

SUSTAINABILITY REPORT 2017



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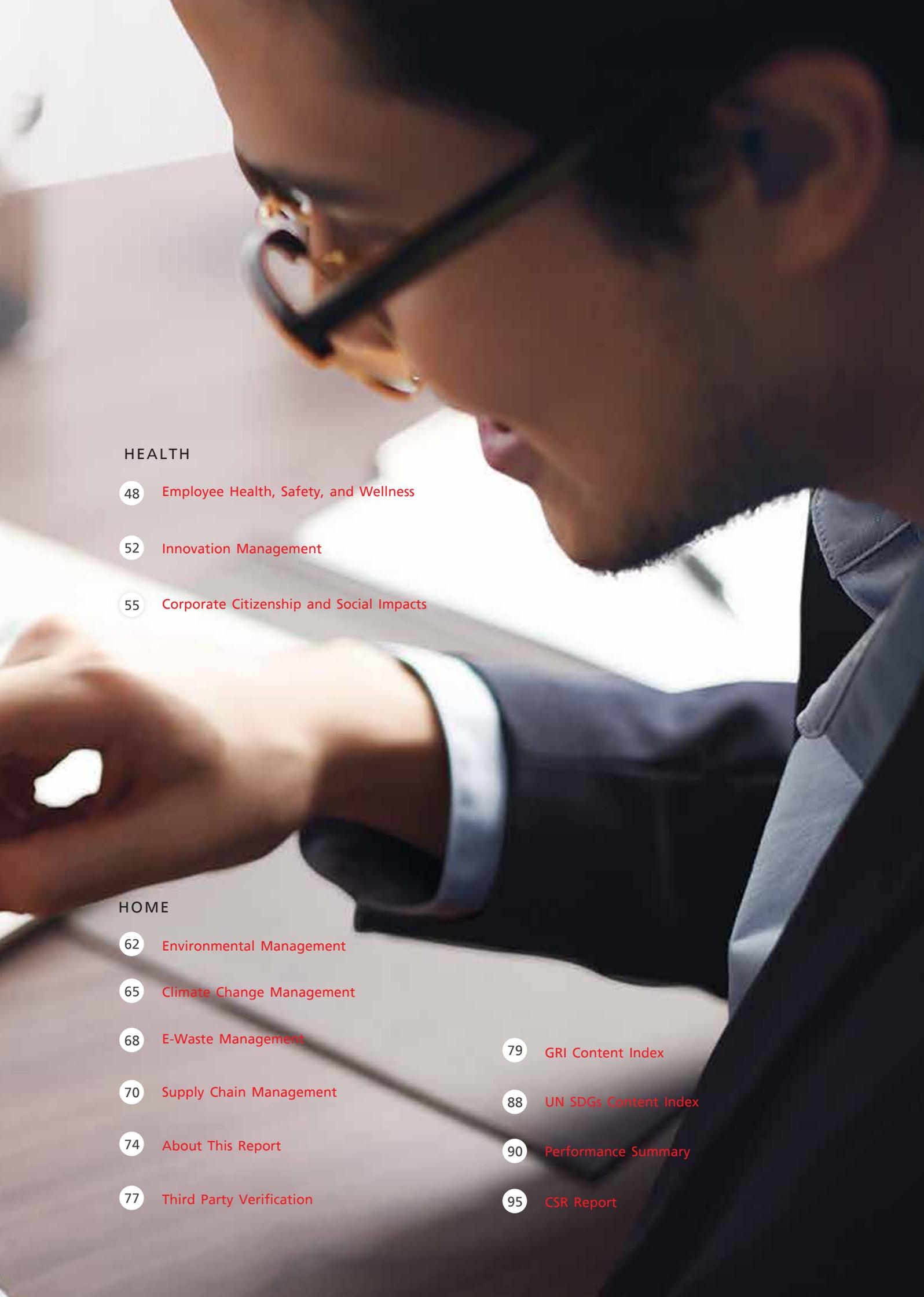
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2017 Highlights



Received an
"Excellent Corporate Governance"
rating in 2017 for our Corporate Governance Performance

100%

Employees were trained and passed the Code of Conduct test



2,576,292 persons

Supported Thai people with online access via high speed internet

85.5%

Customer satisfaction response with True Shops through the Text Analytics Snapshot via SMS (iCSAT Top Box)



Baht 4.97 million

Generated revenue for the Autistic Thai Foundation from sales of "ArtStory By Autistic" products made by children with autism through True's online e-commerce channels.



Baht 430,000

Electricity cost decrease from installing Variable Refrigerant Volume (VRV) air-conditioning systems at 7 sites, representing reductions of 95 MWh and 58 tCO₂e GHG emission



1,000,000 pieces (71.4 ton)

E-waste were recycled and destroyed properly

95%

Calls from customers to the Call Center were answered in a timely manner



100%

Suppliers have undergone Supply Chain Assessments



39,829 classrooms

Classrooms were equipped with high-speed internet under the Pracharat CONNEXT ED project



2,524,544 persons

Supported children and youths with access to online knowledge sources via high speed internet

About True

(GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-7, GRI 102-10)

Incorporated in November 1990, True Corporation Plc is the principal company of True Group, Thailand's only fully-integrated, nationwide telecommunications provider and leader in convergence services. True Group's strength is its ability to deliver the convergence benefits of its networks, products and services. This is a key competitive advantage that can not only help drive subscriber growth and customer loyalty, but also strengthen the Group's leading position in all key business areas covering cellular, broadband, and pay TV. With the determination to enhance telecommunications infrastructure in Thailand, True Group seeks to develop both wired and wireless networks with advanced technologies and offer varied quality content to increase access to news and information, bridge the digital divide, and facilitate Thailand's evolution into a sustainable knowledge-based society.



Vision

To be the leading digital infrastructure that fully connects people, organizations, economies, and societies together to create sustainable value for life.



Mission

- To create infrastructures that connect families, businesses, and all members of society so that everyone can give and share values, and create the real value of life together.
- To seek opportunities and be dedicated to the common good for Thai society and the world through a commitment to create value for shareholders, customers, the organization, and employees.

True Values

Caring

“ True cares about all stakeholder groups and emphasizes collaborations that create and share values. ”

Creative

“ True supports a creative learning society through digital content that is useful, and continuously develops quality products and services. ”

Credible

“ True strives to operate its business in accordance with corporate governance and honesty in order to gain credibility and trust in society. ”

Courageous

“ True is committed to doing what is right, for the benefit of the common good. ”

True Corporation Public Company Limited (former name: Telecom Asia Corporation; Abbreviation: TA) was established on November 13, 1990 as a fixed-line telephone service provider. A year later, the Company signed a 25-year build-transfer-operate concession with TOT Public Company Limited (TOT) to build, install, jointly operate and maintain a 2.6 million telephone project in the Bangkok Metropolitan Area. The fixed-line telephone concession ended in October 2017.

The Company registered as a public company and listed on the Stock Exchange of Thailand under the name Telecom Asia Corporation Public Company Limited with an official

abbreviation as "TA" in December 1993. Later, the Company underwent a corporate rebranding as True which was later changed to **True Corporation Public Company Limited** (Abbreviation: **TRUE**). The company has been in business for more than 27 years and its head office is located In Bangkok.

True is committed to delivering products and high quality services to consumers. The focus is on providing services through excellent network performance, innovation. The Company's digital services are integrated across various platforms to fulfill consumers' convergence lifestyles. True's core businesses are classified into 3 groups under distinct brands.

truemove H

Subscriber Base

27.2 Million



trueonline

Subscriber Base

3.2 Million



truevisions

Subscriber Base

4.0 Million



TrueMove H is the country's second-largest cellular service provider operated with the highest performance network coverage nationwide. TrueMove H offers the best mobile experience and comprehensive communication across all platforms on 4.5G/4G, 3G, and 2G networks. TrueMove H's network covers 98% of the population across 77 provinces throughout Thailand, resulting in its above-industry revenue and subscriber growth throughout 2017. The total number of new customers was 2.7 million during the year which increased the subscriber base to 27.2 million.

TrueOnline is the leading nationwide hi-speed broadband and WiFi provider with high-quality fiber networks as well as being the largest fixed-line telephone service provider in the Bangkok Metropolitan Area (BMA). TrueOnline has a commitment to continually expand its broadband networks encompassing more than 13 million households across the country. True's broadband fiber-optic campaigns have received strong market response and pushed its subscriber base to increase by more than 385,000 subscribers to reach 3.2 million at the end of 2017.

TrueVisions is the major provider of subscription-based television and High Definition TV services across the country, with licenses for digital TV channels, True4U variety channels, and news channel "TNN24". At the end of the year, TrueVisions had a total customer base of 4.0 million, of which 2.2 million were Premium and Standard subscribers while the rest were FreeView and Free-to-Air customers

True also has a digital platform business group offering digital services that focus on innovation and digital solutions. These service offerings include True ID, Internet of Things (IoT) and Artificial Intelligence (AI).

The Company's ongoing commitment is to push Thailand to achieve its goals to become a regional digital gateway in the ASEAN region. True has continuously developed both its wired and wireless networks, and offers high quality local & overseas content in order to increase opportunities and provide more channels for people to access news and entertainment, reduce inequality through enabling equal access to information and create a sustainable learning society for the country, and ultimately adding value for all stakeholders.

In 2017 the Company had no significant changes to its operations, either changes in location, facility openings, closings or expansions. Additionally, there were no changes in the Company's share capital structure. With regards to the Company's supply chain, there was no significant change of the location of suppliers, structure of supply chain, or relationships with suppliers.

Message from the Chairman of the Executive Committee (GRI 102-14)



True Corporation Public Company Limited's business performance in 2017 has been good and showed continued growth. This was a result of True's commitment to sustainable business development and transparency under good corporate governance and social responsibility.

The most important elements for growth and improvement are **awareness, open-mindedness and development**. True has designated sustainability as the key driver, and implemented this in various ways from engaging with senior management who are responsible for Corporate Governance right through to embedding sustainability in the Company's core values, business ethics, and Code of Conduct, all of which are the essential factors that form the spirit of the organization.

Awareness involves the mindset of the whole organization as well as that of suppliers and business partners in the value chain. Creating awareness does not only reflect upon individuals within the organization but also everyone because we are all responsible for making changes that impact society and stakeholders.

In the past, the private sector placed great importance on business performance. However, by listening to those that are impacted by our operations and embedding the interests of society and the environment into our corporate strategy, can lead to win-win situations for all stakeholders.

True's business is conducted on the 3 dimensions of sustainability, consisting of the **economy, society, and the environment**. We integrate these concepts into the organization's work processes to create self-development, evolution for innovation, and a wide-open learning curve. Similar to the Charoen Pokphand Group (CPG), True's driving force behind change and contribution to positive impacts on both Thai and global societies is through the **"Heart-Health-Home"** strategy.

- 1 Heart: Commitment to doing business with sincerity** that comes straight from the heart. There are 4 goals and indicators: Corporate Governance; Human Rights; Leadership and Human Capital Development; and Stakeholder Engagement.
- 2. Health: Commitment to the overall health of society** in terms of welfare and well-being. There are 4 goals and indicators: Social Impact; Health and Well-being; Education; and Innovation Management.
- 3. Home: Commitment to the sustainability of the earth's environment** which we call home. There are 4 goals and indicators: Climate Change Management; Water Resources Management; Protecting Ecosystems and Biodiversity; and Responsible Supply Chain Management.

True utilizes its strengths which comprise nationwide networks and innovation as the key drivers that will lead the organization towards sustainability. As a guiding principle for its sustainable journey, the Company has set the following 2020 sustainability targets:

Goal: 50% increase in revenue from innovations that support long-term social and environmental solutions, and at the same time create value for users effectively.

Goal: Increase in the number of people who are able to access knowledge and information sources to 4 million people, in order to reduce the digital divide.

Goal: 10% reduction in both greenhouse gas emissions and water usage (when compared to 2015 as the base year) by developing and promoting technological innovations that reduce impacts on environment.

The year 2017 was an important milestone for True Group's sustainable development. The Company was selected as a member of the **Dow Jones Sustainability Indices (DJSI)** with the following distinctions: **Sustainability Award Bronze Class 2018 and Sustainability Award Industry Mover 2018**.

The organization's tangible success in sustainable development was further strengthened when it was also included in the **FTSE4Good Emerging Index**.

True is a **member of the United Nations Global Compact (UNGC)**. As a representative of the Company, I serve as Chairman of the Global Compact Network Thailand (GCNT) which enables us to participate in sustainable development in the global arena. This also helps improve work processes within the companies by elevating corporate governance as well as other management functions related to human rights, labor practices, environment, and anti-corruption to maximum effectiveness.

Throughout the year, cooperation within the private sector comprising businesses from all sectors has strengthened to bring about sustainable development to the country. The main focus was on human rights using a 5-dimension strategy: **awareness; collaboration with all stakeholders; capacity building for members and the private sector; pushing for important legislation and policies; and expanding membership network to create strong partnerships**.

True is very proud of its achievements and successes in 2017. The year was a very important step for us as a Thai telecommunications company, which has continuously developed and improved its workflow processes. Moreover, we have set various measures for all departments to drive together the Company's business with responsibility for all stakeholders, good governance, effective risk management, and use of innovation in communications technology to develop products and services that meet the needs of customers and consumers.

I firmly believe that sustainable business practices will lead to tangible progress in Thailand's sustainable development. This also helps to build a solid foundation for continuous improvement. **I hope that the Company's sustainability will create long-term value for all stakeholders, and would like to thank everyone for their continuous support along the way of doing business according to our vision, which is the key to driving the organization towards sustainability.**



Supachai Chearavanont
Chairman of the Executive Committee

Message from the Group Co-Presidents (GRI 102-14)



In addition to profitability from good business performance, True also cultivates a working philosophy that is committed to sustainable development in every business operation. We not only implement various initiatives to help society, but also ensure that all business processes integrate sustainability values and cover all stakeholders by having everyone involved.

The year 2017 was an impressive one, as True performed well in sustainability assessments and was inducted as a member of the **Dow Jones Sustainability Indices (DJSI)** and **FTSE4 Good Emerging** Index for 2017. This reflected True's ability to utilize the combined potential of technology and innovation to create value for society, as well as integrate the concept of sustainability as part of its corporate culture.

Moreover, the Company was rated as **Excellent by the Corporate Governance Report of Thai Listed Companies**, organized by the Thai Institute of Directors, indicating that True is a sustainable business with strong corporate governance and adherence to business ethics.

Nonetheless, the Company continues to actively improve work processes, to keep pace with the rapid transition of technology and innovation. We were able to optimize our operations according to the **sustainability framework**, under the **Heart-Health-Home strategy**. We will continue to use

our successful stories as a driving force to change for the greater good.

Highlights of True's sustainability journey in 2017 are as follows:

- Mobilized projects to promote the development of basic educational infrastructure through the Pracharat project, as well as supported the leadership development program for school administrators and teachers through the **CONNEXT ED project** and the Company's own **True Plookpanya (planting wisdom)** initiative.
- Established **True Digital Park**, which is an ecosystem that highlights the concept of open innovation of startups that also facilitates the competitiveness of entrepreneurs in developing innovations that sustainably benefit Thai society and the World.
- Implemented the **Environmental Management System (EMS) in accordance with ISO14001: 2015** and established the EMS Steering Committee to design environmental management processes that comply and align with True Group's standards.
- Extended the scope of sustainability management by disseminating True's Code of Conduct to 2,365 business partners (representing 100% of the Company's suppliers), as well as implemented online self-assessments on sustainability for business partners.
- Initiated and deployed the Competency Model to provide employees with continuous self-development, by efficiently improving capabilities of employees in parallel with the growth of current and future business with courses on Core Competency, Leadership Competency and Functional Competency, etc.



- Increased the **maternity leave** for female employees from 90 days to 120 days, while still receiving a salary during days absent. Also, male employees were granted 15 days of **paternity leave**, instead of 2 days, to assist with parenting.

Furthermore, in 2017 the Company conducted a **materiality** assessment through participatory processes with stakeholders, based on various criteria such as impact on the business and on stakeholders, as well as assessing their expectations. Sustainability issues were then identified and prioritized, as well as validated against True's sustainability goals. A total of 18 issues were relevant to the Company and the telecommunications industry, with 10 issues being the most significant as follows.

1. Service Quality and Customer Relationship Management.
2. Network Reliability.
3. Corporate Governance and Business Ethics.
4. Generation of Economic Outcome and Business Expansion.
5. Human Capital Development.
6. Talent Attraction and Retention.
7. Protection of Personal Information.
8. Protection of Customers Information.
9. Safety and Wellness of Employees.
10. Innovation Management.

The telecommunications sector is moving towards a full digital era, and as a telecommunications company, **True is committed to rolling out a comprehensive network and delivering products and services to customers and stakeholders in order to fulfill their digital lifestyles.** We are focused on developing both quality platforms and quality digital content, which comprise social and environmental values, as well as inspiring a sustainable learning society for children, the elderly, and various vulnerable groups.

As a member of the United Nations Global Compact, True has adopted the United Nations Sustainable Development Goals (UNSDGs) as an integral part of its business operations. **The aim is to ensure inclusive and equitable quality**

education and promote lifelong learning opportunities, build resilient infrastructures and foster innovation, as well as take action on environmental issues to combat climate change and its impacts. In doing so, we hope to positively contribute to Thailand's sustainable development.

True has initiated strategies for sustainable development in short, medium and long-terms. We believe that for innovation to be beneficial to both business and sustainability, its development must be based on the ability to adapt to changing business and social environments, as well as market conditions to meet basic human needs and improve the quality of life and well-being of society. Therefore, it is important to cultivate knowledge on innovation, promote continuous human resource development, and integrate sustainability within the organization's core competencies.

As Group Co-Presidents, we are proud of True's successful achievements throughout 2017, which reflect the vision of the Company's Board of Directors and the dedication of management and staff, where the ultimate goal is to develop and implement strategies for a sustainable organization. We have made decisive actions, determined an efficient organization structure, participated in developing stable and strong economic growth, improved the quality of life and fostered sustainable well-being for our employees and the community, as well as nurtured the balance of natural resources and the environment.

We would like to thank all of our employees for their dedication and spirit in helping to drive True's sustainable development. We would also like to take this opportunity to sincerely thank all our stakeholders for their continued support and trust in our Company throughout our sustainability journey.

Mr.Vichaow Rakphongphairoj
Group Co-President

Dr.Kittinut Tikawan
Group Co-President

Sustainability at True

(GRI 102-19, GRI 102-20, GRI 102-29)



The Company is aware of the importance of rapidly changing lifestyle, a result of the occurrence of a dynamic and fast-pace transformation of technological enhancement, such as Artificial Intelligence, Big Data Analytics and Internet of Things, all of which are widely accepted.

In response to emerging challenges, the Company is committed to developing business towards sustainability. This is in accordance with the commitment, **“Together, creating a sustainable life.”** This would be achieved by elevation of service standards, development of digital infrastructure covering all areas in preparation for the imminent digital society. Any individual will be able to access any information equally and thoroughly. In parallel, the Company continues to conduct business transparently, create shared value with all stakeholder groups in an appropriate manner; whilst maintaining unfailing social and environmental responsibility thus enabling the Company to grow sustainably.



Sustainability Strategy: True strives to build creative communication technologies and innovations that cultivate togetherness in society and collaboratively support sustainable development

Driving Organizational Sustainability

The Company is aware of digital technology and innovation importance, and has accordingly set a long-term sustainability management strategy. The strategy is in alignment with the Company’s vision, striving to be the leader in digital technology infrastructure, connect individuals, organizations, economies and society together. Working together to create

true value of sustainable lives, according to the belief that true value of lives occur when all individual in society can share and give positive values to one another.

Notably, in order to deliver sustainability at True throughout the organization, the Company has a three level management structure to support strategic target setting, and various sustainable initiatives, as follows:

1. The Board Level

To review the Company’s sustainability performances, as well as setting and approving the directions and policies

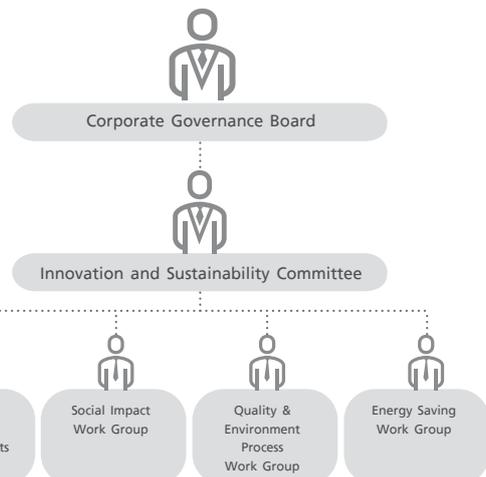


2. The Top Executive Level

To review and approve strategies, goals and evaluate performance and report to the Board

3. The Middle Management & Staff Level

To implement, monitor, review, revise and report performances to the Top Management level



The Board Level: The Company has set a Corporate Governance Committee which comprises of Executive Directors and Independent Directors. They will determine the direction of corporate development towards sustainability and the Company's sustainable development framework which includes sustainability policies. The Committee meets quarterly to review True's sustainability performances, as well as considering and approving True's sustainable development framework, if there are any changes or additional modification.

The Top Executive Level: The Company established the Innovation and Sustainability Committee to oversee corporate-wide sustainability management and operations. This was led by the Chairman of the Executive Committee, and comprises two Co-Presidents, as well as Directors from different units within True. The aforementioned Committee also oversees the overall performance of the Company, both reviewing and monitoring.

The Middle Management & Staff Level: The Company established three working groups, categorized in accordance to the three dimensions of corporate sustainable development. The aim is to build a culture and encourage participation throughout

the entire company. The Committee is responsible for facilitating sustainability-related work collaboratively, without having to be restricted to only their own dimension. Members of the sustainability working groups are cross-functional, coming from different business units within True's 3 businesses (TrueMove H, True Online, and TrueVisions). The working groups are tasked with deploying and implementing sustainability initiatives, which contribute to the Company's sustainability goals. Performance is monitored monthly and quarterly, both quantitatively and qualitatively. There are continuous improvements and adjustments with regards to sustainability performances. This ensures the Company is progressing towards the Company's sustainability goals.

The Company has a sustainability function as part of the Innovation and Sustainability Department, which is tasked with corporate sustainability management in order to drive True to achieve sustainability development targets in 2020. Their crucial role is to foster policies and working plans of various committees, to facilitate between business units and ensure timely mobilization according to initial plans that were set.

Sustainable Development towards 17 SDGs

The Company is a representative from the private sector participating in driving forth the global Sustainable Development Goals (SDGs) of United Nations. It has initiated the **Global Compact Network Thailand**, a national level network. At present, there are 15 founding members, all leading organizations in the country participating and supporting to foster a sustainable economy, both nationally and at a globally scale under the 10 Principles of the United Nations. The principles cover 4 primary

aspects, comprising human rights, labors, environment, and anti-corruption. All of these are related to the 17 SDGs, aiming to operate business in a way that is respectful to human rights and mobilize performance to achieve sustainable development.

At the corporate level, the Company aims to operate in accordance with the three goals related to the Company's business operations directly; as well as relating to True's material issues and Sustainability Goals 2020, as follows:

True's Focus on Three Sustainability Challenges

Sustainable Development Goals (SDGs)	True's Material Issues	True's Sustainability Goals
 <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>	<ul style="list-style-type: none"> Digital inclusion Social impact or local community 	<ul style="list-style-type: none"> 4 million Thai people with access to digital content and knowledge
 <p>Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</p>	<ul style="list-style-type: none"> Innovation Management 	<ul style="list-style-type: none"> 50% of revenue from True's innovation
 <p>To take urgent action to combat climate change and its impacts</p>	<ul style="list-style-type: none"> Energy and Carbon E-Waste 	<ul style="list-style-type: none"> 10% reduction of greenhouse gas emission compared to 2015 10% reduction with water consumption compared to 2015

Sustainability Framework

The Company has developed a framework for corporate sustainability performance, which is aligned with Charoen Pokphand Group's sustainability principles of Three Benefits: to make contribution to **the country, society, and the Company**. This is within the balanced pillar of operation, and consists of the economy, the environment, and society. The strategic goal is to achieve True Sustainability Goals 2020 within the "3H's" framework, which is "HEART, HEALTH, HOME." This addresses material issues with regards to corporate sustainable development, while remaining on a good corporate governance foundation, good international human rights practice, and promoting technology adoption for sustainable advancement of products and services. This includes management of supply chain and business in an environmentally responsible manner, providing access to ICT and knowledge. These are the components which will enable sustainable business operations, while simultaneously and fairly respond to every stakeholder group's expectations.

True Sustainability Goals 2020

HEART	HEALTH	HOME
<p>Operating Business with a Sustainability-oriented mindset Operating business responsibly, on the basis of good, transparent, and fair corporate governance, respecting human rights</p>  <p>Corporate Governance Score 5 (Excellent) Result of good corporate governance assessment</p>	<p>Building a Sustainable society Delivering positive values for improved health and well-being of those in the society</p>  <p>Social Values 10,000 People People in vulnerable groups are able to develop quality of life</p>	<p>Building a Sustainable Environment Build environmental awareness for conservation of the environment and enhancing life quality within the society</p>  <p>Climate Change Management 10% Reduction of greenhouse gas emission intensity (Compared to 2015)</p>
 <p>Human Rights 100% Human rights risks assessment throughout the entire value chain</p>	 <p>Product and Service Development 10% Product and service development critical to health and good quality of life</p>	 <p>Climate Change Management 10% Reduction of water usage per income (Compared to 2015)</p>
 <p>Leadership and Employee Development 100% Of employees participated in the knowledge training and sustainability activities</p>	 <p>Education and Access to Learning Resources 4,000,000 People Develop Thais to ensure access to learning resources and ICT information</p>	 <p>Protect ecosystem and biodiversity 6 million trees Promote tree plantation and share through We Grow Application</p>
 <p>Stakeholder Engagement 100% Coverage of stakeholder engagement process</p>	 <p>Innovation Management 50% Growth in income from innovation development</p>	 <p>Responsible Supply Chain Management 100% Responsible raw material sourcing</p>

Sustainability Strategies

The Company has a management strategy under the corporate sustainability framework work achieving the 2020 goals; by being part of the driving force for Sustainable Development Goals to success. There are 6 strategies, as follows.

1. Health and Safety
2. Environmental Responsibility
3. Raw Materials and Procurement

4. Sustainable Products and Services
5. Customers and Suppliers
6. Community and Society

By operating according to corporate sustainability framework and the six aforementioned strategies, True successfully operated sustainably, addressing all 18 issues deemed most material by the Company and the stakeholders.

6 Strategies

under the True Sustainability Framework



1. All leaders must give importance to health & safety



2. Strengthen employee's participation in integrating health & safety in all operations



1. Raw Material
Select raw materials that are environmentally-friendly from traceable and responsible sources

Health & Safety Strategy

Raw Material & Procurement Strategy



3. Drive knowledge management with assessment and sharing practices



4. Spread the safety culture to suppliers & customers



2. Process
Develop processes to optimize efficient use of raw materials



3. Recycle
Recycle used products to reuse materials



Environmental Responsibility Strategy



CSR Strategy for Community & Society



- 1. Energy**
- 1) Build energy efficiency awareness
 - 2) Improve processes for increasing energy efficient
 - 3) Support renewable energy consumption



- 2. Water** Follow the 3R's concept of
- 1) Reduce
 - 2) Reuse
 - 3) Recycle



- 3. Waste and E-waste**
Follow the 4R's concept of
- 1) Reduce
 - 2) Reuse
 - 3) Recycle
 - 4) Responsible



Hear



Head



Hands



Heart

Hear To listen and understand the problems in the local Area

Head To use wisdom to find strengths

Hands To work together to create a strong network

Heart To work together as one to create value, measure results, and gain trust



Sustainable Products & Services Strategy



1. Search
Research to identify customer and stakeholder's needs



2. Develop
Develop quality products & services that benefit society and support sustainability



3. Value-added
Create value-added products



Customers & Suppliers Strategy



- 1. Retail Customer**
- Assess & understand customer needs
 - Deliver services & experiences
 - Provide after-sales support



- 2. Corporate Clients**
- Strategic alignment
 - Deliver customized solutions
 - Win-Win approach



- 3. Suppliers**
- Identify needs
 - Capacity building
 - Long-term engagement

Awards & Alliances

Awards & Recognitions in 2017



Dow Jones Sustainability Indices

In 2017, True Group was selected to be included in the Dow Jones Sustainability Indices (DJSI) under Emerging Markets segment in telecommunications. True Group received **Bronze Class 2018** and **Industry Mover Sustainability 2018** awards which are illustrated in the Sustainability Yearbook 2018.

.....From RobecoSAM and S&P Dow Jones Indices

FTSE4Good Emerging Index



True was selected as an index constituent of the **FTSE4Good Emerging Index** in Emerging Markets, which benchmarks sustainability for environment, social and governance.

.....From FTSE Russell

Excellent CG Scoring



True was recognized as a company with Excellent CG Scoring in 2017 in Corporate Governance Report of Thai Listed Companies jointly held by the Thai Institute of Directors along with the Stock Exchange of Thailand.

Global Compact Network Thailand

True became a member of the United Nations Global Compact and is committed to its 10 principles and was 1 of 15 leading organizations that initiated the Global Compact Local Network in Thailand (GCNT).

Private Sector Collective Action Coalition Against Corruption

The Company has been certified as a member of the Private Sector Collective Action Coalition Against Corruption (CAC) from the Thai Institute of Directors, with determination to comply to corporate governance, transparent, traceable

business practices, establishing a good role model in accordance with sustainable development of an organization.

Outstanding Sustainability Report Award

True 2017 Sustainability Report received an Outstanding Award from Thai Listed Companies Association for its reliability in overall sustainability information disclosure covering economic, social and environmental dimensions, as well as corporate governance. The disclosure of such information is regarded as beneficial to investors and all stakeholder groups, and to the development of the organization towards long-term sustainability.

Stakeholder Engagement

(GRI 102-21, GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44)

The Company is well aware of its business impact to society in various forms and channels such as the use of digital technology products and service development to facilitate the community, the promotion of public events to support public services, and the development of innovations that lead to continuous improvement of the process to deliver innovative knowledge to the society

Therefore, the Company puts emphasis on the process of internal business operations to be in line with the expectations of all stakeholder groups, which are directly and indirectly related to the Company's operations. The Company respects the stakeholders' rights and treats them fairly by hearing, understanding and building trust in order to sustain business operations and maintain good relations with all stakeholder groups.

The Company places importance on its business impacts on economic, social, and environmental aspects, operating under the Stakeholder Engagement Policy with the following objectives:



The Company's guideline on how to engage with stakeholders is based on the **AA1000 Stakeholder Engagement Standard (AA1000SES)** international guideline, which outlines three important principles; **Materiality, Inclusivity, and Responsiveness**. This includes the direction for stakeholder identification, stakeholder prioritization, stakeholder engagement planning, and stakeholder capacity-building, as well as measuring and reporting results in order to align the direction for stakeholder engagement company-wide

Stakeholder Engagement Guideline



The Company responds to expectations of each stakeholder group which was received through appropriate communication channels, which differ in frequency depending on different work progresses and contexts. The key views and issues were considered and used as input for improving stakeholder relations and further develop operations to meet the needs of stakeholders, as demonstrated in the following table:

Type of Stakeholders	Stakeholder Expectations	The Company's Responses	Participation Channels
 Employees	<ul style="list-style-type: none"> Welfare and good compensation Stability and progress Development of knowledge and capability Participation and ability to voice opinions and ideas 	<ul style="list-style-type: none"> Good returns and appropriate compensation and opportunities for promotion and transfers Fair evaluation of work To organize appropriate training courses based on needs and changes Listen and act on suggestions for improvement 	<ul style="list-style-type: none"> Annual Meeting on Business Vision Social Media/ E-mail Annual Report/Sustainability Report (website) Recommendations and/or complaints Employee Engagement Survey (once per year)
 Customers	<ul style="list-style-type: none"> Good products and good service/ reasonable prices On-time delivery After-sales service quality Security of personal information Clear and accurate product information 	<ul style="list-style-type: none"> Good and responsible service Timely delivery of quality goods Confidential treatment of customer information Delivering good experience and equal service to all Responsibility towards products and services 	<ul style="list-style-type: none"> Customer Service Center Direct communication with customers Social Media/E-mail Annual Customer Satisfaction Survey Recommendations and/or complaints
 Business Partners	<ul style="list-style-type: none"> Fair treatment Business transparency Development and shared growth Payments paid on time and in full 	<ul style="list-style-type: none"> Contracts that are transparent and fair Organization of training courses to develop potential Competition that is fair and transparent Data security of business partners Payments paid on time and in full 	<ul style="list-style-type: none"> Annual Meeting Training for Business Partners Social Media/E-mail Recommendations and/or complaints Annual Report/ Sustainability Report (website)
 Community and Society	<ul style="list-style-type: none"> Giving importance to the voice of the Community Giving importance to the Environment and Safety Complaints are handled fairly Promotion of useful activities for the Community 	<ul style="list-style-type: none"> To learn, understand and listen to the Community's Voice, and to respond accordingly To coordinate and respond to needs systematically Strengthening acceptance and unity with the Community Supporting creation of jobs and income in the Community 	<ul style="list-style-type: none"> Sustainability Report (website) Social media/e-mail Recommendations and/or complaints Organizing activities with the Community
 Competitors and Counterparts in the industry	<ul style="list-style-type: none"> Fair and equal competition Compliance with laws and regulations 	<ul style="list-style-type: none"> To operate business under fair and honest competition To comply with laws and business conduct ethics To collaborate in various activities that are beneficial to the consumer 	<ul style="list-style-type: none"> Annual Report/Sustainability Report (website) Recommendations and/or complaint

Type of Stakeholders	Stakeholder Expectations	The Company's Responses	Participation Channels
 <p>Suppliers</p>	<ul style="list-style-type: none"> • Business equality • Transparent business operation • Payments paid on time and in full 	<ul style="list-style-type: none"> • Fair and transparent contracts • Organization of training courses to develop potential • Fair and transparent competition • Security of Supplier data • Payments paid on time and in full 	<ul style="list-style-type: none"> • Annual Meeting • Training for Suppliers • Social Media/E-mail • Recommendations and/or complaints • Annual Report/Sustainability Report (website)
 <p>Shareholders and Investors</p>	<ul style="list-style-type: none"> • Steady growth and dividends • Corporate Governance • Transparency in Management • Strategic management that can create opportunities for new challenges • Risk Management 	<ul style="list-style-type: none"> • Good Management that helps to build confidence and delivers a maximum return • Corporate Governance • Transparent business that adheres to Corporate Governance • Disclose information in a transparent, continuous and complete manner 	<ul style="list-style-type: none"> • Investor Quarterly Meetings • Sustainability Report (website) • Social Media/E-mail
 <p>Creditors</p>	<ul style="list-style-type: none"> • Accurate financial information • Payments paid on time and in full 	<ul style="list-style-type: none"> • Follow contract terms and conditions, adhering to the law • Provide accurate financial information • Timely repayment of debt and care of mortgage security 	<ul style="list-style-type: none"> • Sustainability Report (website) • Social Media/E-mail • Recommendations and/or complaints
 <p>Government Agencies</p>	<ul style="list-style-type: none"> • Compliance with the law and following ideals of good governance • Fair competition • Cooperation with various activities • Effectively handling complaints 	<ul style="list-style-type: none"> • Conduct business transparently and fairly without legal conflict • Disclose information in a transparent manner • Legal compliance • Quality management and service to build trust • Cooperation in various activities 	<ul style="list-style-type: none"> • Listening and exchanging ideas regularly • Organizing government activities • Social Media/E-mail
 <p>Media</p>	<ul style="list-style-type: none"> • To receive information quickly and comprehensively 	<ul style="list-style-type: none"> • To disclose information with transparency • To build good relationships with the media • To collaborate on various activities 	<ul style="list-style-type: none"> • Press Release • Submission of Press Release • Sustainability Report • Social Media/E-mail
 <p>NGO and Civil Societies</p>	<ul style="list-style-type: none"> • Conduct business in a Transparent Manner • To strictly follow the law • To conduct business by considering consumer benefits 	<ul style="list-style-type: none"> • Disclose information in a transparent, continuous and complete manner • Implement Anti-Corruption measures company-wide • Conduct business by considering environmental impact 	<ul style="list-style-type: none"> • Sustainability Report • Social Media/E-mail • Organizing activities • Recommendations and/or complaints

HEART

Operating Business with a Sustainability-oriented mindset

Operating business responsibly, on the basis of good, transparent, and fair corporate governance, respecting human rights



Corporate Governance

Sustainable
Development Goal



2017 Highlights



- **Certified** as the accredited member of the Thai Private Sector for Anti-Corruption.
- **Received "Good Corporate Governance 2017"** rating from the Corporate Governance Survey of Thai Listed Companies Prepared by the Thai Institute of Directors Association

Management Approach

Operating a business that is trustworthy for stakeholders and society relies on the important factors of qualified executive members, quality corporate compliance and employees with the conscience of responsibility for good corporate governance. True has revised its Code of Conduct to suit changing circumstances, and to act as a guide to all executives and employees to strictly follow. At the same time, it also serves as a framework for the Company's business operations.

Corporate Governance

(GRI 103-1, GRI 103-2)

Corporate governance is very important. It contributes to the Company's confidence and credibility to stakeholders as well as promoting the corporate image, financial results, and sustainable growth. Expectations at both the state and international levels on the role and responsibility of executives in building corporate value over the long run are increasing which includes the appropriateness of corporate governance structure, gender diversity, expertise of Board of Directors, and sustainability issues. These are the factors that strengthen our corporate governance and maximize the efficiency of the management.

True conducts business according to good corporate governance principles. It is the role and responsibility of the Board of Directors with the need for transparency and ethics in the management alongside good treatment to all stakeholders including employees, customers, business partners, community and society, competitors and counterparts in the industry, suppliers, shareholders and investors, creditors, government agencies, media, NGOs and civil societies in order to create sustainable value for the Company. True's Corporate Governance Committee is tasked with reviewing the guidelines and initiating adjustments to suit the situation and maximize benefits that the Company should receive in accordance with the expectations of the Stock Exchange of Thailand (SET).

Governance Structure

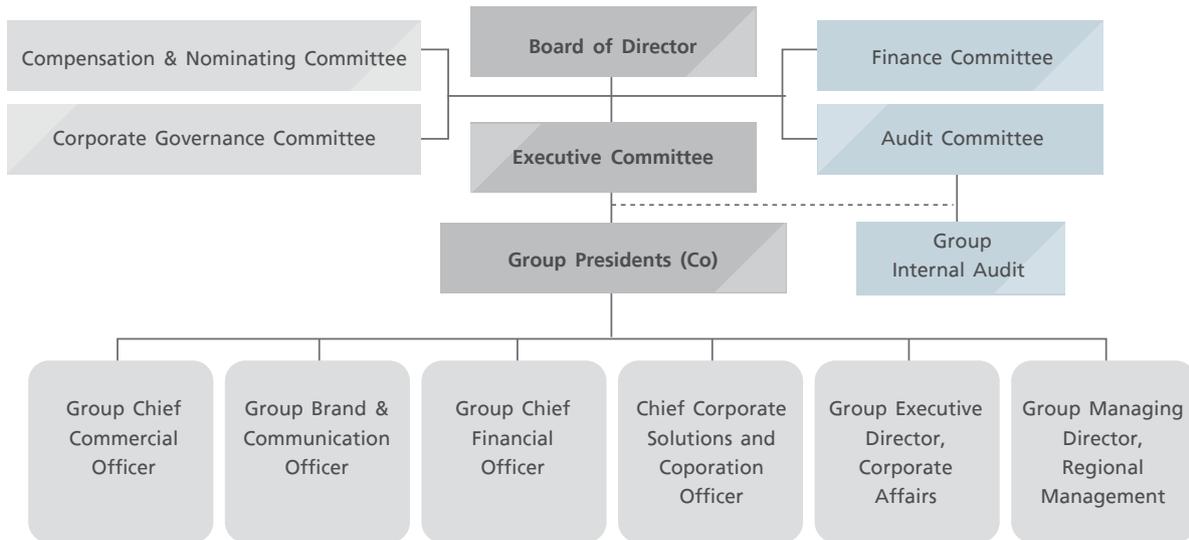
(GRI 102-18)

The Board has independent roles and responsibilities in matters relating to corporate governance, investment, corporate planning, financial and accounting as well as to control and suggest strategic issues and management for the maximum benefit of the Company and stakeholders in order to ensure that the business complies with laws and regulations and the resolution of the shareholders' meeting. The Board also has the duty to consider and approve missions, visions, and the core values of the organization on an annual basis.

In addition, the Board is responsible for maintaining the internal control system under the appropriate Risk Management Process and to follow up on the Company's progress together with the management team in order to make the business achieve excellent results in a sustainable manner.



Management Structure



Board Diversity

True is well aware of the need to promote diversity and equal opportunities at all levels within the organization as a basis for empowered thinking to enhance all-round management of the Company and increase True's competitiveness. At the executive level, the Company has set clear conditions in its

corporate governance policy including gender, nationality, religion, background, and experience. At the employee level, the Company has set the Diversity and Inclusion Policy in 2017 to enhance the respectful and equal working environment without any discrimination.

Board of Directors

As of December 31, 2017, the Board of Directors comprised 18 qualified and knowledgeable members covering a wide range of experience and specialty skills beneficial to the Company:

Name	Compensation and Nominating Committee	Corporate Governance Committee	Finance Committee	Audit Committee
Executive Directors				
1. Mr. Vichaow Rakphongphairoj				
2. Mr. Chatchaval Jiaravanon				
Non-executive Directors				
1) Independent Directors				
3. Dr. Kosol Petchsuwan		●		●
4. Mr. Joti Bhokavanij	●		●	●
5. Dr. Harald Link	●			
6. Prof. Rawat Chamchalerm				
7. Mr. Xu Genluo				
8. Mrs. Preeprame Seriwongse				●
2) Qualified Directors				
9. Mr. Dhanin Chearavanont				
10. Dr. Ajva Taulananda		●	●	
11. Prof. Athueck Asvanund				
12. Dr. Li Zhengmao	●			
13. Prof. Dr. Warapatr Todhanakasem		●	●	
14. Mr. Umroong Sanphasitvong	●		●	
15. Mr. Soopakij Chearavanont	●			
16. Mr. Narong Chearavanont				
17. Mr. Xia Bing			●	
18. Mr. Suphachai Chearavanont				

Business Ethics and Anti-Corruption

Sustainable Development Goal



2017 Highlights

100%

of employees have undergone training and passed the Code of Conduct, Ethics and Anti-Corruption test.

Management Approach

True is committed to combating corruption in all its forms. The Company's Code of Conduct also includes Anti-Corruption Measures and is disclosed on the Company's website. True constantly supports governmental and civil activities and requires employees to engage with the Company in order to become a corruption-free organization (as embodied in True's core value "C-Credible") by constantly adhering to and supporting the anti-corruption policies.

Commitment to business practices and anti-corruption

2014

Signed the declaration of intent to participate in "The Private Sector Coalition Against Corruption" (CAC), to show True's stance against all forms of corruption.

2015

Established Anti-Corruption Policy and Measures, approved by the Board of Directors.

2016

Improvements to the Company's anti-corruption measures cover 14 key issues.

- Political support
- Donations for charity and sponsorship
- Paying for or receiving gifts and other expenses
- Facilitation payments
- Associated companies and persons
- Risk assessment
- Internal control system
- Financial audit and data
- Human Resources Management
- Training and communication
- Reporting leads and complaints
- Protection of whistle blowers and confidentiality
- Penalty for violations
- Monitoring and review

2017

- Implemented Human rights policy which covered 100% of the Company's operations.
- Development and modification of the mobile application True Connect, for employees as a new innovative platform for identifying and handling complaints and feedback regarding corruption related subjects. This helped reduce damage caused from fraud and wrongdoing cases compared to between 2016 and 2017.
- Private Sector Collective Action Coalition Against Corruption (CAC) issued a certification to approve True as a member of the Thai private sector in anticorruption.



Business Ethics and Anti-Corruption

(GRI 103-1, GRI 103-2)

Compliance with business ethics and anti-corruption is at the heart of our business, which is reflected in our approach to, and engagement with customers, employees and partners. All employees are required to strictly comply with our Business Code of Conduct, which includes guidelines for prevention of corruption. All board members, executives, employees and partners are required to conduct business with transparency and trustworthiness especially under current conditions which calls for high transparency. This is in response to the rapid changes in technology as well as to the increasing restrictions in supply chain management aligning with international standards and greater stakeholder expectations. Moreover, it also helps prevent any risks that may affect the image and operations of the Company.

True's Board of Directors approved the Company's Human Rights policy in 2017 in accordance with guidelines of the Thai Institute of Directors, as well as included human rights topics which have been revised to conform with the UN Guiding Principles on Business and Human Rights.

In disseminating the Code of Conduct throughout the organization, True made this a mutual awareness process by engaging employees at all levels to participate together in learning and understanding True's Code of Conduct. All employees must strictly adhere to the Code of Conduct in order to help promote True's corporate culture and to be consistent with the 4C's core values: Caring, Credible, Creative and Courageous. Negligence or lack of business ethics could negatively impact the Company, and cause damages to other stakeholders as well as to society as a whole.

Code of Conduct

(GRI 102-16)

True's Code of Conduct describes the core values and business ethics which are to be used as a guideline for directors, executives and employees in 7 categories covering Personal Conduct and Work Environment, Protecting Our Company Assets, Customer Relations, Fair Dealing with Others, Working with the Government, Anti-Corruption, and Anti-Money Laundering. These 7 main categories are relevant to all stakeholders.



True is committed to creating and maintaining a corporate culture that is free of corruption in all its forms throughout the entire organization. Training courses have been organized for management as well as online training for all employees, where 100% of management and employees have undergone training and passed the tests. The creation of a culture of anti-corruption also extends to business partners where they are required to sign the code of conduct on business ethics and to also have their employees attend code of conduct training.

In addition, True has improved its Code of Conduct by adding key issues of anti-corruption and anti-money laundering in 2016, by sharing management/supervisory level responsibility with staff when there is a case of breach of conduct by employees. This has resulted in management placing greater importance on thorough monitoring while also developing strong preventive measures in accordance with the Code of Conduct. Employees and business partners can review the Code of Conduct details at



<http://investor.truecorp.co.th/leadership.html>

Dissemination of Code of Conduct for work and Anti-Corruption Measures (GRI 205-2)

In 2017, True carried out training for employees and partners on Code of Conduct and Anti-Corruption measures as well as other relevant policies through innovative high technology channels that the Company developed to facilitate the training. These included websites and mobile applications. The results were as follows:

- Organized orientation on Code of Conduct for new employees in 2017 for 869 people.
- Organized training on Anti-Corruption policy and other relevant processes for 61 (out of 65) managers from retail branches in the Bangkok Metropolitan Area.
- Organized training on Anti-Corruption policy and how to conducted relevant trainings for 81 business partners.



Innovation & Sustainability Workshop for True Group's Suppliers on November 14, 2017.

Corruption Prevention (GRI 205-3)

(GRI 205-3)

The Company implements various measures to prevent corruption along with stringent disciplinary action for inappropriate acts such as fraudulent selling of goods and services, burglary, misappropriation, forfeiture of documents, etc., all of which will be subject to severe disciplinary action and legal proceedings. In addition, direct supervisors of employees who commit fraud will also be subject to disciplinary action under the Company's regulations. If a repeat offense is found in the work unit within a period of one year, disciplinary action will be taken against the supervisor directly in order to create and maintain a corruption-free corporate culture.

Based on rigorous investigations in 2017, there were 87 cases which involved employees breaching the Company's Code of Conduct and subsequently entered the audit process. This was a slight decrease from last year where there were 89 cases. However, the resulting damages from these cases were reduced to 48 percent, where the employees were investigated and it was concluded that the offenses were punishable by appropriate measures and in some cases, prosecuted. All were in line with the Code of Conduct and Anti-Corruption Measures and other related policies.

True also established the No Gift Policy. This is consistent with the Code of Conduct and supports the Company's Anti-Corruption measures to ensure that employees follow the correct course of action when receiving gifts. This is to ensure transparency while maintaining good business relationships without affecting or influencing any business decisions on behalf of the Company.

NO
GIFT
POLICY

True announced the No Gift Policy in late 2017 to seek cooperation from employees to refrain from receiving gifts and giving gifts during New Year's and other occasions to comply with the Code of Conduct and Anti-Corruption measures to strengthen True's corporate culture of transparency.

Channels to Receive Complaints (GRI 102-17)

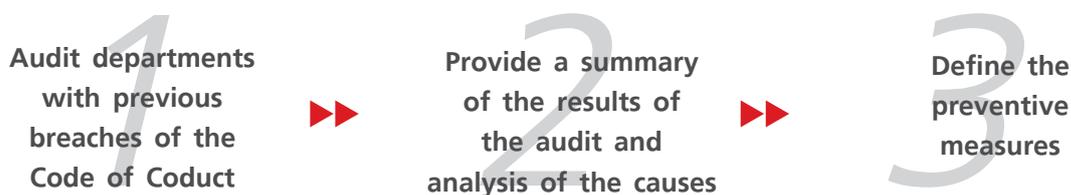
The Company established a policy to report offenses and to protect whistle-blowers (Whistle-blowing Policy) by designating various notification channels for receiving information or complaints. The Information Management Process or Complaints Information Protection Act will keep the complainant's information confidential and only those responsible for investigating complaints can access their information. The Audit Committee is responsible for considering, handling, and reporting the cases to the Board of Directors. In the event that the stakeholder's complaints contain violations of the law, the Company will ensure that all stakeholders receive fair treatment. Moreover, True provides various channels for communication with the Company for complaints, questions or concerns, as well as welcomes suggestions.

Communication Channel	Contact Details
TRUE CORPORATION PUBLIC COMPANY LIMITED 18 True Tower Ratchadapisek Road, Huai Khwang, Bangkok 10310	Audit Committee Chairman of the Executive Committee Human Resources Department Fraud & Cyber Crime Department for Anti-Corruption Complaints
Complaint Hotline	Human Resources Department 028582023
Via Mobile Application - True Connect/ True Pulse	True Pulse is one channel to communicate the problems that employees encounter in their operations. The problem is sent directly to higher executive members for quick solutions through True Connect , a mobile application for employees.
Email: Audit Committee Chairman of the Executive Committee or President of Human Resources Fraud & Cyber Crime Department	auditcommittee@truecorp.co.th CodeofConduct@truecorp.co.th Nopadol_Som@truecorp.co.th
www.truecorp.co.th	

In 2017 the total number of cases was 13 where the Company was notified of leads and/ or complaints of breach of the Code of Conduct.

Measures to Suppress Wrongdoings

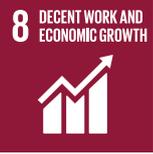
To ensure that corruption and corrupt practices do not happen again, the Company has set up an Audit Committee to investigate departments that had records of offenses. Investigations comprise the transparency of employees as well as work system availability to prevent future fraud. After the verification is completed, the Audit Committee will provide a summary of the results of the audit and an analysis of the causes, along with the internal workflow process which occurred before the breach to find out where the weak points/ loopholes are. Moreover, the immediate supervisor is also held accountable. Since there are always changes in various aspects such as economy, industry, and business, employee awareness and understanding of the Code of Conduct is an ongoing process within the Company.



Risk Management

(GRI 103-1, GRI 103-2, GRI 103-3)

Sustainable Development Goal



2017 Highlights



Emphasizing on risk management, particularly emerging risks in telecommunications sector that may impact the business, is important. Risk assessment is conducted annually. This contributes to reinforcing the corporate culture, with the focus on awareness, employee engagement, and knowledge training for both the directors and general employees.

Risk Management

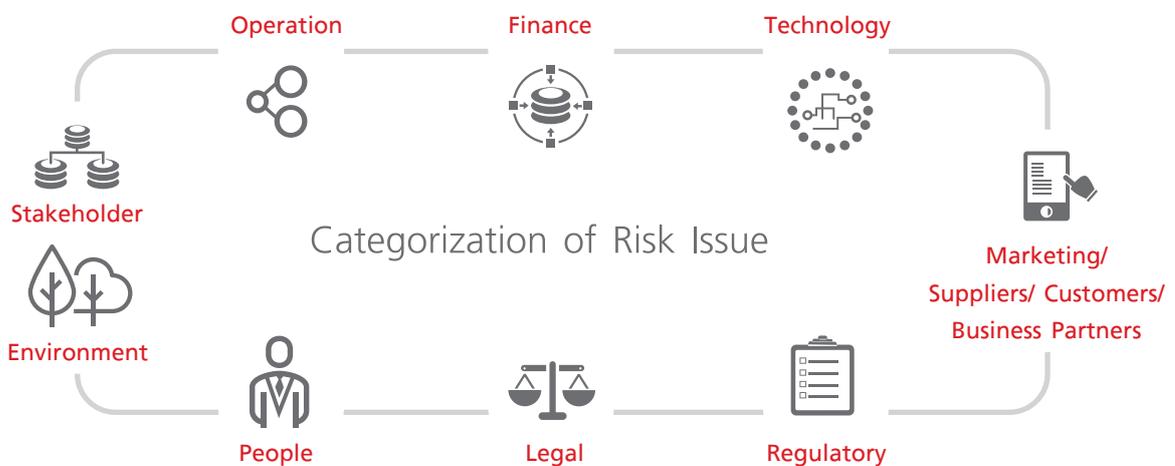
The Company assesses all risks across the company, ranging from general risks to emerging risks. This enables preparation for the imminent technology transformation or disruption, which may result in a new form of business affecting traditional products or services. Notably, the Company is determined to engage employees more actively in risk management. This strengthens corporate culture of awareness against any impacts that may occur.

Risk management plays a critical part in driving forward the business operations. To ensure that business will continue to thrive sustainably, the Company therefore places an emphasis on strengthening and increasing risk management efficiency. This was conducted within the risk structure and framework established by the Company, which are systematically connected to the Company's internal control and monitoring. Results obtained from risk management are fundamental for the setting

of strategy, targets, and business develop plans both short-term and long-term. They also serve to drive forth for a risk management culture, where all employees share accountability.

The Company has categorized risks into 4 primary categories, comprising of case-specific risks incurred from telecommunication business permit, operational risks, governance risks, and financial risks. These address 9 risks issues (as illustrated in the diagram of risk issues).

Categorization of Risk Issue



The Company has appropriate measures and working process; and is continuously implementing to reduce and mitigate any impacts from the risks. This includes setting up

risk structure and risk management policy, analyzing and assessing risks, as well as identifying imminent risks that may occur due to future operations.

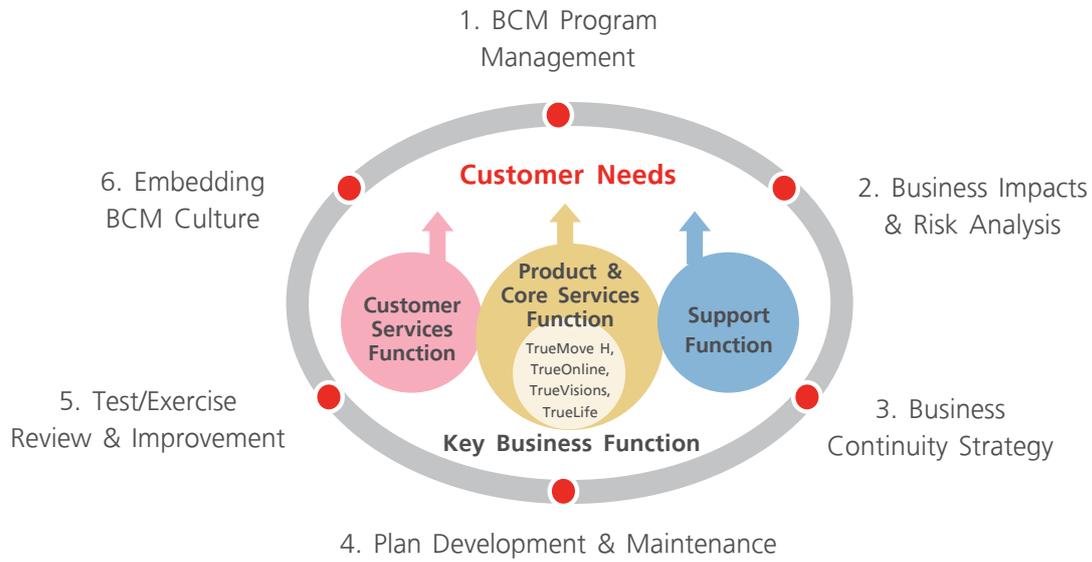
Risk Management Policy and Structure

(GRI 102-30)

The Company implements **Enterprise Risk Management (ERM)** Policy in accordance with the international standard set forth by the **Committee of Sponsoring Organizations of Treadway Commission (COSO)**. There are annual risk assessments, with consideration for present risks, past risks with significant impacts, and potential risks that may occur in the

long term. **Business Continuity Management Policy and Corporate Investment Policy** are utilized in proactive planning against possible crisis. This mitigates impacts from business disruptions. 3 dimensions of risk factors, such as economic, social, and environment are evaluated and considered. This helps business operations and investment to proceed effectively.

BCM Strategy and Framework



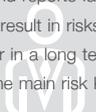
The Company has established a transparent and traceable risk management structure as follows. **The Executive Committee** acts as the highest authority with regards to approval of various risk management policies. The Executive Committee cascades assignments to the **Strategic Develop-**

ment and Risk Management Committee, whereas the Audit Committee has a role in constant monitoring and reviewing the effectiveness of risk management framework and process. Risk Managers would directly facilitate with different Risk Owners.

Risk Management Structure



Roles & Responsibilities

Executive Committee	Strategic Development and Risk Management Committee	Risk Managers	Risk Owners
<ul style="list-style-type: none"> Report risks that occur. Identify material risks and emerging risks Identify possible threats, and report them to the Company's Board and the Audit Committee 	<ul style="list-style-type: none"> Approve risk management policy and working plan Consider and approve risks identified and assessed Govern risk management responses to risks Govern and control responses to risks Identify and reports factors that may result in risks that can occur in a long term Control the main risk KPIs 	<ul style="list-style-type: none"> Responsible for risk management Design and develop risk management framework Facilitate with related agencies in risk management Control factors that may result in risks Report risks to Executive Risk Management Committee 	<ul style="list-style-type: none"> Identify and assess risks, including management measures, by comparing them against business targets and working plans Analyze and compare the necessary information for operational risk management to ensure effective operations Support risk control efforts Operate according to corporate risk management framework 

Risk Management Culture

Aside from effective implementation of risk management and risk impact mitigation measures via risk management policy and framework, the Company is also determined to engage employees more actively with regards to their risk management. This reinforces corporate culture of awareness against any possible impacts that may incur from various risks. Training concerning risk management through **True Learning Center**, and internal emergency phone communications were provided. In 2017, training was provided for general employees, operational employees, employees from True Internet Data Center and sales employees. The total number of employees trained was 359. With an internal emergency phone installed for communications, employees can phone in to report incidents promptly. Such communication enables the Company to respond and set risk mitigation measures immediately and in the most effective manner.

Corporate risk management system has an emphasis on creating a good corporate culture in risk management. It is integrated as part of the strategy development, while considerations continue to be given to risk profiles. Furthermore, risk management framework according to COSO standards also prioritizes the importance of selecting a management strategy that enables business value creation and conservation. The Company has campaigns for corporate risk management culture through knowledge provision channels, roles and responsibilities in corporate governance, and corporate communications on risk, as well as annual training.

Risk Management Activities for Employees

Training in 2017	Number of Employees (Persons)
True Learning Centre	206
Employees from True Internet Data Center	43
Procurement staff	110
Total number	359

Emerging Risks

The Company is also aware of emerging risks, and has therefore organized joint-workshops with relevant functions to collect and discuss with each function different risk issues that may occur. This includes emerging risks from both internal and external factors. Efforts were also given to setting mitigation measures and remedies. As of 2017, the Company identified 2 emerging risks (as illustrated in the table).

Emerging Risks	Impact on Business	Mitigation
Rapid innovation / technological advancement	The Company needs to consistently adjust business plan to remain aligned with the consumers' lifestyle. If the Company cannot adapt, this may affect operational efficiency and the competitiveness in the marketplace, as well as the Company's revenue generation.	The Company needs to review and improve business policy regularly to ensure flexibility in fast-paced operations. This includes investment for infrastructural development and innovation from internal management, regular collaboration with external parties, as well as support and development of knowledge, understanding and capacity of employees simultaneously.
Data privacy and security	Negatively impact the Company with regards to its credibility of data security system, as well as the Company's reputation and finances.	The Company has a Data Security Policy, Data Access Policy for business units or external parties; including adjustment and development of data security system in preparation for future technology. Penetration test is conducted, in addition to regularly fostering ethical conduct and responsibility in data handling among employees.

Network Availability

Sustainable Development Goal



2017 Highlights



- The Average Interruption Frequency according to current international standards is at 1.10, while the average number of failures of the Company is 0.2254.
- The current Average Interruption Frequency of networks is 1.5 hours (90 minutes) per year, while the average of the Company is 51.03 minutes.
- The Network Service Readiness Survey result was at 99.82% while the target was at 96.00%.

Management Approach

The Company is a leading provider of integrated telecommunications and digital services in Thailand. The Company's main businesses consist of Mobile service, Broadband service and Subscription TV service through **TrueMove H, TrueOnline, and TrueVisions** respectively. The Company has a network and service coverage nationwide. The strategy of the Company is Network Management with the purpose to provide the best network to customers.

true move H

TrueMove H offers 3G services (850 and 2100 MHz) and 4G (2100, 1800 and 1900 MHz), combining the strengths of a broad spectrum of coverage with modern mobile technology. TrueMove H is the first official **4G LTE** network operator in Thailand.

true online

TrueOnline is the largest Internet broadband provider in Bangkok Metropolitan Area. It is also the largest WiFi provider with high quality fiber optic network nationwide through FTTH or fiber optic technology, DOCSIS 3.0, and xDSL.

true visions

TrueVisions, is the nation's largest subscription television service provider and the first service provider in HD through fiber optic network and digital satellite.

Network Availability

(GRI 103-1) (GRI 103-2) (GRI 103-3)

Currently, the development of network technology for communication has helped to change the way of everyday working life as well as lifestyle. It has also helped the economy to become more efficient in the past decade which is caused by the competent management of **Mobile Broadband** with its constant development. The Company emphasizes great importance to the availability of its network. This is the key to make customers satisfied and allows customers to use the networks smoothly even in unfavorable environments such as weather variability, natural disasters, or in the event of an emergency. Hence, Network Availability is one of the key indicators of the Company's business.



0.2254

Average Interruption Frequency in 2017

Remarks: Acceptable System Average Interruption Frequency Index (SAIFI) = 1.10 interruptions



51.03 minutes or

0.85 hours/year

Average Interruption Duration in 2017

Remarks: Acceptable System Average Interruption Duration Index (SAIDI) = 1.5 hours/ year

Continuing the Development of Network Availability

Managing the heavy traffic and intensity of wireless networks to meet the rapidly growing demand of today's customers is another challenge in the telecommunications industry in order to build a stable network and manage a variety of frequency spectrums. The department that is responsible for this role is **Network Engineering & Operations (NEO)**. **The Network No.1** and **Service No.1** projects are being initiated to develop important service areas and to ensure that the ability to provide service in that area shall maintain its standards at a high quality level in order to support all end-users and deliver great customer experiences.

In addition, the company has managed to prepare the mobile network, spreading the signal to cover the area and set up network maintenance teams to help support and facilitate the customers in various occasions below:

- The Company has installed additional transmitting towers and signaling equipment around The Grand Palace at Sanam Luang field at the Royal Cremation Ceremony during 25-28 October 2017 and spread Mobile Broadcasting which covered 85 locations where the replicas of The Royal Crematorium were located, 9 locations in Bangkok and 76 town halls, including similar places nationwide. The Company has set up the War Room to check the signal quality with a 24-hour network maintenance team.

- The Company prepared a network of 4G/ 3G and WiFi coverage across the country with over 100,000 points for customers to send happiness smoothly during New Year's Eve Celebration. The War Room and the Network Care team had also set up a True Call Center 1242 to provide 24-hour hotline customer service from December 29, 2017 until January 3, 2018.

Network Maintenance

The Company regularly maintains its network to prevent downtime, with a rapid response process. The installation and repair system for customers in a timely manner and Emergency Preparedness are prepared to ensure that the network can efficiently function even in adverse weather conditions.

The Company has assessed various risks such as the risk of climate change; the effects of higher mean temperatures, flooding storms that may affect equipment in the network. This includes the risk of accidents that may affect networking.

The Company has conducted projects such as bringing optical fiber cables underground, adding at least 2 routes of network path at all points and adding 3 routes at important locations to reduce the risk of a particular route failing.

In the case that customers and related stakeholders encounter Network problems, contact can be made through both Call Center and True shops nationwide.



The Company values customer satisfaction and trust. Therefore, customer satisfaction and feedback on missing signal and network interruption were surveyed. Network availability has been targeted to be at 96.00% ready according to the US Federal Communications Commission (FCC) guidelines. The result of network availability survey conducted for True in 2017 was at 99.82%.

Call Center 1242

Customer Relationship Management and Service Quality

Sustainable Development Goal



2017 Highlights



- The Company received Thailand's ICT Excellence Awards 2017 from the Thailand Management Association (TMA) in the Driving Business category for a project of the Customer Service department, Mari 4.0.
- In 2017, Customer Satisfaction with True Shops assessed via SMS (iCSAT) was at 85.5% satisfactory (Top-box Score).
- More than 95% of customers calls to our Customer Service Agents were answered in a timely manner.
- The Company handled 1,715,669 transactions through Self-Service booths or 79% per month when compared to all transactions.
- True was the first to deliver the pilot launch of Video Call Services in Thailand, where service provided is comparable to True Shop agents, receiving 84 percent Customer Satisfaction.

Management Approach

The Company strives to develop good experiences and improve customer satisfaction by delivering services at international standards and True to be in the top of mind of the customers. With focus on continuously applying innovation to utilize service as well as develop the expertise of the employees, the Company is committed to create smiles and deliver the highest customer satisfaction.

Customer Relationship Management

(GRI 103-1) (GRI 103-2)

The Company pays great attention to continuously maintain, improve and develop service quality. As an integrated information technology and convergence platform service provider, we aim to create value and deliver service quality to fulfill the needs and deliver the highest customer satisfaction with customer-centric culture, using the corporate culture through the values of 4C as well as business excellence concept of 9C.

With innovative management mechanisms and appropriate communication channels, an appropriate and efficient Customer Relationship Management and Service Quality are presented through various communication channels, including distribution of service on digital platforms, customer analysis through database, customer satisfaction survey, hosting activities and innovation for feedback from the customers, etc.

4C Culture for Customer



Caring
Cares about the customer and society.



Credible
Build a credible brand.

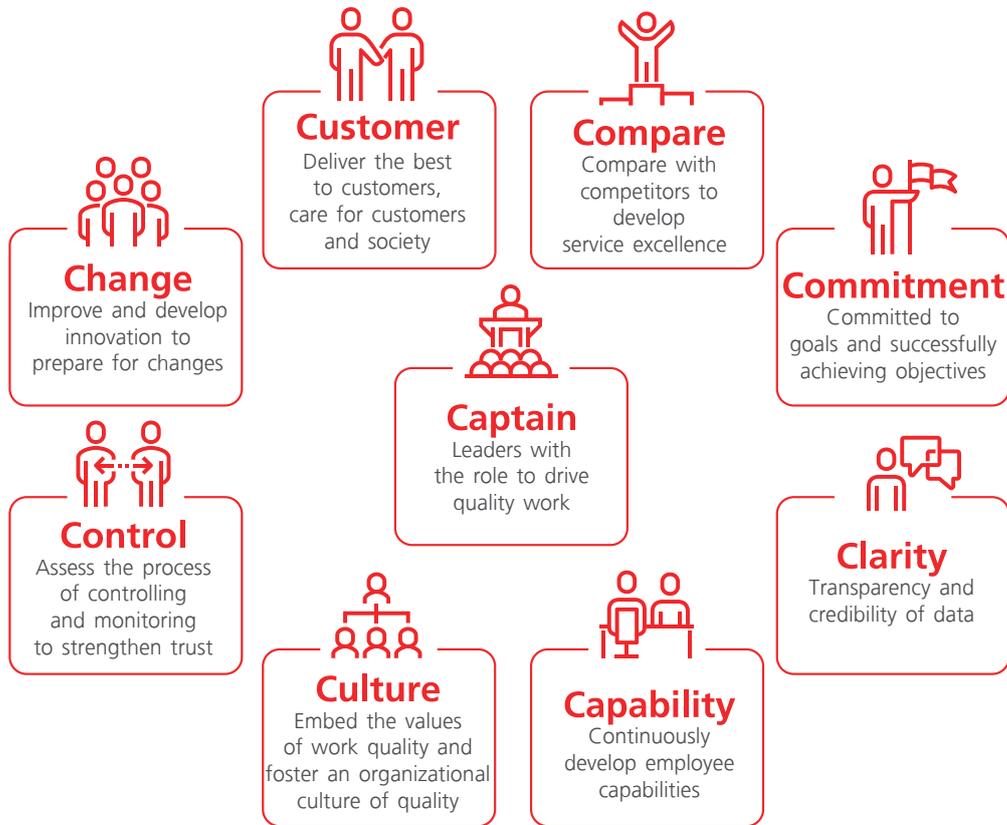


Creative
Develop content creatively.



Courageous
Create digital content for every customer segment.

Quality Operations Concept of 9C



Customer Centric Culture



Aims to create values and deliver the best quality service to meet the needs and satisfaction of customers.

Compliance to Service Standards for Customer Satisfaction

In 2017, the Company continuously expanded the **True Call Center 1242** to provide more coverage for all True customers, including TrueMove H, TrueOnline and TrueVisions. The True Call Center 1242 emphasizes True as a service provider in convergence customer experience and facilitates a speedy one-stop service for the customers.

True Group received four awards for Complaint Handling and Help Desk for Customers Center (Excellent Call Center) in 2017 from the Office of The Consumer Protection Board (OCPB) and Management System Certification Institute (Thailand), covering all main businesses, including True Corporation Public Company Limited, Real Move Company Limited, True Internet Corporation Company Limited and True Visions Group Limited.



This reflects the True Group's commitment to deliver and create superior customer service experience as well as encourage for the True Group's development in providing continuous maximum satisfaction to consumers.

In addition, the Company strives to deliver excellent customer service, aiming to deliver quality and speed at True Shops, True Call Center, True iService application and additional services to maximize customer experience and satisfaction. True Call Centers were certified by Customer Operation Performance (COPC CSP) for its mobile, high-speed internet and cable TV businesses continuously since 2016. The Company used standard guidelines, which included operations planning, recruitment and training of employees, as well as efficient

performance assessment indicators to provide customer services at True Shops and True Call Centers.

In 2017, the Company developed Service Blueprint to use as standard guidelines, work process and detailed customer service practice guidelines as well as recommended language use and regulations and restrictions for True Shop agents and Call Center to raise the standards of customer service with hopes to deliver the highest customer satisfaction.

Improved the Quality of True Shop and Kiosk Services

The Company has modified the automatic machines or Self-Service kiosks, offering convenience and customer-friendly services, while providing efficiency. Various services are offered, including balance check, payment using cash and credit cards, Top Up mobile, and Top Up e-Wallet to increase the speed and safety in making payments via Chip Card. In addition, Fast Lane services indicates determination in providing the best service to achieve memorable satisfaction for customers.

1. Video Call Service: Aims to continuously develop service for customers at True Shop, the innovation of Video Call Service was the first to launch in Thailand to support the service in branches with high volume, resulting in an increased speed of service. The Company made a pilot launch in late 2017 which customers were able to receive full service, similar to that in store agents. The Company officially launched video call service in 2018.



Moreover, the Company has planned to improve the efficacy in offering more convenience for transactions and other services through service kiosks in 35 branches, including changing SIM cards using the same number, changing promotion, which will reduce the need for support from Service agents in more than 20,000 transactions per month and reduce the cost of over Baht 300,000 per month.

Throughout 2017, Self-Service booths handled 1,715,669 transactions per month or 79.4% of all transactions, which increased by 3.7% compared to 2016. Furthermore, the waiting period for service from a True Shop agent is targeted to reduce, with 87% of the customers receiving services within 10 minutes. Innovation is applied to improve the quality of the Service Centers, for the continuous smiles and positive impressions of the customers, including

2. Service Appointment: An appointment scheduling software to book services at the Call Center or True Shop to facilitate the customers desires in making appointments on the preferred date and time as well as provide preferred contact channels. The services include:

- If the customer schedules an appointment with the Call Center, an agent will contact the customer at the appointed time.
- If the customer prefers receiving service at the True Shop, the customer may schedule an appointment beforehand.

3. Remote Monitoring: The process of following up, controlling, monitoring the service provided by the **True Shop agents to ensure their performance meets international standards through centralized Remote Monitoring by the Quality Assurance team**, which has been trained and certified.

Dealer Management



In 2017, the Company revised their customer satisfaction survey and assessment in the following service channels: True Shops and Call Centers to evaluate customer satisfaction via SMS (iCSAT) and statistically via a call to the customer (CSAT). Customer satisfaction is evaluated on a monthly basis, to provide information in adjusting the business strategies to meet the needs of the customers and provide prompt service. **The Company's 2020 target of the customer satisfaction assessment via SMS (iCSAT) is 90 percent satisfactory.**

Customer Satisfaction / Service Channels	CSAT - Top Box		iCSAT - Top Box	
	% Score 2017	% Target 2017	% Score 2017	% Target 2017
True Shop	66.0	60.0	85.5	83.0
Call Center	69.0	67.0	85.1	83.0
Average	67.5	63.5	85.3	83.0

Customer Remedy for the Termination of HBO Channels



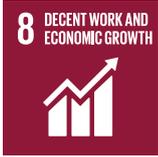
True Visions made an announcement to terminate six HBO channels and compensate subscribers with seven new channels, effective 1 January 2017, without informing customers within the 30-day notice. Therefore, the Company compensated and provided remedy to the affected customers by upgrading the service package one level for 30 days, and if subscribers wished to cancel their package, the Company provided reimbursements for the remaining unused service period. Subscribers were able to make requests from 25 December 2016 to 28 February 2017.

Customers affected included approximately 300,000 Premium subscribers, with 4,617 subscribers calling for inquiries/ complaints. True Visions prepared communication channels for its subscribers to reach out to the Company 24 hours a day, with 633 customers requesting a cancellation of HBO channels. The Company reported this incident to the Subcommittee on Consumer Protection in the Broadcasting and Telecommunication Commission. The Company respects the customers' decisions and is willing to listen to all the comments and suggestions to further improve the quality and to meet the needs of our subscribers the most in a practical way.

Data Privacy and Security

(GRI 103-1, GRI 103-2, GRI 103-3)

Sustainable Development Goal



2017 Highlights



The Company is aware of the importance of data security and has established two information security divisions:

- Privacy Protection Division
- Infrastructure Assurance Division

Management Approach

Personal information is a key element of a company's business. Therefore, the Company has given emphasis on the management of information to ensure user's confidence that their personal information is free from any threats whether intentional or unintentional. In case any threat arises, the Company will still be able to respond and minimize the damage. This is to maintain the security of personal information in accordance with the Company's situation, legal contexts, technology and current risks.

The Company has updated its privacy protection policy and has enforced this new policy. There is also a restructuring of information technology and data security management to accommodate the change.

Security of personal information

The use of the Internet is very widespread today as well as the increase in innovation and new technologies such as mobile payments, internet transactions, and the use of cloud services. As a result, the Company's information management system faces the risk of Internet threats such as personal data breaches and/or client information theft. When clients and consumers are more aware of and paying attention to data privacy and personal information issues on a daily basis, data security has become one of the key issues in the sustainability and social responsibility of telecommunication and communication companies.

The Company recognizes that the security of customer's personal information is the heart of service, customer confidence and satisfaction. The Company has restructured its IT and data security management to accommodate the changes with the commitment to ensure effective data security management processes and information security strategy in order to protect and take care of both personal and company information.

Structure of Information Technology and Data Security Management

The Company values the security and privacy of customer information and has the IT Infrastructure Department to manage and report on the overall performance of cybersecurity risk management to the Company's executives regularly. Additionally in late 2017, the Company had set up the **Data Privacy Division and Infra-assurance Division** in order to keep up with up-to-date information theft and to create confidence in personal information protection of data leakage. **These was no incident of data leakage throughout 2017.**



The 2020 Target for Data Leakage

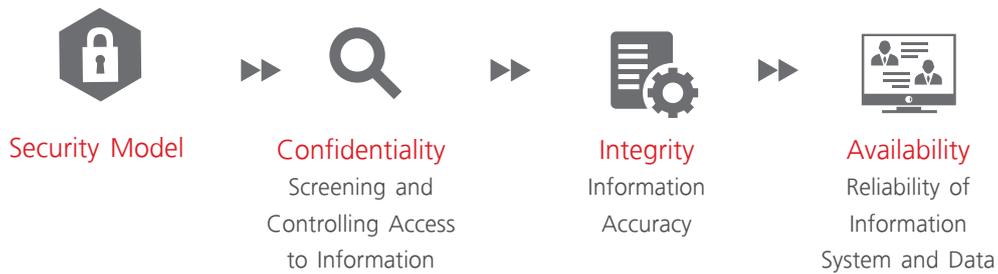


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Case

Measures to Protect and Secure Customer Personal Information

In order to mitigate potential risks, the Company follows the security principles of Confidentiality, Integrity, and Availability (C.I.A). There are a total of 7 policies directly related to access of data, and every year they are reviewed in order to be improved and consistent with current operations.

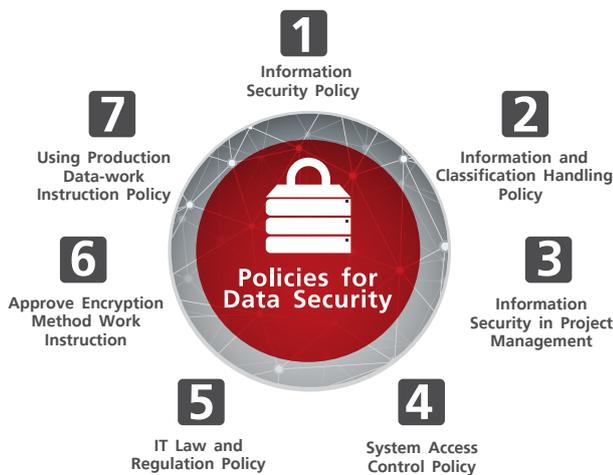
C.I.A. Guidelines for Security Management of Data Privacy and Information Systems



The Company implemented a data security policy to enable business operations and customer service. It has an Information Security Management (ISM) system based on the ISO 27001 standard which conducts a third-party verification process annually with regards to assessing inappropriate use of information.

With regards to managing information security, the Company divides the importance of information (Information Classification) into 4 levels, which are 1) Public Data 2) Internal Data 3) Confidential Data and 4) Secret Data.

7 Policies for Data Security



The Company defines the scope of those allowed for data access on every level, and strictly examines this in order to safeguard data. It also checks the number of employees who have resigned in order to close or revise their accounts through Data Access Termination, which is triggered immediately from the effective date of resignation. The Company's **Third-party Security Policy** is to be implemented in case there are any activities of third-party engaged with the Company, the responsible department was required to closely monitor the third-party persons to work within the scope set.

Due to strict measures taken by True last year, the Company could effectively prevent leakage of data, including the use of inappropriate information.

Project in Data Security Strengthening Awareness and Collaboration

In order to strengthen Awareness in data security, the Company arranged training sessions as part of the corporate culture by requiring all new employees in the Company's information technology department to undergo training. They had to pass an examination under the topic of **'Data Privacy and Security'**, as well as to pass the Company's benchmark of required criteria to employee of every level with purpose to create accurate work ethics at work.

The Company also provides a channel to educate employees on the importance of maintaining information and customer privacy through application development to make it easier for employees to access courses and undertake exams.

In case of data leakage, the Company has implemented measures to reduce the impact thoroughly by providing a backup system to maintain the database to be made available immediately when the main system faces problems. The company has also launched a channel for customers to inform information security issues through hotline, **Call Centers, and True Shops.**

Though the Company pays attention to maintaining customer data and maintaining privacy in the year 2017, the Company received 335 customer complaints relating to privacy that they received a lot of unsolicited SMS messages of which customer can cancel manually by dialing * 137 and pressing the call out button. The Company has implemented the following steps to solve the above issues as follows:

- Customer Service Department explains and clarifies to the customer about the Content Service at every step, detailing each service charge and reviewing additional information. If problems are detected, there will be a reduction of the service charges both in the case that the customer did not make any requests and/or in case customer made requests.
- Block SMS contents in the system to avoid recurrence.
- Create a report to the Content Provider to report the number of complaints. If any of the items are found to be unusual or if there is a breach of conditions made by service providers, they will be audited and service cancellation shall be considered.

Customers however still receive important SMS messages from the Company such as security alerts and emergency notification, including OTP messages when making a mobile transaction.

In addition, in 2017, the Company received approximately 27,000 personal information requests from the government sector which the Company was willing to cooperate if such requests were in line with legal requirements, beneficial to national security, and for the safety of life and property of the people. We were able to provide information of no more than 30% of the total requests from the government.



Personal Information Security Policy 2017

The Company has announced its Personal Information Security Policy 2017, to ensure and secure a personal information system and to keep the security of personal information in line with the Company's operations, including business context, law, technology, and current risks.

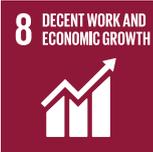


Campaign to Protect the Rights to Use Mobile Phone Number

True launched a public relations campaign at its head office and disseminated it to all employees to be educated about protection and rights to use a mobile number through the application, "3 Steps: Check, Notify, and Lock" provided by the Office of The National Broadcasting and Telecommunications Commission. It can help detect and prevent of ID card theft to register for activation without owner's consent.

Human Capital Management

Sustainable Development Goal



2017 Highlights



- Conducted online Sustainable Development Course for over 10,539 employees or 132% compared with the target of 8,000 employees in 2017
- All employees at managerial level and above as well as employees in competency development program and customer service employees obtained either a performance evaluation or career advancement evaluation through multi-dimensional approach accounted for 68 percent of all employees.
- Conducted new hire training and employee satisfaction survey through mobile application and online channel for 100 percent

Management Approach

In a world of competition with fast-changing technology and innovation, the Company aims to develop and manage human resources for every situation in order to operate a sustainable business using innovations as an enhancement to manage human resources management system effectively, thoroughly and holistically. This is to offer the maximum benefits to both employees and the Company itself because the Company is well aware that **employees are an important resource in driving business performance.**

Human Capital Management (GRI 103-1) (GRI 103-2)

Among the challenges of technological advancement and innovation are in every dimension of today's economic and social activity, the living habits and expectations of society as well so the business model will change as a result. The Company recognizes and prioritizes the effective management of human capital including the recruitment process, competency development, talent retention, and welfare provision. This is to prepare the Company to drive forward and to allow employees to conduct their work in accordance with the Company's goals and grow together with the Company while also keeping in mind human rights and labor practices.

Human Capital Management System



Labour Practices, Human Rights and Diversity Promotion (GRI 403-1) (GRI 407-1)

The Company appointed the Human Capital Committee to set strategies, action plans and human capital management and announced the Human Rights Policy, which covers the labor management processes in order to comply with international laws and standards such as the rights of the International Labor Organization, and the Principles of the United Nations Global Compact (UNGC). Our Human Resources practice emphasizes on diversity management within the organization including gender, age, education, nationality, race, color, religion, citizenship, gender identity and disability equality for every employee as noted in Company's Code of

Conduct. The Company has also created understanding for employees in order to ensure their practices toward the processes accurately. In addition, the Company has established Welfare Committees and conducted quarterly meeting which consists of 5 employees (selected by employees from every business unit) and 3 employers representing the welfare and promoting wellbeing of all employees.

The company also announced its intent to implement a human rights policy to protect and respect the rights of all employees with multiple channels for feedback/report.

Employment and Labor Management Policy

- Child Labor
- Non-Discrimination
- Working Hours
- Safety, Health, Environment and Facilities
- Forced Labor
- Allowance Payment
- Freedom of Association and Negotiation
- Maternity Welfare Protection
- Discipline and Punishment

Discrimination and Harassment Policy

- Recruitment and Selection of Human Capital
- Human Capital Development
- Performance Evaluation
- Employee Benefits
- Transfer/ Resignation

Diversity and Inclusion Policy

- Encourage leaders to listen to the different opinions of others
- Encourage employees to express their opinions creatively
- Encourage the respectful working environment and the idea of living together on different basis with non-discrimination and equality
- Honest and appropriate praise to employees



True Group has employed disabled people to join the workforce as engineers, customer service, and technicians at the end of 2017 with over 264 people with disabilities joining the group.



Development of the capacity and quality of life of autistic individuals by looking at the value delivery section and measure the positive impact to society.

Compensation and Employee Benefits Provision (GRI 401-2)

Caring for and maintaining talented employees is a key mechanism for moving the organization towards sustainable growth. The Company provides compensation in accordance with the employment policy and labor administration by allocating appropriate and fair welfare and benefits based on performance such as life insurance, health insurance, protection for people with disabilities from work related for both permanent and temporary employees. In the case of permanent employees, they shall receive additional benefits such as maternity leave

or leave to take care of their children while receiving payment by the date of actual leave. For female employees, they shall have 120 days of maternity leave revised upwards from the 90 days required by law. For male employees, they shall have 15 days paternity leave revised from 2 days. The company also provides provident and pension funds, loans from financial institutions with special interest rates, and privilege of using the products and services of the Company.

This measure reflects the Company's concern for employees. In the year 2017, 368 female employees took maternity leave and 226 male employees claimed leave to take care of their children.

Proactive Recruiting and Employee Retention (GRI 103-1, GRI 103-2)

The Company has set up a recruitment approach to seek and retain talented employees effectively. The Company also encourages employees to develop their skills to grow professionally through a variety of projects. There is a recruitment and selection process for, “Talented and Ethical Employees” through the I-Recruit management system and the Employee Dashboard. The system analyzes the human capital plan to give an overview of the organization.

In addition, the focus is on performance evaluation, which includes performance and measurable behavioral indicators. The Company has designed a reward and compensation management system that reflects the ability of employees to align with corporate values. This will lead the organization towards the High-Performance Culture that encourages employees to come up with the best deliverables.

The Company has set up a recruiting team with the support of modern equipment and resources to increase the proactivity of screening potential personnel to meet Company’s qualifications

such as the ability test, behavioral interviews, psychological tests to measure attitudes, aptitude and values tests that are consistent with corporate culture. The process is open for both experienced and non-experienced candidates as well as for second and third year university students from various institutions to participate in the True Academy program in order to prepare them before the actual employment for the Company after their graduation. There were 109 students who passed the Business Camp and project pitching with the executives in 2017.

Apart from these activities there is also the True Next Generation program, where young and potential successful candidates will lead the organization in the future. They will be given guidance and suggestions by executives in order to be well-rounded in business and to develop their leadership skills effectively. In the year 2017, 27 undergraduates selected for the True Next Gen Future Leaders Program while 66 participants have been selected in 2018.



Creating Career Advancement Opportunities (GRI 401-1, GRI 404-3)

The Company creates career advancement opportunities by allowing employees to work according to their talents. There is an annual performance evaluation system which makes employees aware of the Company’s goals as well as their personal goals. The Company also promotes potential employees to grow in the job while they are allowed to transfer to the position they can best excel in according to their interest. The Company also focuses on internal recruiting to match internal employees with available executive positions. (See number of resigned employees and number of new employees at the Performance Summary Page 90 - 94)

The Company has set up IDP or an Individualized Development Plan; based on employees’ positions and responsibilities, which is done under the supervision of a supervisor from time to time in order to achieved the expected target by conducting an annual evaluation. The results of evaluations shall be used as a reference to consider compensation and benefits for the employees in a form of merit increase or performance pay. This is done by providing employees with

one of the following 5 grades: excellent performance, good performance, good standard and low performance, or need to improve. The evaluation is also used for career advancement and development, 94 percent of employees were evaluated annually. The Company also invited employees to evaluate their performance semi-annually so that they can improve their works to be more efficiently and meet the targets.

In addition, all managers and above, employees participating in competency development projects, and customer service employees accounted for 68 Percent of all employees that were evaluated for their performance or progressive development through multi-dimensional approach.

Performance Appraisal or Career Progression

List	2016	2017
Total Employees	93%	94%
Female Employees	92%	93%
Male Employees	94%	95%
Operational Level	93%	94%
Managerial Level	93%	94%

Cultivating Corporate Culture and Employee Engagement

The Company focuses on employee engagement by cultivating 4C's corporate culture, encouraging employees to share values with colleagues and society. To work with honesty, credibly, creatively and be able to contribute to the development of innovation together with the creation of a good working environment and the creation of security and supportive workplace. The highlighted campaign activities in the year 2017 were the initiative of E-Suggestion Box in HR website and HR application in order to create more corporate communication channels for opinion, feedback or complaints etc.

Employees Participation

Thumbs up on True Connect App

Help foster corporate culture through 4C stickers and words of encouragement to your colleagues

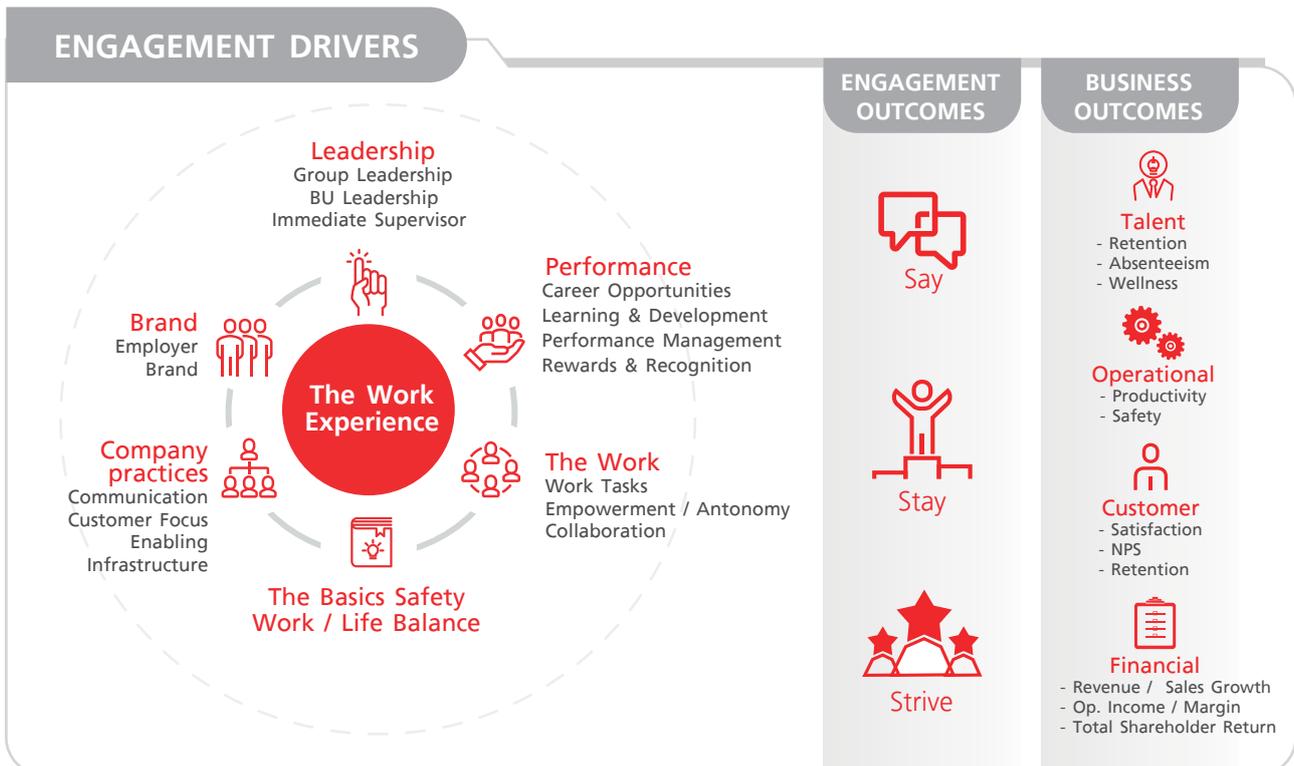
New rules!

- 👉 Send 4C stickers and words of encouragement to your coworkers.
- 👉 Sticker sender will receive 10 points, while receiver will earn 50 points per sticker.
- 👉 The points can be exchanged for various items.
- 👉 A user can send up to 5 stickers per day, and not to the same person.
- 👉 True Connect Team reserves the right to verify the stickers and award the points to those who comply with the rules.

How to exchange the points

- Select the menu "Community" > "Top Thumbs Up" to view your points and ranking
- In "Top Thumbs Up" page, select "Trophy" icon on the top right corner, and select the items you would like to get.
- Wait for confirmation email from the "Thumbs Up" team (rewards@truecorp.co.th)

Employee Engagement Drivers



Employee Engagement Survey and Employee Satisfaction

The Company has conducted annual employee engagement surveys and employee satisfaction surveys with transparency, credibility and reliability on both the independence and confidentiality of the opinions. The summary and analysis of the results are to be neutral in order to be used for improvements in various areas. The response rate was high level at 76% of the total respondents.

The Company has established an Employee Engagement Champion, which is the representative of all business units, to organize a workshop to increase knowledge and skills, share experiences and adapt the knowledge to strengthen employee engagement in each business unit. There are also plans to increase engagement levels by improving work processes and creating creative activities due to the belief that “Employees” are the key mechanisms that make the company grow sustainably.



- Video Call** Face-to-face communications for True employees
- More** Additional functions, lifestyle features
- Tasks** Assign tasks and track work progress
- Discover** Knowledge hub, with diverse fields of content such as technology, sustainability customer experience
- Form** Submitting and approving request forms
- Desktop** Easy to use on PC and laptops via <https://trueconnect.ekoapp.com>

Employee Engagement and Employee Satisfaction Rating

Year	2014	2015	2016	2017
Score	63%	70%	71%	76%*
Target	70%	70%	75%	75%

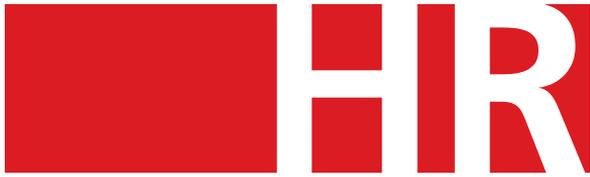
*The 2017 employee Engagement and Satisfaction scores of female and male employees were both 76% each.

Timeline and Action Plan to create Employee Engagement



Human Capital Management

(GRI 103-1, GRI 103-2, GRI 404-1)



TO BE THE MOST
DESIRED WORKPLACE
 FOR TOP TALENTS, OFFERING BEST
EMPLOYEE ENGAGEMENT
 THROUGH AN AGILE AND INNOVATIVE
 HR APPROACH TO
SUPPORT BUSINESS GROWTH

The Company is aware of the importance of enhancing its capabilities and developing the competency of its employees to be ready for change and to be able to manage technological and innovative communication challenges under the rapid growth and higher business competitiveness. The strategies and guidelines through main projects and activities are as follows:

- Leadership Development Program
- Talent Acquisition Program
- Digital Competency Development Program
- Creativity and Innovation Management Program
- Design of Curriculum or Project for Individual Development

Human Capital Competency Development

The Company has invested in continuous training to develop its employees. In 2017, more than Baht 90.2 million or more than 12.80 hours of training per on employee was invested.

Average training hours of employee	(Hour/Person/Year)
Total Employees	12.80
Female Employees	13.20
Male Employees	12.52
Operational Level	12.59
Managerial Level	14.70

In 2017, the Company set up a human capital strategy designed in line with the Company's 8 core strategies and implemented to respond to the challenging business goals such as strengthening skills and digital leadership through True Connect, built in 6 knowledge-based formats, including the leader board: knowledge of Charoen Pokphand Group, Customer Experience Management, Knowledge as a digital expert, Innovation, Sustainability, and Quality Management where Employees can access resources via their mobile phones.

The Company continues to develop its employee development model continuously in order to provide career counseling for all levels of employees. Employees are encouraged to utilize their capabilities appropriately in line with current and future business growth separated into three categories: Core Competency Development, Leadership Development, and Functional Development. There were 66 training sessions conducted in 2017 with over 3,570 participants under True Talent and Leadership Development Framework, generating over Baht 1,630 million in business value.

In the year 2017, the Company has aimed to become a digital and innovative organization. We focused on developing and equipping people with modular skills through intensive, Action-based learning, for example through the SPLD (Strategic Project Leadership Development) project and the organizational structure designed for cross-functional teams. The purpose of SPLD is to strengthen teamwork learning and leadership development. The project has been established in order to be aligned with the corporate strategy where everyone takes actual action and receives actual evaluation through strategic corporate projects. This enables employees to acquire understanding of business overview beyond daily routine responsibilities, to have a chance to work across functions, to be coached by executives and to get feedback from 360-degree self-improvement. In addition, throughout the project, the Company has an integrated learning program, both online and offline, and workshops to strengthen the skills needed to complete the project and work successfully.

True's Competency Model



Core
Competency
Development



Leadership
Development



Functional
Development



Human Rights Management

Sustainable
Development Goal



2017 Highlights

 **100%**

Training of True's employees, subsidiaries, suppliers and business partners on issues related to human rights management is included in the Code of Conduct for Work Section 1 on Personal Practice and Working Environment such as non-infringement, sexual abuse, non-discrimination, equality, privacy, and safety in the workplace.

- True's Employees 100%
- Subsidiaries 100% Suppliers
- Business Partners 100%



Management of Human Rights

(GRI 103-1)

The Company emphasizes the importance of equal human value and dignity with moral and justice. It takes into account promotion, prevention and protection in relation to human rights of all employees and stakeholders by complying with universal practices such as the Universal Declaration of Human Rights: UDHR, the United Nations Guiding Principles on Business and Human Rights: UNGPs, International Labour Organization: ILO and the United Nations Global Compact: UNGC.

In 2017, the Company revised its human rights policy in addition to corporate governance policy including code of conduct in workplace, stakeholder engagement policy, sustainable

Management Approach

The Company recognizes the human value and dignity of all stakeholders related to business operations in all aspects including employees, customers, surrounding communities, workers in the value chain of products and services, and society as a whole. The following actions were taken:

- 1) Signed a national Memorandum of Understanding in collaboration with network partners, government and private sectors in driving guiding principles on business and human rights under the UNGPs in Thailand
- 2) Revised human rights policies that meet the expectations of stakeholders and in accordance with the Universal Declaration of Human Rights.
- 3) Continuously assess the status and risks of human rights issues.
- 4) Introduced the Company's technology and strengths to help solve human rights abuses, such as the provision of notification systems to assist Thai people abroad and human trafficking issues.

procurement policy, and environmental policy to control and deduct risk of human rights violations in all dimensions. This practice covers all business operations of True Corporation, subsidiaries as well as suppliers and business partners.

True Group, a member of the Global Compact Network Thailand (GCNT), has partnered with networking partners and 7 other government and private organizations, signed a national Memorandum of Understanding to drive guiding principles on business and human rights under the UNGPs in Thailand. This is to create an awareness amongst related parties and to expand the results of implementation as an example at a regional scale.

Assessment for Management of Human Rights in all Dimensions

(GRI 412-1)

In 2017, the Company reviewed its Human Rights Due Diligence Process for the second consecutive year covering 100% companies under True Group and in compliance with the UN Guiding Principles on Business and Human Rights as follows:



Support Provision of Notification Systems to assist Thai People Abroad and Human Trafficking Issues

The Company has cooperated with the Ministry of Social Development and Human Security And Office of The National Broadcasting and Telecommunications Commission developed a system to provide assistance to Thai people abroad and prevent human trafficking through SMS at a special rate with one free-of-charge phone number worldwide + 66 99 130 1300 to raise the level of support for Thai people living abroad who encountered social problems and human trafficking immediately, timely and effectively.

Supporting and Taking Human Rights Strictly Assessing Risks in all Dimensions

The Company organized a workshop to assess potential risks of human rights violation in its operations in accordance with the Corporate Governance Policy in 2016 and reviewed it continuously in order to check work process that could be related to human rights violation and to seek risk reduction as well as prevention, monitoring, investigation, solution and compensation should any violations and issues arise. This is to help with Human Rights Risks Identification and Prioritization.

Assessment for Management of Human Rights under UNGC's framework

To build confidence in compliance with sustainable principles of risk analysis and finding as well as to develop and accelerate the level of the work to comply with UNGC, the Company has initiated a Sustainability Assessment on Human Rights, Labor Practice, Environment, Anti-Corruption and Code of Conduct. True Corporation and its subsidiaries together with the Sustainability Development and Governance Audit Department, Good Governance and Corporate Communication Office from Charoen Pokphand Group has initiated a pilot assessment with procurement division, human resources division and other divisions such as Commercial TOL, TVS, CVG which account for over 75% of the Company's business. However, the Company aims to achieve 100% audits by 2018. The results of the assessment highlighted potential human rights violation issues as follows:

- Due to generation gap, some senior employees felt that they had been overlooked, realizing how new employees or younger employees were given more opportunities. The Company has accelerated their understanding through communication in order to help minimize such gaps, such as setting up meetings for different age groups for planning and developing their appropriate skills together.
- Some employees have a higher risk of working overtime than those prescribed by the labor law especially during busy periods. Therefore, True has set the policy to allow employees to work overtime for a maximum of 20 hours per week. This is a responsibility of the Human Resources Department in co-operating with each department to ensure that all work units strictly follow these practices.

Voice of Stakeholder:

- **Community Management around Signal Tower location:** The communities around the antennae are concerned about safety, poisonous animals, demolition of the antenna structure, health issue caused by signal waves. True needs to accelerate understanding by visiting communities.
- The commitment and partnership on human rights between the public and private sectors can be well expressed by having Mr. Suphachai Chearavanont, Chairman of the Executive Committee of the Company to act as a chairman of the Global Compact Network Thailand (GCNT)/. He has signed a Memorandum of Understanding (MOU) to promote a human rights-based business approach in accordance with United Nations principles.



Generation of Economic Outcome

Business Performance and Expansion

True emphasizes and highly values the importance of business growth hand in hand with value creation for the Company's stakeholder groups. Over the years, True Group's business has continued growth, generating a total revenue of Baht 141,290 million in 2017. This represented a 13.3% increase in revenue from 2016 (Baht 124,719 million) with TrueMove H being the highest contributor (75%) among the 3 segments. True continues to be fully committed to implementing superior state-of-the-art technologies to its networks and developing innovative products and services to meet consumer expectations, and to aid Thailand's transition into the digital era in accordance with Thailand's 4.0 national strategy.

REVENUE BREAKDOWN BY BUSINESS GROUP

BUSINESS GROUP	2017		2016		2015	
	Baht Million	%	Baht Million	%	Baht Million	%
TrueMoveH	105,975	75.0	91,985	73.8	81,553	68.7
TrueOnline	25,782	18.2	23,036	18.4	27,734	23.3
TrueVisions	9,533	6.8	9,698	7.8	9,494	8.0
Total Revenue	141,290	100.0	124,719	100.0	118,781	100.0



truemove H

True Move H is the largest contributor to True Group's revenue. True Move H's subscribers continued to grow from 24.5 million in 2016 to over 27.2 million subscribers in 2017, generating revenue of Baht 105,975 million. TrueMove H's subscribers comprise both prepaid and postpaid customers of which the former represents the majority of overall subscribers while the latter generates the greater part of revenue for TrueMove H.

trueonline

TrueOnline has seen its broadband subscriber base increasing over the years. The business aggressively expanded its fiber network to reach over 13 million homes nationwide. This drove its broadband subscribers up from 2.8 million at the end of 2016 to 3.2 million at the end of 2017. From large corporate clients, True Group has expanded its business customer base into the SME segment which represents significant growth opportunities. The Company introduced the "SME Package" which offers enterprise customers with best-value prices for top quality network services. All these have contributed to TrueOnline's increase in subscribers as well as to its 2017 revenue of Baht 25,782 million.

truevisions

TrueVisions' customer base reached 4.0 million by the end of 2017, which was a slight increase from 2016. The introduction of bundled campaigns with other business segments offered more convenience coupled with quality network access for customers, generating revenue of Baht 9,533 million in 2017.



Creating Stakeholder Value

True Group highly values the importance of all stakeholder groups ranging from employees and shareholders to customers.

True's salary, wages, and employees' benefits saw an increase from Baht 12,898 million in 2016 to Baht 13,417 million in 2017. With the continuity in business growth, True Group generated a net profit to shareholder of Baht 2,323 million in 2017 compared to a loss of Baht 2,814 million in 2016. Dividend payment reached 0.031 Baht/share, which is equivalent to Baht 1,034 million.

Consolidated Financial Results of the Company and subsidiaries

Performance (Million Baht)	2017	2016	2015
Service revenue	97,025	88,058	74,803
Total revenue	141,290	124,719	118,781
EBITDA	39,912	25,071	22,109
Operating profit	6,440	(492)	4,608
Net profit (loss) to shareholder	2,323	(2,814)	4,412

Enablers for Success in 2017

True Group's customer services were the key drivers leading to customer satisfaction and subscriber loyalty. True's customer satisfaction for services in True Shops during 2017 via SMS survey (iCSAT) was 85.5% and 85.1% for services through the True Call Centers. True employees were able to deliver successful services to customers with enquiries (calls to True's Call Center) where more than 95% of incoming calls were answered within a timely manner, reinforcing True's commitment to offering top quality services and focus on excellence in customer relationship management.

In addition to customer service, technical performance is also True's key enabler for staying competitive. Throughout 2017, TrueMove H's network experienced an Average Interruption Frequency of 0.2254 interruptions, which is less than the average acceptable System Average Interruption Frequency Index (SAIFI) of 1.10 interruptions indicating consistency and quality of True's cellular network. Furthermore, the average interruption duration that TrueMove H experienced throughout 2017 was 0.85 hours/year or equivalent to less than 9 seconds per day compared to the acceptable System Average Interruption Duration Index (SAIDI) of 1.5 hours/year. This again represents True's ability to respond quickly in the case of network interruptions and its commitment to provide a stable network.

Creating New Business Opportunities Through Digital Platforms And Offerings

True Group's digital platform was created with an aim to provide the best possible digital and content platforms to fulfill consumers' demands and lifestyles. The TrueID application combines a wide variety of quality and digital content covering movies, TV, music, sports, and other lifestyle content, as well as exclusive privileges, all in one application. It is designed to work on all mobile networks and can be used on various platforms such as mobile applications, websites, and over-the-top (OTT) media.

In addition, True Group has integrated digital technologies to develop innovative solutions and IoT offerings in various areas including healthcare, transport and logistics, building automation and security, smart cities, as well as retail and manufacturing. The Group also continues to place importance on Big Data and Artificial Intelligence technologies, which provide data-driven business intelligence to be analyzed (Data Analytics) for competitive advantages and better responding to consumers' needs.

HEALTH

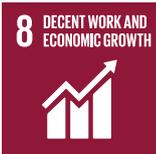
Building a Sustainable society

Delivering positive values for improved health and well-being of those in the society



Health, Safety, and Wellness

Sustainable
Development Goal



2017 Highlights



- Promoted well-being through Plookrak Project
- Promoted the IT team to host "10K3M" in order to reduce fat, along with nutrition control and exercise having over 72 percent of all IT employees attended, while 73 percent fat reduction was achieved.
- Promoted financial care with more than 1,700 employees participating.
- Promoted the use of Mobile Application to check right to access to healthcare and promote health-related activities through True Connect and True HR App to stay connected
- Promoted mental development by allowing employees to take 5 leaves a year for meditation practice with about 100 employees who claimed this right in 2017.

Employee Safety and Health Management (GRI103-1, GRI103-2)

Managing the safety and health of employees is a cornerstone of business operations. All senior executives adhere to the corporate culture in caring and promoting work with safety as well as promoting healthcare and the balance between work and family amongst employees. The subject also covers contractors and partners to be in line with the supervision of compliance with the rules and regulations in equipment provision and personal protective equipment to meet appropriate standards and requirements. This will enable the Company to become a leader in the telecommunications industry in line with international standards and will encourage employees and business partners to have a better quality of working life.

In the year 2017, the Company implemented safety, hygiene, and environmental management practices in line with the Charoen Pokphand Group's health and safety policy. This enhances the management of safety, hygiene, and

Management Approach

The Company puts emphasis on management of employee safety and health as we recognize that safety, security, physical and mental wellbeing of employees are important to drive the business to success. The Company has organized activities in various fields through the "Plookrak" project for **"Sustainable Wellbeing" of employees in four aspects: physical health, mental health, social health and financial health.** The topic of the activity was the result of a survey of employee engagement and statistics about employee happiness.

In addition to conforming to vision of Digitization and creating a good atmosphere for collaboration, The Plookrak Project encourages employees to communicate through the True Connect Application starting from invitation to activity, photos from the activity as well as a feedback and suggestion channel. There is also the **True HR** Application, which is an application that helps employees communicate with the Company and supervisors. The employees manage their annual leave, review their welfare and can learn through this application.

workplace environments, which is linked to the SHE Management Standards Guideline.

The Company also focuses on training technicians and field practice continuously in order to focus on creating work consciousness with responsibility by taking the similar characteristic examples of accidents as well as their impacts to showcase as case studies. The company also helps employees to learn through Do and Don't example cases, and to be able to give importance to safety assessment of work conditions. It also helps employees to be familiar with using personal protective equipment and to be a reminder for employees to wear required dress code at all times during operations.

In addition, a communication channel has been developed through True Connect to announce unsafe conditions and accidents reports to employees at all levels, who are able to receive information in timely manner. For employees who work in an office building, the Company has organized training courses

for office related emergencies such case fire, earthquake and first aid basics. In addition, an emergency manual has been prepared with basic help in case of injuries and other safety events. This manual was distributed to employees in both the central and provincial areas.

Management of safety and occupational hygiene is the responsibility of the Occupational Safety, Health and Working Environment Committee to work together with other functions. The Committee is under the supervision of the Corporate Governance Committee. The Occupational Health and Safety Working Environment Committee is responsible for setting overall safety policies including security issues, health of employees and business partners to be in accordance with the law, guidelines and requirements of the Company.

The safety management goals have been set such as reducing accidents at work by using the best safety records as a benchmark, promoting zero life loss of employees related to work, and having zero fire cases in the workplace that causes

the business to stop for more than four hours. The Company also manages the working environment by monitoring on cleanliness according to the 7S criteria. Two air quality audits are performed each year, while hygiene, noise, temperature and humidity are randomly audited twice a year.

With all those effective health safety and environment, the result of the employee satisfaction survey for the Occupational Health Safety and Environment in 2017 is 82% satisfactory from 21,922 employees.

Employee Engagement for Health, Safety and Well-being during 2014 - 2017

Year	% Score	% Target
2014	66	-
2015	73	-
2016	73	73
2017	82	75

Safety Management System for Contractors, Subcontractors and Partners

The Company has improved the safety management system for all contractors who have been registered through the procurement system. The system requires that both current and new contractors attend training courses related to work practices and safety every time they are assigned work by the Company. such as the provision of work equipment and safety equipment, safety form filling, confirming the number of employees at a site, number of trained and qualified workers for particular job, suitability of equipment used and personal protective equipment. 528 contractors trained through the system in 2017 to help control and reduce accidents.

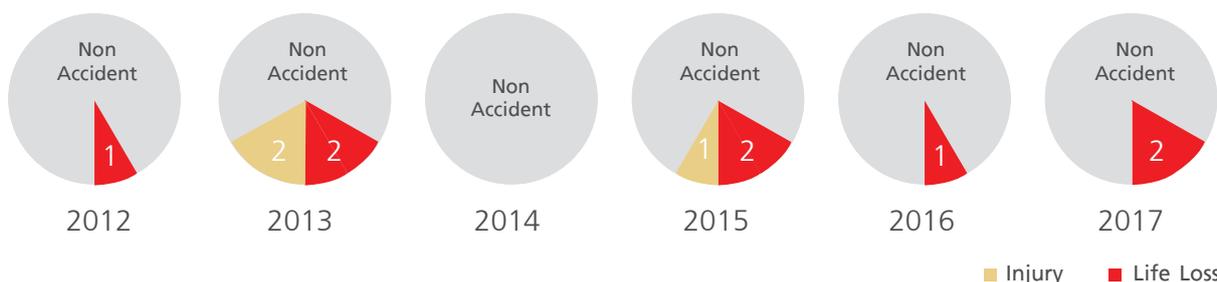
Though the Company has its safety management guidelines for employees and sub-contractors, accidents could happen at any time in caused by carelessness in any situation. Last year two sub-contractors of the Company had an accident at work and unfortunately passed away. The Company investigated and analyzed the incident at sites and found that

the accidents occurred from the careless action at work i.e. failure to check electrical conditions before working and failure to fasten the safety equipment belt with the strand cable wire.

After the incident occurred, the Company sent a prompt notice and advice to urge every sub-contractors and its employee to strictly follow the Company’s safety guidelines as follows:

- 1) A supervisor must be present at all times,
- 2) Employees are required to follow the Company’s safety guidelines,
- 3) Danger areas and spots must be evaluated and be aware of,
- 4) Wear PPE equipment properly at work, and
- 5) Risk Alerts (lessons learned) must be announced and communicated to all employees and sub-contractors to build awareness and prevent recurrence.

Accident Statistics from Contractors between 2012 and 2017



Plookrak Project

The Company is committed to providing a wide range of quality management systems to meet the needs of its employees, including the provision of group health insurance, Day Care for children and arranging lactation rooms. In addition we monitor situations that may affect health and the wellbeing of employees under the Plookrak project to be a truly Happy Workplace.

The Plookrak Project studied the factors related to wellbeing and then linked them to the Engagement Survey and statistics on employee happiness. The key factor to keep employees happy is physical health, mental health, social health and financial health. Hence the Company has created and campaigned Plookrak activities in four areas namely Plookrak for Health, Plookrak for Dharma, Growing Engagement and Growing Prosperity.

Apart from risk factors, surveillance and health statistics the Company uses death statistics, provident fund statistics and engagement statistics for 4 areas of Plookrak Project. The Plookrak project has also been supported by both the Executive Committee and the People Committee to carry out proactive and preventive actions regarding safety and health. This helps to keep the company away from contagious diseases and work-related illness so that employees can work safely and happily. There has been supportive action to promote each department in providing health-related activities for their employees.

If an employee suffers from an unexpected illness, the Company also cares about and maintains its employee under the care guidelines with appropriate compensation and treatment. In case of illness which leads to disability of employees that cannot return to work, the Company shall consider work that suits their health conditions as well as to provide them compensation on a case by case basis. The donation activity called, "Give for True" shall be held in order to offer the compensation until they are self-reliant.

Plookrak for Dharma

In 2017, several Plookrak for Dhama activities were organized as follow:

- Monthly activities such as the offering food to monks, donation for making merit such as the donation of education for novice monks and freeing animal life. Employees regularly participated in activities and some groups of employees gathered to pray and meditate every Thursday to help their minds stay relaxed and calm.
- Activity forum to invite Monks or spiritual lecturers to preach on various subjects such as How to Control your Own Destiny, Leadership and Life Planning, The 111th Anniversary of Buddhadasa Bhikkhu, and Practice of "Compassion". Total 527 employees participated in 2017.
- The Company granted the right for employees to take leave for 5 days to take meditation leave. Over 100 people claimed their rights in the past year with higher tendency of more people joining every year.

Plookrak for Health

In 2017, the Company focused on protecting and educating physical and mental health by inviting doctors and experts to give lectures and host some activities related to surveillance subject such as cancer, heart and AIDS. Specialists, psychologists and medical patients with experience regarding illnesses (who have already recovered from their illness) were invited to share their experiences with employees such as "invisible illnesses" that have no indicative signs, mental power for health and disease healing, stress management etc. About 800 employees participated in the events.

- Organized physical and mental activities as well as the stress management program for Call Center and True Shop employees
- Supported IT department to promote "10K3M", a weight loss campaign during March - May 2017, aimed to reduce body fat. There were 689 participants or 72% of all IT employees and 509 participants remained till the completion of the campaign. Over 372 employees (73% of participants) reduced a total of 520 kg of weight. The person who lost the most weight lost over 9.1 kg



Employee with number 1 weight loss was Thawatchai Chantaraphut at 12.6% (-9.1 kg.)

Other programs for employee good health include Doctor Online service that allows employees to consult information related to health online with doctors at any time through a website which is connected and linked with all employees nationwide.

Plookrak via True Connect

The Company has promoted a good working atmosphere by campaigning activities via True Connect App to drive corporate culture to be Caring, Credible, Creative and Courageous. Thumbs Up Program (that uses gamification) has been used to encourage and praise peers, leaders or supervisors in the team by sending 4C stickers with word of appreciation.

The same platform can also be used to promote health activities, Buddhist teachings, and money saving activities. It can be used to generate invitations to join activities, photo gallery, satisfaction feedback which shall be used for further improvement according to employees' needs.

In addition, True HR App is a source of benefits and welfare for employees including Health Benefits, Insurance, Provident Funds, Employee benefits in using the service and True products as well as other benefits and Micro Learning sessions.

Ploorak Growing Prosperity

Financial security is very important to our employees. Because of financial problems, some employees could be stressed to the point that they are not working efficiently. Hence, the Company helps employees with their prosperity in order to promote financial health by helping with financial planning, investment, and providing financial solutions to employees including career advice after retirement. In the past year, the Company's activities covered 4 aspects as follows.



Forum on Growing Prosperity

was held 5 times on 8 topics such as "Out of debt", saving money, Life and financial planning, with over 821 participants.



Financial Clinics are divided into:

1. One on One Clinic is held every Wednesday with a "Coach" certified by a financial institution to provide direct personal counseling to employees. The morning session was given with a duration of 30 minute each to employee about debt and savings while 1 hour and 30 minutes was given to each in the afternoon on life and financial planning. The activity was held during the 4th business quarter. Over 50 employees attended this activity.

2. Financial Clinic On Tour activity was held by trainers who have passed Train the Trainer campaign or are lecturers from SET. These trainers help lecture and give consultations about financial related issues, and "Happy Money, Happy Retirement" . In the past year, 10 events were held, with more than 400 participants.

3. The project also coordinated 3 financial planning professionals to provide a very convenient consulting service that can be done online via direct booking.



Growing Prosperity Activity in Business Units

True experts provided financial literacy training through a variety of activities, including lecture and dialogue activities. The event was held more than 15 times and had over 400 participants.



Plookrak Happy Retirement

Employees aged 55 and above were invited by the Company to participate in the "Happy Money Happy Retirement" program. The discussion group exchanged ideas on how to live after retirement by inviting retired employees to meet and talk in order to prepare upcoming employees for their happy retirement. The team of speakers from True Coffee also recommended and trained employees using various devices in order to create direct experience as a shop owner who should understand the business truly. There were more than 50 participants in the past year

Growing Engagement

In the year 2017, True organized engagement activities for customer service group employees. The Company places importance on relationship building skills and teamwork of employees in shops such as True Coffee, True Sphere and Paul Restaurant. The activities focused on creating tools for all employees working in the same workplace on how to communicate, how to create a good relationship between each other, conflict reduction, stress prevention and teamwork in order to achieve common goals together.

For promotion of engagement activities at the department level, the Plookrak team together with various departments organized activities with the Happy Workplace concept aiming to create a good relationship and consistent collaboration such as departments as IT, True Properties and Innovation & Sustainability.

Innovation Management

Sustainable Development Goal



2017 Highlights



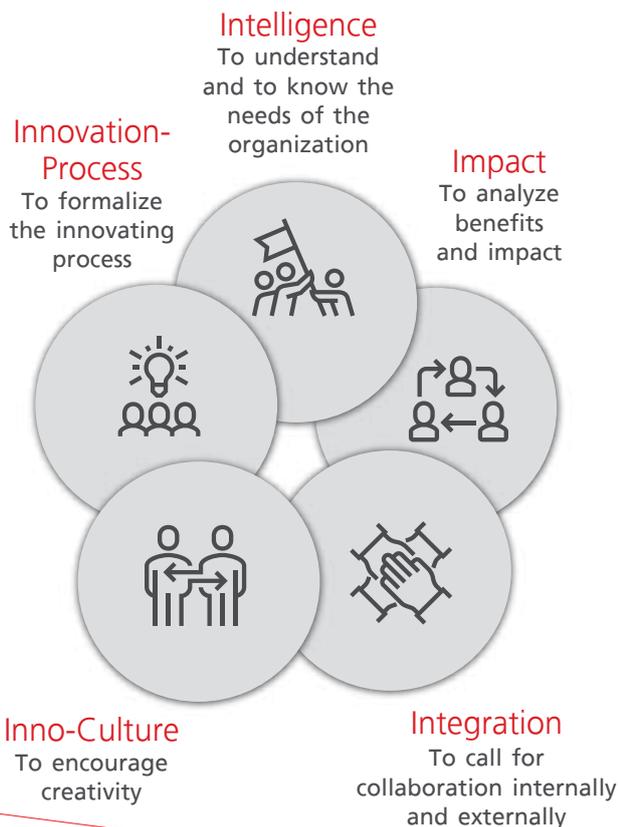
- **New value-added products and innovative services will be increased by 50% in 2020**, compared with the base year of 2015
- **New value-added products, processes, and innovative service in 2017** were increased by 21% against 20% target, compared to the value in 2015 base year

Innovation Management

Innovation means the creation new things that generate more results or values. It is based on imagination, commitment and process changes that impact and benefit customers, organization and the society. True Group focuses on innovation that benefits the economy, society and the environment. True is committed not only to the business benefits of the Company such as cost reduction, revenue generation, and new markets, but is also committed to developing innovative, sustainable social and environmental values.

The key strategy of the Company for innovation development is Open Innovation that follows the framework and principles of "5I's Strategy" to open up the opportunity and freedom of creativity with practical action throughout various highlighted projects operating under True Innovation Center. These projects include True Innovation Awards, True Lab, True Incube, and other organizations through the Strategic Project and Leadership Development (SPLD).

5I's Strategy



True Innovation Awards

True Innovation Awards promote of innovation within the organization, allowing employees to create innovations and enter the contest. This is the 6th consecutive year of awards since 2012. In the 2017, True organized an Inno Tree innovation contest (super innovation), award for a successful final-innovation that is practical and measurable for its actual use, and is composed of the concept of feasibility. There were 233 innovations submitted to the contest in 2017.

INNO TREE



Best of the Best
50,000

 50,000 Best for Customer	 50,000 Best for Working life
 50,000 Best for Society	 50,000 Best of Cost Control

True Lab Supports Research and Innovation Development

True Lab is a collaborative research and development project between True Corporation Public Company Limited and educational institutions by True Innovation Center that is committed to promote innovative education and create high-quality Thai researchers and innovators in order to develop products that benefit society and the country. The collaboration space is divided into two areas for the Research and Innovation Development Projects and the Facility Development to be used as a place to work for researching, exchanging and supporting research and innovation development. The major objectives of this collaboration are as follows:

- 1) To support Scholarships for students and researchers who create innovations including the innovations that can drive business to benefit the society and the nation.
- 2) To be a learning Space to gather and exchange for creative innovation.
- 3) To be a foundation for students and learners in becoming Startup business entrepreneurs.



Scholarship

A source of funding for researchers and innovators to create and innovations that are beneficial for society and country.



Space

A space gathering students and researchers in order to exchange and learn about innovation creation.



Start Up Hub

A learning place for students in order to become a startup business entrepreneur

From 2013 until present, True has collaborated with eight leading educational institutions to develop business solutions and provide research funding for True Lab Contest, including the establishment of True Lab in the area of these institutes. From 2016 to 2017, the Company donated Baht 11 million to the research institutes for research where 120 students and teachers were trained through the True Lab project and 30 startup entrepreneurs were trained with the True Lab innovation research and development project.



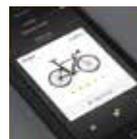
True Incube

True Incube is the incubation program of Thai entrepreneurs in the field of technology to create opportunities for the general public in creating a real business. True Incube aims to create a complete ecosystem to support the start up in order to create a regional innovation business. The goal is to promote Thailand as a leader in providing integrated services to startups in the ASEAN region.

True Incube operates a variety of activities under the concept of 4I's which are:

- 1. I: Inspire** activities for inspiration
- 2. I: Innovate** activities to help create innovation
- 3. I: Incube** activities to incubate innovation
- 4. I: Invest** sources of funding for the innovation

Ever since the establishment of True Incube in 2013 until the present, there have been 29 training programs to inspire and promote innovation. More than 5,000 participants attended the trainings. The Company has contributed more than 482 million baht to 123 start-ups and 35 participants have become Business Partners with True Group.



E-Commerce



Creative Content



Big Data



FinTech



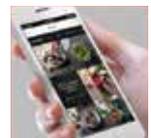
IOT-Hardware



MedTech



PropTech



AgTech-FoodTech

SPLD: Strategic Project for Leadership Development

In 2017, True Group has emphasized to increase the value of its innovative products, processes and services through its SPLD project. The project was established to develop leadership and organizational culture across the workforce through learning from real work. It is designed to be in line with the corporate strategy, focusing on three key areas: Operations and Innovation, Development of Products and Services, and Travel Analysis and Customer Experience. The results of each project will be reported directly to the President and participating employees will be closely coached and guided by the Project Leader.

In 2017, total 736 employees participated in the program, including 55 senior executives, 569 executives and 112 employees.

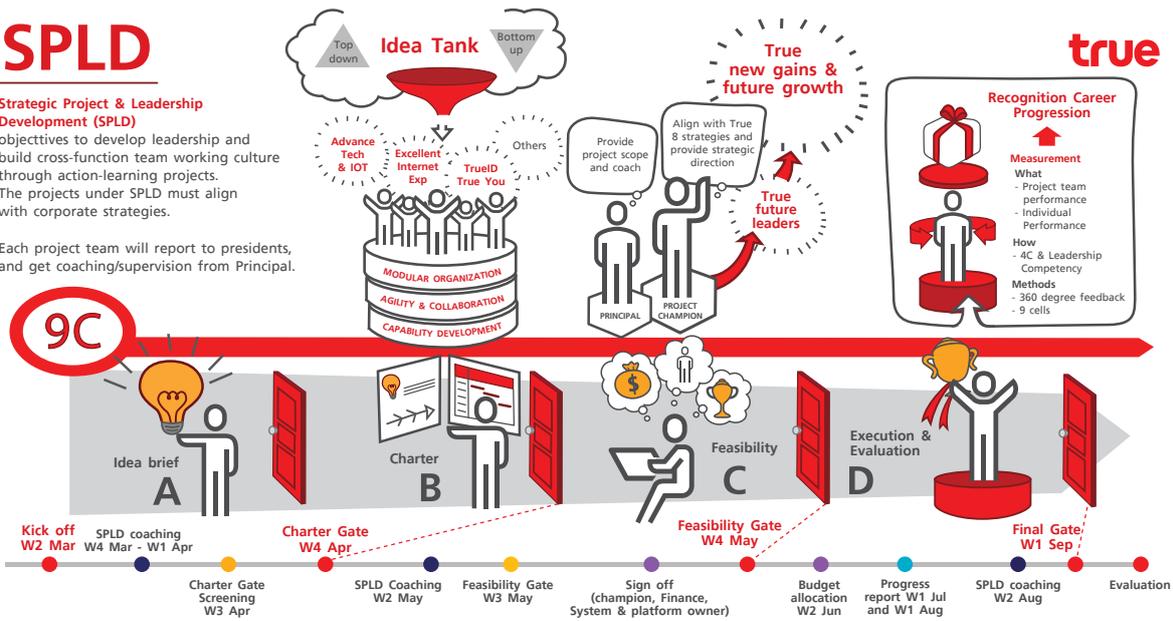
True Group has increased new value-added products, processes and services in the year 2017 up to Baht 312 million or equivalent to 1.8%, compared to the base year 2015.

SPLD

Strategic Project & Leadership Development (SPLD)

objectives to develop leadership and build cross-function team working culture through action-learning projects. The projects under SPLD must align with corporate strategies.

Each project team will report to presidents, and get coaching/supervision from Principal.



The Company has a process of reviewing innovation operations and results to against the 2020 Goals to be certain that these KPIs will be achieved. The project verification process was settled to measure the added value of new innovative products and services, and innovation culture of personnel within the organization. The Company gathers comments and

feedback for improving the project and the Company's operation by conduct consumer surveys through questionnaires, meeting with consumers, interviews, brainstorming interviews, and meetings with interested communities, business partners and small business. There are online channels for customers to provide comments and suggestions through the website.

Application Development for Various Types of Innovations in 2017

The Company recognizes the importance of developing innovative, sustainable social and environmental value. By 2017, the Company has developed innovative economic applications, including True ID applications and True You applications.

App True ID

The ultimate in entertainment and superior privileges for all lifestyles in one go.



App True You

Offering privileges and discounts from stores, restaurants and accommodations from all over the country where customers can find benefits in nearby areas.

The Company has also developed innovative environmental applications, including 1toTree application and C-ro application.

App 1toTree

Creates awareness and attention for children in caring and protecting nature and the environment.



App C-ro

Reduces global warming through changing behavior in living

There are also innovative social applications, including the Green Mart app and the Por-Pieng app.

All entries were submitted to the International Innovation Forum and have received multiple awards.

This reflects the willingness of continuous innovation to benefit the public.

App Green Mart

To increase income for farmers through direct marketing of agricultural products and direct communication with consumers.



App Por-Pieng

To share knowledge and experience from Sufficiency Economy Development and to educate people on risk management in agriculture.



"Samsung is aware of the importance of increasing and collaborating of technology development and innovation since these will help building both economic and social values for the future. True has continually developed and expanded its network to serve the more complicated technology. Samsung has continuously supported and shared the same goal with True towards creation of the quality of living and innovative values to the society, and country development."

Mr. Wichai Pornpratang
Corporate Vice-President for IT and Mobile Communication
Thai Samsung Electronics Company Limited

Corporate Citizenship and Social Impacts



2017 Highlights

 **2,576,292** people
 Thai people have access to online knowledge and information sources through high speed internet

Management Approach

True focuses on improving and elevating the quality of life in society by using its strengths in communication technologies and innovation to create value for society in these areas:

- 1) Improvement in the quality of life. One of the important factors in elevating the standard of living is to reduce the digital divide, especially in remote areas of the country. Improved access availability can lead to economic growth.
- 2) Improvement and enhancement in the quality of education. An important element for Human Capital Development, quality education along with access to knowledge sources are vital for the population and equal distribution of the nation's labor force.
- 3) Value chain management. By working together with business partners and other stakeholders to integrate sustainability dimensions in the work process, more value can be created where important issues concerning society and the environment can be collectively addressed.

Investment in Communities and Social Activities

The difference in income and living standards in society results from the gap to access the necessary infrastructure for the people. This also includes limited access to information technology and digital infrastructure. True's commitment is to help reduce the gap through its business and social activities by employing the **"Hear, Head, Hands, and Heart"** strategy, which brings together True's capabilities in communications technologies and innovation to help drive various social activities that can lead to a sustainable society.

The Company is aware that activities in the value chain have both direct and indirect social impacts on the community. True is therefore committed to initiating various projects in a responsible manner in order to maximize benefits for the community and society while making every effort to minimize negative impacts. All these are managed and under constant monitoring by the **Innovation and Sustainability Committee**.

In addition to supporting the development of the country's economic and social structure through technology and innovation, True also utilizes the Social Return on Investment (SROI) approach to plan, prioritize, monitor and evaluate the performance of the Company's major social and environmental projects against stakeholders' expectations in terms of the activity's effectiveness on social change.

True is one of the founding members in the establishment of the **Global Compact Network Thailand (GCNT)** whose mission is to advance the 10 international principles covering 4 main areas: human rights, labor, environment, and anti-corruption. GCNT membership currently comprises 15 leading organizations that have pledged to integrate the 17 **United Nations' Sustainable Development Goals (SDGs)** in their operations with a focus on human rights-driven business practices.

Sustainability Framework



Hear



Head



Hands



Heart

Support for Economic and Social Activities (GRI 201-1)

The Company foresees the need to support activities that promote the development and improvement of the quality of life, especially in areas related to access to quality education and communications infrastructures. True offers assistance to society in various ways by utilizing an optimum combination of the organization's strengths and resources:

Types of Social Support		
Cash Donations	Baht 275.89	million
Commodities and Services	Baht 126.62	million
Volunteer Hours	20,376	hours

Remarks: The charitable contributions (in cash, products, and services) can be divided into 3 portions: charitable donations 19.93%, community investments 43.73% and commercial initiatives 36.34%.

As a fully-integrated telecommunications service provider, True applies various communications technologies and innovations to benefit society, especially for those in vulnerable groups. The Company has initiated many projects for underprivileged groups such as Creating A Better Life for People with Autism, Mobile Literacy for Out-Of-School Children, Phetch Nam Nung project (for orphans).

True also provides financial support to agencies that carry out projects to aid society in various areas such as national innovation projects, telecommunications sector projects, projects by the Thai Chamber of Commerce, and so on. Top organizations the Company supports are:

Top Organizations supported by True	
1. National Innovation Agency (Public Organization)	Baht 4.00 million
2. Charter of the Telecommunications Association of Thailand under Royal Patronage	Baht 0.41 million
3. Thai Chamber of Commerce	Baht 0.12 million
4. Radio-Television Broadcasting Professional Federation (RTBPF)	Baht 0.10 million
TOTAL	Baht 4.63 million

Co-Developing the Education Reform through the Pracharat Project



1,775,195
persons

Supported children and youth with access to news and information via high speed internet in True Plookpanya schools and via True Plookpanya Media

True strives to continuously improve the quality of education in the country. It supports educational development by helping to reduce inequalities in access to quality education and knowledge sources. The Company's aim is to inspire and help create a sustainable learning and knowledge-based society. True Plookpanya (planting wisdom), one of the Company's major social initiatives, provides multimedia educational content and equipment as well as online access to underprivileged schools, especially those located in remote areas with no (or limited) access to online knowledge sources. In 2017, a total of 6,000 schools were under the True Plookpanya campaign comprising 1,675,195 students. This amount excludes students at True Plookpanya schools which are under the nation's Pracharat or CONNEXT ED project. To supplement the learning process, the Company developed the True Plookpanya application and maintains the www.trueplookpanya.com website to provide youths and the general public with fast and easy access to online knowledge sources, all free of charge through the @TRUEWIFI service at over 100,000 locations nationwide.

True Group provides high speed internet connections and digital educational media to support schools under the nation's Pracharat initiative which is a collaboration between the Government and 12 leading companies from the private sector. Within this initiative, the CONNEXT ED project has in 2017 set up 39,829 smart classrooms, helped with the academic and moral development of 749,349 students, provided professional training for 36,397 teachers and prepared improvement plans for school administrators from 3,351 Pracharat schools. Moreover, training was conducted for 600 school partners and 100 ICT talents who are responsible for creating and disseminating knowledge on technology to teachers and administrators of public schools as well as to the surrounding communities so that they can fully utilize educational equipment and multimedia efficiently.

Pracharat CONNEXT ED 2017

Smart classrooms set up

39,829 classrooms

Professional training for

36,397 teachers

Academic and moral development for

749,349 students

Capacity building programs for school administrators in

3,351 schools

Partnership with the Pracharat Project



True Click Life: Content Development for Education

In a world of unlimited information, technology advances rapidly. True believes that technological development, human capital development, and social responsibility should progress in parallel. The Company is therefore committed to creating up-to-date quality educational content to help all students through its project **True Click Life: Creative and Innovative Learning**. The education curricula under this project have been developed systematically to continuously strengthen young peoples' effective thinking processes through modern teaching

materials adapted for students from the primary school level right up to high school.

True Click Life educational software and contents comprise 5 learning areas: Computer Genius Program, English Genius Program, Chinese Genius Program, Robotics Genius Program, and Music Genius Program. True Click Life is used at more than 100 private schools across the country with over 100,000 students from kindergarten to Grade 12.

True Click Life Program



Creating Access to Information Technology

As Thailand transforms into a full-scale digital society, communications technology plays an increasingly important role in daily life. True's role as a telecommunications service provider is to promote equal access to all telecommunications infrastructure. With the development of communications technology, it can quickly respond to dynamic global society to keep up with the current and changing technology. True's infrastructure development roadmap is to continuously strengthen and enhance information technology literacy of stakeholders through communication and telecommunications system. The important goal is to provide people in all areas with access to information technology, including information and knowledge sources for sustainable learning. In doing so, this helps reduce social inequality and provides opportunities for sustainable economies and social development.

Developing Infrastructure that Supports a Variety of Technologies

(GRI 203-2)

True focuses on the development of technology and digital infrastructure, using new communications technology and innovation to develop products and services in order to meet the needs of diverse lifestyles. The Company's goal is to enable 4 million people with access to information technology through high speed internet by the year 2020. In 2017, True had increased access to information technology over high speed internet to 2,576,292 people.

Throughout last year, True Group expanded its 4.5G mobile phone network, covering over 98 percent of the country's total population. There are 7,000 **multiple-input and multiple-output (MIMO)** base stations, with a budget of more than Baht 57,000 million for the expansion of the base station to develop technology and telecommunication meeting its international standard.

Creating Access to Technology and Innovation to Deliver Value to Society

1. Promoting the Capabilities of and Wellbeing for Vulnerable Groups

True Group's Creating a Better Life for Vulnerable Groups campaign consists of many initiatives which address inequities among various vulnerable groups. In 2017, True Group employed 264 people with disabilities and provided them with career development in compliance with the Empowerment of Persons With Disabilities Act, B.E. 2550 (2007). Initiatives in this project also included



1. Kare Application (part of the True Autistic application series) has been used to provide training to 2,000 parents and autistic children across the country on how to improve physical and intellectual capabilities of children with autism. The application enables parents to produce and customize teaching materials by themselves for their families.

2. True provided support for the Thai Autism Foundation in selling various products handmade by children with autism. The "ArtStory By AutisticThai" product range includes drinking glasses, hats, bags, stationery and clothes, and are sold online through the www.weloveshopping.com website and at the True's offices (True Tower 1 and True Tower 2). In 2017, more than Baht 4.97 million in sales revenue was earned for the Thai Autism Foundation. True was also a sponsor of the International Sports Festival held for parents and children with autism in 2017 for the first time where more than 1,000 participants from 10 countries in ASEAN and Japan participated.

3. TrueMove H SIM for People with Hearing Disabilities is a specially-priced package developed for the hearing-impaired offering free communication services (TTRS). The Company also operates True Care Live for Deaf, a customer service center specifically for people with hearing disabilities where they can contact customer service through free-of-charge video chat.

4. TrueMove H SIM for People with Visual Disabilities is a prepaid SIM designed for the visually impaired and offers unlimited data for useful and popular applications such as LINE (chat + call), Whatsapp, TaB2Read, Read for the Blind (RFB) and for call 1414 to listen to the news free-of-charge. The SIM is available bundled with “True Smart 4G Max 5.5”, a smart-phone which has useful applications for people with visual disabilities pre-installed to facilitate them with greater and more convenient communication access.

5. True together with the Blind Association of Thailand and the Stock Exchange of Thailand organized the Smile Voice Project where True Group employees were invited to read and record the narrative for audio books which were then added to the audio library for visually impaired people. This was done through the Read for the Blind application. A total of 353 employees participated, generating over 159 audio books.



6. Mobile Literacy for Out-of-School Children Project utilizes ICT supported by True to improve basic learning for over 6,000 non-formal education students at the Thai-Myanmar border. As a result, students achieved high ranking in the Top 5 of the Non-Formal Primary Education program of Myanmar (NFPE).



7. True Group supported the Phetch Nam Nung Project for Orphans and the Ministry of Social Development and Human Security by providing digital educational equipment and media to over 30 orphanages to help with furthering their education and also to support development of a sustainable business such as raising chickens for eggs which was established at 2 orphanages. There are currently 6,000 disadvantaged youths in orphanages across the country.

2. Life Skills Development Projects for Youth



1. True Young Producer Award is a contest open to university students to participate by producing their own TV commercials based on the theme “Corruption is Not Cool” and submitting them. A total of 703 TV commercials were submitted to the contest.

2. Chor Sa Ard Anti-Corruption Singing Contest is part of the Anti-Corruption Campaign which was organized together with the Anti-Corruption Foundation to raise awareness of the dangers of corruption and impact on the country. The contest received 442 songs submissions.



3. True Little Monk Year 6 is a reality TV program focused on Buddhist dharma and is aimed at creating awareness on ethics and good moral values among young people, and cultivating them to develop into good adults for a better society. Approximately 4,000 young people have joined the program.



4. The 22nd True Young Scientist Project is a collaboration with the Science Society of Thailand to promote the subject of science among elementary school children. They are also taught to combine their creativity with science in coming up with projects. There were 217 science projects which were submitted from schools across 59 provinces nationwide.

5. We Grow Application and Rak Pong Prai Youth Camp Year 3 In 2017 True introduced the We Grow application, which was developed as a tool to monitor tree planting as part of environment conservation, into the curriculum of the Rak Pong Prai Youth Camp with over 7,000 students from across the country participating in the program.

Voice of Stakeholders Who Joined the Program for Vulnerable Groups



Sukjai Duangprasert
Director of Supervision Group, Monitoring and Evaluation of Educational Management, Chachoengsao Primary Educational Service Area 1, Pracha Rath School ConnexED

“This project has made a real contribution to education. The School Partners are young talented leaders who come from the private sector and are able to work closely with directors and teachers to make better changes in the school.”



Ms. Natnatee Phiwlueng
Special Education Center, Satun Province

“The application for children with autism makes them excited and is fun to use. It helps children become more aware of themselves, their surroundings, their teachers, and their environment. They are able to use small muscles to write like other children of their own age and can pronounce words properly with eye contact. After the use of this application, the children are able to communicate verbally and can participate in the classroom with other children. Love is a key factor to help drive this forward. Despite there being little hope, but with patience, it can all become true.”



SAW Learning Center,
Maesot District, Tak Province

“Chit Ko is a 12-year-old primary student in grade 2. Since he is older than everyone in the class, he used to be very shy. However, he was assigned to be a teacher’s assistant to help teach other children on how to use a tablet. Now he has become more confident. He often asks for a tablet and brings it to teach in class when the teacher is busy.”



Ms. Honey Kyaw , New Day Learning Center,
Maesot District, Tak Province

“One of my grade 3 students was a slow learner. She only scored 4 out of 100 in Thai subject. Teachers were very unsuccessful in helping her as she did not speak nor read at all. She liked to hide under the table. When the tablet was introduced as part of the learning process, she was interested and improved. She managed to score 38 in Thai subject. One day, the teachers were all surprised to hear her reading aloud in Thai.”



Health Promotion Officer, Nong Pong District

“We are very grateful to TrueMove H for providing us with communications support since 2013. Our hospital oversees 700 households and about 4,000 people in the district. With only 4 officers it is very difficult to monitor and collect public health data. We now have 65 volunteers who go around visiting the households to collect data which is sent back in real-time to the hospital via TrueMove H’s network. Moreover with TrueMove H, we can also communicate with and monitor bedridden patients more easily and effectively.”

HOME

Building a Sustainable Environment

Build environmental awareness for conservation of the environment and enhancing life quality within the society



Environmental Management

Sustainable
Development Goal



2017 Highlights



- The Company has been in the process of implementing the Environmental Management System (EMS) according to ISO 14001: 2015 Standard, with the Group Co-President as head of the EMS Steering Committee.
- The Company installed VRV air chiller systems to replace 18 conventional AC units at 7 sites, leading to savings approximately to THB 430,000 equivalent to 95 MWh of electricity, or 58 tons of CO2 equivalent indirect GHG (Scope 2) emissions reduction.

True is committed to being an environmentally responsible provider of telecommunication services. We aim to reduce our environmental impacts and where possible provide low carbon solutions to our customers.

Environmental Performance

With the strong intention of environmental protection and performance improvement through the Company's business operation, True manages its environmental impacts in accordance with the guidance of its Environment Policy 2017. The policy covers the following 12 areas:

- Environmental compliance
- Environmental Management System
- Operational eco-efficiency
- External stakeholders
- Contractor and supplier management

Management Approach

As a leading player in Thailand's technology and telecommunications sector, True takes a proactive and precautionary approach to environmental protection. We consider a number of environmental aspects, including energy usage, greenhouse gas emissions, water consumption and waste (including electronic waste) management, in our daily operations. True delivers environmentally friendly products and services and low carbon solutions to customers to help them reduce green house gas emission occurred from personal travels for related transaction.

We are also aware of the environmental challenges facing the sector, including evolving regulations around telecom sector, unclear drivers for environmental performance, as well as monitoring environmental compliance and enforcing environmental requirements within the supply chain.

Environmental impacts related to True can occur throughout the value chain from suppliers to customers.

Major stakeholders that can potentially be impacted by True's environmental footprint are the communities surrounding our facilities as well as society as a whole. In 2017, our operations have not created any major negative impact to the environment, and we did not have any non-compliance with respect to environmental laws and regulations. The Company is open for any feedback from our stakeholders regarding our management of environmental issues. They can reach us through our Call Center 1242 regarding environmental or other issues.

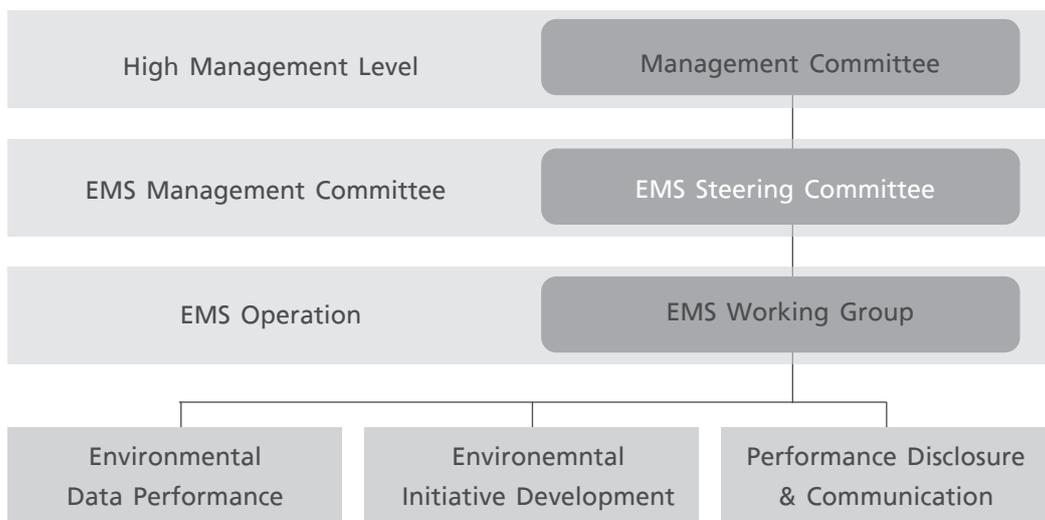
- New product and services development
- Environmental innovation
- Awareness and competency building
- Monitoring and review
- Project development and management
- Mergers and acquisitions
- Public disclosure.

Note: the full policy is available at https://www3.truecorp.co.th/new/public/assets/truecorp/pdf/th/policies_th.pdf

The Company is currently in the process of implementing our EMS based on ISO 14001:2015 Environmental Management Standard. To drive the development of the EMS we have set up an EMS Steering Committee chaired by Co-President of Operations. Implementing True's EMS will help to standardize our environmental management processes to be more systematic and consistent throughout the group. Within early

2018 the Company plans to launch its EMS by completing True's corporate EMS manual and providing training to relevant employees. True also plans to have a wider communication within True group to have unified understanding regarding our EMS. This reporting year environmental data has been consolidated and reported according to ISO 14001:2015 principles.

EMS Management Organization Structure



Providing leadership for **True's environmental management are our Energy Management Committee and EMS Steering Committee** (set up in late 2017). Additionally to help drive performance at True, top executives have environmental management as part of their Key Performance Indicators.

True ensures that our environmental management approach delivers its effectiveness and achievement through the evaluation in multiple means involving adequate reporting/monitoring, and internal and external auditing. It uses these measures to ensure the accuracy of our data against corporate

goals and targets. Firstly, True has an annual external assurance for its key environmental indicators reported in this Sustainability Report. In addition to the indicators directly assured, the Company also has water use data that is assured as part of Charoen Pokphand Group's external assurance. The external assurance provides additional credibility for the reported indicators. The Company was internally audited by Charoen Pokphand Group (CPG) its environmental indicators to ensure alignment with CPG's sustainability framework.

Environmental Management Plans

The Company's management approach has included a list of actions that we plan to continue to implement:

- True is in the process of standardizing its environmental processes. Through EMS program, the Company has planned to continually improve its environmental management system.
- True continually evaluates climate change risk related to business, legal and physical impacts
- True will continually improve its energy performance even with plans to upgrade the mobile network to 5G in the near future
- As part of its EMS program, True plans to expand the coverage of its environmental data to include data from leased buildings (such as True shops) and other facilities.

Commitment

One of True's commitment is to the environmental management is to reduce water and GHG emissions consumption by 10% within 2020 against base year 2015.

True is determined to apply for Environmental Management System (EMS) certification of ISO 14001:2015 at our True Tower headquarters in the first half of 2018, with plans to expand to other major facilities in subsequent years.

Environmental Impact Management

True has been managing both short-term and long-term environmental impacts. This year, it has focused on air-conditioning reduction, replacing the **Air-cooled Ventilation System** and reducing the use of paper within the organization and expanding the **E-Bill** system externally.

Waste at Canteen

The Company also had the "Waste at Canteen" program to replace Styrofoam-based food packaging with a paper-based alternative products. In addition to being safer for consumers, these paper-based alternative can also decompose naturally. It also stimulates the awareness of employees who use the canteen services to take into account the environmental impacts of their everyday activities.

Together with the True Canteen, which serves employees and visitors to True Tower, the Company implemented the use of bio-based packaging products for take-away food since July 2017. These bio-based paper packaging products are made from pure natural plant fibers without bleach or other harmful chemicals, and comply with **GMP, EU, and US FDA** standards. Through use of the paper packaging True can help reduce waste and reduce greenhouse gas emissions. Instead of Styrofoam packaging products which do not naturally decompose, the bio-based products are biodegradable in 5 years, reducing landfill impacts. This project has reduced the number of Styrofoam waste by approximately 64,800 pieces in July - December 2017

Variable Refrigerant Volume (VRV) Master Plan

This project is a continuation of True's efforts in 2016, when it started installing **Variable Refrigerant Volume (VRV)** air conditioning systems to replace conventional units in its network facilities in Bangkok, leading to lower electricity consumption. The company aims to install a VRV system at 170 network facilities. Our additional efforts in 2017 covered 18 systems at 7 sites and have saved approximately THB 430,000, or 95 MWh reduction in electricity consumption, representing a reduction in indirect (Scope 2) GHG emissions of 58 tCO₂e.



Climate Change Management

Sustainable
Development Goal



2017 Highlights



Achieved greenhouse gas (GHG) emission target. The ratio of GHG direct and indirect emissions (Scope 1 & Scope 2) per service revenue (1 million Baht) is 3.51 tons carbon dioxide equivalent (tCO₂e), lower than the target set in 2017, which was at no more than 4.05 tCO₂e

Management Approach

The global scientific and policy making communities have agreed on a common goal to keep the planet from warming up beyond 2 degrees Celsius. As a responsible global citizen, True is committed to reducing greenhouse gas (GHG) emissions and helping society by climate strategy establishing. Climate strategy is an important topic since True is a nationally important provider of telecommunication services.

This exposes True to potential regulatory and physical risks. Regulatory risks in Thailand are mostly future risks since there are no current regulations around GHG management.

On the 4th of November 2016 the Paris Agreement was ratified signaling a global agreement among nations to reduce greenhouse gas emissions. Thailand has committed to reduce GHG emissions by 20-25% against projected business as usual emissions by 2030. As a responsible operator True has set its own GHG emission reduction targets and is prepared to cooperate with the Thai government with regards to GHG reduction targets the government plans to set.

GHG Working Committee Establishment

True Chief Innovation and Sustainability Officer has direct responsibility for sustainability including climate change. We also have the “True Group Working Committee for Greenhouse Gas Emission Management” that has the following roles and responsibilities:

1. Implement energy saving as well as GHG emission reduction projects
2. Provide support for GHG Inventory
3. Review and present for approval budgets relating to energy/GHG projects
4. Provide support and solutions to problems as well as improvements to matters regarding energy saving/ GHG emissions
5. Monitor and report performance to the Work Efficiency and Energy Saving Committee of the Telecommunications and Multimedia Business Group of C.P. Group.

The “True Group Working Committee for Greenhouse Gas Emission Management” is incentivized by a monetary award for achieving GHG reduction target 2020. This monetary award is in the form of annual pay adjustment and bonus payment.

We are committed to mitigating our GHG emissions. At True, the majority of our GHG emissions that we can control directly come from our mobile fleet (i.e. Scope 1), and the electricity using at our operation areas, offices, network operations, and True shops (i.e. Scope 2). The following is a list of initiatives that we have implemented to reduce GHG emissions:

- Investing in energy efficiency technologies for our network operations, especially in the area of air-conditioning
- Working closely with our office management and landlords on energy conservation measures and energy efficiency technologies in our offices nationwide.
- Developing and expanding our solar-powered base stations
- Identifying and eliminating energy waste in existing facilities

In 2018, True’s internal experts will continue working with external partners to identify potential opportunities for:

- Enhancing energy efficiency of our network operations
- Implementing energy efficiency improvement at True Shops and office buildings
- Reducing the use of road transport via digital communications technologies

In addition to these strategies, True is exploring the possibility of adopting and committing to a Science-Based Target.

The Climate Change Risks and Management

In terms of physical risks, in the past flooding has affected our business continuity by disrupting our telecommunication services. We have adapted to this by raising the level of our cell sites so that when flooding comes they will not be affected by the rising water.

True Corp has appropriate and effective risk management procedures with regard to climate change risks and

opportunities. In addition, TRUE has integrated sustainability including climate change issues into the Company's Enterprise Risk Management (ERM). True also has a specific climate change risk management process after we have identified climate change risks in the centralized procedure. Our annual assessments consider physical risks to our facilities i.e. durability of equipment, physical damage, business continuity, and health & safety of employees.

GHG Emissions Reduction Proactive Mitigation

In addition to controlling our scope 1 and scope 2 emissions (direct and energy indirect emissions) we have also implemented some measures for our other indirect emissions (scope 3 emissions). These measures included organizing a Car Free Day event every two months to encourage employees to utilize public transportation in their commute, reducing emissions from our employees commuting by car as well as integrated requirements related to GHG emissions into service contracts for our supply chain and logistics service providers. We also have low carbon or avoided emissions products that help to reduce emissions from our products. An example of our avoided emissions service is the iService application, which reduces our customers needing to go to our True shops to conduct transactions such as bill payment, topping up their accounts, or purchasing additional services. This in turn reduces transportation emissions, and also saves the time of our customers.

Climate Change Risk Management Process



Business Unit Heads of each department in True
Provide input related to risk



Risk Team
Reviews company wide risks



Business Continuity Plan and Disaster Recovery plan



Business Continuity Management Team
Analyzes impact of risks and effect on company and possible disruptions

True's Climate Change Risks and Opportunities



Risks

- **Regulatory:** International agreements on GHG reduction, future air pollution limits, future carbon taxes, future cap and trade, future emission reporting obligations, future fuel taxes and regulations
- **Physical:** changes in mean temperatures, changes in temperature extremes, changes in precipitation which may lead to frequent flooding, sea level rise, increased severity and frequency of storms



Opportunities

- **Regulatory:** True has opportunities to reduce emissions beyond current and future regulatory requirements and realize operational cost savings
- **Physical:** Increased temperatures and change in climate patterns increase the opportunity for True to meet changing consumer demand, for example increase in temperature can lead to reduced travelling and increased demand for teleconference solutions
- **Market:** Changing consumer behavior towards use of low carbon solutions can increase demands for True's products and services since advanced communication solutions can help customers reduce their carbon footprint



Commitment

Our commitment to climate change is reduce emissions intensity by 10% by 2020 against our 2015 base year. This is equivalent to reducing another 2% every year.

GHG Emission Reduction Achievements

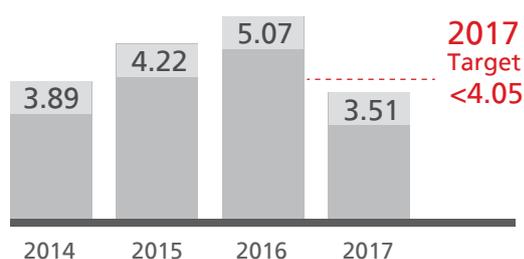
In 2017, the Company was able to effectively manage GHG emission performance from various activities. For direct GHG emissions (Scope 1) from fuel consumption in different vehicles, emissions were at 19,043.79 tCO₂e. This was a reduction from 2016 by 1,421.21 tCO₂e, which is equivalent to a 6.94 % reduction. For indirect GHG emissions (Scope 2), which originates from electricity consumption, which equated to 321,712 tCO₂e. Compared to 2016, the emissions decreased by 104,599 tCO₂e, which is a 24.54% reduction.

Energy Consumption 2014 - 2017

	2014	2015	2016	2017
Total Energy Consumption (Mwh)	482,444	584,073	811,346	626,105
Direct GHG Emissions (Scope 1) (million tCO ₂ e)	15,486	18,235	20,465	19,044
Indirect GHG Emissions (Scope 2) (million tCO ₂ e)	247,115	297,317	426,311	321,712

Notes: In 2017, our data collection methodology for electricity consumption was improved for greater accuracy, with data collected directly from departments responsible for the operations of electricity-consuming activities. This improvement, along with energy saving measures and change in our operations, contributed to the significant reduction in energy consumption and Scope 2 GHG emissions reported for 2017 compared to 2016.

Greenhouse Gas Emissions Intensity (tCO₂e/1 MB of service revenue)



The Company is utilizing GHG Intensity as its key environmental performance indicator. The value is calculated from the amount of total GHG emissions (Scope 1 + Scope 2) divided by the revenue from the service. As of 2017, total GHG emissions (Scope 1 + Scope 2) per 1 million Baht revenue was equal to 3.51 tCO₂e. This is a decline compared to the previous year, demonstrating the commitment of the Company to reduce GHG emissions per revenue by 10% by 2020, compared to the 2015 base year.

“C-ro” Carbon Reduction Application

True Group, in collaboration with Thailand Greenhouse Gas Management Organization (TGO) and C.P. Group have developed the “C-ro” application to promote a public campaign to for the public to participate in reducing carbon emissions by keeping track of daily activities. The application provides advice on how to reduce emissions. The application can be downloaded at the following link for iOS: <https://itunes.apple.com/th/app/id1263008838>.

This application has won a Gold Medal from the Association of British Inventors and Innovators in February 2018, a recognition of its value as a tool to help the general public become more aware of each person’s impact on climate change and ways to help reduce that impact.

True Car Free Day

As part of our effort to reduce our environmental impact, we are requesting employees to play an active role in reducing GHG emissions. Through the car free day we encourage all employees and executives to go car free at least once every 2 months. We encourage employees to use less energy-intensive forms of transport to the office such as public transportation, walking, cycling or car sharing.

Our efforts are contributing to a reduction in our other indirect emissions (scope 3). The total daily number of passenger cars commuting to True Group’s headquarters at True Tower is around 950, with an estimated CO₂ emission of 4.2 tons per day or approximately 1,050 tons of CO₂ per year.

The first True Car Free Day was on 29th September 2017 at True Tower, with nearly a quarter of employees who usually drove to work participating in the initiative. Through our Car Free Day we have the opportunity to reduce a substantial volume of CO₂ emission and promote the culture of environmental responsibility in our daily life.

CDP Climate Change Response

For our climate change related issues we provide our information to CDP for their benchmarking and scoring purposes. CDP responses are publically available and reporting to CDP is part of our commitment to transparency on our climate change performance. For reporting year 2016 our CDP Climate Change response received a “C” ranking, putting us in the “Awareness” category out of four categories (Disclosure, Awareness, Management and Leadership). Additionally we do internal benchmarking on our environmental performance with the best practices within our industry.

E-Waste Management

Sustainable
Development Goal



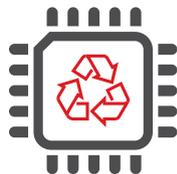
2017 Highlights



In 2017 True continues its Mobile Phone Recycling Programme, with relaunched campaign encouraging customers and the general public to hand in their old mobile phones and other mobile devices to receiving facilities. To facilitate device recycling, True sets up recycling box at selected True Shops nationwide.

Electronic waste resulting from True's own operations are processed by Department of Industrial Works (DIW) authorized waste management service providers who sort, disassemble, reuse valuable materials, and processing them for further use. These service providers received regular audits of their safety and environmental performance by True's Waste Management Working Team.

The growth in popularity of mobile communications devices and rapidly changing technologies brings a serious challenge – what to do with discarded devices, many of which contain toxic substances requiring proper disposal and recovery processes. Some of the components within these mobile devices can have a large environmental footprint, such as in the mining and processing of rare earth minerals. As a provider of telecommunication services and retailer of mobile devices, True advocates for the recycling of all waste, including electronic waste resulting from both our operations as well as from the general public.



True's E-Waste

include discarded electronic devices used both within True's operations, such as IT and network equipment, and devices used by such True's customers, such as mobile phones, tablets, Wi-Fi routers, cable television set top boxes, and accessories

Management Approach

As a provider of mobile telecommunication services as well as retailer of mobile phones and accessories, True encourages its customers to properly dispose of used devices through recycling channels to ensure personal safety and minimal impacts to the environment. Through recycling of e-waste, True helps contribute to the circular economy, as valuable rare earth minerals are recovered for recycling, reducing the demand for new materials whose extraction processes have high environmental impacts, while preventing contamination of landfills by toxic materials, which can happen when these devices are recycled or disposed of in an unsafe manner.

Within our own operations, we strive to minimize the amount of waste requiring disposal or recycling. The Repair and Engineering Department (RED) is responsible for sorting,



evaluating, and performing repair work (both in-house and by outsourced repair technicians) on non IT equipment, such as network or cable television equipment. Through these processes True is able to divert some portion of equipment from the waste management stream, reducing the final amount of e-waste. The same process for our IT equipment is under the management of the IT Department.

E-waste from these two areas are then managed by True's Waste Management Working Team, consisting of employees from multiple departments within True Group, who are responsible for managing the logistics and selecting waste management service providers to handle each type of E-waste.

In the future, as we expand the coverage of our **Environmental Management System (EMS)**, our EMS Committee and Working Team will be responsible for waste and E-waste management processes.

Our main stakeholders related to E-waste management are our customers, electronic waste recycling vendors, the Pollution Control Department, the Bangkok Metropolitan Administration and local municipal administrative organizations. Potential impacts include improper disposal leading to contamination to land or water, and taking up landfill capacity. Additional potential impacts include customer privacy, in the case that instead of handing in discarded devices to official recycling facilities, the users sell or give them to unauthorized vendors, who may attempt to retrieve personal information left in the devices for their benefits.



As with our other environmental impacts, the main stakeholders that could potentially be impacted by e-waste are the community and society at large; however we had no major impacts regarding waste or E-waste in 2017. With regards to worker safety and environmental impacts, we ensure there are no adverse impacts by using only qualified vendors to handle our e-waste.

As for information security risks, we ensure that all confidential information on our computers and other devices is removed or destroyed before sending to waste management service providers, or to refurbishment process before donation.

Commitment

We are committed to recycling 100% of our e-waste only through authorized recycling vendors. We choose our suppliers based on their qualifications, handling capacity and price. Before sending any materials for recycle we ensure that 100% of our E-waste is sent for recycling and not used for other purposes (e.g. resold or recovery of valuable materials only without proper processing of leftover materials). We are also committed to make a positive social impact through donation of unused IT equipment to schools and government agencies.

Plook Panya Laptop Donation for Reuse

As part of reducing our e-waste impact as well as meeting social needs at the same time we donate our IT equipment, namely laptop computers, to schools and police departments through our Plook Panya program. We ensure that all donated laptops pass information security assurance and are in good working condition. Our IT team help to inspect and refurbish these laptops, ensuring that both the hardware and software meet the recipient's requirements. In 2017 we donated 3,500 laptops to schools and 1,269 desktop computers to the Royal Thai Police.

In addition, True employee volunteers go on site to ensure the proper set up of IT equipment, including the installation of school sponsored computer software and setting up the school's intranet and internet. In this process, volunteers also provide guidance on IT equipment recycling and disposal process to ensure that schools that receive our used equipment will not in turn create e-waste problems of their own.

Consumer Mobile Phone Recycling Program

In 2017, the company initiated the program "Consumer Mobile Phone Recycling Program". This project provides an opportunity for customers and the public to bring their used phones of any model and brand that they are not using, and drop it in the designated return box located at any of 72 True Shops across the country. Used phones will be recycled and disposed by properly by licensed vendors. This project is a continuation of the phone recycling project conducted in collaboration with True Group and the Pollution Control Department and other related agencies. Since 2014, the company has facilitated the recycling of more than 5 million mobile phones. In 2017, True Group has compiled and sent e-waste to contractors and disposed e-waste of over one million pieces accumulating to 71.4 tons.

E-waste	Quantity	Weight (Kg)
Mobile Accessories	221,942	5,549
Used Mobile phones	413,177	29,336
Modern & Router	401,672	36,552
Total	1,036,791	71,437



Supply Chain Management

Sustainable
Development Goal



Sustainability Goals 2020



100%

Responsible Sourcing
of Raw Materials

100%

Assessment of Critical
Tier 1 Suppliers

2017 Highlights

In 2017, the Company expanded its management scope to cover more supplier groups, with the following notable results:

- **Disseminated True's Supplier Code of Conduct** to 2,365 suppliers, amounting to 100% coverage
- **Developed the Online Supplier Self-Assessment System** to assess existing suppliers and select new ones based on sustainability dimensions
- **Assessed 5 high-risk Critical Non-Tier 1 Suppliers** (representing 100% of battery and charger vendors)
- **Communicated the 2018 Work Plan to Tier 1 Suppliers**, 100% of whom have received True's Supplier Code of Conduct and 100% of Critical Tier 1 Suppliers have been assessed per the Supplier Development Plan

Management Approach

(GRI 103-1)

The telecommunications industry plays an important role in driving the improvement of peoples' quality of life and directs the country towards sustainability. This includes providing basic communication services to be a conduit for economic activities. To support future economic and social growth, the Company, as a telecommunication services provider, is aware of its responsibility with regards to conducting business throughout its supply chain and upholding basic consumer rights according to the law, in tandem with developing capacity and capabilities to compete effectively and responsibly.

The Company places importance on supply chain management, with the determination to improve suppliers' and contractors' capabilities and support joint execution to reduce supply chain risks that may impact joint operations. The drive towards sustainability across all sustainability dimensions is to ensure that suppliers' operations are in line with the True Supplier Code of Conduct, meeting the 2020 True Sustainable Goals which includes the responsible procurement of raw

materials, and that all Critical Suppliers have undergone a sustainable assessment.

Correspondingly, the Company has a Supply Chain Committee within the procurement process, responsible for setting strategy and direction for procurement. Within it, the Sourcing Unit supports the registration of suppliers, identification of groups of Critical Suppliers, risk assessments, audits, all through to elevating the capabilities of suppliers through the Centralized Management System framework. Suppliers are classified by type or by product and service groups as follows:

- 1) Radio Core Network and Transmission
- 2) IT and Broadcasting
- 3) General and Commercial Procurement
- 4) Operation and Maintenance
- 5) Procurement System Management and Repair Center

In 2017, the Company pursued a sustainable supply chain management methodology by developing the True Supplier Code of Conduct (CoC), and disseminating it to all

suppliers working with the Company through the Online Procurement Web Work system. A total of 1,957 out of 2,365 suppliers (83%) have acknowledged receipt of the CoC, which went into effect in the first quarter of 2017. The target is to have all suppliers acknowledge the CoC in 2018. In addition, a risk assessment within the supply chain has been conducted on 2,365 suppliers, amounting to 100% coverage.

The Company has also pursued other activities, such as conducting training on Sustainable Development and Procurement Code of Conduct for 63 staff or 100% of procurement

staff. The Company also held meetings with its Critical Tier 1 Suppliers on the topic, "Innovation Awards and Sustainability Workshop for True Group's Suppliers", with 81 Critical Tier 1 Suppliers in attendance.

True continuously updates and improves its supply chain management process, and is in the process of establishing a Sustainable Supply Chain Working Team in order to support sustainable procurement, following the True Supply Chain Management Framework [103-3] [308-2, 414-2], with completion expected within 2018. [103-2]

Supply Chain Management Process



2017 Supply Chain Management Results and 2018 Work Plan

2017 formance

- **Disseminated True's Code of Conduct to Strategic/ Critical Suppliers** through the Online Procurement Web Work system
- 1,957 out of 2,365 suppliers (83%) have acknowledged receipt of the Supplier Code of Conduct, which went into effect in Q1 of 2017
- 2,365 suppliers (100%) have undergone a Supply Chain Risk Assessment
- Conducted training on sustainability and ethical procurement with 63 procurement staff, amounting to 100% coverage
- Conducted a meeting with Critical Tier 1 Suppliers on the topic "Innovation Awards and Sustainability Workshop for True Group's Suppliers", with 81 Critical Tier 1 Suppliers in attendance
- **Supplier Satisfaction Survey** results indicated a satisfaction level of 81%, exceeding the targeted 80%
- The Company reduced its SIM card and packaging costs by Baht 36.1 million as a result of effective management projects

2018 Target and Work Plan

1. **100% of Critical Tier 1 Suppliers** will have received and acknowledged the True Supplier Code of Conduct
2. **85% of suppliers** will be satisfied with corporate Supply Chain Management
3. **100% of Critical Tier 1 Suppliers** will be assessed in accordance with True Group Supplier's Code of Conduct within 2020

For more details on the True Supplier Code of Conduct, visit the company website:

http://www3.truecorp.co.th/new/public/assets/truecorp/pdf/en/00_Supply_Chain_Policy_EN_Web_2017.pdf



The Company's Supply Chain Management Approach

New Vendor/ Supplier Registration

All new vendors/suppliers will undergo the Pre-Vendor Verification, which is a new evaluation system necessary when selecting new vendors/suppliers. The online evaluation will include economic, social, and environmental criteria where suppliers can conduct the Online Supplier Self-Assessment (some parts are in the developing process and expected to be completed within 2018).

Identification of Critical Supplier Groups

The Company identifies Critical Supplier groups through Spending Analysis, with the following criteria: Supplying High Value Products and Services, Supplying Core Products and Services, and Supplying Un-Substitutable Products and Services. In 2017, of the Company's 2,365 suppliers, 71 are Critical Suppliers, accounting for 83% of total procurement, covering 21 product categories.

Supply Chain Risks Assessment

In 2017, True conducted risk assessments on 2,365 suppliers, covering 98 product and service categories. The results showed the areas of high risk as follows: purchase from a single supplier; safety, health and environment; and emergency readiness, all of which the Company has closely monitored these suppliers through its supplier audits.

Supplier Risk Assessment Meeting



Supplier Operations Audit

The Company has 3 approaches to supplier audits: 1) 6-month Audits, 2) Annual onsite audits, and 3) Standards audit by an independent organization.



6 month Audits

The audits encompass details with respect to price, products and service quality, and delivery as reflected in the requirements of the True Supplier Code of Conduct. In line with this, the Company has developed an Online Supplier Self-Assessment System to increase the effectiveness of audits. Progress in this area will be reported in 2018.



Annual onsite audits

Progress monitoring of suppliers is conducted to ensure that the Company's requirements encompass environmental, social, and governance dimensions.



Standards audit by an independent organization

Environmental management systems standards (ISO14001) and the Supplier Ethical Data Exchange (Sedex) which is an information exchange system per ethical standards were leveraged as benchmarks, with the commitment improve business operations in line with ethical standards in the supply chain.

- In 2017, the Company has audited 277 suppliers, amounting to 60% of those that have submitted the Supplier Rating. The Company selects 80% of suppliers that have purchase volumes and continued transactions with the Company.
- The Company has expanded its evaluation scope on the environment, society, and governance to its Critical Non-Tier 1 Suppliers in 2017, which included battery and charger suppliers (CPE), covering all 5 suppliers (100%) of this supplier category.

Developing Supplier Capacity

In 2017, True conducted a training session on sustainable development, which included the Company's Sustainability Policy and Supplier Code of Conduct, with all procurement staff to increase knowledge and understanding. In addition, the Company also organized continuous supplier capacity development activities through trainings and communication of True's business strategies and its commitment to jointly work with its suppliers.

2017 Product Safety Management Training Program with Critical Non-Tier 1 Suppliers

The Company recognizes the importance of work safety, not only with its Critical Tier 1 Suppliers, but also with its Critical Non-Tier 1 Suppliers as well. The Product Safety Management Training Program was first hosted in 2017 with Critical Non-Tier 1 Suppliers in India and China that supply Node B batteries (vale



regulated lead acid type or VRLA), smartphone lithium batteries, and chargers. This was aimed that onsite operators understand ways to manage major variables and product safety risk management throughout the supply chain. All participants (100%) passed the post-training evaluation, exceeding the anticipated 80%.

Factory Type	Target	Results
1. Node B Battery Manufacturer	4 Factories	5 Factories
2. Smartphone Battery Manufacturer	2 Factories	2 Factories
3. Charger Manufacturer	2 Factories	3 Factories

Relationship Management and Supplier Engagement

True has conducted activities which aim to engage Critical Tier 1 Suppliers by holding an Innovation and Sustainability Workshop, with 81 Critical Tier 1 Suppliers in attendance and of which 67 filled an online survey concerning business partners' engagement building process. In addition to this, the Company also conducted the Procurement Satisfaction Survey which was taken by suppliers semi-annually. The survey results indicated the following topics were most important to them.

Transparency	Contract Process
On Time Payment	Working Together Satisfaction

True has developed its 2018 Action Plan, leading towards operational improvements that resonate with important issues surfaced during the aforementioned workshop, which has proven to be an effective communication and knowledge sharing channel on compliance to standards in the Supplier Code of Conduct.

Activity with Suppliers: "Forest Conservation and Healthcare For a Sustainable Community"

True invited over 100 suppliers, business partners, customers, and True employees to join the "Forest Conservation and Healthcare For a Sustainable Community" activity at the Sri Nakhon Kuean Khan Park and Botanical Garden, Bang Krajao district, Phra Pradaeng, Samut Prakan, on December 22, 2017. The aim was to create a better understanding of sustainability; give back to the community; preserve the environment; and kindle good relationships. This was done through raising awareness on the importance of Bang Krajao, which is a green zone and is considered to be the 'lungs' of Bangkok's residents. Cycling and tree planting activities to increase greenspaces were also conducted, in tandem with a health check-up service for the community. In addition to augmenting greenspaces, the Company's products and services that create value for the community and society were also introduced.



About This Report

(GRI 102-45, GRI 102-46, GRI 102-47, GRI 103-1, GRI 102-48, GRI 102-49, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54)

This report provides detailed insights of the sustainability performance of True Corporation Public Company Limited (True) for the fiscal year 2017 (January 1, 2017 - December 31, 2017). This is True's fourth Sustainability Report that reports on performance in economic, social and environmental dimensions to communicate to stakeholders on the key sustainability issues of the Company's business. This Sustainability Report is based on the Global Reporting Initiative (GRI) Standards at the "Core" option, which is internationally recognized. These important topics were included according to standard disclosure.

Report Boundary (GRI 102-45, GRI 102-46)

The report boundary covers the 3 main businesses (brands) of True Corporation Plc, comprising

TrueMove H (6 companies: BFKT (Thailand) Ltd., Real Move Co., Ltd., Telecom Asset Management Co., Ltd., True Distribution and Sales Co., Ltd., True Move Co., Ltd., and True Move H Universal Communication Co., Ltd.),

TrueOnline (13 companies: Asia Wireless Communication Co., Ltd., KSC Commercial Internet Co., Ltd., True Axion Interactive Co., Ltd., True Internet Corporation Co., Ltd., True Information Technology Co., Ltd., True Multimedia Co., Ltd., True Digital & Media Platform Co., Ltd., True Digital Park Co., Ltd., True Corporation Public Co., Ltd., True Touch Co., Ltd., True Voice Co., Ltd., True Internet Co., Ltd., and Telecom Holding Co., Ltd.) and

TrueVisions (10 companies: Cineplex Co., Ltd., Panther Entertainment Co., Ltd., Sm True Co., Ltd., True4U Station Co., Ltd., True CJ Creation Co., Ltd., True Media Solutions Co., Ltd., Thai News Network (Tnn) Co., Ltd., True United Football Club Co., Ltd., True Visions Cable Public Co., Ltd., and True Visions Group Co., Ltd.).

The reporting boundary is the same as our financial statements of the Company's Annual Report 2017. This Report is a continuation of the 2016 Sustainability Report.

Materiality Assessment

(GRI 102-49 and GRI 102-54)

The Company conducts a materiality assessment every year to identify and prioritize sustainability issues of interest for stakeholders, as well as to communicate with internal and external stakeholders in order to acknowledge the management direction based on the four key principles of GRI Standards as follows:

1. Identification

In the process of identifying material issues, the Company began by comparing key issues with sustainability standards at the international level, as well as comparing sustainability issues with other global business leaders in the same industry.

The Company also took into account previous 2016 material sustainability issues to be reviewed amongst middle

Step
1



Step
2



Step
3



Step
4



Identification

- Opportunity and Challenge Consideration
- Risk Assessment
- Stakeholders' expectations
- Joint Unit Meeting

Prioritization

- Impact Consideration
- Stakeholders' interests

Validation

- Sustainability Committee to investigate and approve

Verification

- Review on material issues related to sustainable development
- Identify material issues

to top executives in order to assess risk, identify external and internal opportunities and stakeholders' expectations through documents in the meeting.

In 2017, True identified other material issues by comparing the sustainability goals of the Company with those of Charoen Pokphand Group and other companies in the same industry in terms of trends and global benchmarks.

2. Prioritization

The Company brought forward the selected issues from Step 1 and prioritized them by considering impact on business operations of the Company, assessment and decisions of stakeholders in which the issues were prioritized and reviewed against True's sustainability goals.

3. Validation

The material issues were validated by the Company where as the responses of the stakeholders to the True's sustainability issues in the past were prioritized and considered to be used in the Sustainability Report in the future.

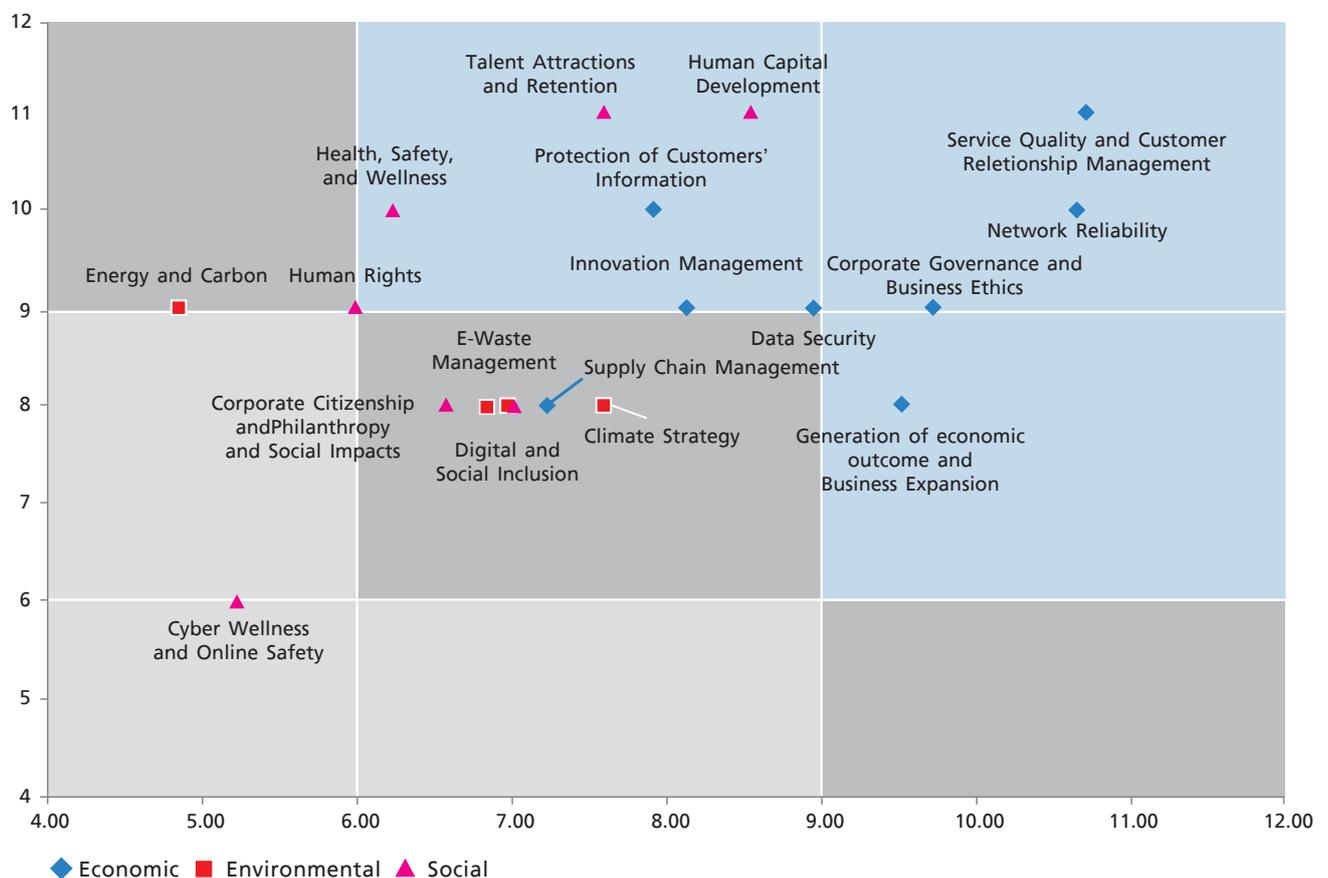
4. Verification

The Strategy and Sustainable Development Department reviewed the validated sustainability issues and presented these issues to the Sustainability Committee for endorsement. There were 18 sustainability issues in 2017, of which 10 issues were classified as material ones as follows:

1. Service Quality and Customer Relationship Management
2. Network Reliability
3. Corporate Governance and Business Ethics
4. Generation of Economic Outcome and Business Expansion
5. Human Capital Development
6. Talent Attractions and Retention
7. Protection of Personals' Information
8. Protection of Customers' Information
9. Safety and Sanitation of Employees
10. Innovation Management

Materiality Matrix 2017

A total of 18 issues with the most significance to the Company and its stakeholders in 2017 are as follows:



Company's Sustainability Material Issues and Impact Boundary

(GRI 102-45, GRI 102-46, GRI 102-47, GRI 102-53, GRI 103-1)

Material Issues	GRI Standard based Issues	Impact Boundary					
		Internal			External		
		True Online	True Move H	True Visions	Business Partners	Customers	Social
1. Service Quality and Customer Relationship Management	<ul style="list-style-type: none"> Product and Service Labelling 	●	●	●		●	
2. Network Reliability	<ul style="list-style-type: none"> Marketing Communications 	●	●	●		●	●
3. Corporate Governance and Business Ethics	<ul style="list-style-type: none"> Governance Ethics and Integrity 	●	●	●	●	●	●
4. Generation of Economic Outcome and Business Expansion	<ul style="list-style-type: none"> Local Communities Indirect Economic Impacts 	●	●	●			●
5. Human Capital Development	<ul style="list-style-type: none"> Training and Education 	●	●	●			
6. Talent Attraction and Retention	<ul style="list-style-type: none"> Employment 	●	●	●			●
7. Data Security	<ul style="list-style-type: none"> Customer Privacy 	●	●	●		●	
8. Protection of Customers' Information	<ul style="list-style-type: none"> Customer Privacy 	●	●	●		●	
9. Health, Safety and Wellness	<ul style="list-style-type: none"> Occupational Health and Safety 	●	●	●			
10. Innovation Management	<ul style="list-style-type: none"> Economic Performance 	●	●	●		●	●
11. Human Rights	<ul style="list-style-type: none"> Human Rights Assessment Local Communities 	●	●	●	●	●	●
12. Energy and Carbon	<ul style="list-style-type: none"> Carbon Emission 	●	●	●			●
13. Cyber Wellness and Online Safety	<ul style="list-style-type: none"> Local Communities 	●	●	●		●	
14. Corporate Citizenship and Philanthropy and Social Impacts	<ul style="list-style-type: none"> Local Communities Indirect Economic Impacts 	●	●	●			●
15. E-Waste Management	<ul style="list-style-type: none"> Effluents and Waste 	●	●	●	●	●	●
16. Supply Chain Management	<ul style="list-style-type: none"> Supplier Assessment for Labor Practices 	●	●	●	●		
17. Climate Strategy	<ul style="list-style-type: none"> Reductions in Energy Requirements of Products and Services 	●	●	●		●	
18. Digital and Social Inclusion	<ul style="list-style-type: none"> Local Communities Indirect Economic Impacts 	●	●	●			●

Contact : Strategy & Sustainable Development Email : CSR-SD@truecorp.co.th

Website : <http://www3.truecorp.co.th/new/sustain>

Third Party Verification



LRQA Independent Assurance Statement

Relating to True Corporation Public Company Limited's Environmental and Social Disclosures within the Sustainability Report for the calendar year 2017

This Assurance Statement has been prepared for True Corporation Public Company Limited in accordance with our contract but is intended for the readers of this Report.

Terms of engagement

Lloyd's Register Quality Assurance Ltd. (LRQA) was commissioned by True Corporation Public Company Limited (TRUE) to provide independent assurance on the environmental and social disclosures within its Sustainability Report 2017 ("the Report") against the assurance criteria below to a limited level of assurance and at the materiality of the professional judgement using LRQA's verification procedure. LRQA's verification procedure is based on current best practise and uses the principles of AA1000AS (2008) - inclusivity, materiality, responsiveness and reliability of performance data and processes defined in ISAE3000.

Our assurance engagement covered TRUE's three business units - TrueMobile, TrueVisions and TrueOnline and their twenty-nine subsidiary companies in Bangkok and specifically the following requirements:

Confirming that the material issues reported reflect the concerns of TRUE's stakeholders

Evaluating whether the selected environmental and social indicators are reliable and confirming whether the Report has been prepared in accordance with the GRI Standard - core option. The selected environmental and social indicators are listed below:

- Environmental: GRI 302-1 energy consumption within the organization, GRI 305-1 Direct (Scope1) GHG emissions, GRI 305-2 Indirect (Scope 2) GHG emissions
- Social: GRI 404-1 Average hours of training per year per employee and GRI 404-3 Percentage of employees receiving regular performance and career development review
- Results of surveys measuring customer satisfaction.

Our assurance engagement excluded the data and information of TRUE's Group operations and activities outside of Thailand (other than those defined in the reporting boundary above) and any third-parties mentioned in the Report.

LRQA's responsibility is only to TRUE. LRQA disclaims any liability or responsibility to others as explained in the end footnote. TRUE's responsibility is for collecting, aggregating, analysing and presenting all the data and information within the Report and for maintaining effective internal controls over the systems from which the Report is derived. Ultimately, the Report has been approved by, and remains the responsibility of TRUE.

LRQA's Opinion

Based on LRQA's approach nothing has come to our attention that would cause us to believe that TRUE has not:

Met the requirements above

Covered all the issues that are important to the stakeholders and readers of this Report

Disclosed reliable performance data and information for the selected environmental and social indicators, as no errors or omissions were detected.

The opinion expressed is formed on the basis of a limited level of assurance and at the materiality of the professional judgement of the verifier.

Note: The extent of evidence-gathering for a limited assurance engagement is less than for a reasonable assurance engagement. Limited assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

LRQA's approach

LRQA's assurance engagements are carried out in accordance with our verification procedure. The following tasks though were undertaken as part of the evidence gathering process for this assurance engagement:

Assessing TRUE's approach to stakeholder engagement to confirm that issues raised by stakeholders were captured correctly. We did this through reviewing documents and associated records.

Reviewing TRUE's process for identifying and determining material issues to confirm that the right issues were included in their Report. We did this by benchmarking reports written by TRUE and its peers to ensure that sector specific issues were included for comparability. We also tested the filters used in determining material issues to evaluate whether TRUE makes informed business decisions that may create opportunities that contribute towards sustainable development.

- Auditing TRUE's data management systems to confirm that there were no significant errors, omissions or mis-statements in the Report. We did this by reviewing the effectiveness of data handling procedures, instructions and systems, including those for internal verification. We also spoke with those key people responsible for compiling the data and drafting the Report.
- Visiting TRUE's head office located in Bangkok to sample evidence for the selected indicators to confirm their reliability and interviewing TRUE's management representative on sampled indicators to understand and obtain data and information with respect of high level strategic management approach.

Observations

Further observations and findings, made during the assurance engagement, are:

- **Stakeholder inclusivity:**
We are not aware of any key stakeholder groups that have been excluded from TRUE's stakeholder engagement process. TRUE has continued improving their understanding of the importance of stakeholders' views and where their operations impact on these material issues. We also believe that future engagements will consider those stakeholders who are unable to articulate their views and expectations; for example: supply chain workers.
- **Materiality:**
We are not aware of any material issues concerning TRUE's sustainability performance that have been excluded from the Report. TRUE has reaffirmed their existing processes for identifying and evaluating their material issues which are determined by a set of risk evaluation criteria. We believe that future reports will become more meaningful if these evaluation criteria reflect the dialogue with interested parties rather than just TRUE's views on material issues.
- **Responsiveness:**
TRUE has processes in place to communicate and respond to stakeholders and be part of high level decision making processes. We believe that future reports should provide valuable feedback on progress and effectiveness of any actions taken on issues such as data protection policy and health & safety within the supply chain.
- **Reliability:**
TRUE has continued improving the process and methodology to obtain more reliable data and information. However, we believe TRUE should establish an internal quality control system to further improve the reliability of the disclosed data and information.

LRQA's standards, competence and independence

LRQA implements and maintains a comprehensive management system that meets accreditation requirements for ISO 14065 Greenhouse gases – Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition and ISO/IEC 17021-1 Conformity assessment – Requirements for bodies providing audit and certification of management systems that are at least as demanding as the requirements of the International Standard on Quality Control and comply with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants.

LRQA ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

The verification is the only work undertaken by LRQA for TRUE and as such does not compromise our independence or impartiality.

Signed

Dated: 12 May 2018



Nit Tanasuthiseri,
LRQA Lead Verifier

On behalf of Lloyd's Register Quality Assurance
Lloyd's Register International (Thailand) Limited
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GRI Content Index

GRI Standard	GRI Standard Name	GRI Disclosure for 2017	GRI Disclosure Title	Evidence of GRI Standard (core) compliance	Chapter	Omission	Page number(s) and URLs
General Disclosures							
102	General Disclosures	102-1	Name of the organization	a) True Corporation Public Company Limited (former name: Telecom Asia Corporation; Abbreviation: TA)	About True		4 - 5
		102-2	Activities, brands, products, and services	"a) Being Thailand's only fully-integrated telecommunication provider and convergence business leader to fulfill customers' various demands and lifestyles b) True Mobile is the nationwide hi-speed broadband and WiFi provider with high-quality fiber network and the largest fixed-line phone provider in the Bangkok Metropolitan Area (BMA)."	About True		4 - 5
		102-3	Location of headquarters	a) Head office is located in Bangkok	About True		4 - 5
		102-4	Location of operations	a) TrueMove H is the country's second-largest cellular service provider operated under TrueMove H brand with the highest performance network coverage nationwide. True Online has	About True		4 - 5
		102-5	Ownership and legal form	a commitment to continually expanding broadband networks encompassing more than 13 million households across the country. TrueVisions is the leading provider of subscription-based television and HD services across the country "a) the Company signed a 25-year build-transfer-operate concession with TOT Public Company Limited (TOT) to build, install, jointly operate and maintain a 2.6 million telephone projects in the Bangkok Metropolitan Area. The fixed-line telephone concession ended in October 2017 The Company registered as a public company and listed on the Stock Exchange of Thailand under the name Telecom Asia Corporation Public Company Limited with an official abbreviation as "TA" in December 1993. Later, the Company had a corporate rebranding as True which was later changed to True Corporation Public Company Limited (Abbreviation: TRUE). "	About True		4 - 5
		102-6	Markets served	"a) i) Provide telecommunication and intergrated digital technology services nationwide ii) Provide telecommunication and digital technology services iii) Commercial (Personal) : http://www3.truecorp.co.th/new/?ln=en# Corporate (Business): http://truebusiness.truecorp.co.th/index.html " See Performance Data 2014-2017	About True True website for Personal and Business		4 - 5 Personal: http://www3.truecorp.co.th/new/?ln=en# Business: http://truebusiness.truecorp.co.th/index.html "
		102-7	Scale of the organization		About True, Sustainability Performance Data		4 - 5

● GRI Standard
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General Disclosures							
102	General Disclosures	102-8	Information on employees and other workers	See Performance Data 2014-2017	Sustainability Performance Data	b) is omitted since True's operations is only in Thailand	83 - 85
		102-9	Supply chain	Conducting training on Sustainable Development and Procurement Code of Conduct for 63 Procurement staff, totaling 100%.	Supply Chain Management		70-73
		102-10	Significant changes to the organization and its supply chain		Supply Chain Management	There are no significant changes	70-73
		102-11	Precautionary Principle or approach	a) True takes a proactive and precautionary approach to environmental protection. We consider a number of environmental aspects, including energy usage, greenhouse gas emissions, water consumption and waste management, in our daily operations.	Environmental Management		62 - 64
		102-12	External initiatives	a) The Universal Declaration of Human Rights: UDHR, the United Nations Guiding Principles on Business and Human Rights: UNGPs), International Labour Organization: ILO and the United Nations Global Compact: UNGC	Human Rights		42-43
		102-13	Membership of associations	a) The United Nations Global Compact: UNGC	Human Rights		42 - 43
		102-14	Statement from senior decision-maker	a) See Message from Chairman of the Executive Committee and Messages from Co-Presidents	Message from Chairman and Presidents(Co)		6 - 7
		102-16	Values, principles, standards, and norms of behavior	"a) True is leading digital infrastructure that fully connects people, organizations, economies, and societies together to create truly sustainable value for life. Values and Principles ● To create infrastructures that connect families, businesses, and all members of society so that everyone can give and share values, and create the real value of life together. ● To seek opportunities and be dedicated to the common good for Thai society and the world through a commitment to create value for shareholders, customers, the organization, and employees. (p.4)"	About True		4 - 5
		102-177	Mechanisms for advice and concerns about ethics Governance structure	"a)) The Company established a policy to report offenses and to protect whistle-blowers (Whistle-blowing Policy) in writing by setting the notification channel for receiving information or complaints. The Information Management Process or Complaints Information Protection Act shall keep the complainant's information confidential and only those responsible for investigating complaints can access their information. The Audit Committee shall consider and report to the Board of Directors. In case the stakeholders are harmed by the violation of the law, the Company shall set fair measures to stakeholders. The Company also provides channels for communication with the Company in case there are any questions or concerns as well as suggestions or complaints (p.7)	Business Ethics and anti-corruption		22 - 24 AR2017 P.188

● GRI Standard ● GRI Standard Name ● GRI Disclosure for 2017 ● GRI Disclosure Title ● Evidence of GRI Standard (core) compliance ● Chapter ● Omission ● Page number(s) and URLs

General Disclosures							
102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics	ii) From the mechanism, the Company has been notified of leads and complaints of breach of the Code of Conduct in 2017, with a total of 13 cases. (p.8) "	Business Ethics and anti-corruption		22 - 24 AR2017 P.188
		102-18	Governance structure	"a) The Board has independent roles and responsibilities in matters relating to corporate governance, investment, corporate planning, financial and accounting as well as to control and suggest strategic issues and management for the maximum benefit of the Company and stakeholders in order to ensure that the business complies with laws and regulations and the resolution of the shareholders' meeting. The Board also has the duty to consider and approve missions, visions, and the core values of the organization on an annual basis. (p.2) See full organization structure on p. 2 on CG chapter"	Corporate Governance		19 - 21
				b) Management of safety and occupational hygiene is the responsibility of the Occupational Safety, Health and Working Environment Committee. (p.3)	Health and Well-Being		47 - 50
				The Company has established a transparent and traceable risk management structure as follows. The Executive Committee acts as the highest authority with regards to approval of various risk management policies. The Executive Committee cascades assignments to the Strategic Development and Risk Management Committee, whereas the Audit Committee has a role in constant monitoring and reviewing the effectiveness of risk management framework and process. (p.3 Risk management chapter)	Risk Management		25-27
				The Company appointed the Environmental Management System (EMS) Steering Committee chaired by Co-President, Operations and improved the environmental management of the Company to be in line with the same of Group's environmental standards. (p.2 Our Approach to the Environment)	Environmental Management		62-64
		102-19	Delegating authority	a) The Company also set up an internal control for appropriate risk management and keeps monitoring its sustainability operations with the management for continuous sustainable business. There are many committee, please see the organization structure chart in CG chapter (p.2) Board Level, the Corporate Governance Committee comprises of Executive Directors and Independent Directors. They will determine the direction of corporate development towards sustainability and its sustainable development framework containing policies. The Committee meets quarterly to review corporate sustainability performances, consider and approve the framework if there are any adjustment. Top Executive Level, the Company established the Innovation and Sustainability Committee to oversee corporate-wide	Sustainability at True Corporate Governancet		10-12

● GRI Standard ● GRI Standard Name ● GRI Disclosure for 2017 ● GRI Disclosure Title ● Evidence of GRI Standard (core) compliance ● Chapter ● Omission ● Page number(s) and URLs

General Disclosures							
102	General Disclosures	102-19	Delegating authority	sustainability management and operations chaired by the Chairman of the Executive Committee, and comprises 2 Co-Presidents, and Directors from different units within True. The aforementioned Committee also oversees the overall performance of the Company, both reviewing and monitoring. The Middle Management & Staff Level, the Company established 3 working groups, categorized for 3 dimensions of corporate sustainable development with an aim to build a culture and encourage participation throughout the entire company. The Committee is responsible for facilitating sustainability-related work collaboratively, not restricted to their own dimension. Members of this working groups are cross-functional, from different units within True's 3 businesses. The working groups are tasked with deploying and implementing sustainability initiatives, which contribute to the Company's sustainability 2020 goals. Performance is monitored monthly and quarterly, both quantitatively and qualitatively. There is continuous improvement and adjustment with regards to sustainability performances to ensures the Company is progressing towards the Company's sustainability goals. The Company has a sustainability function as part of the Innovation and Sustainability Department, which is tasked with corporate sustainability management, and driving True to achieve sustainability development targets in 2020. Their crucial role is to foster policies and working plans of various committees, to facilitate between business units and ensure timely mobilization according to initial plans that were set. (p. 3)	Sustainability at True, Corporate Governance		10-12
		102-20	Executive-level responsibility for economic, environmental, and social topics		Sustainability at True		10-12
		102-21	Consulting stakeholders on economic, environmental, and social topics		Stakeholder Engagement and materiality analysis		14-16
		102-23	Chair of the highest governance body	"http://www3.truecorp.co.th/new/public/assets/truecorp/pdf/en/20170313-true-cg_policy-en.pdf"	Annual Report Website		119 - 121 "http://www3.truecorp.co.th/new/public/assets/truecorp/pdf/en/20170313-true-cg_policy-en.pdf"
		102-24	Nominating and selecting the highest governance body		Sustainability at True		10-12
		102-29	Identifying and managing economic, environmental, and social impacts		Risk and Crisis Management		25-27
		102-30	Effectiveness of risk management processes		Message from Chairman and Group Co President		6-7 8-9

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102	General Disclosures	102-32	Highest governance body's role in sustainability reporting		Human Capital Management		36-41
		102-35	Remuneration policies		Sustainability Performance Data		83-85
		102-38	Annual total compensation ratio		Stakeholder Engagement		14-16
		102-40	List of stakeholder groups	a) See SR2017 Stakeholder Engagement chapter with stakeholder groups listed	Human Capital Development		36-41
		102-41	Collective bargaining agreements	Welfare committee	Stakeholder Engagement		14-16
		102-42	Identifying and selecting stakeholders	a) There are 3 steps of stakeholder engagement including Materiality identification, Inclusivity concern, Responsiveness to the stakeholder's expectation, materiality prioritization, engagement planning with stakeholder and stakeholder capacity development.	Stakeholder Engagement		14-16
		102-43	Approach to stakeholder engagement	"a) Please see table True has indicated Stakeholder expectation for each group, company's response and participation channels which outline frequency of engagement	Stakeholder Engagement		14-16
		102-44	Key topics and concerns raised	"i) The Company responds to expectations of each stakeholder group which was received through appropriate communication channels, which differ in frequency depending on different work progresses and contexts. The key views and issues were considered and used as input for improving stakeholder relations and further develop operations to meet the needs of stakeholders, as demonstrated in the table	About True About this Report AR2017 p251		4-5
		102-45	Entities included in the consolidated financial statements	ii) please see the table of stakeholder groups which identify their expectations and True's responses " "TrueMove H, TrueOnline, TrueVisions a) The report boundary covers the 3 main businesses of True Corporation PCL, comprising True Mobile (6 companies), True Online (13 companies) and True Visions (10 companies). The reporting boundary is the same as our financial statement of the Company's Annual Report 2017. This Report is a continuation of the 2016 Sustainability Report. b) Please refer to AR2017 p.251 for consolidated financial statement"	About this Report		74-76
		102-46	Defining report content and topic Boundaries	"a) The report boundary covers the 3 main businesses of True Corporation PCL, comprising True Mobile (6 companies), True Online (13 companies) and True Visions (10 companies). The reporting boundary is the same as our financial statement of the Company's Annual Report 2017. This Report is a continuation of the 2016 Sustainability Report. b) This Sustainability Report is based on the Global Reporting Initiative (GRI) Standards at the "Core" option, which is internationally recognized. These important topics were included according to standard disclosures."	About this Report		74-76

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General Disclosures							
102	General Disclosures	102-47	List of material topics	a) There are 18 significant issues to the Company and its stakeholders in 2017.	About this Report		74-76
		102-48	Restatements of information		Sustainability at True	No restatements	10-12
		102-49	Changes in reporting			No changes in reporting on material topics and topic boundaries	74-76
		102-50	Reporting period	a) This report provides detailed insights of the sustainability performance of True Corporation Public Company Limited for the fiscal year 2016 (January 1, 2017 - December 31, 2017). This is the 4th issue. "	About this Report		74-76
		102-51	Date of most recent report	a) The report boundary covers the 3 main businesses of True Corporation PCL, comprising True Mobile (6 companies), True Online (13 companies) and True Visions (10 companies). The reporting boundary is the same as our financial statement of the Company's Annual Report 2017. This Report is a continuation of the 2016 Sustainability Report."	About this Report		74-76
		102-52	Reporting cycle	a) January 1, 2017 - December 31, 2017	About this Report		74-76
		102-53	Contact point for questions regarding the report	a) For more information, please contact Strategy & Sustainable Development, E-mail : CSR-SD@truecorp.co.th "	About this Report		74-76
		102-54	Claims of reporting in accordance with the GRI Standards	a) i) This Sustainability Report is based on the Global Reporting Initiative (GRI) Standards at the "Core" option, which is internationally recognized. These important topics were reported according to the standard disclosures	About this Report		74-76
		102-55	GRI content index	"a) b) i) ii) iii) See GRI Content index chapter"	GRI Content Index		79-80
		102-56	External assurance	"a) b) i) ii) iii) See External Assurance page"	Assurance Statement		77-78

Heart
Corporate Governance and Business Ethics

205	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures		Corporate Governance and Business Ethics		19-21
		205-3	Confirmed incidents of corruption and actions taken				22-24
206	Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices				19-21
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103	Management Approach	103-1	Explanation of the material topic and its Boundary		Risk and Crisis Management		25-27
		103-2	The management approach and its components		Risk and Crisis Management		25-27
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		103-2	The management approach and its components		Network Quality		28-29
		103-3	Evaluation of the management approach		Network Quality		28-29
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102	General Disclosures	103-3	Evaluation of the management approach		Service Quality		30-33
		102-43	Approach to stakeholder engagement		Service Quality		30-33
		102-44	Key topics and concerns raised		Service Quality		30-33
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103	Management Approach	103-1	Explanation of the material topic and its Boundary		Data Privacy and Security		34-35
		103-2	The management approach and its components		Data Privacy and Security		34-35
		103-3	Evaluation of the management approach		Data Privacy and Security		34-35
418	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		Data Privacy and Security		34-35
Human Capital Development							
103	Management Approach	103-1	Explanation of the material topic and its Boundary		Human Capital Development		36-41
		103-2	The management approach and its components		Human Capital Development		36-41
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404	Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs		Human Capital Management		36-41
		404-1	Average hours of training per year per employee		Sustainability Performance Data		83-85
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413	Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs		Stakeholder Engagement		
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		103-3	Evaluation of the management approach		Health and Well-Being		47-50
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403	Occupational Health and Safety	403-1	Workers representation in formal joint management-worker health and safety committees		Health and Well-Being		47-50
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Performance Summary

GRI Standard	Required Data	Unit	2014	2015	2016	2017
Economic						
201-1	Direct Economic Value Generated					
	Total assets	Million Baht	234,103	282,844	448,960	465,311
	Total revenue	Million Baht	109,216	118,781	124,719	141,290
	Economic Value Distributed					
	Salary, wages and employees' benefits	Million Baht	11,968	11,968	12,898	13,417
	Operating expenses	Million Baht	106,294	114,173	125,211	135,402
	Payment to Provider of Capital					
	Dividend payments	Million Baht	-	-	1,641	1,034
	Interest payments	Million Baht	5,101	2,897	4,672	5,917
	Consolidated Income Statement					
	Net profit	Million Baht	1,294	4,412	(2,814)	2,316
EBITDA	Million Baht	20,050	22,109	25,071	39,912	
Environment						
302-1	Energy consumption					
	Electricity consumption (purchased)	GJ	1,528,286.40	1,838,757.60	2,636,521.20	1,989,629.24
303-1	Energy consumption from non-renewable fuels (mobile combustion)	GJ	208,512.00	263,905.20	284,324.40	264,348.45
	Energy consumption from renewable fuels (mobile combustion)	GJ				
	Total energy consumption	GJ	1,736,787.60	2,102,662.80	2,920,845.60	2,253,977.69
	Water consumption					
	Water consumption (purchased municipal water)	Cubic meter	144,425.14	186,476.88	226,565.92	171,935.61
306-2	waste					
	General Waste	Metric tons	2,753.0	2,896.0	3,109.0	2,520.0
	Hazardous waste	Metric tons	-	-	-	0.2
	Total Waste Disposed	Metric tons	2,753.0	2,896.0	3,109.0	2,520.2
	E-Waste Recycled	Metric tons	71.2	240.1	202.0	71.4
305-1	Greenhouse gas					
	Biogenic CO2 emissions	Ton of CO2e	303	547	572	524.36
	Fossil Fuel CO2 emissions	Ton of CO2e	15,486	18,235	20,465	19,044
	Total direct greenhouse gas emissions (GHG Scope 1)	Ton of CO2e	15,486	18,235	20,465	19,044
305-2	Total indirect greenhouse gas emissions (location based) (GHG Scope 2)	Ton of CO2e	247,115	297,317	426,311	321,712
Labor Practices						
102-7	Total number of employees					
102-8	Male	Person	9,907	10,280	10,793	11,059
103	Female	Person	11,268	11,998	13,130	12,862
	Total	Person	21,175	22,278	26,872	23,921
	Employees with disabilities					
	Male	Person	N/A	N/A	92	89
	Female	Person	N/A	N/A	43	39
	Total	Person	33	33	135	128
102-8	Total number of employees by level					
	Board of Directors/ Supervisory Board	Person	16	16	18	18
	- Male	Person	16	16	18	17
	- Female	Person	0	0	0	1
	Director Level up	Person	16	16	17	15
	- Male	Person	16	16	17	15
	- Female	Person				0

GRI Standard	Required Data	Unit	2014	2015	2016	2017	
Labor Practices							
102-8	Director Level	Person	55	61	78	82	
	- Male	Person	45	46	59	62	
	- Female	Person	10	15	19	20	
	Deputy Director Level	Person	194	176	193	196	
	- Male	Person	134	110	117	115	
	- Female	Person	60	66	76	81	
	Assistant Director Level	Person	728	685	768	754	
	- Male	Person	411	385	431	420	
	- Female	Person	317	300	337	334	
	Manager Level	Person	2,050	2,056	2,193	2,306	
	- Male	Person	1,058	1,037	1,097	1,156	
	- Female	Person	992	1,019	1,096	1,150	
	Operation Level	Person	18,132	19,284	20,674	20,565	
	- Male	Person	8,243	8,686	9,072	9,288	
	- Female	Person	9,889	10,598	11,602	11,277	
	Total number of employees by employment contract						
	Permanent employees	Person					16,524
	- Male	Person					8,441
	- Female	Person					8,083
	Temporary employees	Person					7,397
	- Male	Person					2,618
	- Female	Person					4,779
	Total number of employees by region						
	Permanent employees	Person					16,524
		Person					12,920
		Person					3,604
	Temporary employees	Person					7,397
		Person					5,284
		Person					2,113
	Total number of employees by employment type						
	Full-time	Person					23,748
	- Male	Person					11,018
	- Female	Person					12,730
Part-time	Person					173	
- Male	Person					41	
- Female	Person					132	
405-1	Total Employees by age						
	< 30 years	Person	10,471	9,471	10,147	8,216	
	- Male	Person	4,498	4,130	4,214	3,578	
	- Female	Person	5,973	5,341	5,933	4,638	
	30-50 years	Person	10,265	12,183	13,037	14,649	
	- Male	Person	5,115	5,750	6,103	6,848	
	- Female	Person	5,150	6,433	6,934	7,801	
	> 50 years	Person	444	624	739	1,056	
	- Male	Person	294	403	467	633	
	- Female	Person	150	221	272	423	
	Percentage of Employees by age						
	< 30 years	Person	49%	43%	38%	34%	
	- Male	Person	21%	19%	16%	15%	
	- Female	Person	28%	24%	22%	19%	
	30-50 years	Person	48%	55%	49%	61%	
	- Male	Person	24%	26%	23%	29%	
	- Female	Person	24%	29%	26%	33%	
	> 50 years	Person	2%	3%	3%	4%	
	- Male	Person	1%	2%	2%	3%	
	- Female	Person	1%	1%	1%	2%	

GRI Standard	Required Data	Unit	2014	2015	2016	2017
Labor Practices						
404-1	Training & Development					
	By Level					
	- Executive Level	Hours/Person		24.39	28.19	14.70
	- Staff Level	Hours/Person		13.04	12.89	12.59
	Average hours per FTE on training and development	Hours/Person		14.56	14.97	12.88
	- Male	Hours/Person		15.13	14.90	12.52
	- Female	Hours/Person		14.08	15.02	13.20
OCCUPATIONAL HEALTH & SAFETY						
401-1	Recruitment					
	Average hiring cost / FTE	Baht	7,574	8,281	7,264	25,122
	New Hire					
	New hire	Person	8,048	7,096	8,644	7,529
	New hire rate	Percent	38.0	28.3	32.2	31.5
	By gender					
	Male	Person	3,320	2,974	3,289	3,179
		Percent	33.5	25.3	26.4	28.7
	Female	Person	4,728	4,122	5,355	4,350
		Percent	41.9	31.0	37.1	33.8
	By age					
	< 30 years	Person			6,850	5,824
		Percent			60.4	70.9
	30-50 years	Person			1,777	1,662
		Percent			12.1	11.3
	>50 years	Person			17	43
		Percent			2.1	4.1
	Turnover (permanent)					
	Employee turnover	Person	1,444	1,369	1,194	1,815
	Employee turnover rate	Percent	10.0	9.0	8.0	8.0
	By gender					
	Male	Person				826
		Percent				7.47
	Female	Person				989
		Percent				7.69
	By age					
	< 30 years	Person				531
		Percent				6.5
	30-50 years	Person				1,231
		Percent				8.4
>50 years	Person				53	
	Percent				5.0	
Voluntary employee turnover rate	Percent	9.0	8.0	7.0	6.0	
102-43	Employee Engagement Survey					
102-44		Percent	63	72	73	76
	Employee satisfaction rate	Percent	71	71	73	76
	Target of employee satisfaction rate	Percent	94	97	93	96
	Employees participating in employee satisfaction survey					
404-3	Individual Performance Appraisal					
	Systematic use of agreed measurable targets by line superior (% of all employees)	Percent		100	100	100
	Multidimensional performance appraisal (% of all employees)	Percent		28	41	68

GRI Standard	Required Data	Unit	2014	2015	2016	2017
OCCUPATIONAL HEALTH & SAFETY						
404-3	Formal comparative ranking of employees within one employee category (% of all employees)	Percent		100	100	100
	* True's operations are in Thailand only, therefore we do not provide any breakdown of numbers of employees by region.					
405-1	Gender Diversity					
	"Women in top leadership positions (Director to Managing Director level up)"	Person Percent	70 26.4	81 32.0	95 32.9	102 34.5
	"Women in management positions (Manager level up to Managing Director level up)"	Person Percent	1,379 45.3	1,400 46.8	1,528 47.0	1,586 47.3
	"Women in junior management positions (Manager level) "	Person Percent	992 48.4	1,019 49.6	1,096 50.0	1,150 49.9
	Women in workforce	Person Percent	9,889 54.5	10,598 55.0	11,602 56.1	11,277 54.8
401-3	Parental Leave					
	Number of employees entitled to parental leave	Person				13,594
	Number of employees taking parental leave	Person				368
	"Number of employees returning to work after parental leave who are still employed for the next 12 months ¹⁰ "	Person				368
	Number of employees returning to work after parental leave who are still employed for the next 12 months	Person				368
	Employees returned to work after parental leave (retention rate)	Percent				100
	Health and Safety Framework and Training					
	Coverage of health and safety management framework	Person	13	86	12	107
	Coverage of OHS health risks/ prevention training	Person	3,317	7,640	4,135	2,580
	Coverage of special training and/or measures to foster employees' health and well-being	Person	73,735.0	78,687.0	101,895	139,086
403-2	Occupational disease rate					
	No. of employees with work-related illnesses					
	- Male	Person			12	10
	- Female	Person			4	2
	Occupational disease rate					
	- Male	Person	0	0	1,112	904.2
	- Female	Person	0	0	305	155.5
	Injury rate Employees					
	Injured employees (no workday lost)					
	- Male	Person	2	1	5	1
	- Female	Person	0	0	2	0
	Injured employees (with workday lost)					
	- Male	Person	10	6	7	9
	- Female	Person	1	0	2	2
	Employees Severe injuries resulting in disabilities					
	- Male	Person	0	0	0	0
	- Female	Person	0	0	0	0

GRI Standard	Required Data	Unit	2014	2015	2016	2017
OCCUPATIONAL HEALTH & SAFETY						
403-2	Injury rate Employees		0.30	0.15	0.29	0.241
	- Male	Number per million man-hours	0.58	0.33	0.53	0.435
	- Female		0.04	0.00	0.15	0.075
	Lost time injury frequency rate employees		0.25	0.13	0.16	0.22
	- Male		0.49	0.28	0.31	0.39
	- Female		0.04	0.00	0.07	0.07
	Fatalities					
	Employee					
	- Male	Person	0	0	0	0
	- Female	Person	0	0	0	0
	Contractor					
	- Male	Person	0	2	1	2
	- Female	Person	0	0	0	0
	Death from work-related illnesses					
	- Male	Person	0	0	0	0
	- Female	Person	0	0	0	0
	Death from work-related accidents					
	- Male	Person				0
	- Female	Person				0
	Death from work-related automobile accidents					
	- Male	Person	0	0	0	0
	- Female	Person	0	0	0	0
	Injury Severity rate					
Total lost days	Days	56	137	120	116	
Male	Days			113	85	
Female	Days			7	31	
Injuries Severity Rate (ISR) base 1,000,000 Hrs	-	1,271	2,957	2,147	2,331	
403-2	Sick Leave					
	Average sick days per employee	Days			2.0	2.1
	True Group	Days			59,118.4	49,924.5
	Total number of sick days	Days				
	Absentee Rate					
	Absentee Rate		0.0010%	0.0024%	0.8479%	0.80%
	- Male		0.0000%	0.0000%	1.0574%	0.87%
	- Female		0.0000%	0.0000%	0.8661%	0.75%
	General working info					
	Total Employees	Man	21,175	22,278	26,872	23,921
	- Male	Man				
	- Female	Man	9,907	10,280	10,793	11,059
	Total Employee Work Hours	Man-Hours	11,268	11,998	13,130	12,862
	- Male	Man-Hours	44,044,000	46,338,240	55,893,760	49,755,680
	- Female	Man-Hours	20,606,560	21,382,400	22,449,440	23,002,720
Total Work Hours	Man-Hours	23,437,440	24,955,840	27,310,400	26,752,960	
ISR = Number of lost working day x1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee) *Target 2017 = 2.450						
IFR = Number of Injuries case x1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee)						
Corporate Social Responsibility						
201-1	Total Contribution		2014	2015	2016	2017
	Funding for activities benefiting society	Million Baht	115.79	137.67	262.27	275.89
	Volunteering by employees in social activities	Hours	7,632	8,072	15,584.00	20,376.00

Remarks: Include trend explanation, restatement (if applicable), and other remark.

NA

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CSR Report

Activity	Activity Description	2017 Performance	Social Value
Knowledge for Career			
1. True Young Producer Awards	The True Young Producer Awards is a contest open to university students to participate by sending their TV commercials focusing society. The contest enables them to develop their TV commercial production skills whilst emphasizing professionalism and accountability to depict morality and ethics. The project also helps to create a networking group amongst young advertisers with the public as well as build positive relationships with the Company and other participating partners.	1. 2,109 students from 703 teams 2. 45 advisory teachers	1. Encourages the advertising industry to focus on producing constructive advertisements for society 2. Creates young TV producers with quality and understanding or morals and ethics for the industry 3. Provides opportunities for university students who win the contest to work at well-known leading advertising companies both in Thailand and abroad
2. True Future Journalist Award	The True Future Journalist Awards is a contest open to university students enrolled in the mass communication program to participate with an aim to develop future journalists with quality and ethics as well as to create a networking group of new generation journalists.	1. 1,000 university students participated in the Road Show 2. 50 advisory teachers	1. Produces journalists with quality and ethics in reporting proper and unbiased news 2. Elevates journalism industry in Thailand to world-class standards
Sports / Recreational Activities			
1. TrueVisions Junior Golf Tour	For the 18th consecutive year, TrueVisions has supported the "TrueVisions Junior Golf Tour", a golf tournament for youths aged between 8-20 years. These youth are also supported by True to join and compete in competitions abroad.	930 Junior Golfers	1. Builds awareness among youth and the general public 2. Produces national junior golfers and support them to join the SEA Games, Asian Games and other world-class events 3. Collaborates with others in promoting golf in Thailand
2. TrueVisions International Junior Golf Championships	For the 17th consecutive year, TrueVisions has supported the "TrueVisions International Junior Golf Championship" which is an international golf tournament for youth aged between 8 and 20 years.	150 junior golfers from 18 different nationalities	1. Builds awareness among youths and the general public 2. Promotes tourism in Thailand 3. Develops professional Thai golfers 4. Collaborates with others in promoting golf in Thailand
3. TrueVisions Thailand Junior Bowling Championships	TrueVisions continuously supports the junior bowling championship among youths so that they can develop their bowling skills and gain experience by joining junior and world championships.	Total of 200 participants including junior bowlers, parent and coaches	1. Builds awareness among youths and the general public 2. Produces national junior bowlers and supported them to join the SEA Games, Asian Games and other world-class events. 3. Collaborates with others in promoting bowling in Thailand
4. TrueVisions-Yamaha Footvolley Thailand Championships	TrueVisions continuously supports the "TrueVisions-Yamaha Footvolley Thailand Championship" which comprises of 3 categories: 1.High School Level 2.Higher Education Level 3.General Public	60 teams	1. Builds awareness among youths and the general public 2. Promotes and developed skills and experience for Thai Footvolley players 3. Produces national junior footvolley players and supported them to compete in events such as the SEA Games, Asian Games 4. Collaborates with others in promoting Footvolley in Thailand
Science Related Activities			
1. True Young Scientist	The True Young Scientist is a contest open to primary school students to participate with an aim to help improve science skills among Thai youth	780 Primary School students from 260 teams across Thailand	Improves science skills among Thai youths so that they are interested, passionate, motivated, disciplined, responsible, loyal, and aware of conserving as well as being able to give opinions, being open minded to others' opinions and being rational.
2. Young Thai Science	A contest for students who have knowledge in science and communication skills		Promotes and encouraged interest and passion in science among Thai youth
3. Water Rocket	A water rocket competition open to primary and junior high school students which includes several categories within the competition comprising of long range category, accuracy category and overall scores of the two categories.	At least 6,500 students from 1,300 teams and 1,300 advisory teachers	
4. FameLab	FameLab helps to improve learning and communication skills in science for youth.	200 participants	Promotes and encourages interest and passion in science among Thai youth

Activity	Activity Description	2017 Performance	Social Value
Environmental Conservation			
1. Rak Pong Prai Youth Camp in Celebration of HRH Princess Maha Chakri Sirindhorn's 60th Birthday	Implemented the "We Grow " application as a tool for training participants in the " Rak Pong Prai Youth Camp" which supports the expansion of green areas through tree planting activities as well as monitoring and recording their growth through various activities and the application.	8,000 youths across 31 learning institutes in Thailand / year	Cultivates awareness among youth on environmental conservation and natural resources leading to awareness in the importance of the environment / wildlife that leads to collective efforts in protecting and preserving nature in a sustainable way.
2. Nature and Environment Conservation Awareness Project and Nature and Wildlife National Photography contest	A contest that creates and cultivates awareness on nature and wildlife conservation of the environment through photography as a communication channel.	2,000 photographs	Creates awareness among the public leading to love and cherish natural resources and the environment and actions towards environmental conservation
3. Nature and Environment Conservation Awareness through the We Grow QR Code in public parks	We Grow QR Code labels placed by trees and plants found in public parks across Bangkok provided useful information, educating visitors about plants and nature conservation through the We Grow application	1,000 QR Code labels distributed in across 5 public parks and 10% increase in number of We Grow application downloads	Creates environmental conservation awareness among citizens in large cities
4. Collaborative project with Sueb Nakhasathien Foundation on Nature and Environmental conservation	Funding through donations via E-Wallet application and promoting to the public in order to support the forest conservation in the western region	Baht 800,000	Supports the conservation of the forest areas of the western region to the park's targets and created a networking group for nature and environmental conservation.
Others			
1. Mobile Literacy for Out-of-School Children Project	Provides True PlookPanya digital educational media and equipment for migrant children at learning centers located at Thailand's borders. This project is in collaboration with UNESCO, Microsoft and the Office of Non-Formal Education.	1,500 digital educational medias	Provides migrant children at border learning centers with equal standards in education that can help improve their quality of life and better nutrition.
2. IP IT Law	Helps to raise legal awareness of intellectual property	At least 140 students from 70 teams	Helps educate intellectual property law students and give them the ability for practical implementation
3. Smile Voice	A project that encourages employees to join the Smile Voice Program where staffs read for the visually-impaired in the form of audio books. The program also makes specially priced SIM cards with data rates for visually-impaired persons to access online news and knowledge resources conveniently.	1,500 participants	Increases the range of online knowledge, news and information source for visually-impaired persons and provided opportunities for them to access services which can facilitate and assist their lives on a daily basis
4. TrueMove H (3G) Project for the community	Provide TrueMove H 3G aircards and SIMcards together with airtime enabling sub-district hospitals to access telehealth services conveniently	3,000 persons	Enables remote rural communities to have access to medical services through telehealth and improves work effectiveness of medical staff in sub-district hospitals.
5. Phetch Nam Nung Program	Provides TrueVisions equipment, documentary TV channels and educational digital media for the project.	6,000 youth	Supports youth who have potential opportunities to continue their education and develop their careers.
6. True PlookPanya Volunteers	Led True employees to sites visits (Udon Thani and Nong Khai provinces) participating in activities to strengthen relationships between True employees and local school teachers and students such as: 1. Developed a library "True volunteers...PlookPanya" providing digital educating materials and education channels by TrueVisions. 2. Installed and trained for the use of teaching 8 media programs for teachers and students 3. Improved the environment of schools such as school building, sports field and playgrounds to a good condition appropriate for learning. 4. Installed 2 nursery facilities for mushrooms including 850 Indian Oyster mushrooms (Pleurotus Pulmonarius) as a food source for school lunch for students and also another source of income for the school 5. Arranged the ceremony in handing over held by True and handed over by Deputy Prime Minister Air Chief Marshal Prajin Jantong	1 school every year in collaboration with office of the Deputy Prime Minister (Air Chief Marshal Prajin Jantong) in the project to enhance the quality of lives of students from disadvantaged schools	1. Creates a learning center for school students and the community by providing digital learning materials "True...Plook-Panya" which included 8 different programs to decrease disparities in education. 2. Creates another source of food supply for school lunch and generating income as well as gaining knowledge in agriculture through farming mushrooms through 2 nursery facilities that leads to healthy nutrition of students. 3. Provides an activity that creates sustainability in education for schools and communities so that they can become role models for other school and communities. 4. Creates awareness and good corporate reputation, strengthening relationship with general public especially communities surrounding schools 5. Builds good relationships with governmental institutions meeting the expectations of the Deputy Prime Minister in actively engaging in Corporate Social Responsibility and being a good corporate citizen
7. Creating a Better Life for People with Autism	1. Project that supports capability development to improve the quality of life for people with autism. This is done through funding for hiring persons with autism. 2. Vocational training, development of autistic applications along with training programs for children with autism and their parents 3. Provided channels for selling products made by children with autism	1. Increase in the number of people with autism that are hired 2. Products that made and sold by people with autism through various channels had a value of 2 million Baht	Arranges to train 2,000 people with autism and families across 4 regions of Thailand to use True Autistic App and helps 50 families of people with autism to gain income exceeding a total of Baht 250,000



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