



Thai Air Asia

SUSTAINABLE SUPPLY CHAIN POLICY

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Thai AirAsia (“TAA”), as a leader in the low-cost commercial aviation and digital travel solutions market, aims to operate efficiently, ethically and responsibly. Through our daily business practices, we are committed to setting a standard for fair competition, market integrity, and sustainable long-term results. We believe that responsible business conduct is essential to achieving lasting value for all our stakeholders.

We recognise the significant role we play in shaping the tourism industry. While our operations contribute to economic and social development, they also present environmental and societal challenges such as carbon emissions, waste, and overtourism. Acknowledging these impacts, we are committed to managing risks, transforming challenges into opportunities, and driving sustainable environmental and social progress. Our business operations are guided by the ambition to minimise our environmental footprint while fostering resilience and inclusive growth.

To ensure fair and transparent procurement practices that foster trust among stakeholders and contribute to sustainable development, TAA promotes responsible sourcing across all business activities. We consider meeting specification and quality, cost, delivery, environmental preservation, respect for human rights, and fair labour practices.

As part of our commitment to responsible business and Environmental, Social and Governance (ESG) principles, TAA is committed to the following procurement principles:

1. Welcome participation from both domestic and international suppliers. All procurement processes must be conducted with fairness, openness, and equal opportunity, while ensuring full compliance with relevant laws and regulations in the jurisdictions where our suppliers operate and where services or products are delivered to TAA. We expect our suppliers, contractors and relevant parties to abide with our [Supplier Code of Conduct Policy \(SCOC\)](#) which is accessible on Capital A’s website.
2. Ensure procurement delivers maximum business value by balancing cost efficiency, reliable and on-time delivery, and meeting specifications and consistent quality standards, innovation of products and services. We work closely with suppliers to align products and services with our operational needs, enhance competitiveness, and support long-term organisational growth.

3. Promote internal synergy and collaboration across all business units and countries to enhance procurement efficiency, align strategic goals, and ensure consistent application of procurement standards throughout the organisation.
4. Prioritise suppliers with strong ethical business foundations who can deliver high-quality products and services at the right price and on time. We also value partners who drive innovation and co-create solutions that enhance customer satisfaction, competitiveness, and sustainable growth. Supplier ethical business foundations include financial strengths, company reputation and recognition / certifications, management capability of their products and services, fair payment terms, and places importance on our standard contracts and terms and conditions.
5. Protect confidential and personal information related to TAA, and partners. We ensure our employees, contractors, and representatives follow the same standards as mentioned in the SCOC and data protection laws of each jurisdiction.
6. Respect human rights and expect our suppliers to abide with the principles as stated in the SCOC. In addition, we support freedom of association and collective bargaining, commit to support an inclusive workplace for all, and embrace diversity.
7. Reduce environmental impact by managing Greenhouse Gas (GHG) emissions, energy and water use, waste, pollution, and resource efficiency. We protect biodiversity and avoid deforestation. We expect suppliers to act on climate risks and support efficiency conservation efforts of resources. We have committed to set key strategic business directions that align with the commitments of the United Nations Sustainable Development Goals (SDGs), and we expect and encourage our suppliers and relevant parties to meet these aspirations of the SDGs.
8. Act with integrity and require suppliers to prevent corruption, bribery, conflicts of interest, and anti-competitive behaviour. We follow all applicable laws and promote ethical, transparent business practices. Additional information on Anti-Corruption Policy is accessible at TAA's website. Complaints can be raised with the whistleblowing channel accessible at: [TAA | Whistleblowing Channel](#)

9. Ensure strategic oversight by our Board of Directors to align supplier ESG programs with our corporate vision and procurement practices. We apply ESG criteria with weighted importance in our supplier screening and assessment checklists. We monitor and review our procurement practices, aligning our Supplier Code of Conduct and ESG Strategy with our procurement practices, promote continuous improvement, and encourage reporting to build a responsible, sustainable supply chain.
10. Suppliers are supported to meet minimum ESG requirements set by AirAsia as appropriate within an agreed timeline to align with business and ESG aspirations, and those demonstrating strong ESG performance are prioritised in selection and contracting.
11. Provide comprehensive training for our buyers and relevant internal stakeholders on their roles in procurement and other Supplier ESG programs. We highlight that the daily decisions and actions of our buyers and stakeholders play a critical role in fulfilling the company's ESG goals. Additionally, we offer training to our suppliers to ensure effective implementation and alignment with our sustainability goals, promoting consistent practices across the supply chain.