



**HUMAN RIGHTS POLICY**  
**ADVANCED INFO SERVICE PUBLIC COMPANY**  
**LIMITED**

11 May 2021

## **Advanced Info Service Public Company Limited Human Rights Policy**

### **1. Introduction**

Advanced Info Service Public Company Limited and its subsidiaries (the “**Company**”) realize the importance of and respect the human rights which is the fundamental for business operation and cohesiveness of the society. In this regard, the board of directors has approved this human rights policy (this “**Policy**”) and the implementation hereof.

### **2. Objective**

This Policy shall form part of the code of business ethics and shall set the practical guideline for conducting the business by respecting the human and employment rights and treating all stakeholders fairly and equally in accordance with internationally accepted standards and those specifically relating to the company’s business which including but not limited to;

- The United Nations Universal Declaration of Human Rights (UNDHR)
- The International Labor Organization (ILO) - Declaration on Fundamental Principles and Rights at Work)
- General Data Protection Regulation – GDPR

### **3. Scope**

This Policy applies to all directors, managements, permanent and contractual employees (collectively hereinafter refer to as the “**Employees**”) and also covers all activities of the agents, other intermediaries associated with or acting on behalf of the Company including all parties relating to the Company’s business throughout the entire business value chain (e.g. suppliers, contractors, business partners, joint ventures).

### **4. Roles and Responsibilities**

- 4.1 The Board of Directors has delegated the Sustainable Development Committee to oversee this Policy so as to ensure that the Employees comply herewith.
- 4.2 The Business Ethics Committee has the primary responsibility for implementing this Policy by, together with the risk management committee, assessing the risk of human rights abuse, identifying the potential affected group, preparing the mitigation plan with respect thereto and initiating protective measures against any potential abuse thereof in all material respects.
- 4.3 The Business Ethics Committee shall communicate the principles and guidelines under this Policy to all agents, other intermediaries associated with or acting on behalf of the Company including all parties relating to the Company’s business throughout the entire business value chain (e.g. suppliers, contractors, business partners, joint ventures) and cooperate with them so as to ensure that the operations under the Company’s business value chain shall not be part of any human rights abuse.
- 4.4 All members of management are responsible for ensuring that everyone who reports to them has made aware of and understands this Policy through adequate and regular training sessions.
- 4.5 The Employees must uphold this Policy when performing their duties. Anyone who has any query concerning this Policy shall raise the question to his/her superior or the Business Ethics Committee in the case that anyone discovers or suspects

violations of this Policy, he/she must immediately report them through either his/her superior or one of the channels established under the Company's *Whistle-blowing Policy*.

## **5. Policy and Procedures**

- 5.1 The Company realizes and respects the human rights of Employees and all other stakeholders relating to their business operation both insightful and perceptual aspects on race, color, religion, sex, nationality, age, disability or any other similar issue with fair treatment and shall integrate the human rights best practices into every part of their business value chain.
- 5.2 The Company shall comply with the effective domestic and overseas laws relating to human rights where its agents, other intermediaries associated with or acting on behalf of the Company including all parties relating to the Company's business throughout the entire business value chain (e.g. suppliers, contractors, business partners, joint ventures) operate their business.
- 5.3 The Company adopts the zero-tolerance policy towards human rights abuse, especially those relating to forced laboring, illegal immigrant employment, child laboring, human trafficking, unequal remuneration<sup>1</sup>, discrimination and breach of data privacy.
- 5.4 The Company shall treat the Employees in accordance with the human rights standard and free from violence, sexual harassment, physical or mental threat or verbal outrage and shall maintain high standard of safety and good working environment.
- 5.5 The Company supports and encourages all parties relating to the Company's business, either directly or indirectly, to conduct their business in accordance with the laws and respects human rights principle.
- 5.6 The Company shall establish the protocol relating to human rights by assigning the Business Ethics Committee to:
  - (a) Conduct human rights due diligence on all business operations either in or outside the organization throughout its business value chain so as to identify any risk in relation thereto;
  - (b) Prepare a mitigation plan for those identified human rights violation issues including a follow up action in relation thereto;
  - (c) Establish a protective measure for any potential human rights violation either directly or indirectly.

The risk assessment in relation thereto shall be conducted on regular basis and reported to the Sustainable Development Committee and disclosed in the Company's annual report annually.

## **6. Human Resources**

- 6.1 This Policy will be adopted by the Company's Human Resource Department and apply to all aspects of personnel management, i.e. recruitment, employment and orientation.
- 6.2 The human resources and the Business Ethics Committee shall advise and provide the necessary training to the Employees so as to ensure that this Policy has been implemented effectively.

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<sup>1</sup> *Unequal Remuneration means violation of principles of equal remuneration for men and women workers for work of equal value.*

## **7. Communication**

### **7.1 The Employees**

The Business Ethics Committee will post this Policy on the Company's website [http://advanc-th.listedcompany.com/governance\\_policy.html](http://advanc-th.listedcompany.com/governance_policy.html) and social intranet and will inform the Employees whenever significant changes are made to this Policy.

### **7.2 Agents, Intermediaries, Suppliers, Contractors, Business Partners and Joint Ventures**

The Company's zero-tolerance policy towards human rights abuse must be communicated to all agents, intermediaries, suppliers, contractors, business partners and joint ventures at the outset of every business relationship with the Company and encourages them to conduct business ethically and respects human rights in accordance with the principle therein. The Company encourages every person it deals with to adhere to similar standards of corporate responsibility.

## **8. Seeking Guidance**

If the Employees are not sure whether a particular act constitutes human rights abuse, or have any other queries regarding this Policy, they should immediately raise the matter with their supervisor or the Business Ethics Committee promptly.

## **9. Raising Concerns (“Whistle-blowing”)**

Any suspicion or evidence of other Employees, or anyone acting for or on behalf of the Company, engaging in human rights violation must be immediately reported at the earliest possible opportunity through either the superiors or the channels provided in the Company's *Whistle-blowing Policy*. All reports will be taken seriously.

## **10. Protection**

The Company is committed to ensuring that no Employee will suffer demotion or other adverse consequences, or incurs any kind of penalty, for reporting any abuse, unfair treatment, misconduct or fall victim to others via either the Human Resources Department or the channels provided in the Company's *Whistle-blowing Policy*.

## **11. Policy Violations**

- 11.1 The Employees who fail to comply with this Policy, including supervisor who ignore misconduct or are aware of misconduct but fail to deal with it, will be subject to disciplinary action up to and including termination of employment. Ignorance of this Policy and/or local laws is not an excuse for failure to comply.
- 11.2 Any agent, intermediary, supplier, contractor, business partners and joint ventures who violates the terms of this Policy, or knows of and fails to report potential violations to the Company's management, or misleads investigators over potential violations, may face contract termination.

## **12. Related Policies**

This Policy shall be read in conjunction with the following policies issued by the Company:

- (1) Corporate Governance Policy
- (2) Code of Business Ethics
- (3) Suppliers Code of Conduct
- (4) Anti-Bribery and Corruption Policy
- (5) Whistle-blowing Policy
- (6) Employees' Regulation

### **13. Monitoring and Review**

- 13.1 The Business Ethics Committee must review this Policy on an annual basis and submit any proposed amendments to the Sustainable Development Committee for their review and to the Board of Directors for approval.
- 13.2 Internal control system and procedures will be reviewed periodically by the Internal Audit Department to ensure that they are effective in countering human rights abuse. All review results will be discussed with relevant personnel and appropriate corrective actions will be reported to senior management and the Audit and Risk Committee.

This Policy shall be effective as from 11 May 2021.

A handwritten signature in blue ink, appearing to read 'Kan Trakulhoon', is positioned above a horizontal line.

(Mr.Kan Trakulhoon)  
Chairman of the Board of Directors  
Advanced Info Service Plc.