Sustainable Development for Business

Sustainability Policy and Targets

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.

In 2023, Thai businesses faced various challenges amid volatility and weak global economic activity as well as the risks from climate change adaptation. These challenges have inevitably contributed to widening social inequality. In parallel, rapidly evolving digital technologies have changed people's behavior in using the media, fostering exponential growth in digital usage from both individuals and businesses. This has positively contributed to the information technology and communication industries, which serve as the infrastructure and intermediary platforms facilitating the use of digital technology to achieve economic growth, foster social equality, and safeguard the environment.

AIS recognizes the significance of digital technology in steering the three aspects mentioned above. Therefore, we have set a direction to become 'a digital life service provider that thrives in an inclusive and greener digital world.' We have established three core strategies to drive sustainable business: 'Drive Digital Economy,' 'Promote Digital Inclusion,' and 'Act on Climate.' Under these three core strategies, we identify aspects related to risks, opportunities, and financial implications, categorizing them into seven topics: digital innovation, cybersecurity, customer privacy protection, human resource management, social inclusion, digital wellness, climate actions, and waste management.

To transition from policy to implementation, the Board of Directors has appointed the Sustainable Development Committee to consider the policy, strategies, goal targets, and activities relevant to sustainable development as well as review performance under the prescribed policy and strategies for goal achievement. The Sustainable Development Committee reports to the Board of Directors quarterly. (Further details are in One Report pages 129 under the Scope of Authority and Duties of the Board of Directors and Board-committees).

Business Sustainability Strategy

"Thriving 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 Business Sustainability

Drive Digital Economy

Digital Innovation

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

Digital Innovation

- 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

Management of Impact on Stakeholders in The Business Value Chain

Business Value Chain

AIS is committed to working and sustaining long-term relationships with its business partners across the value chain, emphasizing sustainability and the creation of value through its products and services that meet the expectations of all stakeholders. The company actively adopts procurement policies and strategies with the dual focus of preserving competitiveness and upholding operational standards in collaboration with business partners. Additionally, there is a commitment to prioritize economic, environmental, social, and governance considerations. These comprehensive policies guide all operations at AIS, encompassing engagements with both new and existing business partners, forming the fundamental principles for the subsequent code of ethics.

Fair Procurement emphasizes ethical business practices, transparency, auditing, anti-corruption measures, and strict adherence to legal and regulatory requirements. It also emphasizes social responsibility, fair labor practices, human rights, and the cultivation of sustainable partnerships.

Green Procurement focuses on having environmental requirements embedded into selection criteria for all product and service categories. This aims to reduce resource consumption, minimize waste and pollution, decrease or eliminate the use of hazardous chemicals, as well as reduce greenhouse gas emissions.

Distribution Channel Quality Control Standards Evaluation of the quality of distribution channels is undertaken with different standards applied in accordance to the capability of main partner channels to control the quality and service standard of each channel. Evaluation includes:
- Declare the ethical principles in business dealings with all business partners

- Establish criteria for the selection of key distributors, ensuring their capability to adapt to market conditions and competition
- Establish guidelines for the operations of distributors and dealers to uphold quality and service standards in alignment with AIS's image
- Conduct workshops on customer service quality management for all distributors
- Establish benchmarks for assessing both sales and service quality
- Evaluate supply chain risks and ensure the implementation of a comprehensive risk management process.
- Conduct on-site inspections of critical partners or those presenting social, environmental, and governance risks significant to AIS operations
- Conduct customer satisfaction survey regarding services provided through distribution channels
- Have an independent auditor conduct an audit of the distribution channels

Supplier Selection and Sustainability Risk Assessment

Determined to work with suppliers, AIS engages in an evaluation process of suppliers and risk assessments as appropriate throughout the lifecycle of its partnerships. Assessment begins with an overview of the suppliers' sustainability and an evaluation of their material business, social, and environmental operations.

Preliminary Screening

Newly registered suppliers have their fundamental environmental, social, and governance information evaluated and are also assessed in terms of conflict of interest, corruption and fraud history and compliance with the AIS Code of Ethics.

Pre-Procurement Screening

Prior to procurement from key suppliers, AIS thoroughly screens their governance, corruption and fraud history, labor and human rights practices, workplace safety and health, and environmental practices. AIS includes a Code of Ethics as standard in its partnership contracts along with requirements that pertain specifically to the suppliers.

Annual Audit and Evaluation

The annual sustainability risk assessment is undertaken on all Tier 1 suppliers that have passed the primary screening based on four main criteria: 1) spending volume, 2) ESG aspects, 3) Supplier segmentations, and 4) commodity-specific risk. This will be done through questionnaire assessments, on-site visits, and critical job observations. Additionally, there will be an evaluation of the suppliers' understanding of the business ethics of the company for the fiscal year by independent assessors. Cooperation with Tier 1 suppliers, who directly communicate with Tier 2 business partners, will be sought to inform them of sustainable business practices. A supplier must achieve a total score of at least 70% to be considered as meeting the assessment criteria.

Remedial Action and Follow-Up

Following a ranking and scoring of partners based on risk evaluations, suppliers with high risk in the area of sustainability are required to compile an approved risk mitigation plan and timeline ensuring identified risks will be minimized to acceptable parameters. Regular follow-up and inspections are undertaken to ensure proper management of the sustainability risk.

Management of Business Value Chain

Sourcing

- Provision of network equipment and frequency spectrum for mobile and fixed broadband internet services
- Provision of standard quality and environmentally friendly network equipment by selecting vendors with advanced technology development, adherence to regulations, and a commitment to human rights, and environment consideration that encourages low-carbon emissions and meets health & safety standard
- Provision of safety tested communication equipment e.g. smart phones, tablets and routers of differing prices for wide customer accessibility
- Acquiring of licenses from the National Broadcasting and Telecommunications Commission (NBTC)

Operations

- Telecommunication network, IT and operations systems management
- Locating base stations by evaluating community and environmental impacts, constructing base stations resilient to natural threats and climate change including flooding and storms for service continuity
- Expansion of network for nationwide coverage, maintaining quality and safety standards while limiting environmental impacts by focusing on energy efficiency and increasing the proportion of alternative energy through the installation of solar cells
- Focusing on cyber security and customer data protection under policies and frameworks that conforms to the ISO27001 standard for managing and safeguarding information security, 24x7 threat monitoring and response
- Management of e-waste from business operations by selecting partners authorized to properly dispose of electronic waste with zero landfill

Product and service development, and distribution channels

- R&D of a diverse range of digital products, encourage digital technology usage, and services to support business growth, economic development and the enhancement of society and quality of life
- Collaboration with partners in a variety of industries for the development of products and services responsive to life and business in the digital era
- Maintenance of standards and safety for fixed broadband internet installation by contractors
- Management of online and offline sales and distribution channels for customer accessibility extending to monitoring and quality control of distributors and maintaining a fair remuneration structure
- Marketing and provision of transparent and complete information on products and services, fair pricing

After sales service

- After sales service for customer satisfaction via varied channels, including AIS Shop, Call Center and social media
- Customer personal data protection using policies and procedures that regulate access and use of customer data, provision of a channel for reports and complaints
- Retaining of customer relations by customers segmentation according to usage and demands, providing privileges, to maintain loyalty
- Responsibility for products and services, promoting cyber wellness and proper electronic waste disposal

Supporting activities

- Fair and transparent human resource management with an emphasis on employee development in line with the company vision, appropriate remuneration and benefits, creation of a safe and hygienic work environment
- Trustworthy accounting that is accurate and transparent and that is aimed at creating financial stability conducive to business growth
- Good corporate governance and ethical business conduct
- Respect to human rights and treat all stakeholders fairly and equally in accordance with internationally accepted standards

Analysis of Stakeholders in The Business Value Chain

Channels and Frequencies	Concerns and Expectations	Operational Approaches to Addressing Concerns and Expectations
Employees		
· 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	· Job security and career advancement opportunities for every employee · Appropriate benefits and remunerations · Digital knowledge and skill development · Equitable treatment	· 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		
· Community complaint center via Call Center 0-2029-5555 (every day except public holidays) · LINE official account: Mtr Chumchon offering knowledge and information and answer questions about radio waves, electromagnetic waves, and signals from the base stations · 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	· 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	· Expand the mobile network to cover over 98% of the total population and the broadband internet network to reach 8.8 million households in 77 provinces with a wide range of packages to cheese from · Promote the quality of life in the community and the Thai health care and control the spread of infections by enabling access to technology through the AorSorMor Online application project · 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 · Add online channels to meet the community's expectations and call to interact with the community regularly during the COVID-19 when taking part in the community activities is difficult · Open up educational opportunities by providing scholarships to young people in need
Customers		
· 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	· 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.	· 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

Channels and Frequencies	Concerns and Expectations	Operational Approaches to Addressing Concerns and Expectations
Enterprise clients		
· 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)	· 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	· Develop quality of 4G and 5G networks 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		
· 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)	· Growing alongside AIS in expanding services to a broad array of customers · Expecting AIS' fair business dealings with all partners	· 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 · Develop a tailored curriculum to empower business partners, including business owners, successors, and shop managers. This curriculum aims to equip them with the skills needed to effectively manage stores and analyze market situations, ultimately reducing overall operating costs. · Implement a program focused on enhancing the sales expertise of business partners. Cultivate specialized skills in technology and brand-specific knowledge, such as Digital Life Guru, Apple Champion, and Samsung Pro, to broaden sales opportunities. · Arrange a monthly online meeting to provide product knowledge and pricing information to sales representatives of business partners, enhancing their effectiveness in sales. · Establish standards of work with a fair and appropriate compensation structure · Develop platforms to facilitate efficient collaboration for business partners with AIS
Shareholders and investors		
· 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)	· Sustainable business growth · Continuing payment of compensation · Good corporate governance, and transparent, reliable business operations · Equitable access to information	· Maintain leadership in the mobile market and sustain a high level of growth in home internet and enterprise client businesses along with advancing into now 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 investors/shareholders

Drive Digital Economy

Digital Innovation

AIS underwent a business strategy transformation towards becoming a "Cognitive Tech-Co" in search of new sources of revenues from new digital services and to sustain competitiveness and create long-term growth. AIS has worked in three core areas: Strengthening Network and IT Foundation, People and Culture Transformation, and Ecosystem Development.

2023 Progress

1. **Strengthen Network and IT Foundation**
    AIS enhanced the network operation toward an autonomous network with a focus on managing network in response to customer usage, employing Artificial intelligence (AI) and Machine Learning (ML). AIS also enhanced the capabilities of its IT systems, using cloud technology to ensure agility, stability, and security. Furthermore, AIS introduced "Living Network" to provide a new level of digital service that better satisfies customer lifestyles. It 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.

2. **People and Culture Transformation**
    We placed focus on development of our people and have deployed various programs such as including Innovation way for everyone everyday, AIS INNOJUMP Festival & Competition 2023, Citizen Developer, to enhance employees' skill 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.

3. **Partnership Ecosystem Development**
    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 includes AIS 5G Paragon platform, ROBOT Platform & Low-code Technology, Ari Innovation District.

See more details of 2023 progress from the sustainability report under the topic Digital Innovation.

Cyber Security and Customer Privacy Protection

Develop a reliable system for cybersecurity and customer privacy protection

To protect our customers from potential impact on data privacy and mitigate both reputational and financial risk to the company, we focus on safeguarding the IT security and personal data privacy, ensuring that our business operations align with the legal framework and relevant regulations as well as continuous capacity building for our staff, enhancing their readiness against cyber threats.

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, implementing Cybersecurity and Personal Data Protection Policy across all company departments and associated third parties, ensuring regular systematic auditing, and complying with the policy, standards, and the Company's operating procedures.

Further information on
1. Privacy policy
2. Cyber security policy

2023 Progress

1. **Rules and Regulations:** Promoted coordination between public and private entities in cybersecurity and personal data protection through participation in public hearings and legal interpretation sessions involving regulatory drafts and guidelines as well as participation in the National Cyber Exercise

2. **Capacity Building and Awareness Raising for Employees**, emphasizing cybersecurity and personal data protection for its employees to instill the concept of "Cybersecurity in Mind" and ensure that they can fulfill their duties in line with the company's security standards and guidelines.

3. **Technology Development and Process Improvement**
    *   **Cyber Security:** Adopting Zero Trust concept, AIS enhanced the policies and processes for managing risks associated with access to its information system to mitigate potential risks and strengthen data and IT security. This included Privilege Password Management (PAM), configuration management database (CMDB), identity and access management system (IAM).
    *   **Data Privacy Protection** AIS improved the standard for data classification and control, imposing stricter measures specifically for biometric data, revised procedure for requesting the use of customer data for analysis, enhanced the process for verifying access to customers' personal data using Data Privacy Log Monitoring (DPLM)
    *   **Cyberthreat Drills:** AIS conducted a cybersecurity drill simulating a personal data breach using a tabletop exercise approach.

4. **Audits in 2023**, both internal and independent auditors conducted audits on the company's cybersecurity and personal data protection systems to verify compliance with company policies and relevant laws.

5. **Standard Certifications** AIS obtained certifications such as ISO27000, CSA STAR, PCI DSS, affirming its commitment to achieve and maintain the highest standards of personal data protection

See more details of 2023 progress from the sustainability report under the topic Cyber Security and Customer Privacy Protection.

Human Resource Management

Nurture and develop AIS human capital to support business growth, particularly digital business.

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.

The human resource management at AIS encompasses employee care through the 6S strategy integrated with the creation of the FIT FUN FAIR culture. This includes working environment and well-being, training and development, recruiting and retaining high-quality personnel, fair performance evaluations, and equitable compensation based on job performance, as well as fostering equality and equal opportunities for all employees.

2023 Progress

1. **Digital Readiness Assessment and Development:** AIS Academy has organized training and conducted digital knowledge assessments for employees within the organization covering essential topics relevant to the job, such as ChatGPT, AI, Mobile IOT, Cloud, and Data. In 2023, 1,141 employees participated in the program with over 85% passing the assessment criteria.
2. **Employee Engagement:** 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". Over 87% of employees responded to the survey with an average score of 4.47 out of 5. The company will utilize the survey results to enhance the workplace environment and activities, aligning them with the requirements and preferences of employees.
3. **Career Development** AIS has developed a career model to define a development path and plan career growth for each employee through competency gap assessment to identify the knowledge and skills that meet the demand in the functional line of work. In 2023, AIS undertook a functional competency assessment for all job positions.
4. **SkillSphere People Hub:** The program to expand the source of learning for employees to tailor their learning needs from various leading educational institutions i.e. Havard Business, Duke Corporate Education, Southern Alberta Institute of Technology (SAIT), McGill University, Dalhousie University, Udemy, Voxy, YouNextYou, Skilllane, PacRim. Over 4,000 AIS employees have enrolled in the selection program.
5. **AIS Academy** achieved the ISO 30401:2018 certification for the management and development of digital technology knowledge and work competencies.

6. **AIS INNOJUMP** develops the innovation skills of employees, fosters a Growth Mindset, Entrepreneurial Mindset, and Agile Mindset opens a space for employees to express their ideas through workshops, innovation competition, and innovation boot camp. A total of 436 employees joined the program in 2023.
7. **Promoting holistic support for employee well-being:** AIS promotes and supports employee welfare, encompassing the promotion of family well-being, childcare support, development of the quality of employees with disabilities, support for retired employees, promotion of physical and mental health, assistance in various emergencies, and organizing activities to promote employee happiness.

See more details of 2023 progress from the sustainability report under the topic of Human Resource Management.

Promote Digital Inclusion

Social Inclusion

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

AIS is committed to being a part of bettering life for the Thai people, using its communication technology to support the economic and social well-being of Thai people in pace with the digital era. In recognition of inequalities in quality of life and opportunities for people in remote areas, AIS prioritized improving access to public healthcare and education using its own and partners' digital platforms. AIS implemented the three following strategies:
1. Expansion of digital infrastructure for maximum coverage in support of efficient communication and alignment with national economic development
2. Supporting public access to affordable digital communication devices
3. Developing digital platforms that enhance economic and social structures along with quality of life

2023 Progress

1. **Development and Expansion of 5G** Technology to Nationwide Coverage
At present, AIS operates a network that supports high-speed connection using 3G and 4G technology with coverage over 98% of the total population, broadband home internet using fiber-optic technology across all of the country, 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 the total population and offers low-cost 5G smartphones at 390 Baht and 5G packages for postpaid and prepaid.
2. **Established and Developed Digital Platforms in Support of Technological Access and Improve the Well-being of Thai**
   - **Public Health**
     - **AorSorMor Online Application** serves as a communication tool among medical personnel of the Health Promotion Hospitals and the Village Health Volunteers to support greater convenience and efficiency in basic health care at the community level.
     - In 2023, AIS also conducted a social impact assessment of using the AorSorMor Online application to study the efficiency of the application in facilitating the provision of proactive health services and in contributing to residents' quality of life. The result reflects the use of the AorSorMor Online application helps support the proactive performance of healthcare staff and AorSorMor volunteers contributing to better health and well-being.
   - **Education**
     - **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. AIS has also 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 including programs such as The Educators Thailand, Digital Library, and the program that provide opportunities to access world-class knowledge in collaboration with leading Canadian Universities and Canadian Embassy. In 2023, the AIS Academy for

Thais had approximately 166,869 participants and approximately 423,000 program beneficiaries.

- **The Good Kids, Brave Heart Project** Building upon the concept "Giving opportunities is giving a future", the project grants scholarships up to the bachelor's degree to disadvantaged youth. Over the years, AIS granted over 1,000 scholarships. We also supported the youths to gain knowledge and skills in the Aunjai Cyber program to help protect against the risk of online threats and fraud on the internet.

See more details of 2023 progress from the sustainability report under the topic Social Inclusion.

Digital Wellness

Striving to establish a brand that promotes safe and appropriate use of the internet and social media

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, with a focus on high-risk groups such as children and youth. We deployed AUNJAI CYBER program encompassing three core strategies: Creating knowledge to encourage digital wisdom, Cyber threat protection tools, and creating awareness of the danger and effects of the Internet and technology

2023 Progress

1. **Creating Knowledge to Encourage Digital Wisdom:** Through collaboration with several partners in both public and private sectors with wide-ranging expertise, AIS provides the curriculum to people of all genders and ages in Thailand at no cost through an online learning platform. In 2023, participants in this online curriculum amounted to 322,000 persons. AIS also created the Thailand Cyber Wellness Index (TCWI), providing a standard for creating digital citizens, and a better

society for digital use. The first-year assessment result showed that Thailand people were at the Basic level of cyber wellness.

2. **Cyberthreat Threat Protection Tools:** AIS provides digital services that safeguard against online threats for both individual users and enterprise clients, covering mobile internet and home internet. In 2023, there were 186,570 users of the cyber threat protection tools. Furthermore, we offer the hotline 1185 AIS Spam Report Center, where customers can make free calls to report spammers' phone numbers or spam SMS. These reports are then forwarded to regulatory agencies and cyber police for further legal action.

3. **Creating Awareness of the Dangers and Effects** of the Internet and Technology via various communication channels to promote digital skills for safe use. This involves collaboration with Kai Hua Ror Studio to produce light-hearted knowledge of 8 digital skills, and collaboration with cyber police and production houses to produce series addressing cyber threat broadcasting on social media.

See more details of 2023 progress from the sustainability report under the topic of Digital Wellness.

Act on Climate

Climate Actions

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

AIS realizes the impact of climate change on the Company's business operations in the following areas: the risk of natural disasters, the investment in equipment for resiliency including the costs of maintenance, changes in government policies and regulations, and trends toward environmentally conscious consumer behavior. Consequently, 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. Our strategy toward climate actions covers the entire AIS business operation and value chain including energy

efficiency, renewable energy, green procurement, assessing greenhouse gas emission scope 3, as well as customer engagement.

2023 Progress

1. **AIS Business Operations** focus on designing and managing network operational efficiency including energy efficiency, increasing renewable energy, developing environmental management system, water efficiency, biodiversity, and forest protection. In 2023, the company reduced its GHG emission intensity by 92% compared to the base year of 2015 while increasing the renewable energy to 2.25% of total energy consumption, compared to 1.73% in 2022.

2. **Business Value Chain:** 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. AIS assessed GHG Emissions Scope 3 in 10 out of 15 categories related to its business. Based on the information in 2022, AIS emitted 544,760 tCO_2e of GHG emissions scope 3, accounting for 44% of the total GHG emissions. For 2022, GHG Emissions Scope 2 accounted for the highest proportion at 55% of the total emissions. In addition, AIS integrated digital technology into its internal operations, processes involving partners and in service of customers such as the Full-E project, and development of low-carbon products and services. However, the information on greenhouse gas emission was verified by SGS (Thailand) Limited as presented in the Sustainability Report on page 91 "Assurance Statement"

3. **Climate-related Disclosures** following International Standards AIS has adopted the Taskforce on Climate-related Financial Disclosures (TCFD), enabling the Company to have a comprehensive assessment of the opportunities and risks arising from climate change. We also adopted a scenario analysis to assess the financial impacts under different climate scenarios.

See more details of 2023 progress from the sustainability report under the topic of Climate Actions.

Waste management

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

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. AIS aims to achieve zero e-waste to landfill by 2023 and encourages consumers to take responsibility for society and the environment. Embracing the principles of a circular economy to reduce resource consumption and enhance product and service circularity, we are dedicated to waste management in our operations. This commitment involves adopting green procurement practices, overseeing waste disposal from our operations, managing office waste, and promoting responsible e-waste disposal among customers and the public.

2023 Progress

1. **Operation Waste Management:** AIS manages the disposal of electronic waste through a recycling process conducted by licensed waste operators. In 2023, the percentage of non-recyclable waste is 0%.
2. **Office Waste Management:** AIS promotes the efficient separation of waste within its offices to facilitate smooth integration into the recycling process 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. The total waste generated from our business in 2023 amounted to 2,927 tons, consisting of 54% general waste from offices and buildings and 46% hazardous electronic waste from operations.
3. **Promoting Proper e-waste Disposal through "AIS HUB of e-waste"** In 2023, AIS introduced HUB of E-waste, Thailand's pioneering smart e-waste management HUB with cooperation from an extensive network of government and private organizations, dedicated to collaborating on sustainable solutions to e-waste issues. The Hub successfully expanded to over 2,500 drop-off locations nationwide, providing more convenient options for people to dispose of their e-waste. Furthermore, we carried out special activities in continual support of the "Thais Say No to E-waste" project such as co-campaign with business partners, raising awareness during 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

Human Rights Performance

Acknowledging the fundamental importance of respecting human rights, freedom, and equality in societal coexistence, AIS is dedicated to embracing equality and diversity, while actively preventing discrimination based on gender, race, religion, or skin color. AIS has implemented a human rights policy as an integral component of its Code of Business Ethics. This policy serves as a set of guidelines for conducting business operations following the principles outlined in the United Nations Universal Declaration of Human Rights (UNDHR), the International Labor Organization (ILO), and the General Data Protection Regulation (GDPR). The company designates the Business Ethics Committee with the responsibility for human rights affairs as outlined below.

- Analyzing operational processes to identify human rights issues that require improvement, along with proposing mitigation and preventive measures for potential human rights violations throughout the business value chain. This includes considerations for vulnerable groups such as children, women, LGBT individuals, the disabled, migrant workers, the elderly, etc.
- Communicating with employees, business intermediaries, distributors, contractors, suppliers, business partners, and individuals engaged in business operations to ensure a comprehensive understanding and adherence to the policy.
- Collaborating with the Risk Management Committee, identify human rights risks, plan, and communicate policies and measures to business partners and suppliers across the value chain. This emphasizes the significance of governance, human rights, and health and safety in business practices to all relevant stakeholders. The company also conducts surveys with business partners and suppliers, utilizing the survey results for analysis, seeking improvements, and identifying operational issues that require mitigation and measures affecting business operations.

Furthermore, the company has established a whistle-blower policy, integrating it into the human rights policy to safeguard employees who report cases of human rights violations. This ensures that no employee faces demotion, punishment, or any adverse consequences for raising concerns about harassment, discrimination, or rights infringements. AIS is devoted to treating every employee with dignity, respecting their human rights, upholding non-discriminatory practices, and preventing workplace harassment. For more details, refer to the complete version of the Human Rights Policy.

Human Right Policy

To ensure that the Company's operations will not lead to human rights violations throughout the business value chain, AIS has conducted human rights due diligence every three years, encompassing the entire business operations and activities across the value chain, particularly to the Critical Tier 1 Supplier. They span risk management plans and processes as follows:

1. Define scopes of human rights due diligence process
2. Identify human rights issues associated with value chain
3. Human rights risk assessment
4. Define risk management and mitigation measures
5. Monitor human rights risk and review human rights risks assessment
6. Identify remediation actions

Where there are material changes in activities, operations, or legal regulations, the Company will carry out additional human rights risk assessment in response to current situations and actual operations, which will enable AIS to solve the issue promptly and rapidly. According to the assessment of human rights risks, the two risk issues are as follows:

Human Rights Risk Issue	Key Potential Affected Group	Potential Affected Vulnerable Group	Risk	Sample Risk Management Measure
1. Workplace environment	Suppliers and contractors	Individuals operating under high-risk job conditions, such as tasks related to heights and electricity, include contractors responsible for network and home internet installation.	Contractors undertaking tasks in conditions involving risks like heights and electricity on telecom towers may encounter accidents if they fail to use proper preventive equipment.	· Establish safety rules for contractors and partners in the workplace. · Oversee that contractors and partners provide training on safety for their employees before commencing work to obtain a license to operate under the AIS Safety Passport program. · Perform a Job Safety Analysis to analyze risks associated with the work. · Ensure that contractors and partners are responsible for ensuring that all employees wear appropriate safety equipment according to the nature of the work involving risks throughout their tasks.
2. Protect information systems and safeguard the personal data of customers	Customers and business partners	Corporate customers, in particular the government agencies	The risk of privacy breaches of personal data remains, despite measures taken to ensure the security and privacy of personal data.	· Promote standards for data classification and data control measures · Establish employee guidelines for conducting security operations and safeguarding personal data. · Specify tools, both physical and technological, to limit access to personal data.

Remediation

In the event of human rights violations, the company will implement a proper procedure to address the issue. This involves conducting an investigation, considering remedies such as financial and non-financial compensation for all affected stakeholders, and implementing monitoring and preventive measures to avoid future occurrences.

Further details about human rights efforts are available at the Company's website
https://sustainability.ais.co.th/en/sustainability-priorities/business-fundamental/respect-to-human-rights