storage to data access and use of data. As a telecommunications service provider serving a vast customer base nationwide, AIS is mandated to safeguard personal data. This obligation is essential for legal compliance and adherence to recognized security standards, aiming to mitigate any detrimental effects on the privacy and freedom of data owners, as well as the company's reputation and financial status.

In terms of business opportunities, both individual and corporate customers are increasingly prioritizing greater security. The significant impacts of cyber threats on their operations and finances, coupled with the potential for severe consequences, including personal data leakage in many instances, highlight the demand for robust cybersecurity solutions. This presents a market opportunity where AIS can provide value-added services in cybersecurity protection in addition to its existing services.

Management Approach

AIS formulates its Cybersecurity and Personal Data Protection Policy for implementation across all company departments and associated third parties, aiming to foster customer confidence in the company's transparent operations concerning information systems and personal data protection.

For further information:

Cyber Security Policy



Privacy Policy



AIS has established a governance structure to oversee cybersecurity and personal data protection, appointing dedicated supervisory committees and business units. These entities are responsible for defining regular monitoring and control procedures. The outlined scope of work is as follows.

Risk Management Committee and Audit and Risk Committee Recognizing the critical importance of safeguarding information systems, cybersecurity, and particularly customers' personal data, AIS categorizes this as an enterprise-level risk. The Risk Management Committee holds the responsibility of considering the risk management plan and overseeing its implementation. Subsequently, it reports the risk management plan to the Audit and Risk Committee for review and commentary, ensuring that the risks are efficiently managed and sustained at an acceptable level.



Cyber Security Committee The Cybersecurity Committee, chaired by the Chief Information Officer (CIO) and co-chaired by the Chief Technology Officer (CTO), is charged with defining the cybersecurity policy and guidelines. The committee oversees the implementation of these policies to ensure the effectiveness of the Company's cybersecurity and personal data protection measures. Additionally, it formulates strategies for personal data, cybersecurity, risk management, and assesses and responds to cyberattacks. Quarterly, the Cybersecurity Committee reports to the Risk Management Committee, seeking its opinions on the result of risk assessment as well as considering other interrelated risks.



Cyber Security Deviation Control Working Group The Cybersecurity Deviation Control Working Group is in charge of assessing the risks associated with non-compliance with the Company's cybersecurity and personal data protection policy and standards and reports the assessment to the Cybersecurity Committee for further consideration.

Cybersecurity and Personal Data Protection Division The Cybersecurity and Personal Data Protection Division is tasked with implementing of the Company's Cybersecurity and Personal Data Protection Policy in the organization as well as reporting relevant findings and providing updates on cybersecurity and personal data protection incidents to the Cybersecurity Committee on a monthly basis.

Privacy Protection

AIS develops the data privacy protection policy and guidelines applicable to the entire Company and all its affiliates to ensure that its business operations align with the legal framework and relevant regulations. To facilitate adherence to these guidelines and processes, AIS has established the Data Protection Office (DPO), serving as an advisory body that provides consultations on the collection and use of personal data to all departments. The approach and process to handle privacy protection is as follow.

Personal data protection framework and process

Managing data governance

- Define a personal data protection policy for customers and update relevant announcements to ensure that customers understand the company's rules, regulations, and practices pertinent to personal data protection.
- Determine confidentiality classification, including access to sensitive information, and apply various information protection tools to prevent personal data leakage from data storage to data use and transfer processes.

- Formulate data flow specifications in a systematic manner and communicate the information to the relevant units to ensure adherence to the data flow specifications
- Establish personal data protection standards for employees and external parties through data life cycle management.

- **Collection, Storage and Utilization** Personal data are collected, stored, and utilized under the stipulated terms of service and/or with customer consent only for the necessary duration permitted by the law and in accordance with AIS Group's Cybersecurity Policy.
- **Disclosure** Customers' personal data are disclosed in accordance with the law and the National Broadcasting and Telecommunication Commission's (NBTC) Notification Relating to Measures to Protect Telecommunication Service Users' Rights Regarding Personal Data, Privacy Rights, and Freedom of Telecommunications.
- **Destruction** Personal data are destroyed upon the end of the storage period in accordance with the stipulated policy to direct personal data destruction or anonymization.

Moreover, the company has established guidelines for trade partners concerning the collection, storage, utilization, disclosure, and destruction of personal data. These guidelines are aligned with

Awareness raising and training

- Continuously promote awareness of personal data protection among all employees, trade partners, and contractors to ensure their compliance with newly introduced laws, rules, and regulations, such as those pertinent to confidentiality classification and data lifecycle management, and that the implementation of personal data protection measures is consistent throughout the organization.

- Promote the principles of "Privacy by design" and "Privacy by default" for responsible product and service design among employees to ensure personal data protection and cybersecurity.

Risk follow-up and assessment

Conduct a Data Protection Impact Assessment (DPIA) in accordance with internationally recognized standards, taking the following steps:

- Assess risk from daily operations to prevent data leakage and specify risk reduction measures.
- Define standard contractual clauses (SCCs) for internal units and trade partners engaged in accessing customer data to prevent the unauthorized transfer of personal data
- Prepare records of personal data processing undertaken internally within the company and by trade partners to ensure that personal data are legitimately and properly used, processed, and disclosed in accordance with applicable regulations and frameworks, and that personal data processing risk can be monitored and assessed.
- Establish an internal audit team to construct an annual audit plan and set out internal audit guidelines, considering relevant codes of practice, including the Personal Data Protection Act 2562 B.E. along with guidelines from public agencies, universities, and organizations related to personal data protection.

Personal data breach prevention and response

- Establish protocol for disciplinary action in the occurrence of a personal data breach, aligning penalty levels with the severity of damage resulting from such breaches, and complying with the relevant governing policies applicable to both AIS and all its affiliates.
- Establish the Incident Center to be responsible for responding to personal data breaches, cyberattacks, and personal data leakage.



Data Breach Response Procedure



Complaint received from various channels i.e. Cybersecurity Operation Center, Call Center, AIS Shop, Complaint Center



Determine severity level and coordinate actions with relevant units



Relevant officers report inspection results to Incident Center



Inspection results/ resolution reported to incident reporter



Explain/ publicize understanding internally and externally. Review incident and set preventive measures

Customers with concerns or inquiries can contact our Complaint Center



Telephone 08-000-9263

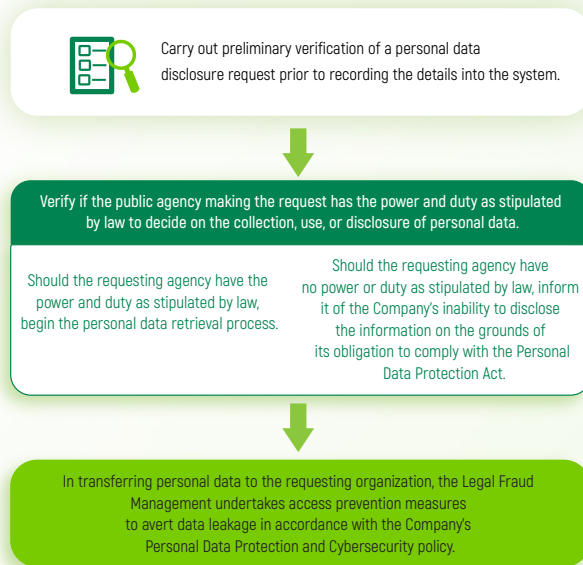


email: complaint_center@ais.co.th



Procedure for processing personal data disclosure requests

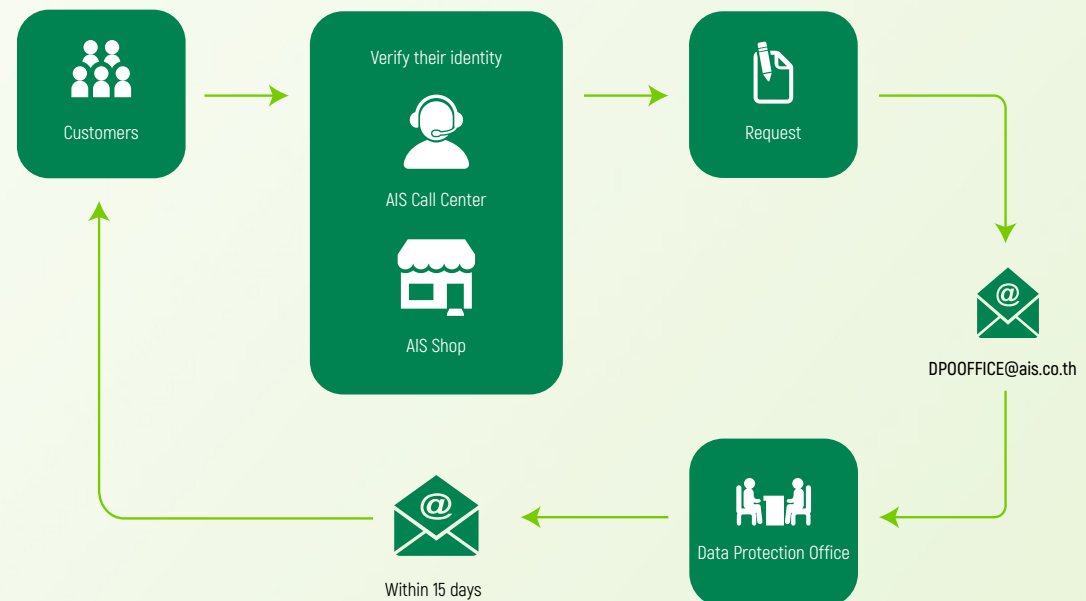
AIS has an established procedure for reviewing requests for personal data disclosure overseen by the Personal Data and Cybersecurity Committee, led by the company's C-Suite. In addition, AIS appoints Legal Fraud Management to handle personal data disclosure requests from authorized government agencies, ensuring compliance with relevant laws and NBTC's Notifications. The procedure is as follows.



In 2023, AIS received 20,949 personal data disclosure requests from authorized government agencies. It responded to 19,255, or 92%, of such requests by providing the requested data.

In addition, customers, as data owners, are entitled to claim their rights within the duration specified in the Personal Data Protection Act. Customers may contact AIS through various communication channels, including the AIS Call Center and AIS Shops. Specific criteria and guidelines have been established for statutory rights, including access, correction, deletion, or transfer of personal data, as well as requests for Call Detail Records. The Data Protection Officer (DPO) is entrusted with processing non-statutory rights requests within a 15-day timeframe. For further details, please refer to the Privacy Notice.

Procedure for Processing Customer Requests





Human rights compliance and assessment of human rights risk pertinent to data privacy

Recognizing that human rights are fundamental to all individuals, AIS discloses personal data solely with the consent of data owners and in compliance with the company's policy and the Thai legal framework. However, the company is unable to notify the data owner of personal data disclosure in instances where it is part of an investigation process conducted by an authorized government agency.

For further information:

The Privacy Notice



In the case of human rights violations related to the disclosure of personal data, the company adheres to the remediation procedure for the rights holders, as stipulated by law.

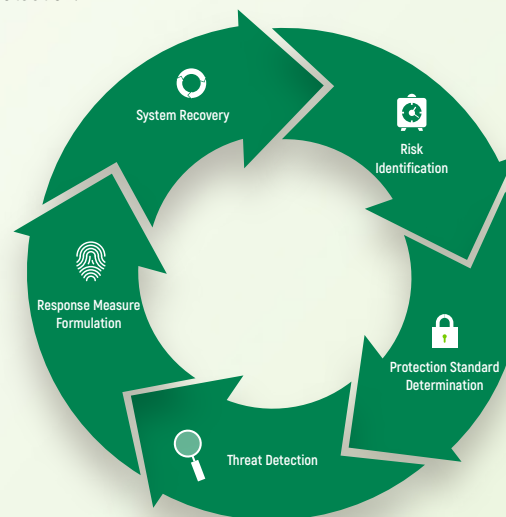
- For a criminal case, the victim is entitled to damages in accordance with the Damages for the Injured Person and Compensations and Expenses for the Accused in the Criminal Case B.E. 2544 (2001). This law applies to compensate individuals who have suffered harm due to criminal offenses committed by others.
- For a civil case prosecuted on the grounds of personal data breaches, the victim shall be entitled to damages as incurred.

Cybersecurity

AIS is designated as one of Thailand's critical information infrastructure (CII) according to the Cybersecurity Act B.E. 2562 (2019). We operate infrastructure and systems dedicated to serving customers, wherein a considerable amount of personal data is involved. AIS is committed to safeguarding its information system and personal data from cyber threats by consistently implementing enhancements to processes and systems, aligning with globally recognized security standards.

Cybersecurity framework and process

- AIS has integrated the National Institute of Standards and Technology's (NIST) Cybersecurity Framework into the strategic planning and design of its cybersecurity system.** This ensures that the processes for preventing, detecting, and responding to cyber threats are not only timely but also systematic, as illustrated in the accompanying diagram. Furthermore, AIS aims to incorporate other relevant guidelines and international standards into its system and process development, aiming to elevate the effectiveness of IT defense and personal data protection.



Source: National Institute of Standards and Technology

- AIS has implemented a cybersecurity policy aligned with globally recognized cybersecurity frameworks and standards**, including NIST and ISO 27001, as well as compliance with the Cybersecurity Act B.E. 2562 (2019) and regulatory agency requirements. This is to uphold fundamental cybersecurity principles in confidentiality, integrity, and availability.
- Cybersecurity enhancement with Zero Trust** In managing system risk and vulnerabilities, AIS has adopted the zero-trust concept to elevate its cybersecurity standards, including account management, identity and access management, information protection, network security management, endpoint security management, application security management, software updates and obsolescence management.
- AIS has deployed online cybersecurity training courses** that are accessible to its employees at any time and arranged activities to educate staff members on cyber threats and tools for data protection. These activities include idea-sharing sessions with both internal and external experts as well as regular email communication addressing topics aligned with updates on digital strategies and guidelines for cyber threat defense and response.

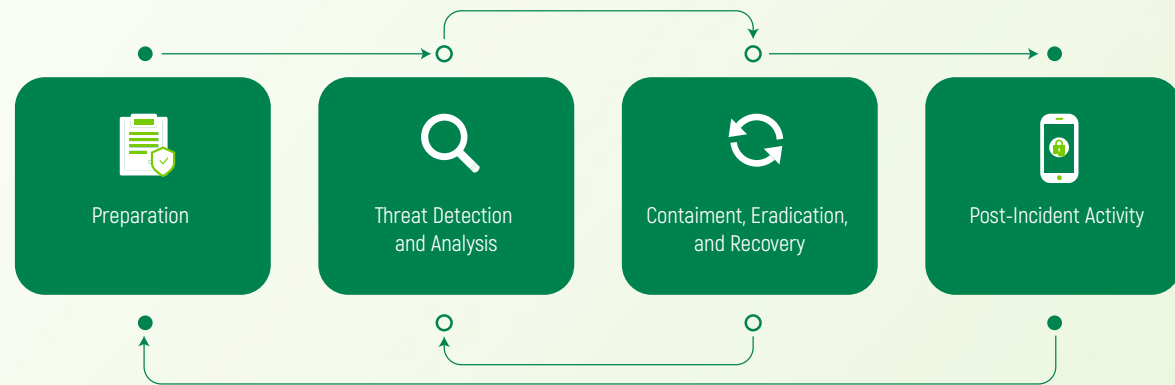
Zero Trust

is a security framework requiring all users in a computer system to be authenticated, authorized, and validated prior to being granted access to the system. It encompasses such cybersecurity frameworks as identity and access management, network and connection security management, endpoint, application, and software security verification, and data protection.



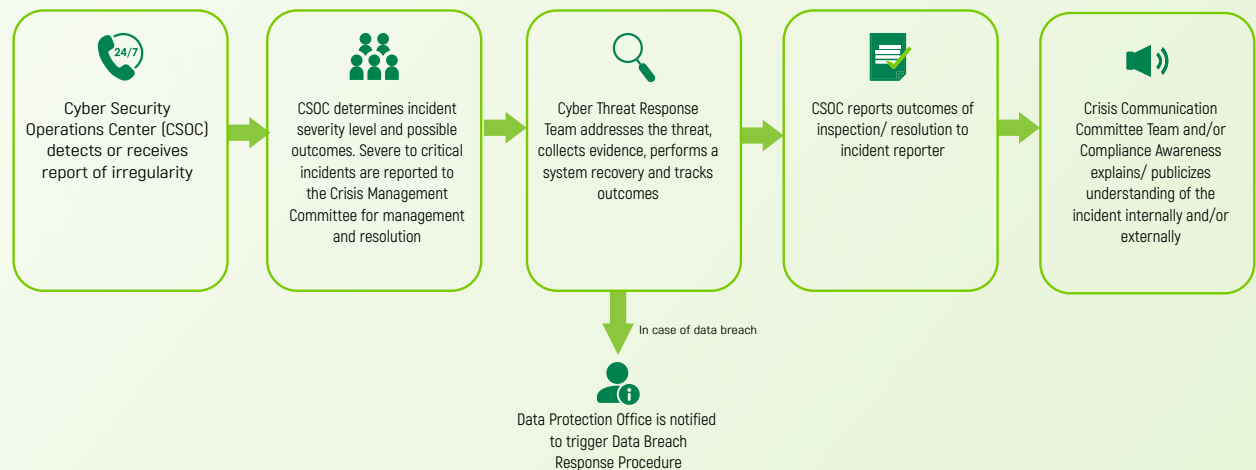
- **Coordination with regulatory agencies and Critical Information Infrastructure Organization** AIS has cooperated with regulatory agencies, public agencies, other Internet and telecommunications service providers, and the Telecommunications Association of Thailand to establish the Thailand Telecommunications Computer Emergency Response Team (TTC-CERT). The TTC-CERT aims to promote and enhance the coordination, information sharing, and management between its members in response to cyber threats, in accordance with the Cybersecurity Act 2564 B.E. This includes issuing warnings of major vulnerabilities and attack incidents as well as sharing information pertinent to preventive measures.
- **Cyber Incident Response and Escalation Process** AIS has incorporated the NIST's Cyber Incident Response Framework into its daily operations. Within this framework, complaints are directed through designated channels and handled with consideration to their severity levels.

Cyber Threat Management and Response Framework



Source: Computer Security Incident Handling Guide by National Institute of Standards and Technology

Cyber Threat Response Procedure



In case a cyberthreat results in a personal data breach, the Data Protection Office will be notified to initiate a data breach response procedure.



Cyberthreat defense, detection, and response



AIS has established the 24/7 Cybersecurity Operation Center (CSOC) to ensure the Company's capability to promptly address a cybersecurity incident. The CSOC is tasked with monitoring and responding to potential cyberthreats through several measures, including real-time notifications of cyberthreats, remote device locking, and the user entity behavior analysis (UEBA) system, which enhance the capability in detecting and assessing cyberthreat. Furthermore, to elevate cyberthreat monitoring services for corporate customers, the CSOC formulates and regularly updates AIS's cybersecurity policy and guidelines to be in line with the relevant regulations as well as internationally recognized practices and standards. The CSOC's operations are certified under ISO 27001, covering the scope of CSOC Monitor as a Service and Incident Response as a Service.

For further information:

Cyber Security Policy



2023 Progress

Laws, rules, and regulations

Promote coordination between public and private entities in cybersecurity and personal data protection

- In 2023, AIS participated in several public hearing and legal interpretation sessions involving regulatory draft and guidelines, such as the subordinate legislations under the Cybersecurity Act B.E. 2562 (2019) and the Royal Decree on the Operation of Digital Platform Service Businesses. AIS also supported activities organized by government agencies to develop cybersecurity skills for personnel in the public and private sectors, as well as participated in the National Cyber Exercise.
- AIS conducts an annual review of its policies, standards, and guidelines to ensure they remain in line with emerging risks and adhere to relevant laws and regulations governing its business operations. These include the Cybersecurity Act B.E. 2562 (2019), the Personal Data Protection Act B.E. 2562 (2019), regulatory agencies' requirements, and internationally recognized security standards.



Capacity building and awareness raising for employees

AIS consistently conducts capacity-building and awareness-raising activities, emphasizing cybersecurity and personal data protection for its employees. The goal is to instill the concept of "Cybersecurity in Mind" and ensure that they can fulfill their duties in accordance with the company's security standards and guidelines.

- Online training courses and activities:** AIS provides online training courses through the self-access LearnDi platform to educate its employees on current practices relating to cybersecurity, data privacy, and the Company's measures to respond to cyberthreats. Additionally, AIS hosts the Inseedang Live event, integrating a live chat to raise awareness and stimulate discussions on cybersecurity-related topics. Lastly, AIS conducts training sessions on data protection, covering data classification, cyber threats, specifically designed for its outsourced staff.





- **Cybersecurity & Data Privacy Test:** AIS mandates that all its employees undergo an assessment test to evaluate their understanding of cybersecurity, data classification, and personal data protection. In the year 2023, over 99% of its employees and 69% of its outsourced staff passed the test. Moreover, AIS implemented the test requirement for its business partners, including Telewiz, our distribution franchisee, with a passing rate of 97%.
- **Capacity building for employees in various departments to be IT Security Champion:** AIS provides these employees with comprehensive knowledge of cybersecurity and personal data protection concepts and practices. This enables them to act as communication ambassadors, fostering increased awareness of cybersecurity and personal data protection within their business units. They also play a pivotal role in supporting the Company's cybersecurity monitoring.
- **Enhanced the preparedness for responding to phishing threats:** AIS implemented company-wide phishing simulations to assess employees' awareness of this threat and to ready the relevant departments for potential phishing incidents.
- **Capacity building for cybersecurity and personal data protection personnel:** Personnel involved participated in training programs, earning 93 certifications to ensure their compliance with standards in areas such as personal data protection, cloud security, system vulnerability assessment, cyber threat detection and analysis, incident response, and forensic analysis. In addition, the company focus the capacity-building in log analysis, incident management, and digital evidence investigation to enhance capabilities in detecting system vulnerability and responding promptly and effectively to cyber threats.

Technology development and process improvement

Cybersecurity

- AIS enhanced the policies and processes for managing risks associated with third parties that shared access to its information system. This was done to mitigate potential risks and strengthen data and IT security.

- AIS improved the process and control of its superuser access to systems through various measures, such as privileged password management (PAM), password policy, and multi-factor authentication, implemented across the organization via both on-premise and on-cloud systems.
- AIS undertook process improvement by adopting the configuration management database (CMDB) in its asset and IT configuration management and control to enable centralized control and verification of all its assets, information, and IT configuration as well as by embracing the IT service management (ITSM) process.
- AIS improved, centralized, and standardized control over user account management, authentication, and access through its identity and access management system (IAM). Adopting Zero Trust concept, the company raised its cybersecurity standards by streamlining and automating all processes to reduce risks associated with unauthorized access.
- AIS revamped its protocol for data retention and disposal to ensure that the disposal of data in the devices for internal reuse or external distribution, including the stored media, aligns with internationally recognized security standards.

Data Privacy Protection

- AIS improved the standard for data classification and control, imposing stricter measures specifically for biometric data. These measures apply not only to the digital ID service but also to other services utilizing biometric data.
- AIS revised the procedure for requesting the use of customer data for analysis. This involved designating a secure space for the storage of customer data and implementing limitations on the utilization of such data, thereby ensuring the protection of personal information.
- AIS enhanced the process for verifying access to customers' personal data using its Data Privacy Log Monitoring Tool (DPLM). This enhancement enables the detection of unauthorized access to customers' personal data, thereby strengthening customer data protection.

Cyberthreat drills

In 2023, AIS conducted a cybersecurity drill simulating a personal data breach resulting from a malware attack. This took the form of a cyberthreat simulation using a tabletop exercise approach.

Audits

In 2023, both internal and independent auditors conducted audits on the company's cybersecurity and personal data protection systems. This encompassed areas such as IT system control, the data security awareness program, cybersecurity incident response, and protection of cloud system security and operations. The objective was to verify compliance with company policies and relevant laws.

Standard certifications

AIS obtained certifications affirming its commitment to achieve and maintain the highest standards of personal data protection, as outlined below:

- ISO27001 Information Security Management System (ISMS) Certification since 2015, with the scope of the IT security operations expanded to CSOC as a service in 2020 and to incident response (IR) as a service in 2022
- Self-Assessment on Cloud Security Alliance, Trust, and Assurance Registry Program (CSA-STAR) covering Cloud Security since 2016
- Payment Card Industry Data Security Standard (PCI-DSS) Certification since 2017, with the scope of data security for payment card, and expanded to merchants and service providers in 2021.
- ISO27017 Cloud Service Provider Security Standard Certification since 2022
- ISO27018 Personally Identifiable Information (PII) Protection Standard Certification in 2022 for Public Cloud
- ISO27701 Data Privacy Management standard



Performance Table

Topic	Units	2020	2021	2022	2023
Personal data protection					
Number of personal data breach and data loss complaints					
Complaints from general persons or agencies	Number of cases	560	7	7	4
Complaints from regulatory agencies	Number of cases	23	20	11	4
Data leakage, theft, or loss	Number of cases	0	0	2	1
Requests for customers' personal data from public agencies with the power and duty ¹	Number of cases	24,453	25,442	19,454	19,255
% of the total number of requests	%	92	70	92	92
Network					
Average frequency of network failure	Units	0.07	0.18	0.07	0.09
Average length of network failure	Minutes	39	54	38	37

Remark: ¹ AIS provides customers' personal data to the public agencies granted the authority by law, namely the Court of Justice, the Royal Thai Police Headquarters, and the Anti-Money Laundering Office.



Human Resource Management

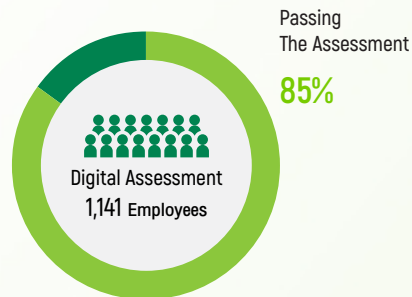
Nurture and develop our people to support business growth, particularly the digital business.



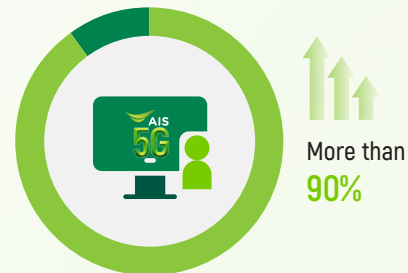
Target

More than 90% of AIS employees are equipped with new digital skills and literacy by 2025

Performance 2023



Target 2025



AIS employees are equipped with new digital skills and literacy

Key Highlight in 2023

AIS provided training and digital assessment to employees to develop their digital skills and capabilities. In 2023, 1,141 employees participated in the program with over 85% passing the assessment criteria.

AIS received numerous awards in human resource management, occupational health and safety, and was ranked by leading media nationwide in many categories as follows:

- Certificate of Achievement of the Zero Accident Campaign from the Thailand Institute of Occupational Safety and Health
- Steward Leadership 25 (SL25) Award in Singapore for driving the digital skills of the Thai people through the EdTech online platform
- WorkVenture ranked AIS 14th as most desired company for the new generation to work for
- Jobbk ranked AIS one of the top five companies offering the most desirable employee benefits to work for in 2023





Opportunities, Challenges, and Impacts

According to the Future of Jobs Report by the World Economic Forum, it is estimated that by 2023-2027, there might be changes in the future job market and required skills. The changes in technology particularly in big data and artificial intelligence (AI) can create a multitude of new jobs but may also lead to the disappearance of several jobs causing a risk of inequality in labor skills and specialization. This prospect reflects challenges in human resource management concerning investments in developing skills needed, recruiting for new skills, and retaining talented employees. On top of this, the work processes need to also improve utilizing the benefit of technology.

AIS is aware that human resource management, aligning with the demands of the digital economy and the Company's shift towards a Cognitive Tech-Co, poses challenges for employees to adapt to continuously evolving skill requirements. Consequently, the Company is committed to providing employees with a new mindset, skills, and capabilities to navigate business expansion successfully. This initiative aims to enhance employees' ability to contribute to the Company's competitiveness and growth, making them valuable contributors in the digital economy landscape.

Management Approach

AIS human resource management encompasses recruitment, training and development, and employee wellbeing, based on the 6Ss Strategies. Additionally, the organizational culture of FIT FUN FAIR is instilled, emphasizing the creation of an environment that promotes corporate well-being, knowledge and skills, challenging tasks, positive attitudes, equality, and opportunities.

The 6Ss Strategy



FIT FUN FAIR



- **Healthy and Energetic**
Good health and energetic
- **Knowledgeable and Capable**
Knowledge and skills to cope with every situation
- **Deliver beyond Expectation**
Determination to deliver results beyond expectation



- **Enjoy Every Challenge**
Every challenge is fun for AIS employees
- **Work Smart & Play Hard**
Working happily and having fun at work
- **Growth Mindset**
A positive, can-do attitude



- **Equal Opportunity**
An equal opportunity for all employees
- **Open and Respectful**
Open-mindedness and acceptance of differences & embracing diversity
- **Performance and Rewards**
Rewards to recognize employees for their excellent performance and quality work.



The key human resource management guidelines are as follows:

Talent Attraction, Retention and Succession Plan

Fair Employment

AIS adheres to fair employment principles and complying with all applicable laws as well as seeing the importance in having a diverse workforce populated by personnel with different bases of knowledge and skills. The Company maintains a policy against employing child and all types of illegal laborers while supporting the employment of disabled persons to work in convenient environment and for them to acquire new abilities in the digital technology industry and providing funds to the Disabled Persons Support and Quality of Life Development Fund.



Talent Management

Talented employees are sought out, provided with appropriate positions and duties, and developed and fostered so that they may be retained and grow alongside the Company.



Digital Skills Hiring

AIS works with leading universities both domestic and abroad to organize activities that introduce itself and open up opportunities for students with functional skills for the digital age such as blockchain, AI and data analytics to join the Company and enhance its digital growth capability sustainably.



Career Development

Employees are provided with data and advice from their superiors so that they may plan their careers and support their own potential development plan.



Employee Retention

AIS provides incentives both monetary and non-monetary and other benefits to employees such as health insurance and a healthcare center at office.



Succession Plan

AIS maintains succession plans for every position throughout its structure, using a criteria and process that transparently and fairly selects the most capable successor for any position with emphasis on leadership capability and readiness to assume the role.



Performance Appraisal and Remuneration and Benefits

The performance appraisal is conducted twice a year, comprising the following four aspects:

- 1. Individual KPIs:** Performance appraisal aligns with corporate objectives and is against the objectives jointly predetermined between the supervisor and employee. The appraisal is also based on comparative ranking between peers with the same positions and responsibilities to ensure fairness.
- 2. Leadership Competency:** The capability assessment covers aspects such as strategic thinking, a vision to create impact, and the ability to foster relationships with stakeholders.
- 3. Culture and Business Ethics:** the behavioral assessment based on the culture of Fit Fun Fair on physical and mental fitness to ensure employees conduct work with happiness and efficiency, with adherence to ethics and impartiality.
- 4. Behavioral Assessment from Constructive Feedback:** the 360 Degree Evaluation involves feedback from an employee's subordinates, colleagues within the same team, and cross-functional teams.

Remuneration including a base salary and bonus is based on the above-mentioned appraisal results. The criteria for performance-related pay are set forth to ensure fairness for all employees and reflect both individual KPIs and corporate KPIs. Each year, the Company ascertains that the compensation is competitive and comparable to the market pay rates and the pay choices within the industry.

The Company offers a wide range of welfare and benefits to meet the different needs and lifestyles of employees at all levels. The objective is to strengthen stability in life of employees and their families encompassing finance, physical and mental health, and lifestyle amenities. Details of employee welfare can be found in "2023 Progress: Promoting and Supporting Welfare to Take Care of Employees Holistically".



Human Capital Development

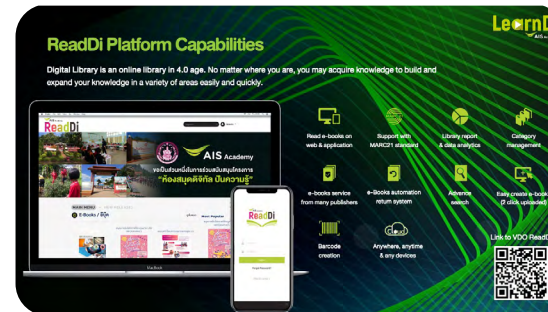
Employee Potential Development through Work Culture and Lifelong Learning

AIS has stressed the importance of skill development from the first day of employment. Employees are constantly supported to advance their skills and knowledge to grow in differing career paths consistent with the changing landscape in the digital era. To that end, AIS Academy is established to serve as a learning center to offer knowledge in technology and innovations and promote integrated capability development including functional skills, technical skills, and soft skills. The curricula and contents are tailored for employees in different lines of work and levels.

AIS pledges to offer a variety of learning channels to maximize learning efficiency through online courses, virtual classes, and workshops. As part of the effort, AIS has developed the LearnDi learning platform and ReadDi online library to support lifelong learning that can be conducted anytime and from anywhere. Also, the Company provides access to learning platforms from other key institutions to open up diverse learning opportunities for employees.

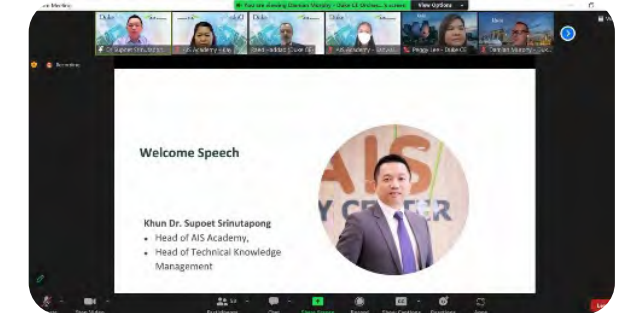
Furthermore, an individual development plan (IDP), predetermined by the employee, supervisor, and HR officer, is incorporated into the employee performance appraisal. The IDP is tied to a competency-based career model for each career category. The assessment result is used to enhance both proactive and technical skills for each employee and empower them to chart a career path following their skill sets and the Company's business direction.

E-library:



E-learning:

Virtual class: SkillsSphere People Hub 2023 under Harvard Development Learning Sprints Program



Workshop: SkillsSphere People Hub 2023 under Duke Corporate Education Leadership Development Program



Occupational Health, Safety, and Workplace Environment Operations

AIS has established an occupational health, safety, and workplace environment (OHS) policy, aligning with the compliance of occupational safety and health laws, to provide managerial and operational guidelines for the safety and working conditions of employees, contractors, partners, and the surrounding communities. The Company's occupational health, safety, and workplace environment unit is tasked with planning the risk management of the business and supervising safety and workplace environmental operations. The Safety, Occupational Health and Workplace Environment Committee has been established with regional safety professionals included in the committee to help drive the policy and requirements on safety and workplace environment, as well as report on operating results and give suggestions for improvement.

Occupational health, safety, and workplace environment operations

- Assess risks in operating areas both in the office buildings and telecommunication exchange offices
- Provide training and knowledge to raise awareness about safety and specific work-related risks
- Provide personal protective equipment to protect employees against safety risks at work
- Prepare and lead the practice of an annual emergency plan
- Provide a safety patrol
- Perform a safety inspection of the buildings and electricity system
- Monitor the environment in work areas

Work safety control for contractors

- Provide safety training including both theoretical and practical aspects tailored to work-specific risks through the AIS Safety Passport program
- Perform job safety analysis and introduce preventive measures
- Define PPE standards for personal protection equipment in compliance with the law
- Conduct safety self-assessments prior to commencing work

- Perform safety inspection of contractors covering all the operating areas nationwide in line with AIS safety requirements
- Provide recommendations to foster a safety culture in contractors' operations

For further information:

Commitment and Goals on Occupational Health, Safety, and Workplace environment



Occupational Health, Safety and Workplace environment Policy



Support for Employees' Human Rights

AIS has incorporated human rights issues into its corporate culture and established a human rights policy to ensure fairness and transparency in recruitment, employment, and managing employee well-being. The company welcomes the employment of individuals from diverse backgrounds, irrespective of their education, race, religion, gender, age, or physical ability.

Operational efforts to treat all employees with care and respect

- Provide knowledge and training on supporting diversity and accepting differences among employees in the Company
- Offer opportunities for all employees to develop different functional and technical skills
- Carry out projects to allow employees to exchange ideas to develop innovations, take part in driving the organization, and receive equal opportunity to advance in their careers
- Provide an ethics assessment test for employees regularly

The company has formed a Welfare Committee in the workplace to offer appropriate welfare, provide advice and recommendations, and act as an

intermediary between employees and management concerning employee benefits and fair freedom of association. To safeguard employees' rights, in the event of a substantial change resulting from the company's business operations that may impact their welfare arrangements, the company will notify employees of the change at least four weeks in advance, following company policy. In addition to the Welfare Committee, various employee groups or committees have been established, each assigned specific duties and areas of responsibility to safeguard the welfare of employees.

AIS has conducted human rights due intelligence to assess human rights impacts and risks. In 2023, the Company monitored and reviewed the human rights issues, identifying one case of human rights violation. An investigation process was carried out with a commitment to fairness for all involved parties. The company then followed up on the case to ensure strict compliance with the committee's decision and implemented preventive measures to minimize potential future impacts.

The company establishes whistleblowing channels in line with the Whistleblower Policy. All information is kept confidential, and the whistleblower is protected from victimization. If such a case is substantiated, the company proceeds with the whistleblowing handling process with fairness and transparency and without any prejudice.

For further information:

Human Rights Policy



Whistleblower Protection Policy



Human Rights Risk Assessment





2023 Progress

Digital readiness assessment and development

AIS Academy has organized training and conducted digital knowledge assessments for employees within the organization, aiming to enhance their proficiency in digital skills and equip them for success in the digital world. The program, utilizing the LearnDi learning platform, covers essential topics relevant to the job, such as ChatGPT, AI, Mobile IOT, Cloud, and Data. Additionally, it incorporates and integrates activities with a token-based rewards system to encourage participation, enabling employees to exchange tokens for various prizes. The objective of this initiative is to foster readiness and elevate the digital skills and abilities of employees. In 2023, 1,141 employees participated in the program with over 85% passing the assessment criteria.

Employee engagement in developing corporate culture and innovations

Recognizing that employees are the company's most valuable assets and the primary driving forces, AIS places great importance on being aware of and addressing the needs of its employees. The company conducted the AIS Culture and Innovation Survey 2023 to gather employee opinions and suggestions related to the corporate culture of "Fit Fun Fair."

In 2023, more than 87% of employees participated in the survey. The results revealed that employees perceive the company's commitment to behaviors and attributes consistent with the corporate culture, supporting the pursuit of becoming an innovative organization with an average score of 4.47 out of 5. The company will leverage the survey results to improve the workplace environment and activities, aligning them with the requirements and preferences of employees.

Career Development

AIS has developed a career model to define a development path for each employee. This involves planning career growth through competency gap assessment, identifying the knowledge and skills required in their respective functional line of work.

In 2023, AIS conducted a functional competency assessment for all job positions. Going forward, the information about competency gaps will be integrated with the LearnDi learning platform to provide more targeted and efficient support for employee learning. A platform is currently in development to enable employees to explore and identify careers of interest, with the system suggesting development courses to bridge their competency gaps. This initiative aims to enhance efficiency in the formulation of their learning and self-development plans.

SkillSphere People Hub

AIS Academy implements the SkillSphere People Hub program to broaden the learning resources available to employees, encompassing various esteemed educational institutions recognized both locally and internationally. These include Harvard Business, Duke Corporate Education, Southern Alberta Institute of Technology (SAIT), McGill University, Dalhousie University, Udemy, Voxy, YouNextYou, Skilllane, and PacRim. Employees have the flexibility to choose learning paths based on their individual needs. To qualify for a course, each employee undergoes a selection process, involving an interview with the committee, where they present the project they intend to develop upon completing the course. At present, over 4,000 AIS employees have enrolled in the selection program.



AIS Academy achieved the ISO 30401:2018 certification

Dedicated to transforming the company into a learning organization, AIS Academy has integrated technology into its corporate knowledge management using digital platforms like LearnDi and ReadDi. In 2023, AIS Academy obtained ISO 30401:2018 certification for the management and development of digital technology knowledge and work competencies.





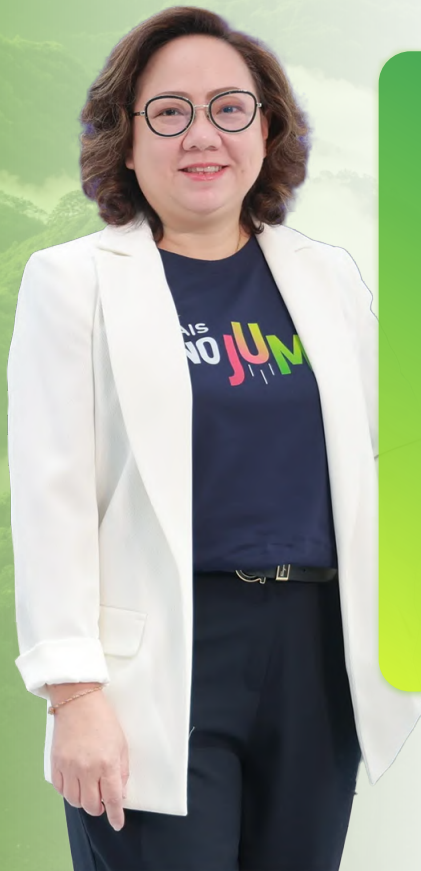
AIS INNOJUMP Project

AIS initiated the AIS INNOJUMP project to cultivate innovation skills among employees, propelling the company toward a Cognitive Tech-Co. The project introduces a fresh work approach, empowering employees to integrate innovation skills into their daily tasks. It also provides a platform for employees to share their perspectives and new ideas, fostering an innovative environment, creativity, as well as instilling a growth mindset, entrepreneurial mindset, and agile mindset within the organization. The AIS INNOJUMP project in 2023 consisted of the following activities:

- **The “Unlocking Your Creativity Workshop”** is a learning module presented in the form of a short workshop, incorporating elements from the design thinking process. The workshop was attended by 145 employees.
- **The AIS INNOJUMP Festival 2023** was an innovation event where AIS

employees could submit their innovative ideas for a competition. Participants had the opportunity to pitch their ideas to a panel of judges and experts, including executives from various industries. Contestants had the chance of winning prizes and having their ideas turned into reality for the market. The event also featured an exhibition showcasing innovations from different divisions. In total, 60 employees submitted their innovative ideas.

• **The AIS INNOJUMP Competition** was an innovation idea contest open to all AIS employees, irrespective of their position or line of work. The competition included a course, designed as a bootcamp for those advancing to the final round, along with a total cash prize of 100,000 Baht for the top three winners. A total of 231 employees participated in the competition, submitting a combined total of 315 ideas.



When it comes to innovation, products and services are two things that often come to the minds of most people. However, in reality, for a good product or service to be developed, it requires creativity, inspiration, and courage to do something different. As such, for AIS to inspire innovation, it is important we dare to open up opportunities for employees to risk doing something new even it may end up failing. Also, innovation does not happen unless we have an ecosystem comprising society, friends, and partners that are like pillars of support for each other to create strength. All these underlining ideas have cumulated in the INNOJUMP project. The word “JUMP” here doesn’t mean jumping around meaninglessly, but it means doing things differently from a new perspective, hence AIS INNOJUMP.



Kantima Leleutyuttham
Group Chief Human Resources Officer, Intouch Group





Promoting Holistic Support for Employee Well-being.

AIS is dedicated to fostering awareness of equality, fairness, and respect for personal rights among its employees. This commitment is reflected in the adoption of principles and guidelines on diversity, equality, and inclusion, accompanied by the enhancement and support of employee welfare. We aim to develop employee skills and knowledge, foster employee engagement, and cultivate a pleasant workplace environment conducive to collaborative and joyful work. Examples of employee welfare are as follows:

Support for the Family Unit

AIS recognizes and supports the family unit which is a fundamental institution for personal growth and social sustainability.

- **Provision of assistive funding** to employees entering marriage.
- **Maternity leave** for pregnant female employees extends for 98 days, with the option for additional discretionary leave of 10 days with pay, beyond the statutory requirements.
- **Paternity and family-care leave:** Male employees have the flexibility to take 10 days of business leave beyond the statutory requirements to care for a newborn and their family. Additionally, they are entitled to take annual leave with pay, the duration of which depends on their length of employment.

Childcare Support

- **Nursing Facilities:** Recognizing the significance of the health and well-being of both mothers and their newborns, AIS has established lactation facilities for nursing mothers, equipped with proper supplies, including a refrigerator, to provide a private and hygienic space.



- **Support for Scholarships** AIS consistently offers scholarships to the children of its employees. Similarly, contract employees who have maintained continuous employment for one full year are eligible to apply for these scholarships. In the year 2023, the company granted 1,173 scholarships, totaling 8,060,000 baht, to the children of employees who met the specified criteria and demonstrated academic excellence.
- **Providing Children Facilities** AIS provides designated spaces and facilities for the children of its employees, allowing them to engage in learning activities while waiting for their parents to finish work. These spaces, including the Cultivation library, Co-working space, and Chillout zone, offer opportunities for children to learn, play, and complete homework. Moreover, they have the flexibility to use their own computers or mobile phones to access AIS' online platforms, LearnDi, and ReadDi.

Promoting Employees' Physical and Mental Health and Well-being

- **Medical and physical therapy facilities** AIS provides medical and physical therapy facilities for employees. The facilities provide first aid in the workplace, dispense primary medication, treatment by medical specialists as well as treatment by physical therapists to relieve work-related pain (office syndrome) with basic equipment and devices such as traction beds, electric massagers, paraffin wax baths among others.



- **Projects to promote employees' health** AIS is committed to encouraging employees to take part in activities promoting good health such as AIS Virtual Walk & Run Challenge. This event focuses on tracking and logging the walking and running distance of each participating employee to achieve the individual and the Company's goals for the accumulative distance. The participating employees will receive tokens which can be redeemed for prizes like gadgets, vouchers, or for entering a marathon in Bangkok and other provinces.



- **Aunjai Podcast** This is a program by AIS to provide health-related knowledge to employees. The knowledge and techniques given by the doctors will help employees take better care of their health and prevent common illnesses in workers.
- **The Embracing Your Heart Project** The project carries out activities to care for employees' mental health, including exhibition and workshop. Psychologists and art therapists are invited to give lectures and organize workshops, providing valuable insights and techniques to help employees reduce stress. Additionally, the annual health checkup period for employees at designated hospitals has been extended to be available throughout the entire year.



Organizing activities to promote employee happiness

- **Sharing happiness with society** AIS has organized numerous activities that engage employees in the effort to share happiness with society. Central to this is the "Clear Your House for Unused Items" program in which a swap meet is held for employees to sell their used items at reasonable prices. All the proceeds go to charities to benefit society. The event which is held on the Company's anniversary celebration is one way to give back to society by turning the fun-filled celebration into a happy day in which AIS employees can share happiness with society. In the past two years, it was held to celebrate the Company's 32nd and 33rd anniversary under the themes "Double Happiness to Celebrate the Anniversary" and "The Power of Infinite Giving", respectively.
- **Token collecting** An application has been employed to allow employees to collect their tokens through AIS Digi System by taking part in various activities. These tokens can be redeemed for discounts at places such as restaurants, coffee shops, bakeries, and kitchen supplies. This ongoing initiative is designed to bring enjoyment to the workplace for employees.



Supporting and Development Quality of Employees with Disabilities

Beyond adhering to legal requirements by employing disabled individuals, AIS establishes call centers specifically for people with disabilities in both Bangkok and provincial areas. This initiative aims to generate employment, enhance learning opportunities, bridge societal gaps, and improve the overall quality of life for individuals with disabilities. This has led to the creation of "Work Wizard", a digital platform for persons with disabilities that integrates the company's technologies to facilitate disabled employees in their performance of duties. To enhance accessibility, AIS has installed a Thai text-to-speech application for visually challenged employees, enabling them to independently and efficiently use computers. For employees with hearing impairment, AIS operates a sign language call center through a webcam, facilitating convenient work and more effective communication. Additionally, AIS creates opportunities for employees with disabilities to receive training both on-site and online via LearnDi application to enhance knowledge that can be applied to their work. For physically challenged employees, AIS has provided the appropriate environment and other facilities such as elevators, toilets, wheelchair ramps, etc.



Supporting retired employees

In addition to the retirement compensation based on an employee's years of service as prescribed by law, AIS has also provided a commemorative gold coin for employees who reach their retirement age, along with the amount of employer contributions and benefits of the provident fund. The Company also holds a talk on managing money after retirement to promote financially secure life.

Emergency Assistance

In the past year, Thailand faced severe flooding in several provinces, affecting vast areas in Bangkok, its outskirts, and many other provinces. In response, AIS helped employees, by coordinating those living within the affected areas to evacuate to safe places, and by providing financial support to mitigate their hardship.

AIS Digi has been employed to allow employees to collect their tokens through the system by taking part in various activities. These tokens can be redeemed for discounts at places such as restaurants, coffee shops, bakeries, and kitchen supplies.





Performance Table

Topic	Unit	2020	2021	2022	2023
Employees					
Total employees	Persons	13,975	12,909	13,141	11,448
Breakdown by gender					
• Male	Persons	5,595	5,097	5,260	4,724
	%	40	39	40	41
• Female	Persons	8,380	7,812	7,881	6,724
	%	60	61	60	59
Breakdown by age					
• 50 years old and above	Persons	671	965	1,084	924
• 30-50 years old	Persons	8,343	8,023	8,051	7,767
• Below 30 years old	Persons	4,961	3,921	4,006	2,757
Breakdown by employee type					
Permanent					
• Male	Persons	4,104	4,031	4,050	3,756
• Female	Persons	5,258	5,043	4,898	4,579
Contract employee					
• Male	Persons	1,491	1,066	1,210	968
• Female	Persons	3,122	2,769	2,983	2,145
Other employee diversity					
Employees with Disabilities	Persons	202	142	149	138
	%	14	1.1	1.1	1.2



Performance Table (Cont.)

Topic	Unit	2020	2021	2022	2023
Training and Development					
Total Training Hours	Hours	517,165	422,422	374,737	272,753
Total Average Training	Hours/ Person	37	32	29	24
Breakdown by Gender					
• Male	Hours	32	35	32	26
• Female	Hours	40	30	27	22
Breakdown by age					
• 50 years old and above	Hours	49	31	27	28
• 30-50 years old	Hours	31	35	29	25
• Below 30 years old	Hours	24	24	27	18
Breakdown by employee type					
Top management	Hours	28	20	24	26
• Male	Hours	27	21	21	21
• Female	Hours	30	18	30	33
Middle management	Hours	40	47	39	34
• Male	Hours	41	50	43	34
• Female	Hours	40	44	36	33
Operation Staff	Hours	16	17	12	12
• Male	Hours	17	20	16	17
• Female	Hours	15	15	11	13
Total Costs of Training & Development	Mn. Baht	119	125	65	95
Total Costs of Training & Development/person	Baht	8,476	9,701	4,949	8,284
Human Capital Return on Investment (HCROI)	Times	4.8	4.9	4.9	4.8



Performance Table (Cont.)

Topic	Unit	2020	2021	2022	2023
Resignation					
Resignation	Persons	573	830	1,151	1,343
Total turnover rate	%	6	9	13	16
Total Voluntary turnover	Persons	475	755	1,043	837
Voluntary turnover rate	%	5	8	12	10

Remark:

- In 2023, the average training hours for employees decreased due to the initiation of changes in the training approach to be more concise and time-efficient. This approach is specifically tailored to align with individual developmental capabilities, resulting in greater benefits for trainees compared to the previous training approach.
- In this regard, the information concerning the "Other Performance Table" can be found [here](#).

• Number of Employees

The employees of AIS and its subsidiaries are classified into 2 groups according to the type of employment; permanent employees, and temporary employees. Data collection on number of employees (headcount) was collected at the end of the reporting period.

• Calculation of Training Hours

The total training hours were collected from AIS and its subsidiaries.



Total Average Training
(hours/ person)

=

Total Training Hours (hours)
Total Employees (persons)


• Calculation of Human Capital Return on Investment (HCROI)



HCROI

=

(Total Revenue - (Total Operating Expenses - Total Employee-related Expenses)) (Baht)
Total Employee-related Expenses (Baht)

A young man with dark hair and a beard is smiling while looking at his smartphone. He is standing on a balcony or walkway with a metal railing. In the background, there is a city skyline with tall buildings and a highway with traffic. The scene is lit with warm, golden light, suggesting sunset or sunrise. The overall mood is positive and modern.

PROMOTE DIGITAL INCLUSION

Social Inclusion

Digital Wellness



Social Inclusion

Uplift the quality of life for the community and reduce social inequality with digital infrastructure and solutions



Target

Improve the socio-economic condition of 5 million people by 2027

Performance

2023



The socio-economic condition

Target

2027



Key Highlight in 2023

Topic	Unit	2022	2023	Target 2027
Developing people's socio-economic condition and quality of life	person	2,194,288	2,571,339	5,000,000
· Health care	person	1,740,910	1,981,470	
· Education	person	453,378	589,869	

- Promoted the use of digital tools through the AorSorSor Online application for Bangkok Health Volunteers (AorSorSor). The application has enhanced features to match the work of AorSorSor.
- Developed the data recording format for screening and tracking mental health cases to allow healthcare staff to log activities provided for mental health patients in the community.
- Carried out The Educator Thailand project for the second consecutive year under the concept of "Going beyond a teacher to a sustainable teaching innovation for Thai teachers".
- Conducted the Digital Library to Share Knowledge project for the second consecutive year in support of students in more than 40 schools in remote areas, enabling over 7,000 students and teachers to access a wealth of knowledge.



Opportunities, Challenges, and Impacts

Currently, the high-speed internet network covers nearly every area in the country and the report on internet usage in Thailand by The National Broadcasting and Telecommunication Commission (NBTC) showed that in 2023, the number of internet users in Thailand reached 61.2 million, representing 85% of the total population. However, there are certain groups of users are not adequately equipped with the digital knowledge and skills to fully utilize Internet connections to improve their quality of life and work, leading to limited use of the Internet.

AIS business is committed to expanding its telecom networks to cover all the populated areas to provide them with opportunities to access digital technology. The Company faces challenges in promoting more extensive use among certain groups of users such as supporting the use of internet service to access fundamental services like health care, education, and finance. On the other hand, it provides opportunities for AIS to expand its customer base, create income, foster ties and acceptance from the community, and maintain good relationships between the community and AIS over the long term. This contributes to enhancing AIS's image as a company driving the digital society.

Management Approach

AIS is committed to being a part of bettering life for the Thai people, using its communication technology resources to support developments that keep the Thai people in pace with the digital era, as well as leveraging its business and human resources for social and community development through a range of policies and projects. In recognition of inequalities in quality of life and opportunities for people in remote areas, in particular in terms of access to basic necessities and education, AIS set policies that mobilize its digital platforms and partnerships to achieve greater equality. Towards its intended achievement, AIS implemented the three following strategies:

Expansion of digital infrastructure for maximum coverage in support of efficient communication and alignment with national economic development

AIS is committed to developing a quality telecommunications network with nationwide coverage both in urban and remote areas and seeks to continually acquire new technologies to enhance its service capability, in particular to improve the capacity and coverage of 5G technology in satisfaction of demand and in support of the network being used to develop the nation's economy and households. Consideration is also given to the needs of the public telecommunications system.

Apart from signal quality, AIS attaches significance to creating customer satisfaction and maintaining good relationships with the community. To that end, Community Relations visits the community to conduct a survey, listen to their concerns, and constantly set out guidelines to prevent or mitigate possible impacts. The Company also opens up opportunities for the community to negotiate or file complaints (if any) stemming from the Company's operations. On top of this, the needs of the community are supported through a host of healthcare and education projects to develop and elevate the quality of life for people in the community to grow alongside AIS.

Supporting public access to affordable digital communication devices

AIS is committed to providing Thai people access to digital technology through the acquisition and offering of affordable digital technological equipment, such as smart phones that accommodate 4G and 5G at affordable prices and phone and internet packages for students and migrant laborers. At the same time, it develops sales channels targeted at specific groups as to promote internet access and digital technological know-how in every region.

Developing digital platforms that enhance economic and social structures along with quality of life

AIS aims to use its communication technology and digital capabilities to play a part in building tools that better the lives of the Thai people, focusing on connecting communication technologies and digital systems to better public health and education, to reduce inequality, and to promote digital literacy.

Public Health

Support and promotion of public health operations through the creation of digital platforms that aid in the efficient work of public health personnel, facilitating proactive efforts to address community health issues in a timely manner and approaches that prevent and mitigate injury and loss across the nation. As well as focusing on developing the potential of public health volunteers to have the ability and skills to use digital technology, both properly use safely, and responsibly.

Education

Creating opportunities for access to education by supporting exposure to knowledge and utilization of communication technology to enhance the capacities and quality of life of Thai people, as well as supporting career building through applying innovation and technology for sustainable development.

2023 Progress

Development and Expansion of 5G Technology to Nationwide Coverage

At present, AIS operates a network that supports highspeed connection using 3G and 4G technology with coverage over 98% of total population, broadband home internet using fiber-optic technology across all of the country more than 13 million households and Wi-Fi networks in support of educational institutions and businesses. AIS is currently rapidly expanding its 5G network and has reached nearly 90% of total population. Concurrently, AIS offers low-cost 5G smartphones at 390 Baht and 5G packages for postpaid and prepaid that can be daily top-up in support of public access to affordable communication devices and supported national development.



Established and Developed Digital Platforms in Support of Technological Access and Improve the well-being of Thai

Public Health Performance: AorSorMor Online Application

About AorSorMor Online Application

Since 2015, the AorSorMor Online application has been providing services to the community. It functions as a social network tool, connecting sub-district health-promoting hospitals with AorSorMor volunteers (village health volunteers). This facilitates and supports proactive tasks in primary healthcare units. For instance, the application is utilized to transmit relevant community information to AorSorMor volunteers. In turn, volunteers can share pertinent information about healthcare activities with sub-district health-promoting hospitals, district public health offices, and provincial health offices, ensuring they stay informed about the local healthcare situation. This information is then incorporated into planning processes to address situations more effectively and promptly. Additionally, the application serves as a platform for AorSorMor volunteers to enhance their proficiency in the effective use of digital technology.

Development of AorSorMor Online Application

Launch Phase 2015 – 2016:

200-1,500 Users

- Supported greater convenience, speed, and efficiency in basic health care at the community level. The application was launched alongside website www.ais.co.th/aorsormor to serve as a tool for communication and the reporting of data between medical personnel, health promotion hospital staff, and village-health volunteers.

Health Data Collection Development Phase 2017 – 2018:

12,000-52,000 Users

- Increased support for the collection of health data for informing more efficient community outbreak and disease management. A map indicating the location of patients was added to the Aor Sor Mor Online Application along with monthly overviews of disease situations. The application was applied to a wider group and extended to use at the district and provincial levels.

Functionality Expansion Phase 2019 - Present:

110,000-500,000 Users

- Cooperation with the public sector was expanded and functionality of AorSorMor Online application grew beyond basic health to general betterment of quality of life with functions including mosquito larvae survey. The addition of these functions significantly increased positive social impacts and expanded the Aor Sor Mor Online user base.
- Incorporated various healthcare information into planning to cope with the local and national healthcare situations pro-actively, to find the means to manage and control an endemic disease, and to use as a case study for treatment and prevention of endemic diseases in other areas.
- Supported the dissemination of reliable health news and information and the sharing of experiences in public health service provision. A newsroom function was added for sub-district and village VHV heads to post updates and announcements on activities.



- Promoted the use of digital tools through the AorSorMor Online Application among Bangkok Health Volunteers (AorSorSor). The application was built around the AorSorMor Online application has enhanced features to match the work of AorSorSor.
- Developed the data recording format for screening and tracking mental health patients in the community.
- Added the Aunjai Cyber curriculum to both AorSorMor and AiorSorSor applications to promote digital wellness among these health volunteers, equipping them with skills in secure digital use to create online immunity and protect themselves from cyber threats.

Social Impact Assessment of Using the AorSorMor Online Application

In 2023, AIS conducted an impact assessment of using the AorSorMor Online application to study the social impact of the efficiency of the application in facilitating the provision of proactive health services and in contributing to residents' quality of life. The details of the study are available [here](#). The overall results of the study are as follows:

The efficiency of healthcare staff and AorSorMor volunteers in providing proactive health services

covered two components: 1) the management of human resources and medical equipment, and 2) the processes and procedures in performing their duties. The study found the following:

- The efficiency of proactive healthcare staff and AorSorMor volunteers in areas that used the AorSorMor Online application compared to those in the areas that did not use the application was higher in all aspects.
- The performance efficiency in providing proactive health services increased with longer usage periods of the app.

People's quality of life was assessed in three aspects: health knowledge, health condition (physical, mental, social, and environmental), and economic condition. The study found the following:

- The mean value of people's quality of life in areas that used the AorSorMor Online application was higher than the mean value of that in the areas that did not use the application.
- The use of the AorSorMor Online Application had a positive effect on people's quality of life in the health knowledge, and health conditions (physical, mental, social, environmental).

Conclusion

The use of the AorSorMor Online application to support the work performance of healthcare staff and AorSorMor volunteers contributed to a better quality of life for people in terms of improved health and well-being. Moreover, it was effective in promoting the use of digital technology among people and in the work of the healthcare staff, significantly enhancing their efficiency in providing proactive healthcare services.

Project Achievement

For over 8 years, the AorSorMor Online application has served as a tool to enhance efficiency in community healthcare efforts and played a key role in enabling village health volunteers to be part of digital inclusion and apply digital technology to enhance their work performance. The app has also helped develop their digital literacy to align with the qualifications of health volunteers in the digital era as prescribed by the government. More importantly, it has proven to be an effective digital tool in performing community health services that have contributed to improved quality of life for people in the community as evidenced by the results of the social impact assessment of the application previously mentioned.

The operation of the AorSorMor Online application over the years has yielded favorable results as per the original intention of AIS to make the application a digital innovation for society to forge the basic digital skills for AorSorMor volunteers, allowing them to leverage the digital technology to other areas. As such, the AorSorMor Online Application project has been regarded as a preliminary model of using digital technology to support national public health care. However, with the introduction of the Ministry of Public Health's application for the performance of AorSorMor volunteers, the AorSorMor Online application developed by AIS was concluded as the last year of operation.

"Mission to Drive Digital Society"

Kantima Lerlertyuttitham
Group Chief Human Resources Officer

"

The sharing of know-how and expertise from actual professionals improves the exchange of knowledge and is the new concept of learning

"

Kan Trakulhoon
Chairman of the Board of Directors

"

The growth of a sole organization is not sustainable. Strengthening Thai society leads to perpetual growth, this was the catalyst for AIS Academy, the spreading of knowledge to the public

"





Education Performance: AIS Academy for Thais

AIS and LearnDi Co.,Ltd have collaborated in EdTech industry by providing LearnDi digital platform to offer equal and diverse learning opportunities with ease of access anywhere and anytime. This gives Thai people a digital tool for self-development to enhance new skills and knowledge, as well as acts as a platform for integrated online learning management, ranging from the selection of courses to the reception of a digital certificate.



AIS has initiated the "Mission to drive digital society" by leveraging its in-house learning platform, LearnDi, and expanding its use as a digital learning platform for the public. In 2023, the AIS Academy for Thais had approximately 166,869 participants and approximately 423,000 program beneficiaries.

The aim of "Mission to drive digital society" is to encompass all groups within the education space, from educational personnel to students and the public. AIS Academy designed each of its programs to respond to the demands and necessities of each learning group:



Digital Library

In collaboration with the Ministry of Social Development and Human Security, AIS carried out the Digital Library to Share Knowledge project for the second year, allowing students access to a wealth of knowledge in the forms of E-Learning and E-Books through the ReadDi digital library platform from anywhere. This project is hoped to be a starting point to create opportunities and develop potential for underprivileged children and youths, allowing them access to the skills and knowledge necessary for growing in the digital era and bridging the gap in access to knowledge in Thai society.

In 2023, AIS expanded the access opportunities to more than 40 schools in remote areas, reaching a total of 7,500 students and teachers.



The Educators Thailand

AIS has undertaken The Educators Thailand project for the second consecutive year in cooperation with the Secretariat Office of The Teachers' Council of Thailand, the Ministry of Education, and leading personnel in the educational sector. The collaboration aims to elevate Thai education under the concept "Going beyond a teacher to a sustainable teaching innovation for Thai teachers" to equip Thai teachers with digital skills to creatively design learning materials for new ways of delivery to the new generation. The participants learn from the renowned speakers' new teaching techniques using technologies to design learning materials that integrate academic content and creativity and support the Thai education sector to achieve future sustainability.

For 2023, the project was attended by over 600 educational personnel including educators, teachers, and other educational personnel from various organizations. From the works submitted by the teachers, 10 winners were selected to receive awards from HRH Princess Maha Chakri Sirindhorn.



Project to provide opportunities to access world-class knowledge in collaboration with leading Canadian Universities and Canadian Embassy

With an extensive network of partners both locally and internationally, AIS has joined forces with the Canadian Embassy Bangkok and Colleges and Institutes Canada (CICan) to leverage the "Think Ahead for Thais" program to enable Thais to access prevalent learning courses from leading institutions, allowing for continuous learning for Thais. Courses from Canada's leading institutions such as Southern Alberta Institute of Technology (SAIT), McGill University, Athabasca University, Dalhousie University, and Humber College have been integrated with technology and the LearnDi learning platform. The world-class courses include Agile Project Management Practice & Certification Online, Accounting and Finance for Non-Accountants, Business Writing for Results, Communicating Effectively, Conflict Management, Creating Engaged and Motivated Employees, and Customer Relations.



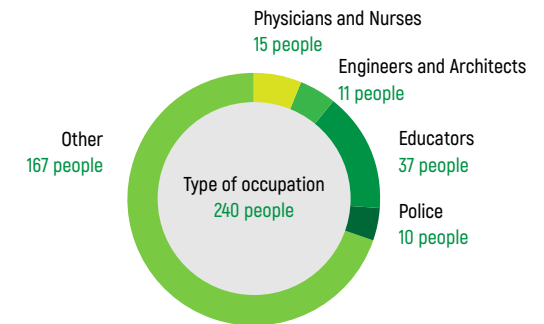
The Good Kids, Brave Heart Project

Introduced in 2001, the project has since provided financial support for young people in need to reduce social inequality and offer educational opportunities for Thai youths, enabling them to have a career to take care of themselves and the family in the future. Building upon the concept "Giving opportunities is giving a future", the project grants scholarships to students at different levels who demonstrate good conduct, perseverance, help with the family, and volunteerism to complete their studies up to bachelor's degree level. AIS hopes that these efforts will empower these young people to have a good future and contribute to family, the community, and society. Moreover, AIS also provides 5 scholarships to complete a bachelor's degree for children of AorSorMor volunteers studying in the first year at the Faculty of Nursing, Praboromarajchanok Institute to support and boost morale for AorSorMor volunteers who have dedicated their time and efforts to taking care of people in the community.

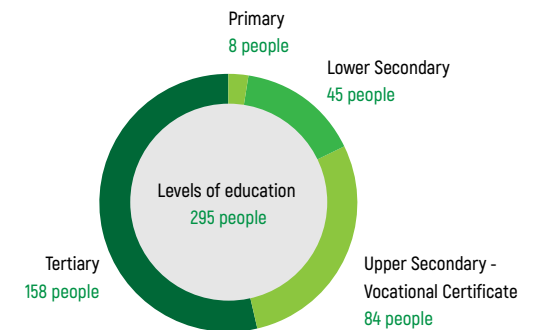
Over 22 years in carrying out the Good Kids, Brave Heart project, AIS has continued to provide scholarships for young people. In 2023, the Company granted over 1,000 scholarships. It supported the youths in the project to gain knowledge and skills to ensure safe use of digital technology in the cyber world through the Aunjai Cyber program to help protect against the risk of online threats and fraud on the internet.



Careers Assumed by AIS Good Kids Brave Hearts Participants After Graduation



At present, there are a total 295 students from primary to tertiary schooling involved in AIS Good Kids Brave Hearts





Digital Wellness

Strive to be a brand that promotes safe and appropriate use of the internet and social media



Target

Empower digital citizenship by providing digital solutions and tools for 3 million people by 2027

Performance
2023
508,570 Persons

Target
2027



Digital Citizenship



Participants of
the AUNJAI CYBER Curriculum
322,000 Persons



Users of the Cyberthreat Protective Tools
by AIS & Partners
186,570 Persons

Key Highlights in 2023

Topic	Unit	2022	2023	Target 2027
Participants of the AUNJAI CYBER Project	person	205,860	508,570	3,000,000
· Participants of the AUNJAI CYBER Curriculum	person	169,930	322,000	
· Users of the Cyberthreat Protective Tools by AIS and our Partners	person	35,930	186,570	

- Created Thailand Cyber Wellness Index (TCWI), Thailand's first measure of skills in cyberspace in collaboration with King Mongkut's University of Technology Thonburi and experts in the fields of technology, health, the media, education, and assessment to develop and build better digital citizens and society well into the future.
- Set up 1185-AIS Spam Report Center whereby customers can make free calls to report scam phone numbers or spam SMS and cooperate with the Cyber Crime Investigation Bureau to investigate the scam calls and spam text messages, leading to police arrests and pursuing legal actions against the scammers.
- Raised awareness and promoted digital skills and cyber immunity to keep up with the online world and internet usage among target groups of all ages and genders through multiple social media platforms. The efforts were in collaboration with numerous partners including Kai Hua Ror Studio, cyber police, and three production houses of Thai dramas on social media (Kuli Films, T Gang, and Dream Maker) to build awareness of fraud and forms of cybercrime.



Opportunities, Challenges, and Impacts

Digital technology has facilitated people's lives in business and daily uses including education, medicine, health care, communication, finance, etc. The use of digital technology brings wider benefits and development, increases opportunities, and reduces gaps and inequalities in society. However, users' lack of skills in proper and responsible digital use may also lead to various online threats such as personal data thefts, internet fraud scams, and online bullying; all of which become increasingly complicated, severe, and frequent. One obvious threat is the use of artificial intelligence (AI) to mock up an image or a voice clip (deep fake technology) to deceive victims, causing huge financial damage to the victims who lack the skills and wisdom in digital usage.

As a digital life service provider bringing digital technology to users, AIS is aware of online threats and improper internet use, impacting users' confidence in the existing services and the demand for new service offerings. Consequently, AIS stresses the importance of taking responsibility for the services offered to consumers by promoting appropriate and safe online uses. The aim is to help develop people's use of digital technology to benefit society and the economy, enhance online immunity and the skills of Thai people to become competent digital citizens, and reduce problems related to online scams. AIS commits to driving the continued growth of the digital service business to reduce the Company's reputation risks and promote customers' loyalty to the AIS brand. In addition, there is also an opportunity for AIS to develop online protection products and services to build confidence in the safe and constructive use of digital technology.

Management Approach

To promote a proper and safe use of the Internet and online society, AIS focuses on three principles under the AUNJAI CYBER project, encompassing creating digital knowledge and skills for Internet users, promoting protective tools against online threats that meet the needs of consumers, and raising awareness to promote safe online society and foster cyber immunity with the focus on high-risk groups such as children, young people, and the elderly. The main objective is to build digital citizenship among Thai people.



2023 Progress

AIS has carried out the AUNJAI CYBER project since 2019, introducing the digital quotient curriculum to children between the ages of 8 and 12 and creating awareness about the online danger to the public through social media. Today, the initiative has been extended to the vulnerable groups, using methods and communication tools that better tap into each target group. The development of the projects is as follows:

Creating knowledge to encourage digital wisdom

AIS pledges to create wisdom to foster digital skills, provide digital immunity, and develop digital citizens who can keep up with online usage and possess digital skills that enable them to live in a digital world properly, safely, and constructively. To accomplish the objectives, the Company offers the curriculum through an online learning platform to Thai people of all genders and ages free of charge. The project is conducted in collaboration with several partners in both public and private sectors with wide-ranging expertise to extend to high-risk groups, empowering them to adjust to life in the digital era safely and become quality digital citizens.



AUNJAI CYBER Curriculum (4P4U)

Practice

Understand primary step to stay safe and secure online

Personality

Understand personality and right



Participation

Understand online communication

Protection

Understand online communication skill

Leveraging the collaboration with the Department of Mental Health, Ministry of Public Health and King Mongkut's University of Technology Thonburi in developing the AUNJAI CYBER Curriculum to enhance skills and immunity against cyber threats to people throughout Thailand, AIS in 2023 further expanded its cooperation with the government and business sectors to push the curriculum toward more expansive target groups as follows:

Collaborated with the National Cyber Security Agency (NCSA) to pass on knowledge in the AUNJAI CYBER Curriculum to the public including children, the youth, the elderly, and the disabled.

Joined forces with the Secretariat of The House of Representatives to foster knowledge to personnel of the Secretariat and the Democratic Youth Network.



Worked with the Office of the Private Education Commission under the Bangkok Metropolitan Administration (BMA) to promote learning about the duties of digital citizens among educators, teachers, students, and college students covering 437 BMA schools and 4,000 private schools nationwide as well as tertiary educational institutions such as Chiang Mai Rajabhat University, Lampang Rajabhat University, and Rajamangala University of Technology Lanna. The objectives were to enable the students and college students to have digital skills and be able to use social media and technology in a safe, appropriate, and constructive way.





Joined hands with Old People Playing Young Longevity Club (OPPY Club) dedicated to teaching the elderly how to use computers and digital technology to enjoy together. An activity was held to train the elderly on the use of advanced technology through the AUNJAI CYBER Curriculum, allowing them to have knowledge and understanding of digital usage skills and use them in the online world safely and constructively. This was one way to provide digital citizenship skills and immunity to enable the elderly to be passionate about high tech to keep pace with online threats.

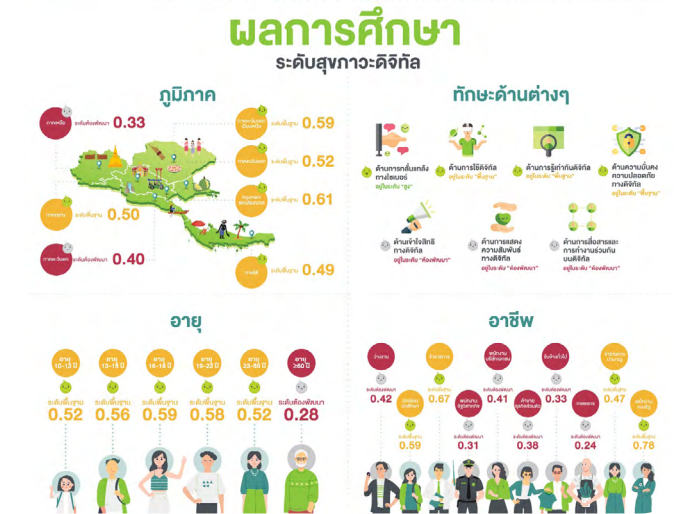
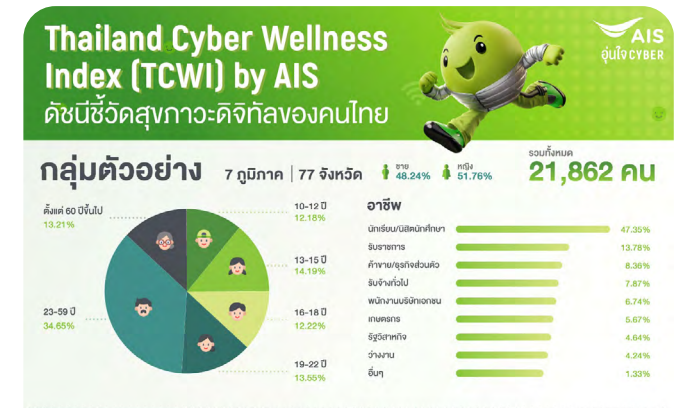


Thailand Cyber Wellness Index (TCWI)

In addition to fostering knowledge and digital skills through the previously mentioned curriculum, AIS created Thailand Cyber Wellness Index (TCWI), the measure of skills in cyberspace in collaboration with King Mongkut's University of Technology Thonburi and experts in the fields of technology, health, the media, education, and assessment. Through collaborative work, we designed the study framework, procedures, data collection as well as analysis, and conclusion of the study, which became the first Thailand Cyber Wellness Index marked with standards, precision, and accuracy for each target group. This aims to provide a new standard in creating digital citizens, and a better society for digital use.

Thailand Cyber Wellness Index, which indicates Thai people's digital skills, is divided into 3 levels and covers the digital usage behaviors of Thai people according to 7 components.

According to the survey of a sample group comprising 21,862 people across age groups and occupations nationwide, the assessment result of the level of cyber wellness of Thailand people was at the Basic level. Meanwhile, 44% of the sample group was at the improvement level. The results demonstrate the opportunity for Thailand to improve knowledge and understanding of digital usage for Thai people to elevate their levels of cyber wellness toward becoming competent digital citizens.



Details about Thailand Cyber Wellness Index of Thai people can be found [here](#).



CYBER WELLNESS INDEX

7

AREAS



Digital Literacy

The skills, knowledge, understanding and abilities to use digital tech and to be aware of cyber threats, an important basis of going online. Such skills are divided into 5 areas of access to data, searching data, evaluating data managing data, critical thinking and responsible digital content.



Digital Communication and Collaboration

Knowledge and ability in using digital tech for communications and work collaboratively in awareness of diverse cultures and the necessity for appropriate social engagement through digital services.



Cyber Security and Safety

The knowledge, abilities and understanding of various tech devices and equipment for their safe and secure use, with the ability to defend against cyber-attacks, against both themselves and their organization.



Digital Use

The knowledge, abilities and awareness in using cyberspace to manage things oneself and allocate time for digital as appropriate without impacts on mental or physical health of oneself or others.



Digital Relationships

Relationships between individuals and groups through digital platforms and technology, with communication, exchange of information work collaboration, and expressing opinions on digital media politely and with good manners as appropriate.



Cyberbullying

Bullying with threats, or otherwise harassing individuals with digital tech on social media, to inspire fear or troll for the purposes of social embarrassment.



Digital Rights

Rights and freedoms of netizens to exchange information in the digital space as appropriate and in compliance with pertinent laws and ethical considerations, including responsibility for one's actions and for wider society in exercising those rights and freedoms.

Thailand Cyber Wellness Index



ADVANCED LEVEL

Users with skills and knowledge to use digital tech and correctly, securely and responsibly, and keeping up with the latest cyber-threats. Critically, they are well able to advise people around them to acquire digital skills.



BASIC LEVEL

Users with skills and knowledge to use digital tech and cyberspace correctly, securely and responsibly.



IMPROVEMENT LEVEL

Users with inadequate knowledge to use digital tech who are at risk of cyber.



Cyberthreat protection tools

AIS offers services that help protect customers from online threats with digital tools to reduce potential risks or damage and support appropriate, constructive, and responsible online usage. The Company has developed protective tools including AIS Secure Net and AIS Fibre Secure Net for end users and enterprise clients. In addition, AIS also offered selected protective tools from business partners as follows:

AIS Cyberthreat Protection Tools

AIS Secure Net

AIS Secure Net is a protection and notification system against cyber threats such as virus-infected websites, malware, fake URLs as well as an online filter for children and adolescents to protect against pornography, narcotics, gambling, etc. built into the AIS 3G, 4G, and 5G internet networks to avoid the need to download an application. The service is divided into two types based on user requirements, namely, AIS Secure Net for general users and AIS Secure Net Kids for children 5-12 years in age.



AIS Fibre Secure Net, a new service from AIS for high-speed home internet users, is a protection and notification system against cyber threats such as virus-infected websites, malware, fake URLs over AIS Fibre network without the need to install any application or program on the devices. It is ideal for smartphones, tablets, PC, laptops, smart TVs, and Playbox.

Our Partners' Cyberthreat Protection Tools

Family Link

Family Link is an application that allows guardians to manage the safe usage of their children's smartphones with cooperation from Google. The application trains children in appropriate smartphone usage with functions such as phone call limitation and reports, new application installment management, website access and location monitoring, all together creating a constructive safety barrier around a child's digital life.



zIPS is an application delivered by our partner, Zimperium Mobile Threat Defence Suite. zIPS protects users from possible and unknown cybersecurity threats—using the advanced online crime detector, a solution for mobile phone users. It also notifies users of an unsecured network.

Bitdefender is a service provided by our international partner. It encourages proper use of the internet and protects users against cybercrimes. It notifies users of the possible risks and threats to internet users on mobile phones and portable IT devices including smart watches, smart glasses, and smart shoes.

1185-AIS Spam Report Center 1185-AIS Spam Report Center provides a free call for customers to report spammers' phone numbers or spam SMS, and the Center will inform the customers of the results within 72 hours after the incident. In 2023, 49,530 cases have been verified and confirmed to be a scammer. In the meantime, if the investigation finds irregularities or the numbers or messages involving cybercriminals, AIS will temporarily block the phone numbers and SMS service immediately and inform the customers.





Creating Awareness of the Danger and Effects of the Internet and Technology

AIS raised awareness and cultivated digital skills and cybersecurity resilience across all age groups and genders in the Thai population. Advancing the Edutainment strategy, AIS partnered with the "Kai Hua Ror Studio" to launch the cartoon series "When Love Knocks Me Off My Feet". This series narrates stories with knowledge and humor, conveying 8 digital skills and reinforcing the mission to enhance safety in internet usage. On Safer Internet Day 2023, communication through online channels resulted in over 393,700 views.



Furthermore, AIS collaborates with the Cyber Police along with three social drama series: Kuli Films, T Gang, and Dream Maker to produce 12 morality-based dramas addressing prominent cyber threats, exposing deceptive practices of cyber criminals, and providing guidance on how to cope with threats. These dramas are presented in a popular and easily understandable format, accessible to people of all ages in Thai society. Currently, they are available through online platforms such as Facebook, YouTube, and TikTok, accumulating more than: 1,752,900 views.



A vibrant, futuristic cityscape featuring a dense cluster of modern skyscrapers in the background. In the foreground, a lush green park is filled with trees and a winding waterway. The waterway has a circular fountain with a waterfall and a small boat. A paved path runs alongside the water, where several people are riding bicycles. The scene is set under a clear blue sky with a bright sun.

Act on Climate

Climate Actions

Waste Management



Climate Actions

Reducing environmental impacts through effective management of business operations and the supply chain



Targets

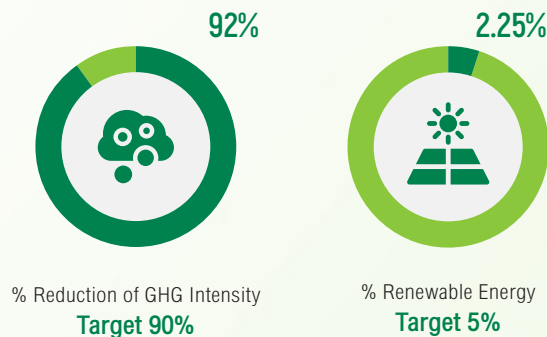
Short-term target (2023)

- Reduce GHG emissions intensity as calculated from the ratio of direct and indirect emissions to data traffic by 90% compared to the baseline in 2015
- Increase renewable energy usage to 5% of total energy consumption

Long-term target

- Net-zero emissions by 2050

Performance 2023



Long-Term target

Net-zero emissions
by 2050



Key Highlights in 2023

Topic	Unit	2020	2021	2022	2023
Reduction of GHG Intensity	%	82	89	91	92
% Energy from renewable sources	%	0.49	1.23	1.73	2.25
Energy Efficiency Programs	tCO ₂ e	74,590	27,543	13,414	13,951
Renewable Energy Projects	tCO ₂ e	3,503	8,139	12,094	16,376

- **Increased renewable energy usage in 2023** through a joint agreement with Gulf Energy Development to develop a project focused on installing solar energy at AIS base stations across the country to increase portion of renewable energy and lower operating costs. Upon completion of the project, GHG emissions are expected to be further reduced by 11,000 tCO₂e per year.
- **Increased energy efficiency** through the study and analysis of customer behavior together with adopting power saving features in planning and the appropriate use of network infrastructure, reducing energy consumption and GHG emissions by 13,951 tCO₂e
- **Encourage the use of low-carbon products and services** such as the use of e-bills instead of paper bills and to adopt myAIS Application to reduce traveling to the service centers. The efforts reduced GHG emissions 18,475 tCO₂e
- **Disclose climate-related data through Carbon Disclosure Project (CDP)** with B rating (Management Level)



Opportunities, Challenges, and Impacts

Climate change has continued to be an essential global agenda. In 2023, the U.N. chief stated "The era of global warming has ended; the era of global boiling has arrived." This is a stark warning to all sectors to come to grips with the ripple effects of climate change. The continuous pressure exerted by the international community has extended to the global business and financial sectors, leading to the implementation of various measures. These actions have had significant repercussions on business partners and borrowers. The move has not only prompted the involved parties to announce their commitments but also enhanced the transparency of their operating plans to align with the targets and commitments. Realizing the importance of joining the international community, Thailand ratified the Paris Agreement and became a party to the United Nations Framework Convention on Climate Change (UNFCCC). The country also actively participates in the United Nations Framework Convention of Climate Change Conference of the Parties (UNFCCC COP) and related meetings regularly. Meanwhile, the world has experienced the impacts of climate change, including changing weather patterns, more frequent and severe natural disasters, and deteriorating natural resources, among others. These factors pose risks to academic growth and people's quality of life⁽¹⁾

As a major telecom service provider in Thailand, AIS realizes the impact of climate change on the Company's business operations in the following areas: (1) a natural disaster can cause damage to the Company's network infrastructure and equipment at over 40,000 locations nationwide, (2) The cost of investing in equipment that is resilient to long-term changes in weather conditions, including the costs of maintenance and insurance, (3) changes in laws and regulations of the government sector, and (4) changing trends toward environmentally conscious consumer behavior.

⁽¹⁾ Based on the disclosure of information from the Climate Change Management and Coordination Office.

The impact of AIS business operations on climate change comes mainly from the power consumption in the telecommunication network. In Thailand, fossil fuels account for the largest proportion of energy, and the government is preparing a new power development plan that aims to achieve carbon neutrality by 2050 and a net zero target by 2065. Anticipating the promising opportunities, AIS pledges to drive the development of digital products and services in support of carbon reduction. This initiative aims to empower businesses and industries to adapt and expedite the transition towards a low-carbon economy.

As a consequence, AIS commits to aligning its environmental performance target with science-based emission reduction targets which includes supporting the business value chain to become more environmental-friendly. We also set the targets of maintaining ecological balance and forest preservation. It is believed that not only do climate actions contribute to society and the environment as a whole, but they also benefit cost structure, reduce business operation risks, and increase opportunities for making profit in the long term. Above all, they help underscore the image of a Cognitive Tech-Co, which is as a leader in innovation, and which captures the hearts of customers as a socially responsible business.

Science-based Target Initiative (SBTi)

SBTi is setting a greenhouse gas (GHG) emissions reduction goal in line with the goals of the Paris Agreement based on scientific approaches to keep the global temperature rise well below 2 degrees Celsius or in the best case to pursue efforts to limit the temperature increase further to 1.5 degrees Celsius above pre-industrial levels.



Management Approach

AIS has set short-, medium- and long-term goals for reducing greenhouse gas emissions. The Chief Technology Officer is tasked with implementing environmental management across the organization. A team of environmental experts provides a quarterly report to the Chief Technology Officer (CTO) to inform implementation actions and monitor regulations and relevant technological trends to improve the environmental management plan. A report on environmental actions is presented to the Sustainability Development Committee and Board of Directors at least once a year. Our strategy toward climate actions covering the entire AIS business operation and value chain aligns with the following objectives of the company's Environmental Policy.

- To reduce negative impacts from business operations on the environment and natural resources
- To improve resource efficiency in business operations when deemed appropriate
- To assess and manage risks associated with climate change and the environment and strictly comply with environmental standards and regulations
- To conserve the environment and protect our planet
- To promote digital solutions that help users and businesses cope with environmental challenges

Further details about the environmental policy are available at

The Environmental Policy





Strategies to Deal with Climate Change





2023 Progress

Actions within Our Operation

Despite its energy usage increasing due to network expansion and growing demand for data, AIS has been able to limit its GHG emission intensity relative to the amount of data consumption, underlining the efficiency of its network's design and utilization while also promoting a higher proportion of renewable energy. AIS's operation in 2023 reduced GHG emissions intensity, a ratio of GHG emissions to data traffic, by 92 percent compared to the base year 2015. At the same time, AIS increased its proportion of renewable energy usage to 2.25 percent of total energy used, compared to 1.73 percent in 2022

Promoting Energy Efficiency

- Adopted AI in processing and analyzing network utilization to manage signal and energy use according to customers' usage to deliver solid quality and energy efficiency. The efforts resulted in reducing 25,588 MWh/Year in electricity use and 12,791 tCO₂e in greenhouse gas emissions.
- Manage utilization and procure high energy-efficient equipment in Data Centers and Switching Centers, enabling AIS to achieve a saving of 2,320 MWh/Year and a reduction of 1,160 tCO₂e.

Alternative Energy Use

In 2023, AIS continued to expand the installation of solar panels. 83 solar panels were installed at base stations and 1 at data centers and switching centers. Additionally, there were 3 sites supported by wind energy. Overall since the start of the project, AIS has installed and used alternative energy at 8,822 base stations and 13 data centers and switching centers, achieving 32,759 MWh/Year of electricity from alternative energy and a reduction of 16,376 tCO₂e/Year in GHG emissions. Last year, AIS entered into a contract to increase solar energy, resulting in an additional production capacity of 16.5 MWh/Year. The project, which is estimated to reduce GHG emissions of 11,268 tCO₂e/Year, is expected to begin producing electricity in 2024.

Environmental Management System (EMS) Development

The AIS environmental management system received ISO14001:2015 certification assessed by the independent audit at two AIS computer data centers and ISO14001-certified internal environmental experts at all other data centers. The standard was adopted to enhance environmental management at AIS in areas including energy management, water management and waste management in compliance with the relevant regulations and sustainability practices.



Promotion of Water Efficiency and Water Recycling

In 2023, the data center's cooling system necessitated the use of purified water filtered through Reverse Osmosis (RO) technology. However, a portion of the filtered water, approximately 30% of the total, that could not be used in the cooling system was instead used to clean the solar panels installed on the roof of the data center. This enhanced the performance of the solar panels as well as water efficiency.

Furthermore, we have initiated a pilot project to reduce water usage at one of our data centers by employing an environmental-friendly Electronic anti-scale system instead of the Reverse Osmosis water filtration system. This initiative has proven to reduce water consumption by up to 30%. Based on the result of this pilot project, we plan to expand the implementation of this initiative to further reduce water usage in the cooling system for our other data centers.

Biodiversity and Forest Protection

Human activities without proper management can cause biodiversity loss and affect the balance in the ecosystem. Realizing their importance, AIS commits to conserving and protecting biodiversity and the ecosystem from its business operations. We have implemented integrated management and adopted internationally accepted metrics to assess its operations. The goals are to achieve No Net Loss of Biodiversity and No Net Deforestation by 2027.

Further details:

Commitment to Biodiversity and Forest Protect



Preliminary Report of Biodiversity Risk Assessment





In 2023, AIS carried out a preliminary report of biodiversity risk assessment from AIS business operations, taking into consideration both dependency -related risks and impact-related risks. The assessment shows that there were 1,654 AIS base stations located in or within a 1 km radius of the areas with biodiversity. AIS has established guidelines for risk management and minimizing the impact on biodiversity, starting from site selection, design, construction, operation, and maintenance of its base stations.

Operation in Business Value Chain

Assessment of Indirect GHG Emissions Scope 3

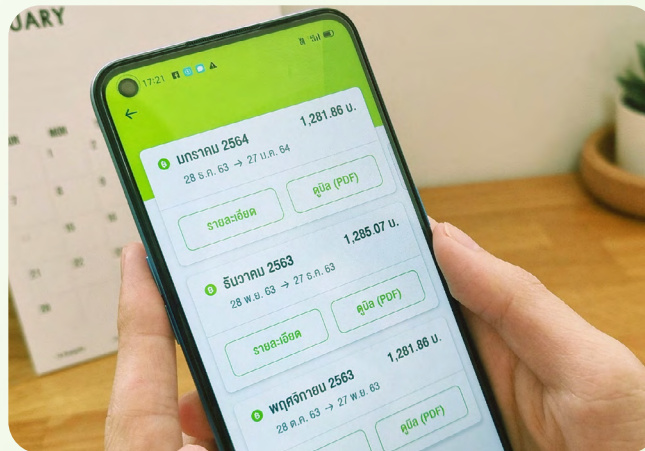
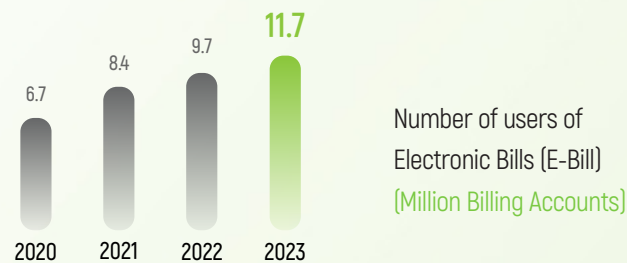
In 2023, AIS started the assessment of Indirect GHG Emissions Scope 3 to enable the Company to understand the sources and amounts of GHG emissions throughout the business value chain and subsequently formulate strategies to reduce emissions in cooperation with the stakeholders. Moreover, the assessment also helped raise awareness among employees in AIS business units to realize and understand their operating impact on GHG emissions. These business units will play a crucial role in providing insights and undertaking improvements in their processes to enhance efficiency and reduce greenhouse gas emissions moving forward.

AIS assessed GHG Emissions Scope 3 in 4 out of 15 categories related to its business. Based on the information in 2022, AIS emitted 456,538 tCO₂e of GHG emissions scope 3, accounting for 40% of the total GHG emissions. For 2022, GHG Emissions Scope 2 accounted for the highest proportion at 59% of the total emissions.

Customer Engagement

AIS integrated digital technology into its internal operations, processes involving partners and in service of customers under the Full-E concept, which encompasses the four services of: 1) MyAIS application which allows for self-service for customers to usage and bill tracking, bill payment, package subscription and tracking, 2) Electronic Bills (E-Bill), 3) Electronic Receipts (E-Receipt) and 4) Electronic Payment (E-Payment). On top of reducing paper usage and the need for travel, these services enhance

operational efficiency and convenience for customers. By the end of 2023, MyAIS reached 11.7 million users, increasing by 21%. Moreover, 120 million bills switched from mailed bills to E-Bills and 137 million E-Receipts, altogether cutting the need for sheets of paper, equivalent to 18,475 tCO₂e in GHG emissions a year



AIS eBill
สะดวก รวดเร็ว ปลอดภัย

สมัครครั้งแรก
รับฟรี!
AIS Points **60** คะแนน

สะดวก
ดูบิลออนไลน์ ทุกที่ทุกเวลา

รวดเร็ว
แจ้งยอดบิลผ่าน SMS ทันที

ปลอดภัย
ดูบิลผ่านรหัสส่วนตัว

เป็นมิตรกับสิ่งแวดล้อม
รักษาคืนไม้ ลดโลกร้อน

สมัครง่ายๆ ผ่านแอป



E-Receipt

Low-Carbon Products and Services Development

AIS strives to develop a smart solution service to enable corporate clients to meet needs in working in the new normal and to manage work processes to enhance energy efficiency to reduce GHG emissions. The digital solutions that support energy efficiency are categorized into two groups as follows

- Cloud, Data Center & Mobility
 1. Cloud services to support operational systems of enterprise clients. AIS Data Center is designed to be highly energy efficient using high energy-efficient hardware, supporting clients to use low-carbon service compared to investing in wholly-owned servers and systems.
 2. Hybrid Workplace Solutions feature Smart Meeting, Cloud Contact Center, and online work system management encompassing 4G, 5G, and fiber. The solutions help reduce travel time as well as energy consumption and GHG emissions from transportation.
- 5G & IOT Solutions for improving and transforming a business into a data-driven business model that enhances work efficiency.
 1. **Smart Manufacturing** that incorporates 5G, IoT, data analytics, and AI to monitor, track and analyze data to enhance efficiency in production, energy and resource consumption in the manufacturing line, as well as for machinery maintenance, and minimize waste and pollution from the manufacturing process.
 2. **Smart Property & Building** Management Solution using IoT sensors to manage energy consumption in the building, parking, property, and security systems to reduce unnecessary energy use and improve efficiency.
 3. **Smart Transportation & Logistics** using tracker devices to track vehicles' location, and arrange and control routes which ensures improved vehicle and energy efficiency together with keeping vehicle maintenance scheduling to ensure its lifetime use and safety.

Smart Manufacturing



Machine Monitoring by IoT



Wastewater System Monitoring



Asset Tracking

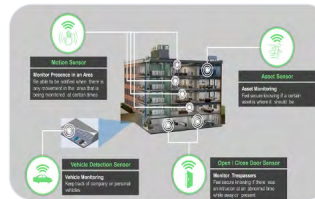


Turning Data to insights manufacture

Smart Property & Building



Air Quality Monitoring



Facility Monitoring by IoT sensors



Asset Management



Enhanced CCTV to Intelligent Surveillance by AI-Vision

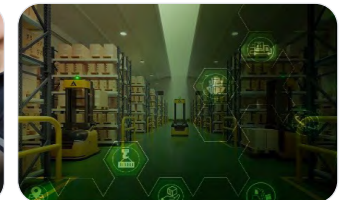
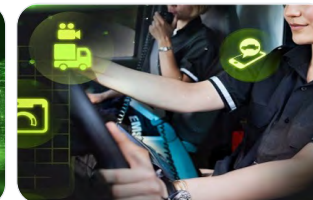
Smart Transportation & Logistics



NB-IoT Motor Tracker



Transportation Management System (TMS)





Climate-related Disclosures in Accordance with International Standards

AIS has adopted Taskforce on Climate-related Financial Disclosures (TCFD), enabling the Company to assess the opportunities and risks arising from climate change comprehensively in the perspectives of physical risks associated with natural disasters and transition risks stemming from changes in policies, technologies, and consumer behaviors among others.

In addition, the Company has adopted a scenario analysis to assess the financial impacts under the following scenarios: 1) in the case of limiting global warming to below 2 degrees Celsius, 2) in the case of global warming reaching 2.5-3 degrees Celsius, and 3) in the extreme case of global warming exceeding 4 degrees Celsius.

This scenario analysis allows the Company to foresee financial impact that may arise under different scenarios and adjust its business strategies and risk management to be more flexible in response to the situation.

For further information:

The AIS TCFD Report



Performance Table

Topic	Unit	2020	2021	2022	2023
GHG Emission ¹					
Total GHG emissions (Scope 1 and 2)	tCO ₂ e	696,883	645,321	675,497	704,264
· Direct GHG emissions (Scope 1) ²	tCO ₂ e	11,196	8,931	7,411	9,351
· Indirect GHG emissions (Scope 2) ³	tCO ₂ e	685,687	636,390	668,086	694,913
· Indirect GHG emissions (Scope 3) ⁴	tCO ₂ e	N/A	132,614 ⁵	456,538 ⁶	-
GHG Intensity ⁷	tCO ₂ e per Terabit	0.015	0.01	0.008	0.007
Energy					
Total Energy Consumption	MWh	1,220,024	1,318,495	1,394,989	1,456,351
	Terajoule	4,392	4,747	5,022	5,243
Total non-renewable energy consumption	MWh	1,214,006	1,302,213	1,370,796	1,423,592
	Terajoule	4,371	4,688	4,935	5,125



Performance Table (Cont.)

Topic	Unit	2020	2021	2022	2023
· Direct energy consumption: Fuel and other ²	MWh	36,052	29,178	34,356	33,488
	Terajoule	130	105	124	121
· Indirect energy consumption: Electricity ³	MWh	1,177,954	1,273,035	1,336,440	1,390,104
	Terajoule	4,241	4,583	4,811	5,004
Energy from renewable sources ⁸	MWh	6,017.86	16,282	24,193	32,759
	Terajoule	21.6643	59	87	118
% Energy from renewable sources	% To total energy consumption	0.49	1.23	1.73	2.25
Power Usage Effectiveness (PUE) at Data Centers ⁹	Unit	1.56	1.51	1.505	1.502
Total energy consumption in data centers	MWh	70,182	77,261	83,851	89,629
% Energy from renewable sources in data centers	% To total energy consumption	1.02	1.57	1.74	1.69
Energy cost	Million baht	4,853	5,138	5,798	6,877
Total Water Use					
Water Withdrawal	Cubic Meters	217,186	179,306	198,751	199,734
Municipal Water ¹⁰	Cubic Meters	213,479	175,958	194,762	194,870
Water Stress Area	Cubic Meters	-	-	-	-
Ground Water ¹¹	Cubic Meters	3,707	3,348	3,989	4,864
Water Stress Area	Cubic Meters	3,707	3,348	3,989	4,864
Water Discharge	Cubic Meters	-	-	101,322	68,871
Total Water Consumption	Cubic Meters	-	-	97,429	130,863

Remark: Detail of note 1-11 are on page 81.



Waste Management

Reducing and recycling waste from operations and promoting proper e-waste disposal among Thai people



Targets

Short term target (2023)

- Zero e-waste to landfill by 2023

Long term target

- Maintain zero e-waste to landfill

Key Highlight in 2023

Topic	Unit	2022	2023	2023 Target
Disposal of e-waste through landfilling	Ton	0	0	0

- Managed e-waste generated by its business operations to achieve the target of zero e-waste to landfill; and implemented comprehensive monitoring from the operation sites to the disposal facilities, resulting in 0% of non-recyclable residue.
- Collaborated with PTTGC to establish collection points for clean plastic waste for recycling as part of the GC YOUTURN project. This initiative aims to promote the circular economy and optimize resource efficiency.
- Transformed the Thais Say No to E-Waste project into AIS HUB of E-Waste, Thailand's pioneering smart e-waste management hub. This hub encompasses knowledge, community, drop-off points, transportation, and circular aspects aligned with the circular economy concept. In partnership with over 190 organizations, AIS HUB of E-Waste successfully collected 140,760 pieces of e-waste, all of which were disposed of without resorting to landfilling.





Opportunities, Challenges, and Impacts

The rapid advancement of digital technology, addressing consumers' daily needs and driving various industries toward the digital economy, has led to an increased dependence on electronic devices and more frequent replacements. As a consequence, this trend has contributed to a growing accumulation of electronic waste.

As a digital and integrated telecommunications service provider, AIS bears responsibility for generating e-waste through its service offerings and the sale of related electronic devices. Since electronic waste typically includes hazardous materials, primarily heavy metals, improper or inefficient disposal of e-waste could pose risks to human health and the community. Furthermore, the adverse impacts extend to environmental pollution and the wasteful utilization of resources in the absence of effective management.

Currently, there is a lack of legislation addressing a comprehensive management of e-waste, spanning from the design of electronic devices to the end of their lifecycle. Consequently, the management of e-waste remains a voluntary practice. Throughout its business value chain, AIS has encountered challenges in the disposal of e-waste over the years. The absence of readiness to handle e-waste in accordance with potential future legal requirements could have adverse effects on the company, such as damage to its reputation or the obligation to pay fines or compensation in the event that e-waste causes harm to the community and environment. On a positive note, AIS anticipates business opportunities arising from catering to consumers who prioritize socially and environmentally responsible products and services. This presents prospects for AIS and its business partners to offer eco-friendly products and services, not only strengthening AIS' position as a leader in sustainable business operations but also fostering consumer trust and confidence in using AIS products and services.

Management Approach

AIS is committed to effectively managing waste resulting from its business operations, recognizing its potential impact on society and the environment. We place importance on developing processes to minimize waste and recycle waste materials and have established environmental policies, providing a framework that encompasses waste management practices. Furthermore, the company actively embraces the concept of a circular economy, integrating proper e-waste disposal methods that avoid landfills as a central operational focus. This initiative aligns with efforts to raise awareness among the Thai population regarding the hazards of e-waste and to promote understanding of the appropriate disposal methods that facilitate entry into the recycling process. The framework for waste management comprises four areas as follows.

Green Procurement

AIS has established a procurement policy that takes into account the environmental, social, and governance aspects (ESG), including green procurement. The Company incorporates environmental requirements into its procurement policy to create an effective mechanism for resource and energy efficiency that also reduces waste, pollution, and greenhouse gas emissions. Furthermore, what is crucial is sustainable waste management, fostering awareness for the protection and conservation of biological diversity, and taking care of forest resources. Internal departments are encouraged to understand the criteria and regulations related to green procurement and to consistently apply the policy to all suppliers in a fair manner. This policy is an integral part of the code of conduct, and all relevant AIS departments are expected to adhere to it attentively.

Operations Waste Management

AIS has appointed a write-off committee responsible for the depreciation of network equipment and resources such as network equipment, office electronics, mobile phones, etc.

The committee is also tasked with establishing targets and waste management systems to mitigate the impact of resource utilization in AIS operations. Outdated equipment will undergo disassembly for potential reuse or refurbishment. If this is not feasible, the equipment will be directed to the recycling process to reclaim certain components for reuse. This recycling process will be carried out by authorized operators with the capability to manage electronic waste responsibly. As part of this process, the used equipment will be auctioned to operators employing an efficient and environmentally friendly recycling approach, aiming to recycle as much electronic waste as possible while minimizing non-recyclable residue directed to disposal. The goal is to ensure no landfill of e-waste.

Office Waste Management

AIS promotes the efficient separation of waste within its offices to facilitate smooth integration into the recycling process. The company also emphasizes raising awareness among personnel about the significance of waste separation and proper waste disposal, aiming to foster environmentally friendly changes in behavior. Moreover, the Company collaborated with business partners to manage separated waste for recycling, promoting a circular economy system, and raising awareness among employees and the general public, fostering a culture of responsible use of resources.

Promoting Proper e-waste Disposal to Customers and the Public

Through AIS HUB of E-waste, the Company has set up drop-off locations for electronic waste in four categories: 1) mobile phones and tablets, 2) computer components, 3) mobile phone and tablet accessories and 4) other small electronic devices. The objective is to collect and transport electronic waste to an appropriate disposal process, to minimize the amount of e-waste sent to landfills. The program also aims to raise awareness about the dangers of e-waste and educate the public on its proper disposal. This initiative involves collaboration with both government and private sectors, educational institutions, and the media, intending to extend the project's impact to a broader societal scale.



2023 Progress

Operations Waste Management

AIS has defined the types of electronic waste generated from its business operations, including batteries, generators, base station equipment, cables, and others. The Company's write-off committee oversees the management of such equipment using a Life Cycle Perspective. In 2023, AIS delivered e-waste into the recycling process, using the Department of Industrial Works' authorized operators with clear processes from waste transportation to final disposal.

AIS also mandated that its e-waste recycling vendors produce operational reports within 30 days, ensuring continuous monitoring of the entire e-waste management process throughout its duration. A random onsite audit was also carried out to verify compliance with the proper and environmentally-friendly processing outlined in the procurement contract.

In 2023, none of the company's non-recyclable residue of e-waste from its operation.

Office Waste Management

AIS has improved its waste separation process by clearly designating distinct containers for four types of waste: 1) general waste, 2) recyclable waste, 3) food waste, and 4) hazardous waste, facilitating the appropriate segregation and disposal of each type.

In 2023, AIS became part of an environmental network involved in a waste separation campaign led by the Department of Environment, Bangkok Metropolitan Administration. Participation in this government-supported initiative served as a positive model for waste management, emphasizing the reuse of waste for various purposes such as electricity generation and the conversion of waste into fertilizer. The campaign led to a reduction in the quantity of e-waste heading to landfills, totaling 84 tons.



Office waste segregation

AIS Contact Center Development & Training Arena in Nakhon Ratchasima has carried out a project to turn food waste into fertilizer. The initiative can reduce around 11 tons of food waste in 2023. In addition, the waste-derived organic fertilizer is used within the building's green space and shared with

employees and surrounding communities (temples, schools, and organic agriculture groups) as part of the efforts to campaign for utilizing food waste, proper waste management, and reducing greenhouse gas emissions. The project aligns with the concept of green building management and commitment to conducting business alongside society and the environment in a sustainable way.



The produced organic fertilizer is utilized for green areas surrounding the building



The organic fertilizer is distributed to nearby communities

From the performance in 2023, of the total waste amounting to 2,927 tons, 54% of which was non-hazardous waste comprising general waste from the offices and buildings whereas 46% was e-waste from business operation and other hazardous waste within the offices.

Promoting Proper e-waste Disposal through “AIS HUB of e-waste”

In 2023, AIS transformed the operation of the Thais Say No to E-waste project into HUB of E-waste, Thailand's pioneering smart e-waste management HUB with cooperation from an extensive network of 190 government and private organizations. The Hub was dedicated to driving sustainable solutions to e-waste issues, creating public awareness about the importance of transporting e-waste into a proper recycling process, and facilitating e-waste drop-off. The Hub is committed to educating the Thai population about potential health impacts associated with keeping end-of-useful-life electronic devices at home or improper disposal. Additionally, the initiative aims to share knowledge about the recycling process and promote the goal of zero e-waste disposal to landfills. The objectives were to increase public awareness regarding environmental issues caused by e-waste and foster an image of AIS as a leader in sustainable business operation. This aims to instill customer trust and confidence in AIS products and services. The highlighted performance was as follows.

- **Transformed the operation into AIS Hub of E-waste, Thailand's pioneering smart e-waste management hub**, through collaboration with a network of 190 organizations. This initiative builds on the 'Thais Say No to E-waste' project, uniting efforts with the government and private organizations dedicated to addressing e-waste issues for a sustainable environment. The Hub successfully expanded to over 2,500 drop-off locations nationwide, providing more convenient options for people to dispose of their e-waste.



- **HUB of Knowledge** A knowledge center that gathers information, articles, and research on the environment and e-waste with updates from various agencies such as the Pollution Control Department, the Department of Climate Change and Environment, and Thai Greenhouse Gas Management Organization (Public Organization).
- **HUB of Community** The central hub of the Green Community network is dedicated to creating environmental awareness among the community and fostering participation in e-waste management. It also serves as a platform for the exchange of ideas on addressing e-waste challenges, fostering sustainable environmental collaboration among diverse groups, including Green Phaholyothin, the Thailand Business Council for Sustainable Development (TBSD), and the Ari Innovation District.

- **HUB of Drop Points** A collaborative hub designed to expand e-waste drop-off locations to 2,500 drop points nationwide and another 500 points via the E-Waste + application.
- **HUB of Transportation** A center for managing e-waste in collaboration with Thailand Post, receiving e-waste and tracking its status through blockchain technology, using the E-Waste + application to ensure every piece of e-waste is delivered to a certified recycling facility.
- **HUB of Circular** The center deals with the management and recycling of e-waste in cooperation with Waste Management Siam Co.,Ltd (WMS) with the goal of proper waste management without resorting to landfill or zero e-waste to landfill.





AIS hosted a seminar on “AIS Greenovation: The Road Towards Digital World” connecting innovations to sustainable growth in the digital era. Business partners, network members, and all stakeholders were welcomed to engage in discussions and explore approaches for proactively addressing social and environmental challenges sustainably. The seminar also highlighted a proper e-waste management process by Waste Management Siam Co., Ltd (WMS). Additionally, the Green Partnership network are invited to sign a commitment to responsible electronic waste management.



AIS partnered with the Thailand Business Council for Sustainable Development (TBCSD) to enhance awareness and increase the number of drop-off locations across 21 TBCSD member organizations. This collaboration aimed to amplify e-waste management initiatives, utilizing the E-Waste+ application to streamline the expansion of drop-off locations and facilitate the collection of electronic waste for proper and environmentally friendly disposal.



AIS collaborated with The Secretariat of The House of Representatives to promote e-waste management to personnel of The Secretariat and the public to elevate their work in the digital transformation era, adjusting itself to become a Smart Parliament. Emphasizing the significance of a proper waste management process, the collaboration involved establishing e-waste drop-off points and introducing the E-Waste+ application through the Secretariat's channels. This facilitated the collection of e-waste, ensuring zero e-waste to landfill management and contributing to environmental sustainability.



AIS joined forces with LG, setting 12 e-waste drop-off locations at LG stores, service centers, and dealers across Bangkok to collect e-waste for proper disposal.

AIS in cooperation with Queen Sirikit National Convention Center (QSNCC) provided e-waste drop-off locations in QSNCC to collect e-waste for proper disposal, affirming as a "Green Convention Center". The effort also extended to encouraging Thai people in today's digital era to dispose of e-waste properly to promote a better quality of life for the community and sustain a good environment.



AIS and Green Partnership members expanded e-waste drop-off locations in provincial areas around the country such as Chiang Mai Municipality Office, Chiang Mai, Rambhai Barni Rajabhat University, Chanthaburi, Suranaree University of Technology, Nakhon Ratchasima among others.



AIS collaborated with Ejan web page to launch the “Ejan VS e-waste” campaign, aiming to raise awareness and foster understanding among the Thai population regarding the hazards of e-waste. The campaign also focused on educating people about recycling methods and the approach of zero e-waste to landfill disposal. To facilitate e-waste drop-offs, additional drop-off locations were established at Ejan curry and rice shops.





AIS carried out special activities in continual support of the “Thais Say No to E-waste” project. For example, the Company organized the co-campaign activity in coll with business partners. It was committed to creating awareness on important environmental days to stimulate and invite Thai people to be part of proper e-waste drop-offs in an effort to foster proper behavior in dropping off e-waste.

AIS launched an awareness and customer engagement campaign by introducing the AIS Drop off E-waste and Receive Points initiative. Under this campaign, customers were incentivized to drop off their e-waste at participating AIS shops, utilizing the E-Waste+ application, and were rewarded with up to 5 AIS Points for each piece of e-waste deposited.



AIS and Jmart jointly launched the “Drop off E-waste and Receive J Point” campaign, inviting customers to drop off e-waste, using the E-Waste + application and bring the e-waste to Jmart Mobile shops. In return, customers received J Points for use as cash to redeem numerous special privileges at participating stores. For every piece of electronic waste, customers will receive 100 J Points, equivalent to 10 Baht, or they can choose to donate to the Thai Red Cross Eye Center.





AIS, in collaboration with Green Wave, launched the “AIS E-waste Set Zero: No Value but Nothing Ever Wasted” campaign. This initiative urged Thai individuals to deposit small pieces of e-waste with post carriers or at AIS Shops, as well as designated drop-off points provided by business partners nationwide. Participants were encouraged to capture photos of their contributions and submit them to Green Wave’s Microsite for a chance of winning a variety of eco-friendly prizes and sharing their awareness about e-waste issues throughout October 2023.



In partnership with PTTGC, AIS organized the “Green University: Managing and Upcycling Waste to Make a Mark in the World” campaign. This initiative invited students from 11 prominent universities to gather e-waste and plastic waste, competing for the title of Top Green University. The competition offered scholarships and a distinctive upcycled trophy crafted from used plastic and e-waste. Each university appointed a Green Agent responsible for involving university personnel in the proper

management of various types of waste. The campaign successfully collected over 600,000 pieces of used plastic and e-waste in just three months.

AIS pledged to create awareness, educate people about the dangers of e-waste, and provide knowledge about zero waste to landfill through multiple campaigns in hopes that Thai people are well aware of the importance of problems caused by e-waste.



Operating Result from AIS HUB of e-waste Project



Mobile Phones & Tablets

6,207 pieces



Computer Components

281 pieces

Mobile phone & Tablet
Accessories

12,390 pieces

Other Small
Electronic Devices
121,882 pieces

Total 140,760 pieces

Remarks: Data collection period was between January 1 – December 31, 2023.



Performance Table

Topic	Unit	2020	2021	2022	2023
Total Waste generated	Tons	548	183	1,277	2,927
• Total waste diverted from disposal	Tons	356	147	1,093	2,570
• Total waste directed to disposal	Tons	192	36	184	357
Break down by waste type and disposal method (Totally offsite)					
1. Non-Hazardous Waste ¹²	Tons	246	66	217	1,594
1.1 Waste diverted from disposal					
• Preparation for reuse	Tons	0	0	0	873
• Recycling	Tons	54	28	13	302
• Other recovery operations (organic fertilizer)	Tons	0	2	25	62
1.2 Waste directed to disposal					
• Incineration (with energy recover)	Tons	0	0	0	6
• Incineration (without energy recovery)	Tons	0	1	5	16
• Landfilling	Tons	192	35	116	335
• Other recovery operations (organic fertilizer)	Tons	0	0	58	0
2. Hazardous Waste ¹³	Tons	302	117	1,060	1,333
2.1 Waste diverted from disposal					
• Preparation for reuse	Tons	0	0	68	0
• Recycling	Tons	302	117	988	1,333
2.2 Waste directed to disposal					
• Incineration (with energy recovery)	Tons	0	0	4	0
• Landfilling	Tons	0.04	0	0	0
• Other disposal operations	Tons	0	0.002	0	0
Non-recyclable or Residue of electronic waste	% of Total electronic waste	0.01	0.002	0.0003	0

Remarks:

- The increased quantity of non-hazardous waste in 2023 resulted from the classification of general waste separate from hazardous waste under telecommunication network service activities (e.g., steel, aluminum, plastic).
- The increased quantity of hazardous waste in 2023 is due to the upgrading and modernization of equipment to support the business expansion.
- Details of notes 12-13 are on page 81.



Remark

Environmental Data

The environmental aspect information in this report covers activities considered by AIS and its subsidiaries may have significant impacts on the environment. The environmental aspect information comes from different sources, e.g., recording gauges, accounting evidence, operating processes, and data evaluation on a scientific basis, and external data throughout our business value chain, with reporting scope of environmental data as follows:

Greenhouse Gas Emission

This report is covered GHG emissions in scope 1, scope 2, and scope 3 (see page 69).

1. GHG data collection and consolidation are prepared by the operational control approach. The GHG accounting is calculated by the reference method of the Thailand Greenhouse Gas Management Organization (TGO) version AR5, it is in accordance with the Fifth Assessment Report: AR5 of the International Panel on Climate Change (IPCC).
2. The sources of direct GHG emissions (Scope 1) come from the burning of fuels, vehicles, power generators, coolant leakage, and carbon dioxide-type fire extinguishers. For the direct energy consumption from the burning of fuels, it is calculated by the reference method of the Department of Alternative Energy Development and Efficiency (DEDE).
3. The source of indirect GHG emissions (Scope 2) comes from electricity used in the business, of which a significant proportion is from the network operations. The data is reported in term of megawatt hours, referred to the Metropolitan and Provincial Electricity Authorities.
4. The source of indirect GHG emissions (Scope 3) comes from other indirect greenhouse gas emissions that are beyond our control such as purchased goods and services, capital goods, fuel and energy-related activities not included in Scope 1 or Scope 2, and the use of sold products.
5. In 2021, it was the first assessment of GHG emissions (Scope 3) and comprised three categories: capital goods, employee commuting, and the use of sold products.

6. In 2022, GHG emissions (Scope 3) comprised four categories: purchased goods and services, capital goods, employee commuting, and the use of sold products.
7. GHG Intensity is the ratio of GHG emissions per data traffic generated during the reported year. The indicator is widely used in the telecommunication industry to gauge the efficiency of the emission by stating how much GHG is emitted for every terabit of data traffic.

Energy

Total energy consumption consists of non-renewable energy and renewable energy (see page 69-70).

8. Renewable energy comes from solar panels installed at base stations nationwide and data centers. Energy from solar rooftops is taken from electric meters while energy from base stations is calculated from the solar capacity of each site, which is derived from factors such as the average solar radiation energy (based on topography and regional weather condition), produced solar energy from the solar panel, the days of activated solar panels.
9. Power Usage Effectiveness (PUE) is an indicator to measure the efficiency of energy consumption in data centers. PUE is defined as the total energy used in a data center divided by the usage of the IT equipment load in a particular data center.

Water Use

Total water use consists of municipal water and ground water as well as considers the impact on water scarcity sources (see page 70).

10. Third-party water refers to Municipal Water - tap water supplied by Water Authorities, both metropolitan and provincial. The total quantity of municipal water usage comes from the billings from both authorities. Our consumption is not from a scarce source and it is only freshwater.

11. Groundwater is used at one site of the data center in the upcountry. The volume of groundwater is measured and recorded in the system on a monthly basis. It is located in a scarce water source as referenced from <https://www.wri.org/aqueduct>, and it is only freshwater.

Waste management

Covers Non-hazardous waste and Hazardous waste from office facilities and our operating activities (see page 80).

12. Non-hazardous waste is office waste or municipal waste which do not include those listed in the latest announcement of the Pollution Control Department (PCD) and Department of Industrial Works (DIW). Typically, they are general office waste, organic waste, and recyclable waste. The calculation methodology is to weigh the quantity of office waste from office buildings, which is collected by municipal government agency sent to landfill, making organic fertilizer, and incineration. The estimated average waste quantity per staff generated is multiplied by the total number of staff at the end of the year to obtain the total weight of non-hazardous waste. Another type of non-hazardous waste is 'recyclable' which is also undergone weight sampling to find the average waste per staff and then the total weight of the waste. This 'recyclable' waste will finally go to the recycling disposal process.
13. The definition of hazardous waste is aligned with the international standards and the state's definition (Pollution Control Department, Department of Industrial Works, and other relevant regulations). Within the telecommunications industry, the majority of hazardous waste is E-Waste, including network equipment, batteries, and cellular phones. The total amount of E-Waste is collected and recorded their weight. All generated hazardous waste is disposed of by authorized contractors.



About this Report

Objectives

AIS has published the Sustainability Report since 2012 to present information about its sustainability policy, strategies, and performance covering material topics pertinent to the long-term business operation and growth from the economic, social, and environmental dimensions.

The sustainability performance disclosed in this report is under the responsibility of AIS, which the executives deem relevant and of value to stakeholders.

Scope and Boundary

- The report covers the operations boundary of AIS and its subsidiaries, in terms of governance and economic dimension (Drive Digital Economy) with 24 entities (as shown in the Annual Report). For social and environmental dimension (Promote Digital Inclusion and Act on Climate), it covers only 19 entities, excluding information of the newly 5 new subsidiaries after acquiring 3BB, which was completed in mid-November 2023. The Information presented is for the period from 1 January 2023 to 31 December 2023.
- The report is prepared in accordance with the GRI Standards 2021 (Global Reporting Initiative) as well as other international standards such as the Sustainability Accounting Standards Board (SASB) Telecommunication Services Standard and Task Force on Climate-related Financial Disclosures (TCFD).

Data Assurance

- Numerical data related to economic operations applies the same data as published in the annual financial statements for 2023, which is audited by an independent external auditor.
- Data regarding environmental performance (it is not included greenhouse gas emission scope 3 data) and employee training is audited and verified according to the GRI Standard 2021 by an independent assurer SGS (Thailand) Limited. (Further details are on pages 91).

Process for Defining Report Quality

Business Sustainability Unit under the Investor Relations & Compliance Department has the responsibility to ensure the quality of this report in accordance with the standard and also presents this report to the Sustainable Development Committee.

Accuracy Information presented in this report is applied the accuracy principle such as the evidence, data measurement, calculations and assumptions, etc.

Balance AIS is committed to presenting balanced information so that readers can accurately assess the company's sustainability operations.

Clarity Information is presented in a clear and accessible manner.

Comparability Information from prior operation is presented to display changes and development in the company. It allows assessment of progress on impacts over the time and against the targets.

Completeness Information presented in this report is provided sufficient information to assess the positive and negative impacts.

Sustainability Context: Information presented in this report has described the impact of the holistic context of sustainable development.

Timeliness: This report is compiled annually so stakeholders may evaluate the sustainability of AIS operations in a predictable timeframe.

Verifiability: Information presented in this report is verified and assured by a third-party assurer so that readers are confident that all information is accurate, transparent, and verifiable.

Inquiry Channel

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414, AIS Tower 1 Fl. 22, Paholyothin Rd. Samsen Nai,
Phayathai District, Bangkok 10400

Tel.: (66) 2029 5117
Email: AISustainability@ais.co.th
Website: <http://www.ais.co.th>



GRI Content Index

Advanced Info Service Public Company Limited has reported in accordance with the GRI Standards for the period from 1 January 2023 to 31 December 2023.

GRI Standard	Disclosure	Page number (s) and/or URL (s)	Omissions/ Remark
General Disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational details	Cover page, 7-9, 82	
	2-2 Entities included in the organization's sustainability reporting	AIS Annual Report 2023, page 92-97	
	2-3 Reporting period, frequency and contact point	Page 82	
	2-4 Restatements of information	Page 82	The boundary covered the operation of AIS and 24 subsidiaries in all dimensions.
	2-5 External assurance	Page 91	
	2-6 Activities, value chain and other business relationships	- Page 7-9 - AIS Annual Report 2023, page 38 and 65	No significant changes (i.e. location, operation, share capital structure, supply chain, etc.) during the reporting year.
	2-7 Employees	Page 44	
	2-8 Workers who are not employees	-	Number of workers who are not employees (covering contractors of AIS fixed broadband service and IT support): 5,510 persons.
	2-9 Governance structure and composition	- Page 10 - AIS Annual Report 2023, page 118-146	
	2-10 Nomination and selection of the highest governance body	AIS Annual Report 2023, page 147	
	2-11 Chair of the highest governance body	- AIS Annual Report 2023, page 110 and 140 - More information refer to Board composition from this link, https://investor.ais.co.th/directors.html	
	2-12 Role of the highest governance body in overseeing the management of impacts	- Page 4-5, 10 - AIS Annual Report 2023, page 16 and 146 - More information refer to Human Rights policy https://sustainability.ais.co.th/storage/respect-to-human-rights/human-rights-policy-en.pdf	
	2-13 Delegation of responsibility for managing impacts	- Page 10 - AIS Annual Report 2023, page 16	



GRI Standard	Disclosure	Page number (s) and/or URL (s)	Omissions/ Remark
General Disclosures			
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	- Page 10 - AIS Annual Report 2023, page 16 and 146	
	2-15 Conflicts of interest	AIS Annual Report 2023, page 63, 115-116, and 144	
	2-16 Communication of critical concerns	AIS Annual Report 2023, page 115	
	2-17 Collective knowledge of the highest governance body	AIS Annual Report 2023, page 110-111	
	2-18 Evaluation of the performance of the highest governance body	AIS Annual Report 2023, page 14 and 150	
	2-19 Remuneration policies	AIS Annual Report 2023, page 148-150	
	2-20 Process to determine remuneration	AIS Annual Report 2023, page 148-150	
	2-21 Annual total compensation ratio	-	Confidentiality constraints
	2-22 Statement on sustainable development strategy	Page 4-5	
	2-23 Policy commitments	- Refer to related policies from this link, https://investor.ais.co.th/governance_policy.html - Refer to Human Rights policy from this link, https://sustainability.ais.co.th/storage/respect-to-human-rights/human-rights-policy-en.pdf	
	2-24 Embedding policy commitments	Page 10	
	2-25 Processes to remediate negative impacts	AIS Annual Report 2023, page 71-72 and 115-116	
	2-26 Mechanisms for seeking advice and raising concerns	AIS Annual Report 2023, page 115-116	
	2-27 Compliance with laws and regulations	AIS Annual Report 2023, page 105	
	2-28 Membership associations	- Page 6 - More information refer to Public policy participation from this link, https://investor.ais.co.th/public_policy_participation.html	
	2-29 Approach to stakeholder engagement	Page 16-17	
	2-30 Collective bargaining agreements	Refer to HR Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20220617-hr-performance-table-2021-en.pdf	



GRI Standard		Disclosure	Page number (s) and/or URL (s)	Omissions/ Remark
Materials Topics				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Page 11-17		
	3-2 List of material topics	Page 12-16		
Drive Digital Economy				
Digital innovation				
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 20		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Page 24		
	201-2 Financial implications and other risks and opportunities due to climate change	Refer to AIS TCFD report from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/emissions/ais-tcf-d-2021.pdf		
Cybersecurity & customer privacy protection				
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 25-31		
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 34		
Human resource management				
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 36-39		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Refer to HR Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20220617-hr-performance-table-2021-en.pdf		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 42-43		
	401-3 Parental leave	Refer to HR Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20220617-hr-performance-table-2021-en.pdf		
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Page 39		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Refer to AIS Occupational Health and Safety report from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-commitment-and-programs-en.pdf		
	403-2 Hazard identification, risk assessment, and incident investigation	Refer to AIS Occupational Health and Safety report from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-commitment-and-programs-en.pdf		
	403-3 Occupational health services	Refer to AIS Occupational Health and Safety report from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-commitment-and-programs-en.pdf		
	403-4 Worker participation, consultation, and communication on occupational health and safety	Refer to AIS Occupational Health and Safety report from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-commitment-and-programs-en.pdf		



GRI Standard	Disclosure	Page number (s) and/or URL (s)	Omissions/ Remark
	403-5 Worker training on occupational health and safety	Refer to AIS Occupational Health and Safety report from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-commitment-and-programs-en.pdf	
	403-6 Promotion of worker health	Page 42	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Refer to AIS Occupational Health and Safety report from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-commitment-and-programs-en.pdf	
	403-8 Workers covered by an occupational health and safety management system	Refer to OHS Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20230424-ohs-performance-table-2021-en.pdf	
	403-9 Work-related injuries	Refer to OHS Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20230424-ohs-performance-table-2021-en.pdf	
	403-10 Work-related ill health	Refer to OHS Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20230424-ohs-performance-table-2021-en.pdf	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Refer to HR Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20220617-hr-performance-table-2021-en.pdf	
	404-2 Programs for upgrading employee skills and transition assistance programs	Page 38, 40-41	
	404-3 Percentage of employees receiving regular performance and career development reviews	Refer to HR Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20220617-hr-performance-table-2021-en.pdf	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Refer to HR Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20220617-hr-performance-table-2021-en.pdf	
	405-2 Ratio of basic salary and remuneration of women to men	Refer to HR Performance Table from this link, https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/20220617-hr-performance-table-2021-en.pdf	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Page 39	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Refer to AIS Human Rights Risk Assessment report from this link, https://sustainability.ais.co.th/storage/respect-to-human-rights/human-rights-risk-assessments-en.pdf	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Refer to AIS Human Rights Risk Assessment report from this link, https://sustainability.ais.co.th/storage/respect-to-human-rights/human-rights-risk-assessments-en.pdf	



GRI Standard	Disclosure	Page number (s) and/or URL (s)	Omissions/ Remark
Promote Digital Inclusion			
Social inclusion			
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 49	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	- Page 49-54 - More information refer to AIS Stakeholder Engagement https://sustainability.ais.co.th/storage/sustainability-priorities/social-inclusion/ais-stakeholder-communication-engagement-01.pdf	
	413-2 Operations with significant actual and potential negative impacts on local communities	Page 49	
Digital wellness			
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 56	
Act on Climate			
Climate actions			
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 64-65	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Page 69-70	
	302-4 Reduction of energy consumption	Page 63	
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Page 70	
	303-4 Water discharge	Page 70	
	303-5 Water consumption	Page 70	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Page 69	
	305-2 Energy indirect (Scope 2) GHG emissions	Page 69	
	305-3 Other indirect (Scope 3) GHG emissions	Page 69	
	305-4 GHG emissions intensity	Page 69	
	305-5 Reduction of GHG emissions	Page 63, 66	
		Information refer to Climate Actions https://sustainability.ais.co.th/en/sustainability-priorities/climate-actions	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-	Not applicable as our key GHG emissions come from CO2, which is an indirect emissions from electricity.
Waste management			
GRI 3: Material Topics 2021	3-3 Management of material topics	Page 72	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Page 72	
	306-2 Management of significant waste-related impacts	Page 72	
	306-3 Waste generated	Page 80	
		Page 80	
	306-5 Waste directed to disposal	Page 80	



United Nations Global Compact (UNGC) Requirement

Principle	Criteria of UNGC COP for the advance level	Page number (s) and/or URL (s)
STRATEGY, GOVERNANCE AND ENGAGEMENT		
Scope : Implementing the Ten Principles into Strategies & Operations	1. Mainstreaming into corporate functions and business units	AIS Annual Report 2023, page 16
	2. Value chain implementation	AIS Annual Report 2023, page 64-67
HUMAN RIGHTS		
Principle 1: Support and respect the protection of internationally proclaimed human rights	3. Robust commitments, strategies or policies in the area of human rights	https://sustainability.ais.co.th/storage/respect-to-human-rights/human-rights-policy-en.pdf
Principle 2: Not complicit in human rights abuses	4. Effective management systems to integrate the human rights principles	https://sustainability.ais.co.th/storage/respect-to-human-rights/human-rights-policy-en.pdf
	5. Effective monitoring and evaluation mechanisms of human rights integration	https://sustainability.ais.co.th/storage/respect-to-human-rights/human-rights-policy-en.pdf
LABOUR		
Principle 3: Uphold the freedom of association and the effective recognition of the right to collective bargaining	6. Robust commitments, strategies or policies in the area of labor	Page 39
Principle 4: Uphold the elimination of all forms of forced and compulsory labour	7. Effective management systems to integrate the labor principles	Page 36-37
Principle 5: Uphold the effective abolition of child labour	8. Effective monitoring and evaluation mechanisms of labor principles integration	Page 37, 44-46
Principle 6: Uphold the elimination of discrimination in respect of employment and occupation		
ENVIRONMENT		
Principle 7: Support a precautionary approach to environmental challenges	9. Robust commitments, strategies or policies in the area of environmental stewardship	Page 64-69, 72
Principle 8: Undertake initiatives to promote greater environmental responsibility	10. Effective management systems to integrate the environmental principles	Page 64, 72
Principle 9: Encourage the development and diffusion of environmentally friendly technologies	11. Effective monitoring and evaluation mechanisms for environmental stewardship	Page 69-70, 79-80
ANTI-CORRUPTION		
Principle 10 : Work against corruption in all its forms, including extortion and bribery	12. Robust commitments, strategies or policies in the area of anti-corruption	AIS Annual Report 2023, page 108-110
	13. Effective management systems to integrate the anti-corruption principle	AIS Annual Report 2023, page 108-110
	14. Effective monitoring and evaluation mechanisms for the integration of anti-corruption	AIS Annual Report 2023, page 108-110
UN GOALS AND ISSUES		
Scope: Taking Action in Support of Broader UN Goals and Issues	15. Core business contributions to UN goals and issues	Page 15-16
	16. Strategic social investments and philanthropy	Page 50-51, 53-54
	17. Advocacy and public policy engagement	Page 4-5
	18. Partnerships and collective action	Page 22-23, 31-32, 49-51, 53-54, 56-58, 60-61, 74-79
GOVERNANCE		
Scope: Corporate Sustainability Governance and Leadership	19. CEO commitment and leadership	Page 4-5
	20. Board adoption and oversight	AIS Annual Report 2023, page 16, 146
	21. Stakeholder enqagement	Page 16-17



Sustainability Accounting Standard Board (SASB) Index

The tables below outline how our existing disclosures align with the recommended metrics under the SASB Telecommunications Services standard.

General Disclosures

Topic	SASB Code	Activity metric	Unit of measure	Reporting information	Disclosure reference
	TC-TL-000.A	Number of wireless subscribers	Number	44.6 million subscribers	Annual Report 2023, page 22 and 74
	TC-TL-000.B	Number of wireline subscribers	Number	N/A	
	TC-TL-000.C	Number of broadband subscribers	Number	4.7 million subscribers	Annual Report 2023, page 7, 34, and 43
	TC-TL-000.D	Network traffic	Petabytes	12,225.00	

Sustainability Disclosure Topics & Accounting Metrics

Topic	SASB Code	Activity metric	Unit of measure	Reporting information	Disclosure reference
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed	Gigajoules (GJ)	5,243,000	page 69
		(2) Percentage grid Electricity	Percentage (%)	95.42%	page 69-70
		(3) Percentage renewable	Percentage (%)	2.25%	page 70
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	n/a	See more detail in Privacy Protection Section in Data Privacy & Cyber Security.	page 27-30
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Number	AIS complies with relevant law and regulation. Customer data is used in accordance with the terms of service and/or customer consent and is done only for the purposes notified to customers. Please see more detail in Data Life Cycle Management section in Data Privacy & Cyber Security.	page 27
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Thai Baht	None	
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information	Number	19,255	page 34
		(2) Number of customers whose information was requested	Number	We only record number of cases	
		(3) Percentage resulting in disclosure	Percentage (%)	92%	page 34



Sustainability Disclosure Topics & Accounting Metrics

Topic	SASB Code	Activity metric	Unit of measure	Reporting information	Disclosure reference
	TC-TL-230a.1	(1) number of data breaches	Number	1 case	page 34
		(2) the percentage of data breaches in which personally identifiable information (PII) was subject to the data breach	Percentage (%)	100%	
		(3) number of customers affected	Person	N/A	
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	n/a	See more detail in Cyber security Section in Data Privacy & Cyber Security.	page 30-33
Product End-of life Management	TC-TL-440a.1	(1) Materials recovered through take back programs	Metric tons (t)	140,760 pieces of e-waste were collected, equivalent to approximately 7.04 tons. More detail in Promoting proper e-waste disposal section	page 79
		(2) percentage of recovered materials that were reused	Percentage (%)	0	
		(3) percentage of recovered materials that were recycled	Percentage (%)	100%	
		(4) percentage of recovered materials that were landfilled	Percentage (%)	0	
Competitive Behavior & Open Internet"	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Thai Baht	None	
	TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially-associated content (2) non-associated content"	Megabits per second (Mbps)	AIS does not have these specified metrics. We comply with regulations from the National Broadcasting and Telecommunication Commission (NBTC) related to the quality of service. We also report download speed in accordance with the reporting standard specified by the NBTC.	
	TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	n/a	AIS provides internet access services based on equal and non-discriminatory treatment and comply with related regulations on customers' rights.	
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	(1) system average interruption frequency as the average number of disruptions per customer	Disruptions per customer	0.09	page 34
		(2) customer average interruption duration as the average number of hours per customer.	Hours per customer	37 minutes	page 34
Technology Disruptions	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	n/a	Refer to the discussion on Risk from Major Network Failure or Interruption to Important Systems in Enterprise Risk Management section, Annual Report 2023	Annual Report 2023, page 57



Assurance Statement



ASSURANCE STATEMENT

SGS (THAILAND) LIMITED'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE ADVANCED INFO SERVICE PUBLIC COMPANY LIMITED'S CORPORATE SUSTAINABILITY REPORT FOR 2023

NATURE OF THE ASSURANCE/VERIFICATION

SGS(Thailand) Limited (hereinafter referred to as SGS) was commissioned by Advance Info Service Public Company Limited (hereinafter referred to as AIS) to conduct an independent assurance of the Corporate Sustainability Report year 2023. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the sampled text, and data in accompanying tables, contained in the report presented. SGS reserves the right to update the assurance statement from time to time depending on the level of report content discrepancy of the published version from the agreed standards requirements.

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all AIS's Stakeholders.

RESPONSIBILITIES

The information in the AIS's Sustainability Report 2023 and its presentation are the responsibility of the directors or governing body (as applicable) and the management of AIS. SGS has not been involved in the preparation of any of the material included in the Report.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of verification with the intention to inform all AIS's stakeholders.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The SGS ESG & Sustainability Report Assurance protocols used to conduct assurance are based upon internationally recognised assurance guidance and standards including the principles of reporting process contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) GRI 1: Foundation 2021 for report quality, GRI 2: General Disclosure 2021 for organisation's reporting practices and other organizational detail, GRI 3: Material Topics 2021 for organisation's process of determining material topics, its list of material topics and how to manages each topic, and The assurance of this report has been conducted according to the following Assurance Standards: Limited levels of assurance contained within the ISAE3000.

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information as detailed below and evaluation of adherence to the following reporting criteria:

- GRI (In Accordance with)

SPECIFIED PERFORMANCE INFORMATION AND DISCLOSURES INCLUDED IN SCOPE

- Evaluation of content veracity of scrutiny for AIS and scrutiny for subsidiaries, and applicable aspect boundaries outside of the organization covered by this report.
- Evaluation of the report against the requirements of Global Reporting Initiative Sustainability Reporting Standards claimed in the GRI content index as material and Evaluating that accuracy and reliability of data and information for only the selected datasets listed below:
 - GRI 302 - Energy 2016 (302-1 Energy consumption within the organization)
 - GRI 303 - Water 2018 (303-3 Water withdrawal, 303-4 Water discharge and 303-5 Water consumption)

- GRI 305 - Emissions 2016 (305-1 Direct (Scope 1) GHG emissions and 305-2 Energy indirect (Scope 2) GHG emissions)
- GRI 306 - Waste 2020 (306-3 Waste generated, 306-4 Waste diverted from disposal and 306-5 Waste directed to disposal)
- GRI 404 - Training and Education 2016 (404-1 - Average hours of training per year per employee)

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, superintendents, sustainability committee members and senior management; documentation and record review and validation with external bodies and/or stakeholders where relevant.

LIMITATIONS AND MITIGATION

Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from AIS, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO9001, ISO14001, ISO45001, ISO26000, ISO20121, ISO50001, SA8000, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

ASSURANCE/VERIFICATION OPINION

On the basis of the methodology described and the verification work performed, we are satisfied that the disclosure with inclusivity, materiality, responsiveness, and impact information in the scope of assurance is reliable, has been fairly stated and has been prepared, in all material respects, in accordance with the reporting criteria.

AIS's Sustainability Report year 2023 is prepared in accordance with the GRI Standard 2021 and fulfills all the required content and quality criteria for the identified. So we believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting.

Signed:

For and on behalf of SGS (Thailand) Limited

Montree Tangtermsirikul

General Manager

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16 February 2024

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