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Subject: Cooperation towards Sustainable Business and Development

Attn.:   Suppliers, Contractors, Service providers

Advanced Info Service Plc. and AIS Group, a mobile telephone service provider, continue to request their suppliers, contractors and service providers (herein to be referred to as "suppliers") adhere to AIS business partner ethics, ethical business practices and its policy against bribery and corruption.

AIS wishes its suppliers be assured it continues to be committed to developing and expanding sustainably and to wide acclaim with transparency, strong management and as a paragon of legal and social compliance. At the same time, the company practices responsibility towards its business, communities, society and the environment as to maintain the confidence of its customers and society at large.

Towards Sustainable Development, AIS submitted to evaluations for inclusion among the ESG100 group of assets and has its operational returns regularly assessed by Thaipat Institute a Public-Interest Organization in Thailand using its Environment, Social and Governance or ESG criteria.

With AIS devoting importance to ESG and its aforementioned vision, AIS has set operation strategies for ESG sustainability being implemented now and over the next 2-4 years. The company is hopeful it will receive cooperation from its suppliers as follow:

1.   **Environment**   AIS emphasizing efficient use of resources, preservation of environments affected by AIS operations.

   AIS Strategies
   - Draft and announce environmental policies.
   - Reduce Greenhouse Gas (GHG) emissions through efficient operations and promotion of renewable energy usage.
   - Systematically collect and publicize energy usage data.
   - Reduce and recycle waste from operations, collect Electronic Waste (E-Waste) such as mobile phones and accessories for proper termination.
   - Promote appropriate disposal of E-Waste by the Thai people.
   - Purchase/acquire environmentally-friendly products and services (Green Procurement).

   Expectations of Suppliers
   - Operate with energy efficiency and reduce GHG emissions.
   - Increase renewable energy usage.
   - Reduce and appropriately dispose of operational waste.
   - Utilize environmentally-friendly materials and processes.

2. **Social**   Consideration of human rights and social well-being within and beyond the organization, fair and equal human resource management, personnel security and hygiene and responsibility towards society and surrounding communities.

AIS Strategies
- Employment of disabled persons, acquisition of educational materials for community children.
- Elevation of community quality of life and reduction of social inequality through basic infrastructure enhancement and solutions extending coverage of digital infrastructure, promotion of appropriately priced digital equipment, construction of life enhancing digital platforms.
- Support and develop AIS personnel in preparation for business expansion, in particular, support employee well-being and employee potential through a culture of limitless and perpetual learning.
- Introduction of the Aun Jai Cyber (Cyber Wellness) project aimed at enhancing the skills and instilling a conscience in Thai youths that immunizes them from technological and online dangers. Elevate the digital world while developing systems to filter out inappropriate content.

Expectations of Suppliers
- Consider appropriate work environments for personnel.
- Attend to personnel safety, provide standardized accident prevention equipment to all personnel.
- Organize or support development activities for surrounding communities.
- Adoption of the AIS "If We are All a Network" concept espousing sustainable digital living and calling on suppliers to use social media ethically, producing online content appropriate to all ages, evaluating information and news forwarded to society and strictly complying with relevant regulations.

3. **Governance**   Good administrative policies, resistance towards corruption, transparency and care of stakeholders.

AIS Strategies
- Operate with good governance in all 5 areas; company board, equal rights for shareholders and roles of stakeholders, information accessibility and transparency, risk control and management, ethical codes and policies.
- Develop trustworthy cyber security and privacy systems for customers, operate with compliance to relevant laws and regulations and adhere to cyber security and data privacy standards.
- Develop cyber security capacity in protection of fundamental infrastructure systems and emerging services.

Expectations of Suppliers
- Good and transparent internal management systems, sustained good relations with personnel in the interest of reducing the threat of embezzlement, turnover and new personnel training cost, betterment of personnel production quality and quantity towards increasing profit, which has a direct effect on company value and sustainable growth.

- Suppliers with access to customer information and data must maintain security systems for such access, including a method for detecting and reporting violations of data privacy and computer security in accordance with national laws.

AIS believes that suppliers who devote importance to ESG can achieve harmony between their short and long term goals while affecting positive change on society, sustainably growing their returns at the same time as being socially responsible.

AIS has implemented an efficient supplier selection and registry system to ensure satisfactory delivery of supplier products and services that factors in ESG evaluation according to AIS criteria using a Supplier Evaluation Survey. Authorized suppliers will be notified by AIS procurement of their addition to the Approval Vendor List (AVL).

With the aforementioned strategies, AIS is hopeful its suppliers will devote importance to ESG and operating with responsibility to business, community, society and the environment.

AIS sincerely thanks all of its suppliers for their continuing support.

Yours faithfully,

(Somchai Lertsutiwong)
Chief Executive Officer
Advanced Info Services Plc.

Notice: Links

Code of Business Ethics (Thai): http://www.ais.co.th/sustainability/policy/thai/Code_of_Business_Ethics_TH_%2027_July_17.pdf

Code of Business Ethics: http://www.ais.co.th/sustainability/policy/english/Code_of_Business_Ethics_EN_%2027_July_17.pdf

Corporate Governance Policy: http://www.ais.co.th/sustainability/policy/thai/Corporate_Governance_Policy_TH.pdf

Corporate governance policy: http://www.ais.co.th/sustainability/policy/english/01%2020150710-advanc-cg-policy-en.pdf

Bribery and Corruption Policy (Thai):

     http://www.ais.co.th/sustainability/policy/thai/Anti%20%E2%80%93%20bribery_and_Corruption_policy_TH.pdf

Anti-Bribery and Corruption: http://www.ais.co.th/sustainability/policy/english/03%202017%20Anti-Bribery%20and%20Corruption%20Policy_Eng_%208_%20Nov%2016.pdf

VDO- Code of Business Ethics:

https://www.youtube.com/watch?v=0PEPVYhFa2w   https://youtu.be/Ec8fsghjgWk

https://www.youtube.com/watch?v=-ovHVvMU3i0&t=1s   https://youtu.be/_8PWha_qRc0

https://www.youtube.com/watch?v=WS-z79bkPEY&feature=youtube

VDO- Ethics Clinic:

https://www.youtube.com/watch?v=YJNOtxHrIe4&t=241s

https://www.youtube.com/watch?v=mQobOUAPv0M

https://www.youtube.com/watch?v=hCv8PmvWDMU