

GLOSSARY

General Information and Other Significant Information

General Information of The Company

The Company name	: Advanced Info Service Public Company Limited
Symbol for trading	: ADVANC
Registered date on the SET	: 5 November 1991
Market capitalization	: Baht 567,861.21 million (as of 29 December 2017)
Registered capital	: Baht 4,997,459,800
Paid-up capital	: Baht 2,973,095,330
Total shareholders	: 43,871 persons (as of 10 August 2017, the latest book closing date for the rights to receive dividend)
Free float	: 36.22%
Type of business	: Operate telecommunication business including mobile network service, fixed broadband service, and digital services.
Head office	: 414, AIS Tower, Phaholyothin Road, Samsen Nai, Phayathai, Bangkok 10400
Registered No.	: 0107535000265
Corporate website	: http://www.ais.co.th
IR website	: http://investor.ais.co.th/
Telephone	: (66) 2029 5000
Facsimile	: (66) 2029 5165

American Depository Receipt

ADR ticker symbol	: AVIFY
Exchange	: Over The Counter (OTC)
Depository	: The Bank of New York Mellon
ADR to ORD share ratio	: 1:1
ADR CUSIP number	: 00753G103

General information of AIS's Subsidiaries, Associated, Joint Venture and Other Investments

Subsidiaries	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
1. Advanced Wireless Network Co., Ltd. (AWN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Telecommunication service provider of 2.1GHz, 900MHz and 1800MHz frequencies, distributor of handsets, international telephone service, network operator, telecom service operator and national broadcasting network services without frequency usage.	13.5	100	1,350	99.99
2. Advanced Datanetwork Communications Co., Ltd. (ADC) (an indirect subsidiary via DPC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019 Website : www.adc.co.th	Service provider of online data communication service via telephone landlines and optical fiber	95.75	10	957.52	51.00 ¹⁾
3. Digital Phone Co., Ltd. (DPC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of digital mobile phone network	91.39 ²⁾	10	913.86 ²⁾	98.55
4. Advanced mPAY Co., Ltd. (AMP) 408/60 Phaholyothin Place Tower, via mobile phone 15 th Floor, Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Service provider of payment business	30	10	300	99.99
5. Super Broadband Network Co., Ltd. (SBN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019 Website : www.sbn.co.th	Network operator and telecom service operator i.e. internet service (ISP), Dedicated Leased Line , IPLC & IP VPN, Voice Over IP, IP Television	3	100	300	99.99

Subsidiaries	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
6. Advanced Contact Center Co., Ltd. (ACC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Call center service	27.2	10	272	99.99
7. Advanced Magic Card Co., Ltd. (AMC) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Distributor of cash card business	25	10	250	99.99
8. Teleinfo Media Plc (TMC)³⁾ (an indirect subsidiary via CSL) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2262 8888 Fax : (66) 2262 8899 Website : www.csloxinfo.com	Provide advertising online platform through Website, PC, Mobile and Laptop for business and individual user	15.65	10	156.54	99.99
9. CS LoxInfo Plc (CSL)³⁾ (an indirect subsidiary via AWN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2263 8000 Fax : (66) 2263 8132 Website : www.csloxinfo.com	Provide our corporate customers with solutions for brand range of internet-based services	594.51	0.25	148.63	80.10
10. AIN GlobalComm Co., Ltd. (AIN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019 Website : www.ain.co.th	International telephone service gateway	2	100	200	99.99

Subsidiaries	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
11. Advanced Broadband Network Co.,Ltd. (ABN) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Currently not start the operation	0.75	100	75	99.99
12. Wireless Device Supply Co., Ltd. (WDS) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Importer and distributor of handsets and accessories	0.5	100	50	99.99
13. MIMO Tech Co., Ltd. (MMT) 1291/1 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Develop IT system, engaging in content aggregator business and provide collection of revenue service from customers	0.5	100	50	99.99
14. AD Venture Plc (ADV)³⁾ (an indirect subsidiary via CSL) 414 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2262 8888 Fax : (66) 2262 8877 Website : www.shinee.com	Content provider through mobile phone, community portal services, and application on smart phone via ISO and android systems	1.07	10	10.75	99.99
15. Fax Lite Co., Ltd. (FXL) 1291/1 Phaholyothin Road, Samsen Nai, Phayathai, Bangkok Tel : (66) 2029 5000 Fax : (66) 2029 5019	Operate in acquiring and/or lease building, and related facilities for telecommunications business	0.01	100	1	99.98

Subsidiaries	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
16. Yellow Pages Commerce Co., Ltd. (YPC) ³⁾ (an indirect subsidiary via TMC) 1126/2 Vanit Bldg.2, New Phetchaburi Road, Makkasan, Ratchathewi, Bangkok Tel : (66) 2262 8888 Fax : (66) 2262 8823	To engage in business concerning advertising and publishing of business and activities to individuals, non-juristic bodies of persons, juristic persons and government sectors by using every type of advertising and operate the business in distribution, supplying, agent for every public relation task.	0.01	10	0.1	99.94

Notes: ¹⁾ The remaining share percentage of ADC in the amount of 49% is held by other persons with no conflict of interest.

²⁾ On 5 June 2017, DPC decrease its share capital from Baht 3,655.47 million to Baht 913.86 million.

³⁾ AWN acquired ordinary shares in CSL, equivalent to 80.10% of the paid-up capital, through a voluntary tender offer. (The information as of 23 January 2018). As a result, TMC, ADV and YPC are an indirect subsidiaries via CSL.

Associated Company	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
1. Information Highway Co., Ltd. Transmission network provider (IH) 52/1 Moo 5 Bang Kruai-Sai Noi Road, Bangsitong, Bang Kruai, Nonthaburi Tel : (66) 2029 5055 Fax : (66) 2029 5019		5	100	500	29.00

Joint Venture	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
1. Amata Network Co., Ltd. (AN) ⁴⁾ 2126 New Petchaburi Road, Bang-kapi, Huay Kwang, Bangkok Tel : (66) 2029 5055 Fax : (66) 2029 5019	Provide fiber optic network infrastructure in Amata industrial estate.	1	100	100	60.00

Notes: ⁴⁾AN is a joint-venture between ABN and Amata Corporation Plc.

Other Investment	Business	Registered Capital (Million Share)	Par Value (Baht per share)	Paid-up Capital (Million Baht)	% of Investment
1. Bridge Mobile Pte. Ltd. (BMB) 750 Chai Chee Road, #03-02/03, Technopark @ Chai Chee, Singapore 469000 Tel : (65) 6424 6270 Fax : (65) 6745 9453	Jointly invested, provide international roaming service within Asia Pacific Region	9	USD 1	USD 9 million	10.00
2. Clearing House for Number Portability Co., Ltd. (CLH) 98 Q House Ploenchit Building, 6 th Floor, Ploenchit Road, Lumpini, Pathumwan, Bangkok Tel : (66) 2646 2523 Fax : (66) 2168 7744	Jointly invested, operate the information system and the centralized database for the mobile number portability service (MNP)	0.02	100	2	20.00

Other Significant Information

Ordinary Share Registrar	Thailand Securities Depository Company Limited The Stock Exchange Thailand Building, 93, Ratchadapisek Road, Dindang, Dindang, Bangkok 10400 Tel : (66) 2009 9383 Fax : (66) 2009 9476
Auditor	Dr. Suphamit Techamontrikul Certified Public Accountant Registration Number 3356 Deloitte Touche Tohmatsu Jaiyos Advisory Co., Ltd. AIA Sathorn Tower, 23 rd -27 th Floor 11/1 South Sathorn Road, Yannawa, Sathorn, Bangkok 10120 Tel : (66) 2034 0000 Fax : (66) 2034 0100

Glossary of Terms and Definition

AIS group

ABN	Advanced Broadband Network Co., Ltd.
ACC	Advanced Contact Center Co., Ltd.
ADC	Advanced Datanetwork Communications Co., Ltd.
ADV	AD Venture Plc
AIN	AIN GlobalComm Co., Ltd.
AIS	Advanced Info Services Plc
AMC	Advanced Magic Card Co., Ltd.
AMP	Advanced mPAY Co., Ltd.
AN	Amata Network Co., Ltd.
AWN	Advanced Wireless Network Co., Ltd.
BMB	Bridge Mobile Pte. Ltd.
CLH	Clearing House for Number Portability Co., Ltd.
CSL	CS Loxinfo Plc
DPC	Digital Phone Co., Ltd.
FXL	Fax Lite Co., Ltd.
IH	Information Highway Co., Ltd.
MMT	MIMO Tech Co., Ltd.
SBN	Super Broadband Network Co., Ltd.
TMC	Teleinfo Media Public Co., Ltd.
WDS	Wireless Device Supply Co., Ltd.
YPC	Yellow Pages Commerce Co., Ltd.

Other companies/government agencies

CAT	CAT Telecom Plc
NTC	National Telecommunications Commission
NBC	National Broadcasting Company
NBTC	The National Broadcasting and Telecommunications Commission
TOT	TOT Public Company Limited

Other companies/government agencies

IoT (Internet of Things)	The network of physical devices,
Carrier Aggregation	Allows mobile network operators to combine a number of separate LTE band in order to improve download speed.
Multipath TCP	An integration of the AIS 4G ADVANCED and AIS SUPER WiFi
OTT (Over-the-Top)	Media distribution practice
NB-IoT (Narrow Band IoT)	A Low Power Wide Area Network (LPWAN): a narrowband radio technology that works virtually anywhere
Massive MIMO 32T (Transmitting) and 32R (Receiving)	Method of multiplying the capacity of the radio link using multiple transmitting (T) and receiving (R) antennas to exploit multipath propagation
API (Application Programming Interface)	The interface which interactions happen between an enterprise and applications that use its assets.
Concession Agreement 900	900 Concession Agreement for Cellular Mobile Phone Operation
PCN Agreement 1800	Digital Personal Communication Network 1800 Agreement

About This Report

The report was intended for the disclosure of information on economic, environmental, and social performance of AIS. The report focuses on material issues that may affect the abilities of AIS and subsidiaries to conduct their business operations in a sustainable manner with continued development and growth over the long term in order to provide investors with short-term and long-term strategy and business direction, our view on challenges and opportunities as well as management approach and its results of AIS group.

Scope and Boundary

The report is presented according to the following rules and guidelines:

1. Notification of Capital Market Supervisory Board regarding rules, conditions and procedures for disclosure on financial and non-financial information of securities issuers, form 56-1 manual and CG code guideline of the Securities and Exchange Commission
2. The guidelines set forth by the Global Reporting Initiative (GRI), GRI Standard, "Core Option".

In addition, consideration was also paid to achieving the United Nations' Sustainable Development Goals (SDGs).

The scope and boundary of information presented in this report consists of information on AIS and all subsidiaries within AIS group as stated under "General information of AIS and companies within AIS group as well as other significant information", page 397-301. This report includes information gathered both directly and indirectly from key stakeholders. The information contained the annual data of 2017 (1st of January 2017 – 31st of December 2017), unless otherwise stated. Numerical data dealing with results applies the same data as those published in the audited annual financial statements of 2017. The sustainability report was reviewed by the Sustainable Development Committee and approved by the Board of Directors.



We would like to hear your feedback

Contact information:

Advanced Info Service Plc.
414 AIS Tower 1, 22nd Floor,
Phaholyothin Road, Samsen Nai,
Phayathai, Bangkok 10400
Tel: (66) 2029 3277
Fax: (66) 2029 5165
E-mail: AISSustainability@ais.co.th
Website: <http://www.ais.co.th>

Process for Defining Report Content

Stakeholder engagement

Changes in technology, the economy and business competitiveness lead to the behaviors and expectations of consumers' and various groups of stakeholder's becoming more complex. While AIS development and business operations are affected by the decisions and expectation of the 5 key stakeholder groups, which are community, customers, business partners, employees and the environment,

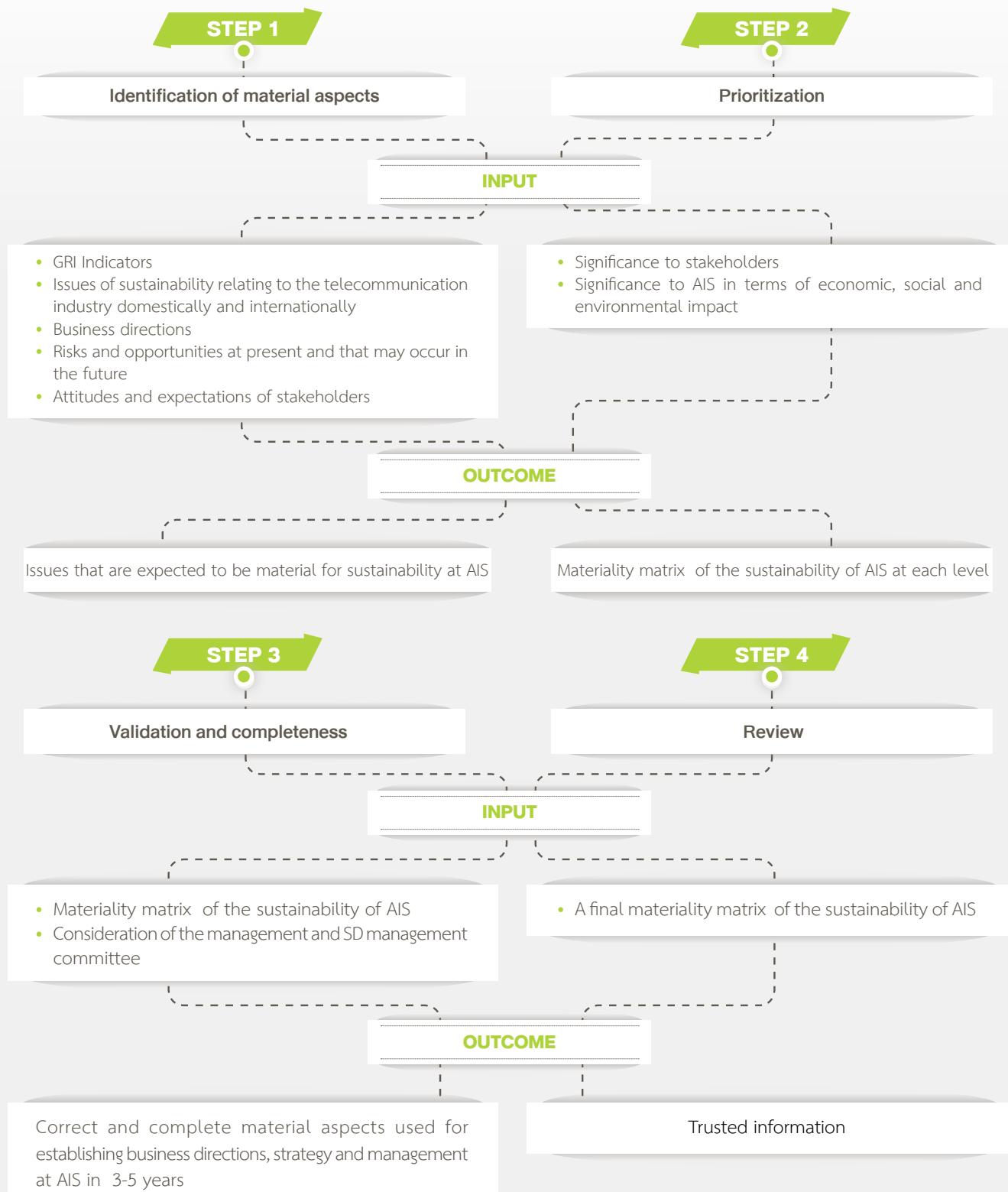
AIS also needs to understand the perspectives and expectations of other groups of stakeholders. AIS has engaged with those stakeholders through a feedback and voice from related business units. The received information will be used for determining AIS's business direction and development so as to meet a stakeholders' expectation and increases the long-term creating shared value.

Stakeholder Group	Engagement Channel	Frequency	Expectation of Stakeholders
Community and Society 	<ul style="list-style-type: none"> Community Relations Opinion box / complaint box at base stations 	Daily Daily	<ul style="list-style-type: none"> Engaging with community to strengthen community's well-being Ensuring the safety of AIS base stations
Business Partners 	<ul style="list-style-type: none"> Dealer satisfaction survey Call Center Sales personnel AIS's representative that contact with partners 	Once a year Daily Daily Monthly	<ul style="list-style-type: none"> Fair treatment of all business partners AIS employees' expertise in responding to questions and providing assistance Attractive and fair rewards
Employees 	<ul style="list-style-type: none"> Employee Engagement survey Social intranet The CEO Weekly Talk 	Once a year Daily Every Friday	<ul style="list-style-type: none"> Career development opportunities Attractive and fair compensation Appropriate work allocation Feeling of being valuable for the organization Occupational health and safety
Customers 	<ul style="list-style-type: none"> Customer satisfaction survey through <ul style="list-style-type: none"> - Call Center - Sales personnel - Sales representative - Social network Complaints and suggestion from the above channels 	Daily Daily	<ul style="list-style-type: none"> Network quality and reliability Provision of complete and transparent product and service information Customer data privacy Safety when using products and services

Stakeholder Group	Engagement Channel	Frequency	Expectation of Stakeholders
	<ul style="list-style-type: none"> • Shareholder meeting • Analyst briefings • Conference call and online meeting • SET Opportunity day • Roadshow • Company visits • Investor Relations and Compliance Department 	Once a year Twice a year Quarterly Quarterly 18 times 140 times Daily	<ul style="list-style-type: none"> • Strong growth of business performance • Consistency in dividend payment • Good corporate governance • Equal access to information • Provision of transparent and adequate information
	<ul style="list-style-type: none"> • Business Relations Department • Government's public hearing events 	Daily Upon government's agenda	<ul style="list-style-type: none"> • Compliance with telecommunication laws and regulations • Quality and network extension in accordance with government conditions • Digital inclusion • Fair competition
	<ul style="list-style-type: none"> • Press release via online channels and phone • Activities to build up relation • Knowledge sharing • Sponsor 	Daily Quarterly Monthly Daily	<ul style="list-style-type: none"> • Ensuring of organization management • Participation in press activities • Knowledge sharing • Increasing of efficiency on working together

Process for Defining Material Aspects

AIS defines the material aspects that represent the main variables in the determination of business direction and management over the next 3-5 years by using the GRI Standard.



Material Aspects for Sustainability at AIS



Presentation of material aspects in this report

1. Material aspects of high importance (black area): disclosure shall covers performance, targets and indicators.
2. Material aspects of medium importance (green area): disclosure shall covers performance and indicators.
3. Material aspects of less importance (light green area): disclosure shall covers performance only.

Process for Defining Report Quality

1. Balance of information: AIS adheres tightly to the presentation of information that is balanced, both positive and negative, so that readers can evaluate our work outcomes on sustainability with accuracy.
2. Comparability of content: AIS presents information on previous work results to show the changes and developments that have occurred in the organization.
3. Accuracy: AIS carries out verifications to be sure that the information in this report is correct, accurate and contains full details.
4. Timeliness: AIS prepares this report annually so that interested stakeholders can evaluate our outcomes of work performance in terms of sustainability as needed within foreseeable timeframes.
5. Clarity: AIS presents clear and easy to understand information to readers.
6. Reliability: AIS implements steps for the verification of information through internal working units so that readers can be assured of correct, transparent and verifiable content.

GRI (Report Disclosure Indexes) (GRI 102-55)

GRI Sustainability Reporting Standards

General Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
Organizational Profile				
102-1	Name of the organization	Page 300	-	
102-2	Activities, brands, products, and services	Page 20-21, 29-34, 134-143	-	
102-3	Location of headquarters	Page 86-87	-	
102-4	Location of operations	Page 300-305	-	
102-5	Ownership and legal form	Page 300-305	-	
102-6	Markets served	Page 20-21	-	
102-7	Scale of the organization	Page 20-21	-	
102-8	Information on employees and other workers	Page 152	-	
102-9	Supply Chain	Page 148-151	-	
102-10	Significant changes to the organization and its supply chain	-	There was no significant change during the report period.	-
102-11	Precautionary principle or approach	All Sections	-	
102-12	External Initiatives	Page 307, Page 320-323	-	
102-13	Membership of associations	-	We have not participated in any trade associations	-
Strategy				
102-14	Statement from senior decision-maker	Page 8-9, 10-11, 26-27	-	
102-15	Key impacts, risks, and opportunities	Page 40-51	-	
Ethics and Integrity				
102-16	Values, principles, standards, and norms of behavior	Page 88	-	
102-17	Mechanisms for advice and concerns about ethics	Page 108	-	

General Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
Governance				
102-18	Governance structure	Page 64	-	
102-20	Executive-level responsibility for economic, environmental, and social topics	Page 64	-	
102-22	Composition of the highest governance body and its committees	Page 52-57, 65-66, 74, 79	-	
102-23	Chair of the highest governance body	Page 66	-	
102-24	Nominating and selecting the highest governance body	Page 73	-	
102-25	Conflicts of interest	Page 68, 90, 94, 290-298	-	
102-26	Role of the highest governance body in setting purpose, values, and strategy	Page 68-69	-	
102-27	Collective knowledge of highest governance body	Page 67	-	
102-28	Evaluating the highest governance body's performance	Page 82	-	
102-30	Effectiveness of risk management process	Page 104-105	-	
102-31	Review of economic, environmental, and social topics	Page 40, 104	The review of economic, environmental, and social topics is conducted on an annual basis.	-
102-32	Highest governance body's roles in sustainability reporting	Page 307	-	
102-33	Communicating critical concerns	Page 86, 109	-	

General Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
Stakeholder Engagement				
102-40	List of stakeholder groups	Page 308		-
102-41	Collective bargaining agreements	Not applicable	Reporting on this indicator is not applicable because AIS does not have trade union. AIS respects and fully supports the rights of employee in freedom of association in accordance with laws.	-
102-42	Identifying and selecting stakeholders	Page 308		-
102-43	Approach to stakeholder engagement	Page 308		-
102-44	Key topics and concerns raised	Page 308		-
Reporting Practice				
102-45	Entities included in the consolidated financial statements	Page 300		-
102-46	Defining report content and topic boundaries	Page 308		-
102-47	List of material topics	Page 311		-
102-48	Restatements of information	Not applicable		-
102-49	Changes in reporting	Page 307	Change from GRI-G4 to GRI Standard	-
102-50	Reporting period	Page 307		-
102-51	Date of most recent report	Page 307		-
102-52	Reporting cycle	Page 307		-
102-53	Contact point for questions regarding the report	Page 307		-
102-54	Claims of reporting in accordance with the GRI Standards	Page 307		-
102-55	GRI content index	This Appendix		-

General Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
102-56	External assurance	-	This is the first year that AIS has developed an integrated report, therefore, some information are not ready for reporting.	-

Specific Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
GRI 201: Economic Performance				
103-1	Explanation of the material topic and its Boundary	All Sections		-
103-2	The management approach and its components	All Sections		-
103-3	Evaluation of the management approach	All Sections		-
GRI 203: Indirect Economic Impacts				
103-1	Explanation of the material topic and its Boundary	Page 126-127		-
103-2	The management approach and its components	Page 126-127		-
103-3	Evaluation of the management approach	Page 126-127		-
203-1	Infrastructure investments and services supported	Page 126-133		-
GRI 205: Anti-Corruption				
103-1	Explanation of the material topic and its Boundary	Page 93-94		-
103-2	The management approach and its components	Page 93-94, 109		-
103-3	Evaluation of the management approach	Page 93-94		-

Specific Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
205-2	Communication and training about anti-corruption policies and procedures	Page 93	-	-
205-3	Confirmed incidents of corruption and actions taken	-	There is no corruption case during 2017	-
GRI 302: Energy				
103-1	Explanation of the material topic and its Boundary	Page 170-173	-	-
103-2	The management approach and its components	Page 170-173	-	-
103-3	Evaluation of the management approach	Page 170-173	-	-
302-1	Energy consumption within the organization	Page 171	-	-
GRI 303: Waste				
103-1	Explanation of the material topic and its Boundary	Page 170-173	-	-
103-2	The management approach and its components	Page 170-173	-	-
103-3	Evaluation of the management approach	Page 170-173	-	-
GRI 305: Emissions				
103-1	Explanation of the material topic and its Boundary	Page 170-173	-	-
103-2	The management approach and its components	Page 170-173	-	-
103-3	Evaluation of the management approach	Page 170-173	-	-
305-1	Direct (Scope 1) GHG emissions	Page 173-174	-	-
305-2	Energy indirect (Scope 2) GHG emissions	Page 173-174	-	-

Specific Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
GRI 306: Effluents and Waste				
103-1	Explanation of the material topic and its Boundary	Page 170-173		-
103-2	The management approach and its components	Page 170-173		-
103-3	Evaluation of the management approach	Page 170-173		-
GRI 401: Employment				
103-1	Explanation of the material topic and its Boundary	Page 152-154		-
103-2	The management approach and its components	Page 152-154		-
103-3	Evaluation of the management approach	Page 152-154		-
GRI 403: Occupational Health and Safety				
103-1	Explanation of the material topic and its Boundary	Page 155-157		-
103-2	The management approach and its components	Page 155-157		-
103-3	Evaluation of the management approach	Page 155-157		-
GRI 404: Training and Education				
103-1	Explanation of the material topic and its Boundary	Page 152-154		-
103-2	The management approach and its components	Page 152-154		-
103-3	Evaluation of the management approach	Page 152-154		-
404-1	Average hours of training per year per employee	Page 161		-

Specific Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
404-2	Programs for upgrading employee skills and transition assistance programs	Page 126-135		-
404-3	Percentage of employees receiving regular performance and career development reviews	Page 157		-
GRI 405: Diversity and Equal Opportunity				
103-1	Explanation of the material topic and its Boundary	Page 152-154		-
103-2	The management approach and its components	Page 152-154		-
103-3	Evaluation of the management approach	Page 152-154		-
405-1	Diversity of governance bodies and employees	Page 161		-
GRI 413: Local Communities				
103-1	Explanation of the material topic and its Boundary	Page 126-127		-
103-2	The management approach and its components	Page 126-127		-
103-3	Evaluation of the management approach	Page 126-127		-
GRI 414: Supplier Social Assessment				
103-1	Explanation of the material topic and its Boundary	Page 108-109		-
103-2	The management approach and its components	Page 108-109		-
103-3	Evaluation of the management approach	Page 108-109		-
414-1	New suppliers that were screened using social criteria	Page 109		-

Specific Standard Disclosures

GRI Standard Disclosure	Description	Page/ URL	Omission/ Note	External Assurance
GRI 417: Marketing and Labelling				
103-1	Explanation of the material topic and its Boundary	Page 41	-	-
103-2	The management approach and its components	Page 41	-	-
103-3	Evaluation of the management approach	Page 41	-	-
417-2	Incidents of non-compliance concerning product and service information and labeling	Page 41-51	-	-
417-3	Incidents of non-compliance concerning marketing communications	Page 41-51	-	-
GRI 418: Customer Privacy				
103-1	Explanation of the material topic and its Boundary	Page 144-149, 167-169	-	-
103-2	The management approach and its components	Page 144-149, 167-169	-	-
103-3	Evaluation of the management approach	Page 144-149, 167-169	-	-
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 168	-	-
GRI 419: Socioeconomic Compliance				
103-1	Explanation of the material topic and its Boundary	Page 41	-	-
103-2	The management approach and its components	Page 41	-	-

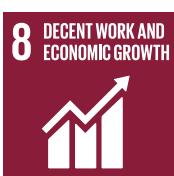
PRACTICES UNDER THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS)

PRINCIPLES OF GLOBAL COMPACT	AIS IMPLEMENTATION	PAGES IN REPORT
Human Rights		
1. Businesses should support and respect the protection of internationally proclaimed human rights	<ul style="list-style-type: none"> Equality in employment opportunities and welfare Partnering with ethical partners Information Protection of IT Security and Data Privacy 	<ul style="list-style-type: none"> Page 114,167 Page 167 Page 144
2. Make sure that they are not complicit in human rights abuses	<ul style="list-style-type: none"> The partners selection process and contract renewal process with human rights criteria for screening Policies and measures specific to protect information security systems and customers' personal data Establishment of measures respecting the intellectual property of others 	<ul style="list-style-type: none"> Page 168 Page 144 Page 89, 90, 95, 167, 169
Labor		
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	<ul style="list-style-type: none"> Internal communication and employee opinion hearing 	<ul style="list-style-type: none"> Page 153
4. The elimination of all forms of forced and compulsory labor	<ul style="list-style-type: none"> Development of roadmap and tools for checking partner companies; and announcement of the Blacklisted policy 	<ul style="list-style-type: none"> Page 168
5. The effective abolition of child labor	<ul style="list-style-type: none"> Development of roadmap and tools for checking partner companies; and announcement of the Blacklisted policy 	<ul style="list-style-type: none"> Page 168

PRINCIPLES OF GLOBAL COMPACT	AIS IMPLEMENTATION	PAGES IN REPORT
6. The elimination of discrimination in respect of employment and occupation	<ul style="list-style-type: none"> Policy of equal employment opportunities for all applicants in compliance with the law 	<ul style="list-style-type: none"> • Page 167
Environment		
7. Businesses should support a precautionary approach to environmental challenges	<ul style="list-style-type: none"> Reduction of our Carbon Footprint through our business 	<ul style="list-style-type: none"> • Page 171
8. Undertake initiatives to promote greater environmental responsibility	<ul style="list-style-type: none"> Proper E-Waste disposal encouragement 	<ul style="list-style-type: none"> • Page 170
9. Encourage the development and diffusion of environmentally friendly technologies	<ul style="list-style-type: none"> Environmentally-friendly Data centers 	<ul style="list-style-type: none"> • Page 171-174
Anti-Corruption		
10. Businesses should work against corruption in all its forms, including extortion and bribery	<ul style="list-style-type: none"> Announcement of the Fraud Risk Management policy The Reporting and Investigation of Misconduct and/or Fraud and Whistleblower Protection Policy Implementation of zero tolerance policy against fraud, bribery and corruption 	<ul style="list-style-type: none"> • Page 106, 110 • Page 78, 86, 109, 118 • Page 110

PRACTICES UNDER THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS)



SDGs	AIS IMPLEMENTATION	PAGES IN REPORT
 1 NO POVERTY 	<ul style="list-style-type: none"> Project “Digital for Thai farmers” for enhancing efficiency and effectiveness in Thai agriculture “Farmsuk” Application for Thai farmers to access crucial agricultural information 	<ul style="list-style-type: none"> Page 128 Page 129
 3 GOOD HEALTH AND WELL-BEING 	<ul style="list-style-type: none"> Project “Digital public health and the health of Thai people” Occupational safety, health and working environment Public discussion on “Electromagnetic wave from Cell Site Tower is Not Harmful to Health” 	<ul style="list-style-type: none"> Page 127 Page 156 Page 129
 4 QUALITY EDUCATION 	<ul style="list-style-type: none"> Project “Digital for Thais” to fulfil and enhance the quality of Thai people’s lives with Digital Technology Project “Digital for education of Thai youth” Project “Sarn Rak Connections for Knowledge” to uplift education quality for children in remote areas by installing high speed internet and AIS’s Sarn Rak Connections for Knowledge - a digital box full of knowledge and amusing contents 	<ul style="list-style-type: none"> Page 9, 16, 126, 163 Page 126 Page 126
 5 GENDER EQUALITY 	<ul style="list-style-type: none"> Respect of diversity among employees regardless of gender, skin color, race, age, religion or physical appearance Gender equality in nomination of directors and management 	<ul style="list-style-type: none"> Page 144, 167 Page 73
 8 DECENT WORK AND ECONOMIC GROWTH 	<ul style="list-style-type: none"> Providing equal employment opportunities and welfare Against Child labor in all business operation Project “AIS the StartUp” Project “Digital for Thai farmers” for enhancing efficiency and effectiveness 	<ul style="list-style-type: none"> Page 167 Page 168 Page 166 Page 128

SDGs	AIS IMPLEMENTATION	PAGES IN REPORT
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	<ul style="list-style-type: none"> • AIS research, development and innovation • Program “AIS InnoJump” to promote the culture of creating innovation and experimenting • Launching of “AIS Innovation Centre” 	<ul style="list-style-type: none"> • Page 163 • Page 164 • Page 159, 165
 10 REDUCED INEQUALITIES	<ul style="list-style-type: none"> • Program “AIS Call Center Providing Job Opportunities for People with Disabilities” • Employment opportunity for Down syndrome persons as AIS Corporate Sales and Company’s Librarian 	<ul style="list-style-type: none"> • Page 133 • Page 133
 13 CLIMATE ACTION	<ul style="list-style-type: none"> • Efficient energy consumption and reduction of GHG emission • Network Resilience and Adaptation for Climate Change • Setting middle-term GHG reduction target 	<ul style="list-style-type: none"> • Page 171 • Page 170, 172 • Page 172
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	<ul style="list-style-type: none"> • Announcement of the Fraud Risk Management policy • The Reporting and Investigation of Misconduct and/or Fraud and Whistleblower Protection Policy • Implementation of zero tolerance policy against fraud, bribery and corruption • Communication regarding the Code has been extended to include outsourced staff and business partners through multiple channels, such as mail, applications and website for partners. The Code is also embedded into all commercial contracts or employment agreements. An annual evaluation of related parties’ understanding of the Code has been conducted for six consecutive years. 	<ul style="list-style-type: none"> • Page 106, 110 • Page 78, 86, 102, 109, 118 • Page 110 • Page 109



Advanced Info Service Public Company Limited
Head Office: 414, AIS Tower 1, Phaholyothin Rd.,
Samsen Nai, Phayathai, Bangkok 10400
Tel. : (66) 2029 5000
Fax : (66) 2029 5165
www.ais.co.th