

No. PROC 029 / 2026

March 13th, 2026

Subject: Request for cooperation in operating with transparency and sustainability

To: Retailers, Contractors, Service Providers

In the interest of **operating and expanding with transparency**, Advanced Info Service Plc. (AIS) and its affiliated companies, as operators in the mobile telephone service sector, have consistently urged retailers, contractors, and service providers (referred to herein as "vendors") to adhere to AIS's Code of Business Ethics, Corporate Governance Policy, and Anti-Bribery and Corruption Policy. Furthermore, vendors are encouraged to commit to sustainable development, efficient operational management, and adherence to legal and social regulations. This commitment is essential for maintaining trust with clients and society at large, alongside AIS.

AIS emphasizes the following issues for the period of 2026-2027:

1. **Business Relations with AIS:**

Vendors must acknowledge and adhere to **AIS's Procurement Policy**, which emphasizes the following:

- All vendors selected for business relations with AIS, whether an individual or juristic entity, must reveal any board member, executive or employee of AIS whom is a stakeholder of the vendor or holds direct or indirect authority over the vendor's operations prior to engagement with AIS. AIS retains the right to conduct its business as it deems appropriate.
- Vendor must not be a former employee of AIS who left the company no less than 1 year prior, this includes former employees of juristic entities who served as board members, partners, executives or employees with executive powers who were involved in the procurement process of the AIS related project whether directly or indirectly.
- Vendor shall not infringe and shall respect all intellectual property of the others. Intellectual property shall be copyright, patent, trademark, trade secret, this is an important to maintain a competitive advantage in such businesses.
- AIS will not procure or communicate with vendors exhibiting the following characteristics:
 - Colluders e.g. entities colluding to present a bid
 - Corruption or that engaged in practices that could be construed as corruption or bribery
 - Financially unstable
 - Selected bidders who cancel or refuse to comply with bidder conditions
 - Have exhibited severely poor performance e.g. caused severe harm/damage or violated contract conditions
 - Abandoned a public or private undertaking
 - Vendors on the AIS Blacklist in compliance with regulations and guidelines pertaining to individuals/juristic entities that appear on the blacklist barring engagement with AIS and AIS Group. AIS retains the right to list entities on its blacklist as it deems appropriate.

2. Anti-Bribery and Corruption Policy:

AIS pledges to conduct its business operations with strict adherence to ethical principles, to not engage in corruption, to not accept bribes, to not accept gifts, to not take part in celebratory functions exceeding social and trade norms or for the purposes of the sale of improper goods and/or services or operate outside of legal parameters. Examples of the ethical conduct AIS is committed to upholding include:

1. Not accepting money, goods or benefits from vendors in exchange for performing the duties of one's employment position.
2. Not engaging in any transaction for the personal benefit of an AIS employee or executive.
3. Not accepting gifts or hospitality from vendors.
4. Not taking part in celebratory functions exceeding social and trade norms.
5. Not demanding vendors fund the purchase of gifts in support of the internal celebratory functions of AIS or other agencies.
6. Not accepting involvement in seminars or trips for personal purposes and/or that have hidden agendas and not accepting pocket money for attending seminars or trips both domestic or international from vendors.
7. Not accepting payment for the personal expenses of AIS employees or executives.
8. Other practices AIS deems necessary to maintaining its ethical operation and compliance with legal and social regulations.

AIS supports all suppliers to promote active participation in networks dedicated to combating corruption, such as the Thai Private Sector Collective Action Coalition Against Corruption (CAC) initiative.

3. Executive or Employee Acceptance of Assets:

Executives and employees are prohibited from accepting assets from vendors or parties relevant to AIS operations. Certain exceptions are allowed under strict conditions, such as nominal souvenirs valued below a specified limit.

Compensation for Assistance of External Agency such as serving as a speaker, acceptance of a gift or souvenir valued at no more than 5,000 Baht is allowed barring the compensation being a stock, gold, jewel, real estate or ICT equipment and must be within the criteria and standards of the external agency.

Souvenirs, Raffle Prizes or Quiz if an executive or employee takes part in the function of an external agency as a representative of AIS, acceptance of a souvenir that is non-monetary or not equivalent to cash money, a stock, gold, jewel, real estate or ICT equipment is allowed if the souvenir is provided to general attendants of the function or via a wide raffle and was not intended to influence the decision making or performance of the executive or employee and is not valued at more than 5,000 Baht. When extending invitation to the event, vendors must not invite specific person but in the name of the company.

Presentation of an Asset, if a vendor and/or party relevant to AIS operations presents an asset to an AIS executive or employee, the presenter must be asked to revoke the presentation and return with the asset.

Executives and Employees of AIS have a duty to inform and recapitulate AIS guidelines on accepting gifts, souvenirs and others benefits to the executives and employees of vendors or parties relevant to AIS operations with which they are in regular coordination either in writing or orally on a regular basis. In the event an executive or employee of a vendor or party relevant to AIS operations violates or resists these such guidelines, AIS retains the right to terminate their contract with AIS as a vendor or party relevant to AIS operation immediately.

4. Guidelines for Inspections, Seminars, and Field Trips:

AIS may cover travel and related expenses for approved activities beneficial to the company. However, under certain circumstances, vendors may be permitted to cover these costs.

Inspections, seminars and field trips, executives and/or employees may request attendance of an inspection, seminar or field trip as is appropriate and beneficial to AIS. If approved, AIS will settle any travel and accommodation costs and daily or related expenses as dictated by relevant regulations.

Proof of Concept Tests for Equipment, Innovations, Concepts, Practices or Other Prior to Procurement, in common practice AIS will settle any travel and accommodation costs and daily or related expenses as dictated by relevant regulations. However, if it becomes apparent that allowing the vendor to settle travel and accommodation costs will provide equal opportunity for the vendor to present their good or service, or there is an otherwise urgent circumstance, it may be decided to allow the vendor to settle travel and accommodation costs on a case-by-case basis as deemed appropriate.

Operation in Accordance with Contractual Arrangements, in the event an executive and/or employee must travel to a vendor's location to engage in an operation in accordance with contractual arrangements between AIS and the vendor, such as to perform an Acceptance Test for a novel piece of equipment prior to connection with the AIS system or for training as part of the contractual agreement, the party indicated in the contract will be responsible for travel and/or accommodation costs of the executive and/or employee performing the operation.

Executives and Employees of AIS have a duty to inform and recapitulate AIS guidelines on attending inspections, seminars and field trips to the executives and employees of vendors or parties relevant to AIS operations with which they are in regular coordination either in writing or orally on a regular basis. In the event an executive or employee of a vendor or party relevant to AIS operations violates or resists such guidelines, AIS retains the right to terminate their contract with AIS as a vendor or party relevant to AIS operation immediately.

5. Sustainable Business Operation:

AIS expects vendors to support its ESG strategy by promoting efficient resource use, respecting human rights, and maintaining good governance practices. In advancing our sustainable business strategy across Environmental, Social, and Governance (ESG) dimensions—both today and in the future—AIS seeks the continued support and collaboration of our valued vendors. We look forward to working together across the value chain in alignment with the following principles:

1. Environment – Emphasizing efficient resource utilization; preventing and minimizing environmental impacts; conserving biodiversity and ecosystems; while reducing greenhouse gas emissions and proactively managing climate change-related risks.
2. Social – Upholding human rights and enhancing the well-being of relevant stakeholders; ensuring fair and equitable human resource management; maintaining appropriate standards of safety, occupational health, and working conditions; and conducting business responsibly while fostering positive relationships with communities.
3. Governance - Conducting business in accordance with good corporate governance principles, maintaining zero tolerance for fraud and corruption in any form, and upholding transparency and accountability in all business activities. The Company places strong emphasis on cybersecurity and the protection of customer personal data in accordance with internationally recognized standards, while carefully considering the interests of all stakeholders.

AIS firmly believes that vendors who meaningfully embed ESG principles into their operations will be able to balance short-term performance with long-term sustainability, mitigate risks, and create positive value for society. Together, this will lay the foundation for resilient and sustainable growth for all.

AIS has employed an effective system for registering and selecting vendors to ensure they will be able to deliver goods and/or services as needed. Evaluation of vendors includes criteria determined by AIS as well as ESG considerations and is administered using a vendor evaluation questionnaire. Once a vendor is approved, AIS procurement will forward a notification and add them to the system's Approved Vendor List (AVL).

In conclusion, AIS appreciates the cooperation of its vendors and expresses gratitude for their ongoing support.

Yours Sincerely,



(Pratthana Leelapanang)

Chief Executive Officer

Advanced Info Service Public Company Limited

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NOTICE: Links

E : Environmental

AIS Environment Policy

<https://sustainability.ais.co.th/storage/sustainability-priorities/emissions/ais-environmental-policy-en.pdf>

Biodiversity and

No-Deforestation Commitment

<https://sustainability.ais.co.th/storage/sustainability-priorities/emissions/ais-biodiversity-and-no-deforestation-commitment-2023-en.pdf>

S : Social

Human Rights

<https://sustainability.ais.co.th/storage/respect-to-human-rights/human-rights-policy-en.pdf>

Safety, Occupational and

Working environment

<https://sustainability.ais.co.th/storage/sustainability-priorities/human-capital-development/ohs-policy-en.pdf>

G : Governance

Code of Business Ethics:

<https://investor.ais.co.th/storage/document/cg/code-business-ethics-en.pdf>

Supplier code of conduct

<https://sustainability.ais.co.th/storage/supply-chain/supplier-code-of-conduct-en-02.pdf>

Corporate governance policy:

<https://investor.ais.co.th/storage/document/cg/cg-policy-en.pdf>

Anti-Bribery and corruption:

<https://investor.ais.co.th/storage/document/cg/anti-bribery-corruption-en.pdf>

Privacy Policy

<https://www.ais.th/en/about-us/terms-and-legal/privacypolicy>

Privacy Notice

<https://www.ais.th/en/about-us/terms-and-legal/privacy-notice>

Cybersecurity Policy

<https://www.ais.th/en/about-us/terms-and-legal/cyber-policy>

VDO- Supplier code of conduct:

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

รายการ "ดูให้รู้ กับ Ethics Clinic":

<https://www.youtube.com/watch?v=YJNOxHrle4&t=241s>

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

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