AOT Executive Metric 2022

A link between material issue KPIs and compensation

Material Issue 1:

Customer Satisfaction

Executive Compensation – Material Issue 1

An example of material issue 1, Customer Satisfaction, KPI links with executive compensation.

Material Issue 1: Customer Satisfaction

AOT executive metric links with material issue 1, customer satisfaction. AOT uses the Airport Council International (ACI) scoring of Airport Service Quality (ASQ) as a performance appraisal of AOT executive (level 9-11), which in turn determine the compensation at the end year review. This was linked to the KPIs **"Customer Satisfaction based on Airport Service Quality (ASQ)"**

Annual Target

ASQ score is equal to 4.16

Material Issue 2:

Airport Safety and Security

Executive Compensation – Material Issue 2

An example of material issue 2, Airport Safety and Security, KPI links with executive compensation.

Material Issue 2: Airport Safety and Security

AOT executive metric links with material issue 2, Airport Safety and Security. AOT assigns the successful implement of a runway safety program, as one of the executive (level 9-11) KPIs, which in turn determine the compensation at the end year review. This program aims at maintain zero runway accident. The KPIs that related to the airport safety and security is **"successful implementation of Runway Safety Program"**

Annual Target

100% Completion of the runway safety program by the end year.

Material Issue 3:
Digital and Innovation

Executive Compensation – Material Issue 3

An example of material issue 3, Digital and Innovation, KPI links with executive compensation.

Material Issue 3: Digital and Innovation

AOT executive metric links with material issue 3, Digital and Innovation. AOT assigns the successful implement of digital platform (including digital airports, office, operation, cargo and SAWASDEE application) as one of the executive (level 9-11) KPIs, which in turn determine the compensation at the end year review. The KPIs that related to the digital and innovation was **"Successful Implementation of Digital Platform."**

Annual Target

3 digital platform plans are successful by the end year.