

TRANSFORMING OUR WORLD INTO A SUSTAINABLE LEARNING EXPERIENCE




Sustainability Award
Gold Class 2019

MEMBER OF
**Dow Jones
Sustainability Indices**
In Collaboration with RobecoSAM 

**ENTER A NEW EXPERIENCE OF THE DIGITAL WORLD
BE THE FIRST TO DISCOVER A MORE
ADVANCED QUALITY OF LIFE**

DISCOVER THE BEST OF WORLD-CLASS TECHNOLOGY
THAT WILL ENABLE A MORE CONVENIENT LIFESTYLE
ON THE MOST COMPREHENSIVE NETWORK WITH
WIDEST COVERAGE IN THAILAND



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TRUE SUSTAINABILITY PERFORMANCE 2018

True Corporation Public Company Limited recognizes the need to adapt to the fast pace of the ongoing technological revolution affecting the lifestyle and requirements of Thai society, and creating new challenges to its business. To be able to build business resilience and stay relevant amidst the sweeping, rapid changes, True Group has dedicated its resources and efforts toward enhancing business sustainability in accordance with the Charoen Pokphand Group's sustainable policy, which follows the "3-Benefits Principle". Each C.P. Group company must generate benefits for the country and society in which it does business, as well as financial profits, with operations that take economic, social and environmental factors into consideration.

The Company is committed to True Sustainability Goals 2020 under the "3H's" or "**HEART, HEALTH, HOME**" framework. It seeks to improve digital infrastructure, enhance service quality, and expand area of coverage, alleviating inequalities in terms of access to sources of information and ICT services. At the same time, we are determined to conduct our business with environmental responsibility, good corporate governance, and operate in line with the international guidelines on human rights, including in the management of our supply chain. We apply our expertise in digital technologies to develop innovative products and services that meet the needs of consumers, while responding to all groups of our key stakeholders with transparency and fairness.





HEART

Operating Business with a Sustainability-oriented mindset

Operating business responsibly, on the basis of good corporate governance, fairness, and transparency, and respecting human rights.



Corporate Governance Score 5 (Excellent)

Result of good corporate governance assessment



Stakeholder Engagement 100%

Coverage of stakeholder engagement process



Human Rights 100%

Human rights risks assessment throughout the entire value chain



Leadership and Employee Development 100%

of employees participated in the knowledge training and sustainability activities



HEALTH

Building a Sustainable society

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



Social Values 6,000 People

People in vulnerable groups are able to develop quality of life



Education and Access to Learning Resources 3.02 Million People

Enhance access to learning resources and ICT services (Target: 4 million people)



Innovation Management 43.8% or 5,428.70 Million Baht

Growth in income from innovation development (Target: 50%)



HOME

Building a Sustainable Environment

Build environmental awareness, promote conservation of the environment, and enhancing quality of life for all members of society



Protect ecosystem and biodiversity 4.29 Million Trees

Promote tree planting and sharing of information through We Grow Application (Target: 6 Million Tree)



Water Management 39%

Reduction of water usage per service revenue (Compared to 2015)



Responsible Supply Chain Management 100%

Responsible raw material sourcing



Climate Change Management 24.64% (3.18 tCO₂e per 1 million baht of service revenue)

Reduction of greenhouse gas intensity (Compared to 2015)

MESSAGE FROM THE CHAIRMAN OF THE EXECUTIVE COMMITTEE

(GRI 102-14)

Sustainable growth of business requires all-rounded vision in order to prepare for all types of opportunities and risks. In 2018, True Corporation Public Company Limited was able to fully utilize its potential in generating strong business and sustainability results.



True has been selected as a member of Dow Jones Sustainability Indices (DJSI), a global sustainability index, for two consecutive years, and has been named Industry Leader based on our outstanding performance in sustainable development. True has also been selected as a member of the FTSE4Good Emerging Index, again reflecting the progress on our sustainability journey.

In addition, the Company received the Excellence Level recognition from the Corporate Governance Report of Thai Listed Companies, organized by Thai Institute of Directors, demonstrating our commitment to good corporate governance and business ethics.

These honors have been the results of hard work and close collaboration among employees and executives, all of whom have devoted their effort in propelling the Company along the path of sustainability, with particular emphasis on transparency, good corporate governance, and social and environmental responsibilities.

True Group believes that listening to the Company's stakeholders is the key factor to both business success and sustainability performance. True has collaborated with all 11 stakeholder groups, such as customers, employees, suppliers, government agencies, civil society, and communities, to understand their expectations and concerns. The stakeholders' comments, suggestions, and feedbacks are valuable inputs for True to continuously improve the organization, especially when faced with the rapidly changing global dynamics.

One of the most significant building blocks for a sustainable business is human capital development. This applies to both our own employees and external stakeholders. Our human capital development objective is to ready our people for the new opportunities and challenges as well as social and technological innovations. How can we transform ourselves into a digital organization, with the ability to bring digital technologies to offer new services that address the needs of the society? At the same time, our employees and operating processes must be ready to handle issues such as cybersecurity and data privacy protection. In the digital economy era, these capabilities are critical factors for True Group to achieve long-term growth, build business resilience, and earn trust from consumers and society.

True Group continues to drive the reform effort for Thailand's basic education system via the Pracharat collaborative network, known as CONNEXT ED. This project has put in place clear and measurable indicators and targets that answer the needs of stakeholders, including students, teachers, parents, and communities. These indicators and targets are used to evaluate the results of school, teacher, and education administrator development initiatives, covering 4,719 schools throughout the country, allowing reform efforts to be directed to where there are the most needs. From this CONNEXT ED project, we have learned many lessons that could be applied to other initiatives, as well as in the operations of our core businesses. The main lesson being it is vital to define clear process to assess the impacts of our actions on society and stakeholders, enabling us to create tangible, measurable values for society through our business activities and social contribution programs.

True is a member of UN Global Compact where I serve as the Chairman of the Global Compact Network Thailand (GCNT) to support our participation in sustainable development in the global arena. We have adopted and take concrete steps to apply the principles of UN Global Compact within the Company. In addition to the enactment of relevant policies and guidelines, we also improved work processes, strengthening corporate governance as well as other operational functions related to human rights, labor practices, environment, and anti-corruption to ensure effective compliance with UN Global Compact's Ten Principles.

I firmly believe that sustainable business practices will lead to tangible progress in Thailand's sustainable development on the national level. Our commitment to sustainability also helps build a solid foundation for continuous improvement of our business performance and create long-term values for all stakeholders.

I would like to thank everyone for their continuous support as we embark on our journey, guided by our clear vision, towards True Sustainability.



SUPHACHAI CHEARAVANONT
CHAIRMAN OF THE EXECUTIVE COMMITTEE

MESSAGE FROM THE GROUP CO-PRESIDENTS

(GRI 102-14)



Driving sustainable development within a business organization requires a lot more than establishing the right policies and having appropriate organizational structure and capable sustainability team, it takes a strong commitment of every single employee in all departments to make concrete contributions in creating value for all stakeholders in every processes of the business.

As a result of True Group's long-term determination to operate our businesses under the principle of sustainable development, we have been recognized in the global arena with international sustainability awards and honors. Every day, we strive to apply our strength in communication innovations and digital technologies to develop products and services for customers, creating values for all stakeholders, giving back to society and preserving the quality of the environment in every work process within the organization.

The Company continues forward with various projects and initiatives to achieve the 2020 True Sustainability Goals. From the set of 12 goals covering economic, social, and environmental aspects, we have already achieved several goals before the 2020 deadline. We are currently developing long-term targets for 2025, designed to be more challenging and better aligned with the needs of society and stakeholders as well as the international trend of the global telecommunication industry.

Every year, True Group conducts materiality issues assessment through engagement with both external and internal stakeholders. In 2018, the Company has

considered the relevant impacts on its businesses and stakeholders, which were consistent with the context of the company and telecommunication sector. There were a total of 14 material issues. The assessment result indicated the following issues as the top three material issues:

1. Data privacy & cyber security
2. Corporate governance & business ethics and code of conduct
3. Network availability

Taking into account of the assessment result, the Company developed business plans and management approaches, targets, and reporting requirement for each issue, aligned with international standards for this sustainability report. For the top three material issues mentioned above, the followings are key performance during 2018:

- Data privacy and cyber security: The Company conducted risk assessment, reviewed the findings, and improved the process controlling access to database of the main system. The improvement also extended to trainings and created awareness of the importance of data privacy and cyber security for employees with access to systems containing personal data. This helped the Company prevented any data leakage or misconduct of customers' data. Moreover, there are evaluation of readiness to respond to online threats, conducted by external and internal experts on regular basis.

- Corporate governance and business ethics: The Company demonstrated the commitment and determination to maintain the standard of corporate

governance by continuously encouraging business ethics and anti-corruption practices, both preventative and corrective approaches. In the past year, the Company maintained the membership of Thailand's Private Sector Collective Action Coalition Against Corruption (CAC) and received Excellent Corporate Governance Scoring from Corporate Governance Report of Thai Listed Companies in 2018 from Thai Institute of Directors, reflecting how True's continuous adherence to good corporate governance principles.

- Network availability: Services and network quality development is vital to True's business. True has continued to improve network quality with respect to speed, stability, and coverage. We are making preparations for 5G network development on a commercial scale by testing and developing technologies with our business partners. At the same time, we enhanced the effectiveness of network availability with monitoring system and effective network maintenance. In the past year, received "The best 4G network in Thailand" for three consecutive years from nPerf, an internationally-recognized integrated internet speed tester.

In addition to the top three material issues mentioned above, the Company continued to make progress in other material issues to ensure the sustainable growth of the business. Examples are below:

- Human capital development and recruitment: The Company strengthened employee engagement and developed employees' capabilities for opportunities and challenges of the business, as well as facilitated their career advancement planning. This commitment has propelled True Group to be ranked among leading international businesses in recruitment and capability development. We have been awarded Top Employer Thailand 2019 by the Top Employers Institute, The Netherlands. True was the only Thai companies to receive the top scores, ranking within the top three companies and was the only telecommunication company to receive the award.

- Supply chain management: The Company assessed the supply chain risks to cover all products and services, expanding sustainability management to include more suppliers. As in previous years, Supplier Code of Conduct manuals were provided to all suppliers. In addition, an online supplier ESG self-assessment and supplier evaluation criteria for onsite ESG audit have been developed by True's Sustainable Development and Procurement teams together with external experts.

- Innovation development: True Group has developed innovative solutions for social and environmental needs, many of which have earned the Company international recognitions; for examples, a

gold medal from International Invention & Innovation in Canada 2018 (iCAN 2018), Toronto, Canada, for "ChuayPlook" Application which help farmers managed their farming operations more effectively. In addition, True Group received two silver medals from Elephant Smart Early Warning System and Future Job platform. The former is a warning system with smart cameras connected to park ranger's network system to detect movement of wild elephants to reduce conflicts between the animals and farming communities around the national parks. The latter innovation is a platform that analyzes labor market data to help guide youths in planning their career.

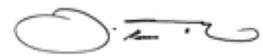
- Educational infrastructure development project with "Pracharat" or Public-Private Partnership network of partners, which support capacity development of school principals, teachers, and students from 4,719 schools across the nation through CONNEXT ED Project. In 2018, there were 540 True Group employees, comprising new generation of leaders and top executives, volunteering as advisors and coaches for 1,000 schools across the country.

- Environmental management system (EMS) was formalized in accordance with the ISO14001:2015 standard, covering True Tower on Ratchadapisek Road, True Tower 2 on Phattanakan Road, and regional office in Khon Kaen Province. This was to ensure that the environmental management processes comply with the international standard and are consistent across all facilities. This undertaking also provided an additional benefit of raising environmental awareness among all employees.

As Group Co-Presidents, we would like to thank our employees, customers, business partners, and all stakeholders who have played important roles in driving the development of True Group. Together, we can help guide our business on a path of sustainable business growth, maintaining strong financial returns, while protecting the environment and addressing social needs.



MR. SIRIPOJ KUNAKORNPHAN
GROUP CO-PRESIDENT



DR. KITTINUT TIKAWAN
GROUP CO-PRESIDENT

GETTING TO KNOW TRUE

(GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-14, 102-16, 102-45, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53)

True Corporation Public Company Limited has been in operations for more than 28 years. The Company was established on November 13, 1990 as Telecom Asia Corporation Company Limited. It became a public company, listed on the Stock Exchange of Thailand in December, 1993 as Telecom Asia Corporation Public Company Limited with official abbreviation "TA". In April, 2004 the Company changed its name to True Corporation Public Company Limited or "TRUE". Currently, the Company has its headquarters in Bangkok, Thailand.

True Group is the first integrated telecommunication and technology digital service provider in Thailand. It is a leading developer of technological innovations, with the goal of enabling Thai people to gain access to useful information sources, entertainment content, and convenient telecommunication services anywhere,

anytime. We provide high quality products and service that respond to different consumer lifestyles. True Group is ready to help drive the nation's economy forward into the digital society era. We are prepared to face the uncertainties and drastic changes that the future may bring.

True Group's core businesses are divided into 4 groups: **TrueMove H**, the second-largest mobile service provider in Thailand with nationwide network coverage; **TrueOnline**, the leader of internet broadband and WiFi with high quality fiber network, **TrueVisions**: the leader of subscription television with nationwide High Definition service, and **True Digital Group**, the leader of digital platform that focuses on developing innovative, cutting-edge solutions for our customers.

TRUE VALUES

CARING
CREDIBLE
CREATIVE
COURAGEOUS

VISION:

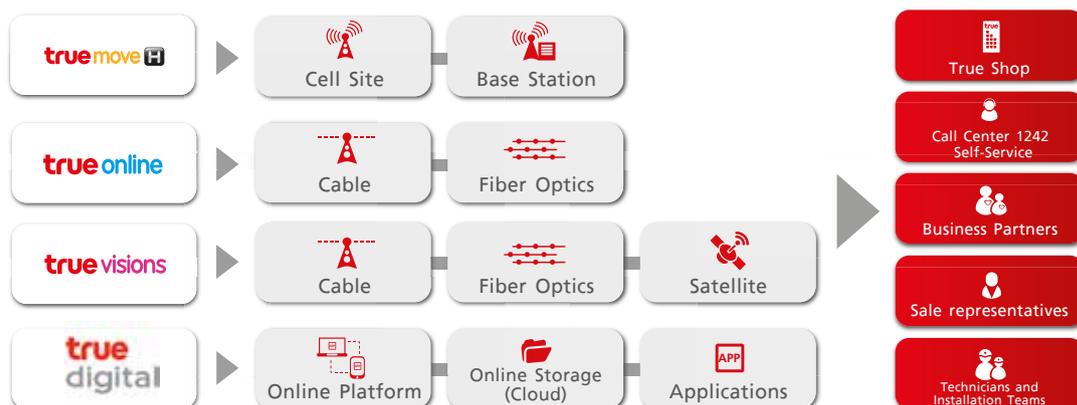
To be the leading digital infrastructure that fully connects people, organizations, economies, and societies together to create sustainable value for life.

MISSION:

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

True Group's business operations are prepared for rapid technological changes and are well-positioned to benefit from new business opportunities arising from development of digital innovations, which will form a new foundation for Thailand's economic and social development in the digital age.

TRUE GROUP'S VALUE CHAIN



BUSINESS STRATEGY

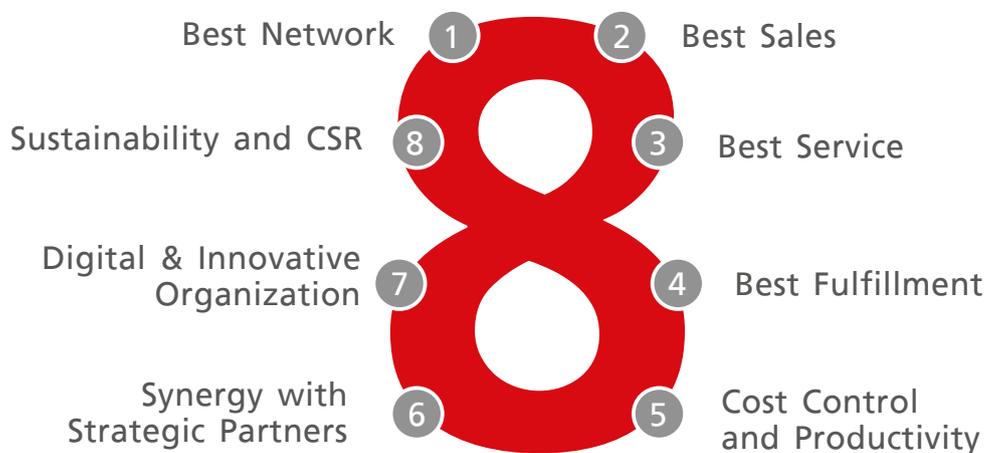
(GRI 102-14)



True Group is a leading provider of integrated telecommunications services in Thailand. The Company utilizes the latest innovative technologies to develop and offer high quality convergence services, including telecommunication products and solutions, and a wide variety of digital media and contents, in line with the Company’s vision. It also focuses on raising the quality of the country’s telecommunication infrastructure up to the international standard, preparing Thailand to become the digital gateway for the ASEAN region and offering the Thai people better access to information technologies, helping to decrease the digital divide and foster a culture of lifelong learning throughout the country.

True Group has developed its business strategy that covers the management of the entire value chain, aimed at delivering high quality products and services to customers, through the most efficient network, excellent service quality, and innovative digital technologies. The Company’s ability to provide convergence services, combining offerings from a variety of business units within True Group that best match the needs of each customer segment contributes to True’s competitive advantage. As we respond more proactively and accurately to varying consumer lifestyle needs, we can strengthen customer loyalty and enhance business performance. These factors help True Group grow strongly amidst an increasingly complex and demanding marketplace for digital and telecommunication products and services.

TRUE GROUP 2018 STRATEGIES



SUSTAINABILITY AWARDS AND ACHIEVEMENTS



MEMBER OF
Dow Jones Sustainability Indices
In Collaboration with RobecoSAM

True has been selected as a member of the Dow Jones Sustainability Indices (DJSI) Emerging Markets for the second consecutive year, earning the Industry Leader title with the highest score in the Telecommunication Services Sector.

As a result of outstanding development in 3 sustainability dimensions: economic, social and environmental, following True Group’s 3H’s framework: Heart, Health, Home, which aims to create long-term value for all stakeholders.



True has been included as a member FTSE4Good Emerging Index and ASEAN 5 Index for the second consecutive year.

Reflecting the organization’s strong environmental, social and governance (ESG) performance. True earned above-average assessment score for telecommunication industry segment as well as for Thai companies.

The Asset Corporate Awards 2018



1. The Asset Corporate Gold Awards for ESG



2. Best Initiatives in Innovation Award from “COFY” service robot



3. Best Initiatives in Social Responsibility Award from the Autistic Potential Development Project (True Autistic Thai Center)





Thailand Sustainability Investment Award, 2018, Sustainability Awards Ceremony, SET Sustainability Awards 2018

True received the Thailand Sustainability Investment (THSI) Award 2018 from the Stock Exchange of Thailand (SET). True Group has been selected as a member of the SET THSI List, in the category of companies with market capitalization higher than 100 billion baht.



Sustainability Report Excellence Award 2018 from the Office of the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand

In recognition of True Corporation Public Company Limited's outstanding reliability and credibility in its disclosure of sustainability information in terms of Economics, Social, Environmental and Corporate Governance.

ABOUT THIS REPORT

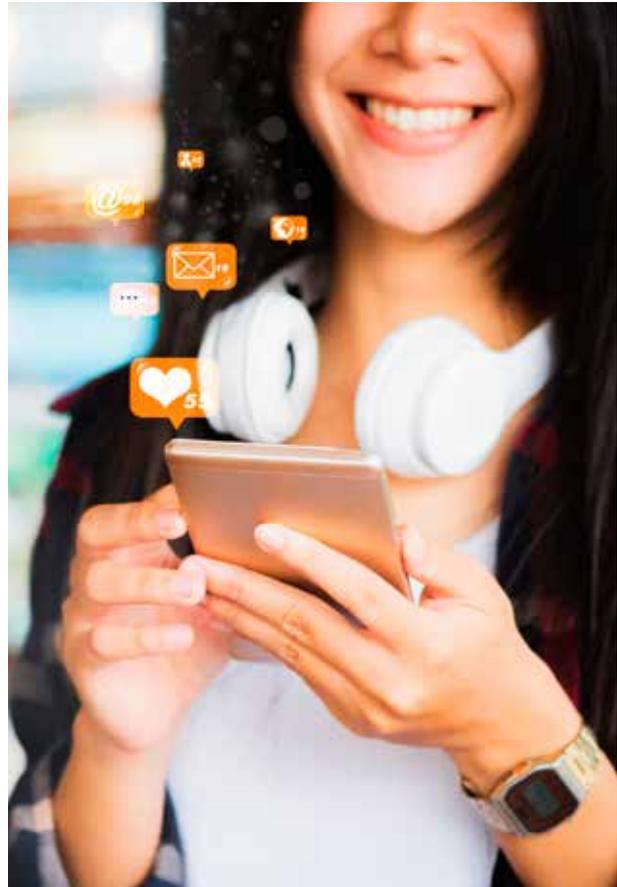
(GRI 102-3, 102-45, 102-46, 102-47, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 103-1)

This report provides details on the sustainability performance of True Corporation Public Company Limited (True) for the Fiscal Year 2018 (January 1, 2018 – December 31, 2018). This is True's fourth Sustainability Report covering performance in economic, social and environmental dimensions and is aimed at communicating with stakeholders on the key sustainability issues of the Company's business. This Sustainability Report is based on the internationally recognized Global Reporting Initiative (GRI) Standards at the "Core" option, and includes standard disclosure of material topics with relevance to the Company's operations and consistent with the United Nations Sustainable Development Goals (SDGs).

The report boundary covers companies within the True Group that the Company holds more than 50 percent of shares and is able to exert operational control. The list of these companies includes TrueMove H (9 companies), TrueOnline (24 companies), TrueVisions (12 companies) and True Digital Service and Platform. The reporting boundary is consistent with that of the financial statements of Company's Annual Report 2018. The information can be referenced from the Annual Report and Company Website (<http://investor-th.truecorp.co.th/home.html>).

The report focuses on the performance in economic, social and environmental dimensions to communicate to stakeholders on the key sustainability issues of the Company's business. There has been an organizational restructuring on March 1, 2019, which may impact the content in comparison with previous reports.

The Company intends to convey information about its operations and sustainable development performance to the stakeholders in a transparent manner. The Company welcomes suggestions from all of its stakeholders in order to integrate them into its ongoing operations improvement process.



Download this report: <http://www3.truecorp.co.th/new/sustain>
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SUSTAINABILITY AT TRUE

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

True Group is Thailand's fully-integrated telecommunication provider and convergence leader. It offers an unrivaled selection of communication services utilizing advanced technologies, innovative solutions and a comprehensive range of digital media and content. Its vision is to be the leading digital infrastructure provider that fully connects people, organizations, economies, and societies together to foster economic opportunities, and strengthen Thailand's development towards the Industry 4.0 era. At the same time, it is committed to operating its businesses with social and environmental responsibility.

Based on these roles and responsibilities, the Company regularly conducts surveys to solicit stakeholder inputs and reviews sustainability issues that are relevant to its business operations. The findings are then prioritized based on potential impacts on the Company, as well as major concerns of internal and external stakeholders. The results of these exercised are incorporated into the development the Company's sustainable development strategies, goals, and objectives.

DRIVING ORGANIZATIONAL SUSTAINABILITY

To implement the philosophy of sustainable development into practice, True Group believes that all levels of its workforce, from the Board of Directors, to senior executives, middle management and operation teams, must fully understand the various sustainability issues facing the Company, and make sincere commitment to address those issues in a holistic

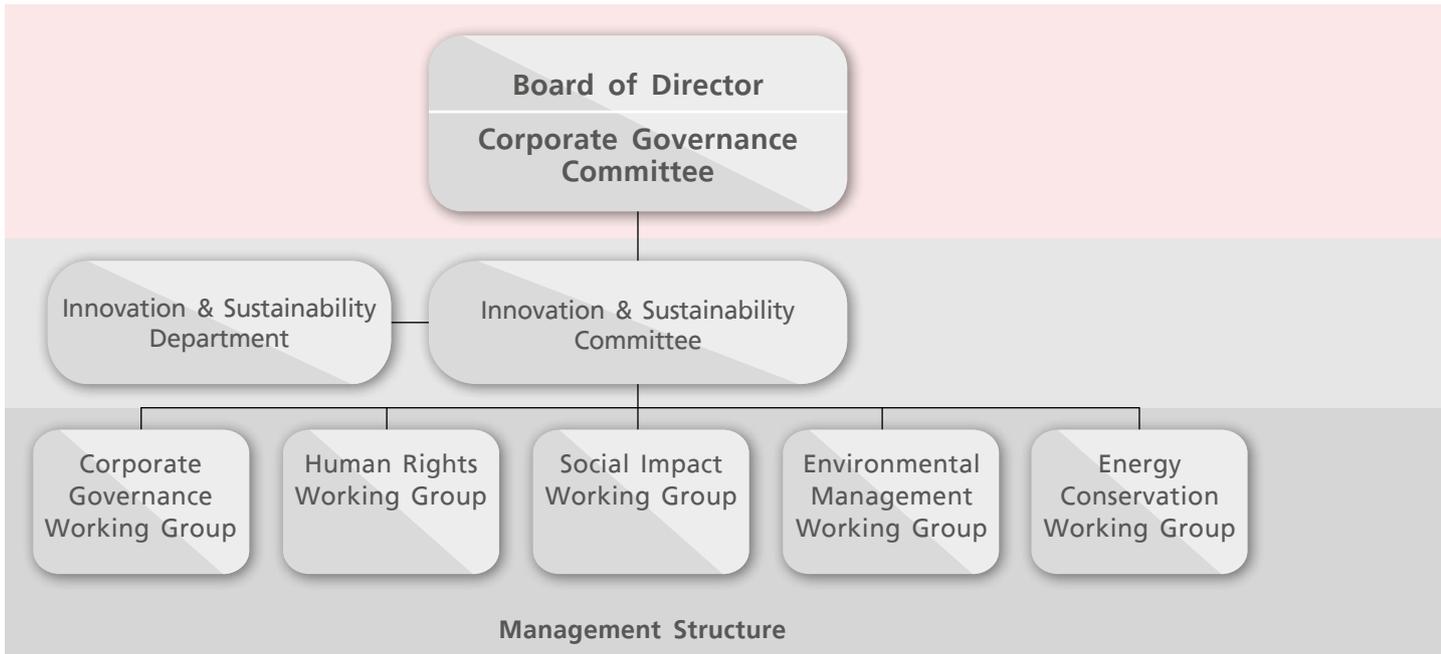
fashion. The Company has designed the organizational structure, including the roles and responsibilities on sustainable development as follows:

The Board Level: The Company has assigned the Corporate Governance Committee which comprises of Executive Directors and Independent Directors the board-level responsibilities of determining the direction of corporate sustainable development programs, establishing framework and relevant policies. The Committee meets quarterly to review True's sustainability performances, as well as consider and approve True's sustainable development framework, if there is any modification. The Company's Chief Innovation & Sustainability Officer and the Innovation & Sustainability Department are tasked with implementing the sustainability policies and framework provided by the Corporate Governance Committee and report back on their performance.

Senior Executive Level: The Company established the Innovation and Sustainability Committee to review corporate-wide sustainability performance and approve budget and resources for corporate sustainability programs. This Committee is led by the Chairman of the Executive Committee, and comprises two Group Co-Presidents, head of different business and functional units within True Group, and includes the Chief Innovation & Sustainability Officer as a committee member and secretary. The review sessions are conducted on a quarterly basis, or more often if necessary. In addition, most senior executives also include sustainability performance indicators (KPIs) as their personal and team performance evaluation.



CORPORATE SUSTAINABILITY MANAGEMENT STRUCTURE



The Middle Management & Staff Level:

The Company established five working groups, including Corporate Governance, Human Rights, Social Impacts, Environmental Management, and Energy Conservation Working Groups. The aim is to build a culture of sustainability values and encourage participation throughout the entire company. These working groups are responsible for deploying sustainability initiatives, monitoring and reporting progress, and facilitating collaborations on sustainability programs, without being restricted to only their own direct job responsibilities. Members are cross-functional, coming from different business units within True’s 3 businesses (TrueMove H, True Online, and True Visions), with the Innovation & Sustainability Department as the

central coordinating body. Such collaborative efforts help ensure that top level strategies and policies are implemented company-wide, with continuous improvements and adjustments if necessary, so that every unit is contributing towards the Company’s sustainability goals.

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 the 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 a more sustainable path of social and economic development, both nationally and on a globally scale under the 10 Principles of the United Nations, which cover 4 primary aspects: human rights, labor, the environment, and anti-corruption. The Global Compact Network Thailand works toward the 17 SDGs, especially in areas related to protection of human rights, as well as promote sustainable business practices.

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 GROUP'S SPECIAL EMPHASIS ON 3 SDGS.

Sustainable Development Goals (SDGs)	True Group	
	True's Material Issues	True's Sustainability Goals
 <p>4 QUALITY EDUCATION</p> <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 on local community 	<ul style="list-style-type: none"> - Helping 4 million Thai people gain access to digital content and knowledge sources through ICT
 <p>9 INDUSTRY INNOVATION AND INFRASTRUCTURE</p> <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% revenue growth from True's innovations (products, services, and processes)
 <p>13 CLIMATE ACTION</p> <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 intensity compared to 2015 - 10% reduction with water intensity compared to 2015

TRUE SUSTAINABILITY DEVELOPMENT GOALS 2020

(GRI 103-2)

The Company has developed a framework for corporate sustainability performance, which is aligned with Charoen Pokphand Group's sustainability principles of Three Benefits: to generate benefits to the Country and Society in which it operates, as well as financial benefits to the Company. This is consistent with the three-pronged approach to sustainable development, incorporating economic, environmental, and social goals in its business operations. True Sustainability Goals 2020 include 12 topics, and are described by the "3H's" framework, which include "HEART, HEALTH, HOME" covering all of sustainability material issues, and responding the needs of all stakeholder groups.

As the Company has already achieved a number of goals set for 2020, it is in the process of establishing a new set of long-term corporate sustainability goals: True Sustainability Goals 2025, by considering the organization context, alignment with the telecommunication industry trends, and the increasingly challenging requirements from society and stakeholders. The Company's continuous development reflects to the commitment of the leadership and staff to pursue sustainability excellence at True Group. The True Sustainability Goals 2025 will be adopted as part of the Company's sustainability program in 2019.

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>Building a Sustainable society Delivering positive values for improved health and well-being of those in the society</p>	<p>Building a Sustainable Environment Build environmental awareness for conservation of the environment and enhancing life quality within the society</p>
<p> Corporate Governance Score 5 (Excellent) Result of good corporate governance assessment</p>	<p> Social Values 10,000 People People in vulnerable groups are able to develop quality of life</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> Water 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>

MATERIALITY

(GRI 102-21, 102-29, 102-46, 102-49, 102-52, 102-56)

The Company conducts a materiality assessment every year to identify and prioritize sustainability issues of interest for stakeholders and the factors that impact with business operation in the economic, environmental and social

dimensions as well as to communicate with internal and external stakeholders. True Group applied the GRI Standards reporting guidelines based on the four key principles as follows:

Step 1 	Step 2 	Step 3 	Step 4 
<p>Identification</p> <ul style="list-style-type: none"> • Opportunities and challenges • Risk assessment • Stakeholders' expectations 	<p>Prioritization</p> <ul style="list-style-type: none"> • Conduct online survey • Evaluate impacts • Examine stakeholders' interests • In-depth interviews with external stakeholders 	<p>Validation</p> <ul style="list-style-type: none"> • Executive Committee to review & approve list of issues • Review and compare the material issues with the Company's Sustainability Goals 	<p>Verification & Continuous Improvement</p> <ul style="list-style-type: none"> • Review & improve sustainability disclosure and reporting processes • Review stakeholders' suggestions received via all channels • Verify the Report by independent auditor

1. Identification

In the process of identifying material issues, the Company began by examining key sustainability issues at the international level, as well as benchmarking with global leaders in the same industry. The Company also took into account previous 2017 material sustainability issues to be reviewed by middle to top executives in order to assess risk, identify external and internal opportunities and stakeholders' expectations. In addition, those comments and suggestions compiled from in-depth interviews with external stakeholders were taken into consideration. This process resulted in the identification of 14 material issues.

2. Prioritization

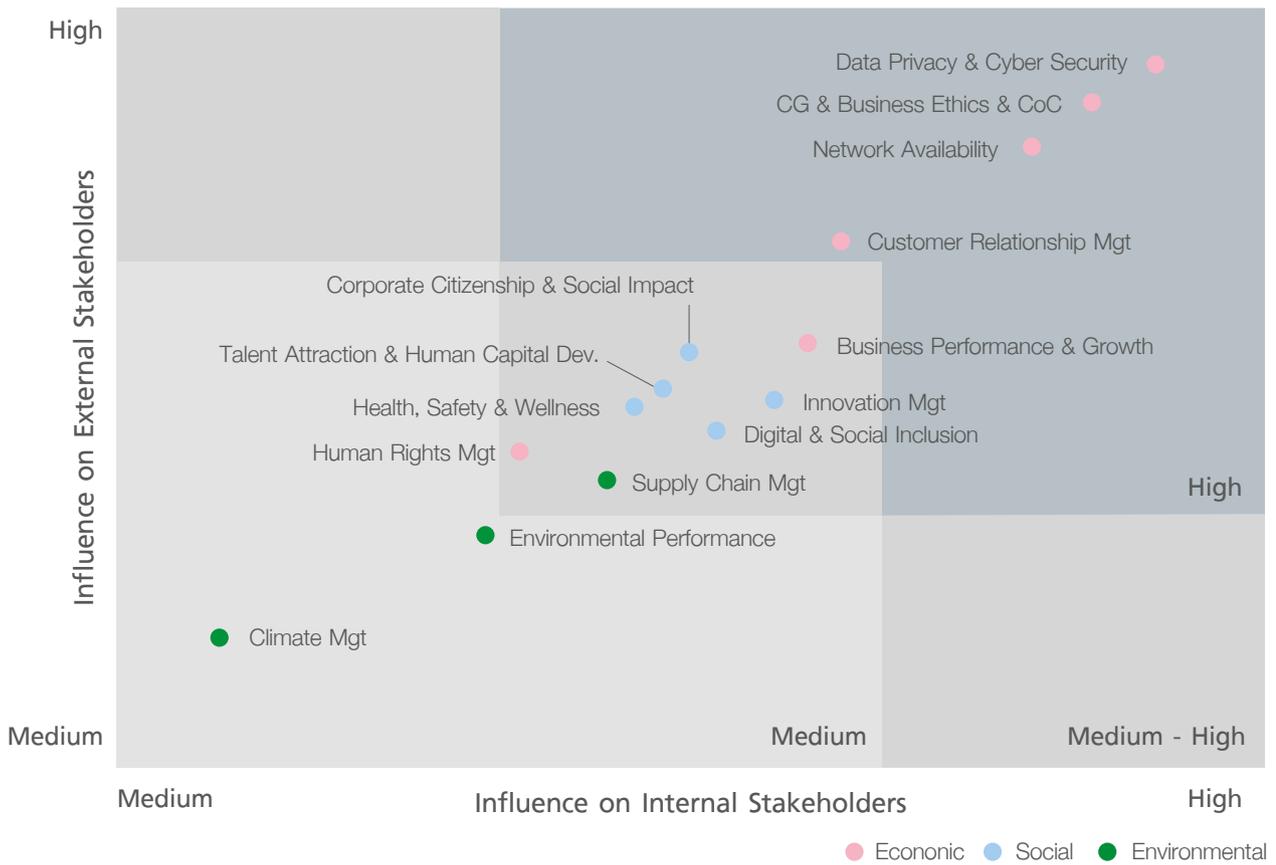
The Company brought forward the 14 selected issues from Step 1 and prioritized them by considering these

two dimensions: the impact on business operations of the Company, and the influence & interests of stakeholders on those issues. We normalized the scoring range in the online Materiality Prioritization Survey to 5 levels and all of the 14 materiality issues were analyzed and prioritized according to the scores they receive in each dimension. This report disclosed the areas that were scored at moderate to high level.

3. Validation

The prioritized 14 material issues were reviewed and validated by the Company through the Executive Committee where the Company's Sustainability Goals were also considered.

TRUE MATERIALITY MATRIX 2018



4. Verification

True Sustainability Report was reviewed and verified by an independent third party to identify areas of improvement, to revisit sustainability policies, objectives and target as well as to improve the stakeholder engagement procedure so that the report could reflect the issues about which stakeholders were most concerned. The Company has provided various channels for suggestions to the Sustainability Report through the stakeholder's interview and the reader's feedback form.



COMPANY'S SUSTAINABILITY MATERIAL ISSUES AND IMPACT BOUNDARY

(GRI 102-21, 102-29, 102-45, 102-46, 102-47, 102-53, 103-1)

Report Chapters	Material Issues	Corresponding GRI Aspects	Key Stakeholder and Impact Boundary	
			Internal	External
HEART 	Risk & Crisis Management	GRI 102-18, 102-29, 103-1, 103-2, 103-3	EMPLOYEES	- GOVERNMENT AGENCIES - SHAREHOLDERS & INVESTORS - BUSINESS PARTNERS
	Corporate Governance & Business Ethics and Code of Conduct	GRI 102-17, 102-18, 102-19, 102-20, 102-24, 103-1, 103-2, 103-3, 205-2, 205-3, 206-1	EMPLOYEES	- GOVERNMENT AGENCIES - SHAREHOLDERS & INVESTORS - BUSINESS PARTNERS - CUSTOMERS - SUPPLIERS
	Customer Relationship Management	GRI 102-43, 102-44, 103-1, 103-2, 103-3	EMPLOYEES	- CUSTOMERS
	Business Performance & Growth Capability	GRI 103-1, 103-2, 103-3 PA 1, PA 4, PA 5	EMPLOYEES	- SHAREHOLDERS & INVESTORS - BUSINESS PARTNERS - CUSTOMERS
	Network Availability	GRI 103-1, 103-2, 103-3 PA 5	EMPLOYEES	- CUSTOMERS - COMMUNITY & SOCIETY
	Data Privacy & Cyber Security	GRI 103-1, 103-2, 103-3, 418-1	EMPLOYEES	- CUSTOMERS - SUPPLIERS COMMUNITY & SOCIETY
	Human Rights Management	GRI 102-12, 102-13, 103-1, 103-2, 103-3, 406-1, 407-1, 408-1, 409-1, 411-1, 412-1	EMPLOYEES	- GOVERNMENT AGENCIES - SHAREHOLDERS & INVESTORS - BUSINESS PARTNERS - CUSTOMERS - SUPPLIERS - NGO & CIVIL SOCIETIES
HEALTH 	Innovation Management	GRI 103-1, 103-2, 103-3 PA 11	EMPLOYEES	- SHAREHOLDERS & INVESTORS - CUSTOMERS - SUPPLIERS - COMMUNITY & SOCIETY
	Corporate Citizenship & Social Impact	GRI 103-1, 103-2, 103-3, 201-1, 413-1	EMPLOYEES	- CUSTOMERS - SUPPLIERS - COMMUNITY & SOCIETY - NGO & CIVIL SOCIETIES - MEDIA
	Digital & Social Inclusion	GRI 103-1, 103-2, 103-3 PA 2	EMPLOYEES	- CUSTOMERS - COMMUNITY & SOCIETY - NGO & CIVIL SOCIETIES - MEDIA
	Talent Attraction & Human Capital Development	GRI 102-8, 102-35, 102-41, 102-43, 102-44, 103-1, 103-2, 103-3, 201-1, 401-1, 404-1, 404-2, 404-3, 405-1, 407-1	EMPLOYEES	- CUSTOMERS - SUPPLIERS
	Health, Safety & Wellness	GRI 103-1, 103-2, 103-3, 403-1, 403-2 IO 3	EMPLOYEES	- CUSTOMERS - SUPPLIERS
HOME 	Environmental Performance	GRI 102-11, 103-1, 103-2, 103-3, 302-1, 302-2, 303-1, 305-1, 305-2, 306-2, 307-1	EMPLOYEES	- CUSTOMERS - SUPPLIERS - COMMUNITY & SOCIETY
	Climate Management	GRI 103-1, 103-2, 103-3	EMPLOYEES	- CUSTOMERS - SUPPLIERS - COMMUNITY & SOCIETY
	Supply Chain Management	GRI 102-9, 102-10, 103-1, 103-2, 103-3, 308-1, 308-2, 408-1, 409-1, 414-1, 414-2	EMPLOYEES	- CUSTOMERS - SUPPLIERS - COMMUNITY & SOCIETY

STAKEHOLDER ENGAGEMENT

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

The Company takes into consideration the expectations of all stakeholder groups, including those who may be directly or indirectly affected by the Company's actions, in designing and carrying out business operations. The Company respects the stakeholders' rights and treats them fairly, by listening to their concerns and opinions, cultivating common understanding, and building trust in order to sustain business operations and maintain good relationship with all stakeholder groups. True Group operates under the Stakeholder Engagement Policy with the following objectives:

1. To use the policy as a guideline for effective stakeholder communication and information exchange,
2. To listen to the opinions and concerns of all stakeholder groups, and to appropriately respond to their needs.
3. To use stakeholder input in improving various operations of the Company.

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:

STAKEHOLDER ENGAGEMENT GUIDELINES



1 Materiality



2 Inclusivity



3 Responsiveness

"MCOT regional teams need 4G connectivity to report news content from the field to the head office. They said that True signal was very good, especially during the Wild Boar Youth Soccer Team rescue operation. MCOT was among many news media based at the site to report the news. True provided mobile base stations to help ensure strong signal quality. This allows the teams on the ground to report the news quickly and with good quality. After the mission was completed, our reporters were very satisfied with True's services."

Wichai Kittisiripat
Senior Officer, Service Support
MCOT Public Company Limited



"Congratulations to True for the strong sustainability performance, particularly on the social dimension that True has initiated many CSR programs, such as widely-recognized True Plookpanya Project that has generated a lot of success. The Company has been able to put its strength and capabilities in business to develop projects that benefits many stakeholder groups."

Jarujit Nawapan
Vice President
MCOT Public Company Limited



"On behalf of the community, we are glad that True really pays attention to local communities and works with them on environmental conservation. If True is interested in doing more and want the communities to get involved, please let us know. We are willing to help."

Sawitree Changcharoen
Community Secretary,
Bang Khun Tien District, Bangkok.



"It has been good working together. In the past if there were interruptions to our work, we would collaborate closely to resolve the issues and to make improvement that benefitted both parties. We also exchange ideas and build a common understanding to achieve our and True's objective of doing business with sustainability in mind. As both of us are in the ICT industry, I am confident that we can work together to apply technologies to benefit society."

Piraj Laoyoukong
Vice President
Ericsson (Thailand) Ltd.



"True has provided significant technology support, with their innovators coming to work with us to develop mobile applications for children with autism so that they can improve their capabilities, such as communications skills and daily life activities. These innovations can alleviate the burden and stress for the parents and caretakers. True also support the development of the True Autistic Thai Center to provide training in career skills for people with autism, so that they can earn a living and achieve better quality of life. Many have been trained as baristas, with quite a few now working with True Coffee. This is an example of True's tangible contribution to sustainable social development. Moreover, True supports in setting up the "Art Story" group to produce and sell products made by autistic children who have artistic talents. This program is expected to become a social enterprise in the future."

Choosak Chantayanonda
President of the Autism Foundation of Thai



The Company has set the approaches 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. The Company responds to expectations of each stakeholder group which was received through various communication channels. Key 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 Career stability and advancement Development of knowledge and capability Participation and ability to voice opinions and ideas 	<ul style="list-style-type: none"> Appropriate compensation and benefits, opportunities for promotion and transfers Fair, non-discriminatory performance evaluation Organize appropriate and up-to-date training courses Listen and act on suggestions for improvement 	<ul style="list-style-type: none"> Annual business vision session 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"> Quality products & services at reasonable prices On-time delivery After-sales service quality Security of personal information Clear and accurate product information 	<ul style="list-style-type: none"> Maintain and improve service quality and responsibility Timely delivery of quality goods & services Secure handling 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 Transparent business conducts Collaboration to develop both parties/mutual 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 Maintain security of business partners' data 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"> Pay attention to concerns of the communities Emphasis on environment and safety management Complaints are handled fairly Promotion of useful activities for the community 	<ul style="list-style-type: none"> To learn, understand and listen to communities' inputs, and to respond accordingly To collaborate with communities and respond to needs systematically Strengthening relationship with the communities Supporting creation of jobs and income for the communities 	<ul style="list-style-type: none"> Sustainability Report (website) Social media/E-mail Recommendations and/or complaints Contact numbers for emergency at base stations Organizing activities with the communities
 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 consumers 	<ul style="list-style-type: none"> Annual Report/Sustainability Report (website) Recommendations and/or complaint
 Suppliers	<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 capabilities of suppliers 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)
 Shareholders and Investors	<ul style="list-style-type: none"> Sustainable business growth and dividends Good corporate governance Transparency in management Strong strategic management Ability to harness opportunities in new challenges Effective risk management 	<ul style="list-style-type: none"> Good management practice that helps to build confidence and delivers strong financial returns Good corporate governance Transparent business that adheres to good corporate governance principles 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
 Creditors	<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
 Government Agencies	<ul style="list-style-type: none"> Compliance with the law and principles of good governance Fair competition Participation in collaborative private-public sector initiatives Effectively handling complaints 	<ul style="list-style-type: none"> Conduct business transparently and fairly without legal violation 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
 Media	<ul style="list-style-type: none"> To receive clear, complete information in a timely manner 	<ul style="list-style-type: none"> Disclose information with transparency Engage with the media Collaboration in various activities 	<ul style="list-style-type: none"> Press Conference Press Release Social Media/E-mail Annual Report/Sustainability Report (website)
 NGO and Civil Societies	<ul style="list-style-type: none"> To conduct business in a transparent manner To comply with applicable laws and regulations 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 social and environmental impacts 	<ul style="list-style-type: none"> Annual Report/ Sustainability Report (website) Social Media/E-mail Collaborations on projects and 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.”



SUSTAINABLE PRODUCTS & SERVICES STRATEGY



1. Search

Research to identify needs of customers and stakeholders



2. Develop

Develop quality products & services that benefit society and support sustainable development



3. Add Value

Create value-added products & services



CUSTOMERS & SUPPLIERS RELATIONSHIP MANAGEMENT STRATEGY



1. Retail Customer

- Assess & understand customer needs
- Deliver quality services & positive customer experience
- Welcome feedback and provide after-sales support



2. Corporate Clients

- Strategic alignment
- Deliver customized solutions
- Long-term partnership



3. Suppliers

- Identify needs
- Capacity building
- Long-term engagement





RISK AND CRISIS MANAGEMENT

(GRI 102-18, 102-29, 103-1, 103-2, 103-3)

- All business and functional units (100 percent) within True Group participate in the Company’s risk assessment and management framework.



TARGET

- True Group was able to cultivate “risk management culture” for the employees, where everyone shares the duties of risk assessment and management. Every unit (100 percent) has taken part in the risk assessment activities and identification of appropriate mitigation measures. The risk information packages are developed by respective “risk owners” in collaboration with the centralized Risk Monitoring Team to ensure effective risk management throughout the organization.



PERFORMANCE

“



Daopakay Luksanakulbutr
Head of Group Internal Audit

As human beings, we all want stability in our lives. This also applies to companies. Risk management is an internal process of operational control and corporate governance. It is a key foundation for developing business objectives, strategies, and action plans. Effective risk management can help us reduce risks that can negatively impact our business operations, and enable the Company to meet our business targets and sustainability goals. Lastly, creating a sustainable organization requires cooperation and contribution from everyone within the Company – including continued efforts on risk management and mitigation.

”

Enterprise risk management (ERM) is an important part of our business that enables us to manage disruptions, which can occur frequently within the telecommunication industry. Such disruptions might impact the day-to-day running of the business. Hence, risk management is fundamental for setting targets, strategies, and current and future business development plans. Creating risk culture within the company is a responsibility for all employees,

ensuring stable and sustainable business operations.

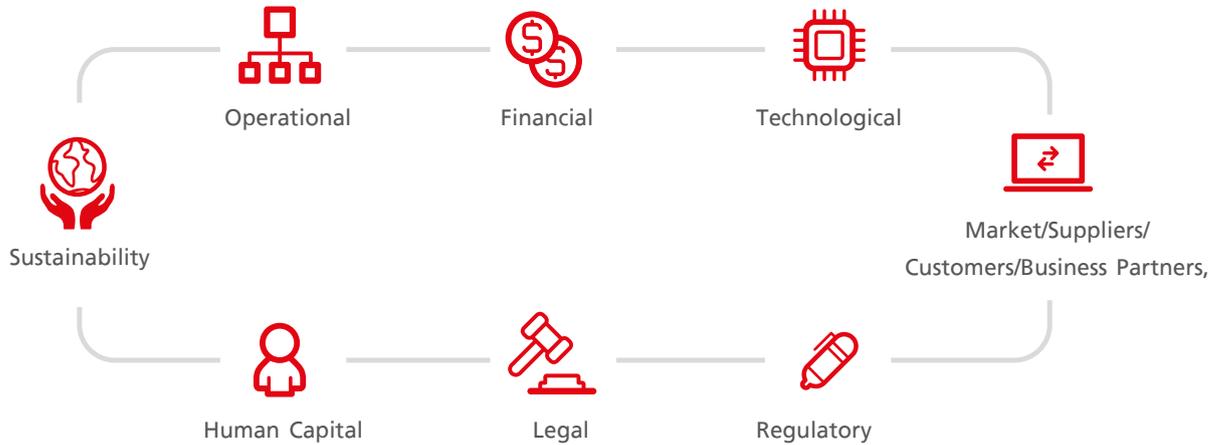
True has set enterprise risk management policy and framework to manage risks in order to achieve the company’s strategic objectives and business targets.

Risk assessment starts with identifying risk issues, from the level of functional units to organizational management levels. Risk issues are categorized into eight dimensions, including operational risks, financial

risks, technological risks, risks pertaining to market/suppliers/customers/business partners, regulatory risks, legal risks, human capital risks, and sustainability risks. The risk assessment results of each year are incorporated into business plans of all operational units,

making the plans more complete and informative in order to strengthen the units' capabilities to accomplish their business objectives.

RISK CATEGORIES

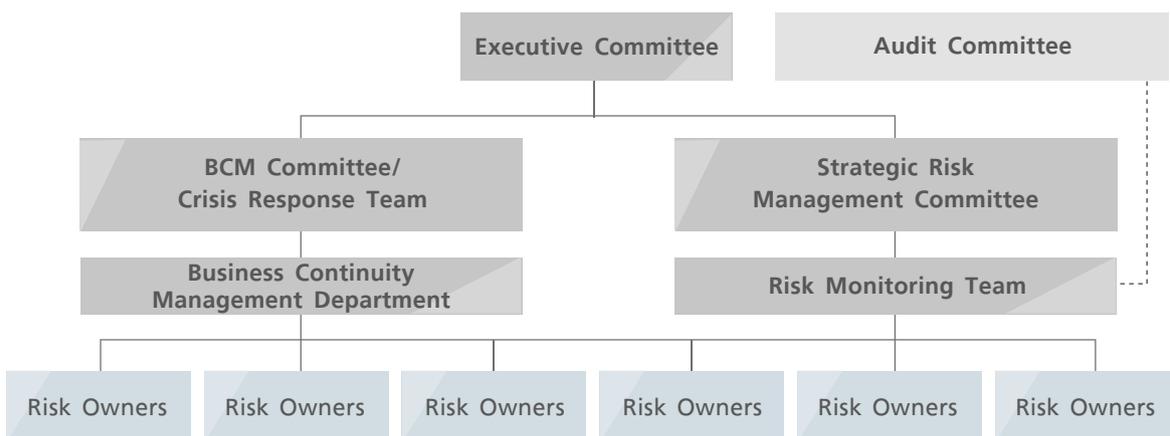


True implements risk management throughout the organization in accordance with the enterprise risk management (ERM) framework of the Committee of Sponsoring Organizations of the Treadway Commission (COSO). The Company conducts risk assessment annually, with review of material risk issues every June and October, with consideration of current risks, past risks with significant ongoing impacts, and emerging risks that may occur in the future. Three dimensions of impacts, economic, social and environmental, are considered and evaluated. This risk management approach and framework

helps raise the effectiveness of our business operations as well as our investment decision-making process.

On the other hand, True Group has developed proactive plans for crisis response to mitigate impacts that might occur from business disruptions through its Business Continuity Management (BCM) program, which is aligned with the Business Continuity Policy and Corporate Investment Policy. Through risk analysis, risk factors with potentials to cause business disruptions are identified within the BCM framework, which follows the ISO22301 standard.

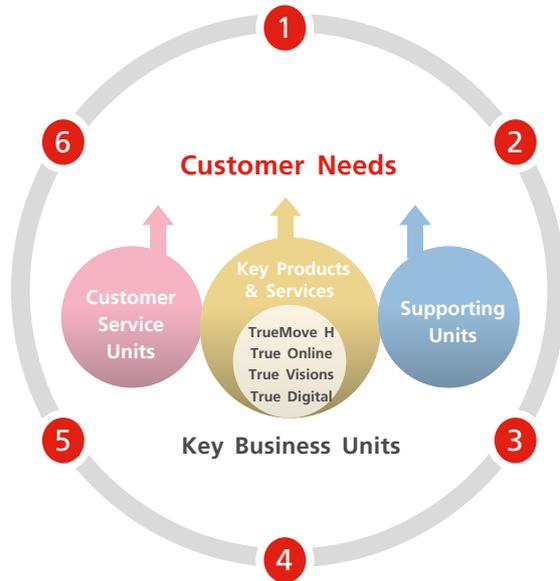
RISK MANAGEMENT & BUSINESS CONTINUITY MANAGEMENT STRUCTURE



ENTERPRISE RISK MANAGEMENT FRAMEWORK



BUSINESS CONTINUITY MANAGEMENT STRATEGY & FRAMEWORK



1. Business Continuity Management
2. Business Impact & Risk Assessment
3. Business Continuity Strategy
4. Planning & Maintenance
5. Operational Review & Improvement
6. Incorporating BCM as Corporate Culture

The risk analysis process comprises five impacts; finance, customers, employees, laws/litigation, and branding/reputation. The analysis evaluated likelihood and impacts, both quantitatively and qualitatively, showing the results on the risk matrix. The matrix indicated risks with significant impacts to the business operations, mitigation plans, and crisis action plans. The risk analysis also identified two emerging risks; the rapid change of technology and innovation and security and effectiveness of data protection (for more information, see True Annual Report 2018)

The Company cultivated risk culture through risk management trainings every year, including both internal employees and external stakeholders, especially business partners. In addition to its own staff, True conducted training for Ascend Group and Charoen Pokphand Group's International Trading and Crop Integration (Corn Business), in 2018, with total training participants of 382, a 6.4 per cent increase from 2017.

Function/Organizations Receiving Trainings		Number of Trained Employees	
		2017	2018
Internal	True Group Learning Center	206	168
	Procurement Department	110	-
External	True Internet Data Center Company Limited (TIDC)	43	-
	Ascend Group	-	14
	C.P. Group's International Trading and Crop Integration (Corn Business)	-	200
Total		359	382



CYBER SECURITY WAR GAME

On October 10, 2018, the Company organized cyber security war game, a training session on cyber threat response, for 21 employees from the Information Technology Department and other functional units. External experts were invited to provide the training and conduct a simulation of a cyber attack on True's database resulting in data leakage. The IT Team, together with support units, was able to respond effectively

to the situation in accordance with the Company's incident response plan, and resolved the threat successfully. Such training and simulation sessions have enhanced the capability of the IT Team to manage cyber threats, as well as introduced the team members to new types of threat and emergency incidents so that they can be ready for unforeseen events.



CORPORATE GOVERNANCE AND BUSINESS ETHICS

(GRI 102-17, 102-18, 102-19, 102-20, 102-24, 103-1, 103-2, 103-3, 205-2, 205-3, 206-1)



Adhiruth Thothaveesansuk
Vice Chairman of
the Executive Committee

“

Being recognized as a member of Thailand’s Private Sector Collective Action Coalition Against Corruption has been an important encouragement for all of us at True. We are determined to maintain strong ethical and anti-corruption practices as we believe they are genuinely beneficial to our business. We must be transparent in our business dealings and continuously drive our corporate governance principles and policies at all levels of our operations.

”

- Excellent CG Score from Corporate Governance Report
- 100 percent of employees acknowledged and completed the test on Code of Conduct



TARGET

- Excellent CG Score from the Corporate Governance Report of Thai Listed Companies, published by the Thai Institute of Directors (IOD), for two consecutive years (2017-2018)
- 100 percent of employees acknowledged and passed the test on Code of Conduct



PERFORMANCE

Corporate governance and business ethics are important issues for many stakeholder groups, including government, civil society, and investors, both domestic and international. They expect the management of the Company to adhere to good corporate governance principles, in line with international standards. In essence, the Company’s business management must be carried out in a fair and transparent manner, auditable and open to public scrutiny.

On the other hand, potential corruptions and wrongdoings within the Company will lead not only to direct financial losses, but also to negative impacts on human capital, service quality, and long-lasting damages to our reputation. Hence, the Company prioritized anti-corruption in all aspects of its operations and implemented proactive and systematic approaches to prevent corruption and fraud. This approach included enacting clear policies, raising awareness, and building understandings through trainings for all employees across the country.

CORPORATE GOVERNANCE

Recognizing the importance of good corporate governance to the sustainability of the organization, the Company has developed its Corporate Governance Policy in 2002 and since then has conducted regular reviews under the management of Corporate Governance Committee. This policy has been adjusted to suit the ever-changing circumstances of the Company as well as aligning with applicable laws, regulations, guidelines of the Stock Exchange of Thailand, and corporate governance principles of Thai Listed Companies Association. The aim was to ensure good corporate governance in the long term, and to secure trust from investors and society in order to create sustainable values for the business.

The Board of Directors' roles and responsibilities are to independently make decisions on the issues of corporate governance, investment, corporate planning, and accounting. Their duties also include monitoring and recommending strategic issues and management approach according to the vision, mission and values of the Company through various policies. For example, the Fair Marketing Policy ensures that the business supports fair and just competition. Another example is Insider Trading and Internal Control Policy, aiming to create maximum values for the Company and stakeholders by aligning the business with the laws and regulations of various government agencies and the resolutions of shareholders. For more information of the organizational structure, see Annual Report 2018 and the website (www.truecorp.co.th).

True Group received Excellent CG Score from Corporate Governance Report of Thai Listed Companies Association 2018 (CGR 2018)



True has received this award from the Thai Institute of Directors for two consecutive years, reflecting the Company's continuous commitment to good corporate governance in business operations.

BUSINESS ETHICS

As one of our 4C's core value, being "Credible" requires clear and strong ethical standards. True has enacted its Code of Conduct as the official document to help guide executives and employees as they carry out their duties. Our business partners and external stakeholders can view the Code of Conduct, which is publicly available on the Company's website, to help align their understanding when working together with True. In addition, True has taken an active role to support the government and civil society in the promotion of ethical behavior within the business sector.

To promote awareness and thorough understanding of the Code of Conduct among employees, the Company organized online training sessions and ex-

amination, setting a target where all employees must pass the test by answering all questions correctly. Each year, a new set of test is created to review employees' understanding. In 2018, our employees took the exam and 100 percent of employees passed. This success can be attributed to the new strategic direction of utilizing digital platform to reach all categories of employees within True Group, as well as joint venture companies. The adoption of the new digital platform is in line with the company's strategy of integrating convenience, speed, modern approaches, and ease of monitoring, in the following three areas:

1. Develop iContract, the digital hiring platform that educates new employees, asks for their acknowl-

edgement, and reemphasizes the importance of strict adherence to the Code of Conduct.

2. Create annual test customized for each group of employees, accessible through various channels such as internet URL, QR code, and True HR Application. These channels can be accessed either via mobile phones, smart device, and computers. This allows employees to take the test more easily, enabling their managers to monitor the results. This approach also shortens the time required to take the test.

3. Organize interactive seminars, trainings and e-learning tests for employees who work as sales, customer service agents at True Shop and call centers, network technicians, and employees at regional offices.

In addition, to enhance the level of compliance with the Code of Conduct by the business operating units, the Company organized a Sustainability Assessment on Code of Conduct for all functional units (with 100% coverage) by external auditors from the Good Governance and Corporate Communication Office from Charoen Pokhand Group.

True's Code of Conduct can be found at
<http://investor.truecorp.co.th/leadership.html>

ANTI-CORRUPTION

True Group continues to prioritize anti-corruption where we clearly announced our stance on anti-corruption, our commitment to strict compliance with Thai anti-corruption laws, and became a member of Thailand's Private Sector Collective Action Coalition Against Corruption. As a result, Anti-Corruption policy and measures were developed, with the Board of Directors, the management, and the employees each having the duty to apply and support measures to combat corruption, both directly and indirectly. Moreover, the Company provides trainings for all employees to help them put the measure into practice.

Throughout 2018, the Company continued to improve the efforts on anti-corruption both preventive and corrective approaches, as well as in and outside of the organization. For example, Fraud & Cyber Crime Department organized training courses on corruption prevention, and

management of debts and financial affairs. Such trainings were provided 81 times with a total of 1,750 participants. These trainings were to educate technician teams and their managers, sales employees and sales management teams based in Bangkok and other regions, and management teams of True Shop, Truesphere, and True Branding Shop in Bangkok, as well as regional offices. The focus of the trainings was on new employees, True Group employees and business partners' employees to prevent corruption and give advices on cases of potential corruption. True also collaborated with Charoen Pokphand Group to announce the "No Gift Policy" and a set of guidelines for gift giving and receiving. Additional collaboration with external parties includes a music video contest called "Chor Sa Ard Anti-Corruption" organized by True Group, the Anti-Corruption Foundation, and its partners.

Moreover, the Company has established a policy to report offenses and to protect whistle-blowers (Whistle-blowing Policy). True Group set up grievance channels, including process of handling information or complaints, and whistle-blower protection measures, where only assigned employees with the duty to investigate each case can have access to the relevant information. The Audit Committee has the responsibility to manage each case and report to the Board of Directors. True has also established measures to provide remedy to the parties who has suffered losses or whose rights have been violated, in case the wrongdoing has resulted in damages to any relevant stakeholder.

True provides various channels for communication with the Company for complaints, inquiries, concerns, and suggestions.

From the results of assessment in 2018, True discovered that 0.48 percent of total employees have violated work regulations and were required to enter the assessment process; more than half of the cases were bribery of corporate money/properties and the rest were forgery for personal gain. Those cases were carefully assessed with fairness and transparency to ensure that appropriate disciplinary action. In case of violation of applicable laws, the Company will proceed to take legal actions.



“Thank you for the kindness. Your goodwill is more than enough”

True Group, together with Charoen Pokphand Group, announced the policy and guideline for corporate gift giving. The Board of Directors, executive management, and the employees are expected to use their judgment and to apply the policy and guideline when receiving or giving gifts as a way to foster relationship with customers, business partners and stakeholders while maintaining transparency within the organization



COMPLAINT CHANNELS

- Mail to Audit Committee, Executive Committee, Group Co-President or Head of Human Resources Management to the Company’s address
- Email to auditcommittee@truecorp.co.th or CodeofConduct@truecorp.co.th
- Tel. 02-858-2023 or Fax. 02-858-4906 to human resources

TRUE
Highlight

ANTI-CORRUPTION CAMPAIGN WITH THE GOVERNMENT AND CIVIL SOCIETY

True Group, Anti-corruption Foundation, and partners organized a music video contest called “Chor Sa Ard Anti-Corruption 2018” to raise awareness on anti-corruption through songwriting. This contest invited students and the general public to demonstrate their creativity through music videos with anti-corruption message.

There were 132 submissions from all over the country, with 26 submissions from general public and 106 from students. Ten submissions came through to the final stage and were publicly shared through various media channels of Charoen Pokphand Group, Anti-Corruption Foundation, and True Group’s channels such as True Vision, True4U TNN24, Online social media, Facebook, Chor Sa Ard Anti-Corruption, and www.trueplookpanya.com



Scan QR Code for anti-corruption song with an emphasis for students. The song’s name is ‘Thai Children Growing Up Not Corrupted’ by Panotphol Treemas

CUSTOMER RELATIONSHIP MANAGEMENT

(GRI 102-43, 102-44, 103-1, 103-2, 103-3)

- By 2020, to achieve 90 percent Topbox score on customer services satisfaction survey (iCSAT).



TARGET

- 85.63 percent Topbox score on customer services satisfaction survey (iCSAT).



PERFORMANCE



Oranuj Khunvasi
Chief Customer Service Officer

“

The Company is committed to delivering the best customer experience through our digital automated service innovations

”

Addressing customer needs and satisfaction is important to the Company with customer relationship management being identified as one of True Group’s key strategies, under the development of the best network and customer experience. The Company is determined to develop the quality of services as the provider of integrated information technology services and convergence platform. True Group’s service policy combines the utilization of innovative technologies and human capital development, aligning with international standards and best practices, where customers are the key stakeholders who value the Company’s high

quality products & services.

The Company is committed to providing services with international standards and best practices of the telecommunication industry. It operates in accordance with the Customer Operation Performance Center for Customer Service Provider (COPC CSP) to achieve customer satisfaction and positive experience. Examples of new innovations aimed at improving performance include Artificial Intelligence (AI), which has been introduced to service Post-Paid customers, and Robotic Process Automation (RPA), which will operate fully by 2019.

Furthermore, the Company continues to develop and improve customer services by expanding the services to all geographical areas, increasing access to services and sales channels such as 7-Eleven convenient stores and Makro wholesale centers. This service expansion was also implemented through our business partners, True Agent Plus, and by setting up Micro Organization area management scheme, where Area Owners are responsible for sale and after-sales services to customers within their areas.

In addition, True Group created video call service, an innovation for customers to conduct self-service transactions at more than 50 True Shops. With this innovation, there is self-identification system using facial recognition, cross-referenced with the customers' National Identification Card, ensuring customer data security. The system helps reduce the waiting time for customers during peak hours to ensure positive experience and achieve higher customer satisfaction.



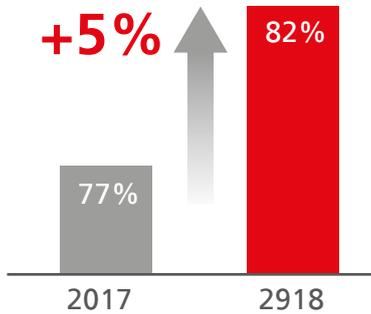
In 2018, the Company planned to expand the e-Signature system to our dealers in order to provide convenience to customers when activating sim-cards or other services. This system helped shortening the servicing time and reduced the amount of paper used for registrations of new services.

The Company changed the call service to only one phone number, 1242, where Universal Agents can answer any concerns on service fees, technical issues of our products and services, and promotional information such True Black Card, True Red Card, True Wallet, True ID, TrueYou and True Point. It is one stop services one number call center, reducing the servicing time and call transfers.

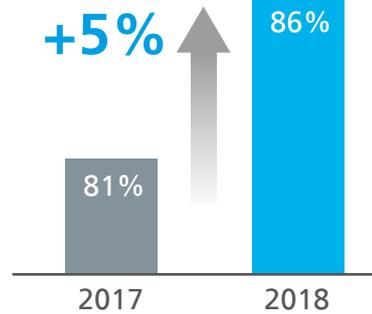
Aside from various service channels mentioned above, the Company takes priority in maintaining, improving and developing the quality of services by surveying the service efficiency and customer

satisfaction towards the Company. The 2018 results showed that first call resolution was 82 percent, higher than 2017 by 5 percent and the total service satisfaction (Topbox iCSAT) was 86 percent, higher than 2017 by 5 percent. Most customers were satisfied with customer services, based on the service agents' ability to provide clear and useful information, and communicating with customers with a "service-minded" attitude. The customers' suggestions were the faster response time and more proactive case follow-up. While clear improvement in service quality has been achieved, True Group still intends to develop further to meet the challenge of reaching 90 percent customer satisfaction by 2020.

First Call Resolution



**%Topbox iCSAT
Customer Services Satisfaction**



CUSTOMER SATISFACTION SURVEY RESULTS

Customer Satisfaction Survey Results Service Channels	Topbox iCSAT		
	% Score 2018	% Target 2018	% Target 2020
True Shop center	85.23	85.00	90.00
Call service center	86.04	85.00	90.00
Average	85.63	85.00	90.00



**NEW CUSTOMER SERVICES PLATFORM
1242 UNIVERSAL AGENT ONE STOP SERVICE**

In 2018, True Group developed a new call center platform for customer service, 1242 Universal Agent One Stop Service by True Call Center. This new platform combines the three service channels that were previously operated separately, namely TrueMove H (1331), TrueOnline (1686), and TrueVisions (02-725-2525). The new development gave the Company an advantage as the only telecommunication provider to offer this service. True Group enhanced the capabilities of call center employees to be able to provide general and technical information as well as after-sale services in all business areas. In 2018, 96% of all

call center employees had become qualified to provide information for multiple products (three services or more). This reduced the amount of calls inquiring about multiple services needing to be transferred among different agents from 10 percent in 2017, down to 3 percent in 2018.



BUSINESS PERFORMANCE AND GROWTH CAPABILITY

(GRI 103-1, 103-2, 103-3 & PA 1, PA 4, PA 5)

- To achieve year-on-year mid-to-high single digit growth of service revenues in 2018
- To achieve positive operating profit (excluding profit from asset divestment to the Digital Telecommunications Infrastructure Fund (DIF) and non-recurring items) in 2018



TARGET

- Consolidated service revenue grew 4.9% year-on-year to Baht 101.8 billion
- Operating profit (excluding profit from asset divestment to the Digital Telecommunications Infrastructure Fund or DIF and non-recurring items) in 2018 accounted for Baht 36.1 billion



PERFORMANCE



Mr. William Harris
Co-Group Chief Financial Officer

“

True Group continues to strengthen its leading position as an integrated telecommunications service provider and an enabler of digital lifestyle, while further propelling the Thai telecommunications industry into the digital era. We will push ahead by strengthening our core businesses, especially the mobile business which continues to grow exceeding the industry average, and the broadband internet business which is expanding in both revenues and customer base. We will also focus developing digital products and services, including contents, to better meet consumer needs. This would help us achieve continuously increasing profits.

”

The Company's business operations focus on generating healthy, sustainable profits while serving the needs of customers with innovative solutions and enabling business expansion. At the same time, the Group has implemented processes to reduce cost and increase efficiency in the production and provision of services. The Company strives to maintain its license to operate by creating tangible economic values to benefit society both on a community and national levels. The Company is also committed to maintaining service quality and reliability, which have direct impact

on the market reputation of the products and services which would in turn affect revenues and share value.

In 2018, True Group grew steadily and became the leading service provider of 4.5G/4G mobile service, fiber broadband internet, and pay TV with its highly efficient networks. The Company offers cost-competitive and unique convergence packages and provides digital services which integrate True Group's services on a variety of platforms including mobile applications, websites, and Over-The-Top (OTT) services, thus meeting different lifestyles of all customer groups.

The Company also utilizes data analytics in the process of developing products and services, especially digital solutions integrating the most up-to-date technologies. At the same time, the Company focuses on increasing operational efficiency in all aspects. All of these factors help to increase competitiveness, enabling True Group to grow steadily and sustainably while contributing to the Thailand's economic and social development in the Industry 4.0 era.

CONSOLIDATED FINANCIAL RESULTS OF THE COMPANY AND SUBSIDIARIES

Performance (Unit: Baht million)	2015	2016	2017 (Restated)	2018
Service revenues from providing services	74,803	88,058	117,624	119,138
Total revenues	118,781	124,719	141,290	162,773
EBITDA	22,109	25,071	39,912	56,001
Operating profit	4,608	(492)	6,440	22,408
Net profit (loss) to equity holders of the Company	4,412	(2,814)	551	7,035

The Company is committed to providing high quality products and services to consumers through its highly efficient networks, service excellence, digital innovations and services, and a comprehensive range of services through its convergence campaigns. True Group's core businesses comprise TrueMove H, TrueOnline, TrueVisions, and True Digital Group.



true move

Subscriber base
of **29.2 million** 

TrueMove H is the country's second-largest mobile phone service provider with the highest performance network coverage nationwide. TrueMove H constantly improves its network to offer the best mobile experience and comprehensive communication capabilities across all platforms, with the network covering 98% of the Thai population. The Company operates a combination of high-band and low-band frequencies. This approach, combined with its 3CA (Carrier Aggregation) to aggregate the 900/1800/2100 MHz spectra, 4X4 MIMO technologies to expand the coverage to all provinces, and other global standard technologies including FDD Massive MIMO 32T32R, has resulted in continuous growth in revenues and subscriber base exceeding the industry average. At the end of 2018, the Company had a subscriber base of 29.2 million. Additionally, TrueMove H succeeded in developing and demonstrating a trial of 5G technology in a real-world environment for the first time in Thailand at True Branding Shop ICONSIAM during the "True 5G Digital Thailand, the 1st Showcase" event. The trial demonstrated 5G network speeds at up to 18 Gbps which was 20 times faster than 4G.

true online

Subscriber base
of **3.5 million** 

TrueOnline is the leading provider of broadband internet services and solutions, business data services, WiFi, data gateways, and value-added services through advanced fiber technology. With its commitment to continually expand its broadband networks, TrueOnline's network encompasses more than 13 million households across the country. Its broadband internet propositions have contributed to a strong growth in both revenues and subscriber base as it continues to add value offerings to meet the need of all customer groups through its fiber broadband campaigns for consumer, corporate customers, and SMEs. At the end of 2018, its subscriber base reached 3.5 million.

true visions

Subscriber base
of **4.1 million** 

TrueVisions is the leading provider of subscription-based television and High Definition TV services across the country, offering services via digital direct-to-home satellite and digital HFC (hybrid-fiber-coaxial) cable network platforms licenses for digital TV channels, True4U variety channels, and news channel "TNN24". TrueVisions has continued to differentiate and strengthen its platform while further enhancing consumers' viewing experience through a large selection of international-standard high-quality content. These high-quality contents can be viewed on a wide variety of channels, especially the convergence platforms such as TrueVisions Anywhere application and TrueID application. TrueVisions has also expanded its fiber broadband network to increase viewing its contents through True TV boxset using high-speed internet. At the end of 2018, TrueVisions had a subscriber base of 4.1 million.



Leader in digital lifestyle for Thai consumers 

The digital revolution is happening all around the world, and Thailand is no exception. Consumers are becoming increasingly digital in their lifestyles; they use their phones to make payment, call a taxi, order food, shop online, and much more. At the same time, business owners need to become digital-ready themselves, such as by accepting digital payments. Companies also need to adapt to meet the digital needs. True Digital Group is committed to enhance its digital services to become the leader in digital lifestyle for Thai consumers by offering a portfolio of solutions and digital services. These include the Internet of Things (IoT), Artificial Intelligence (AI), and TrueID application which offers a wide variety of quality digital and other lifestyle contents as well as other benefits for consumers. This answered to business development under the Thailand 4.0 era in order to push the country forward to becoming Asia’s digital gateway and to create opportunity for continuous business growth.

REVENUE BREAKDOWN BY BUSINESS GROUP

Business Group	2016		2017		2018	
	Baht Million	%	Baht Million	%	Baht Million	%
TrueMove H	91,985	73.8	105,975	75.0	111,628	68.6
TrueOnline	23,036	18.4	25,782	18.2	40,655	25.0
TrueVisions	9,698	7.8	9,533	6.8	10,490	6.4
Total revenues	124,719	100.0	141,290	100.0	162,773	100.0



TRUE GROUP OFFERS EVERYONE COMPLETE EXPERIENCE OF 5G for the first time at “True 5G Digital Thailand, the 1st Showcase” from Dec 14, 2018 – Jan 31, 2019 at True Branding Shop ICONSIAM



Wanraya Wannaphong (Milk), the world’s youngest drone racing champion, joined the 5G test

TrueMove H, in partnership with its global partners including leading manufacturers of telecommunication devices, has initiated the development and conducted internal trials of 5G technology since late 2017. In 2018, TrueMove H was granted permission from the NBTC to undergo a demonstration of its 5G technology using the 28-GHz spectrum which is considered an important stepping stone in connecting Thais to the digital world through daily experience, as well as enabling revolutionary industrial applications. The demonstration of 5G performance in a real-world environment was carried out at the ‘True 5G Digital Thailand, The 1st Showcase powered by TrueMove H’ event, with the aim to create a ‘Bestination’ that provides the best opportunity for everyone to learn and experience innovations that meet for wide areas of interests, such as the use of drones in smart cities and smart transportation, 3D Augmented Reality (AR) for remote operations, and smart robots for medical and industrial applications.

NETWORK AVAILABILITY

(GRI 103-1, 103-2, 103-3 & PA 5)

- Network availability at 99.60 percent or more
- Average interruption duration at no more than 1.5 hour per year per customer (international standard)
- Average interruption frequency at 1.10 times per year per customer (international standard) or lower



TARGET

- Network availability at 99.88 percent (free from sustained service interruptions)
- Average interruption duration index: 0.38 hour (22.54 minutes) per year per customer
- Average interruption frequency index: 0.18 times per year per customer



PERFORMANCE



Mr. Adisak Prasongsup
Special Project Director,
Executive Chairman Office

“

We are determined to make TrueMove H the best network, on par with international standards and able to respond to the needs of all types of customers for their telecommunication needs. We want them to have the best experience in accessing information and using mobile applications. Our network needs to keep up with the rapidly changing lifestyles of the Thailand 4.0 era.

TrueMove H has teams of experts taking care of the network around the clock, responding to interruptions and proactively implementing preventive measures. Another group of engineers monitors network status with the ability to expand our capacities in case of a spike in demands for services. A “war room” was set up to conduct real-time monitoring to ensure excellent services without any interruption.

With the responsibility of serving our customers, we make every effort to maintain the quality of our network and services to keep our best network promise.

”

Network availability is the key area of focus in True Group's mission to provide high quality services for its customers. The Company strives to ensure customers have a smooth experience accessing its network in all areas with stable signals, even during severe weather conditions, natural disasters or emergency situations. Network availability is a key indicator of the network service performance, one that is closely aligned with stakeholders' needs as well as True's "best network" strategy to achieve and maintain the leadership position in the Thai telecommunication sector. True dedicated resources to network management for the best network experience for the Thai people, enabling them to gain

access to information and services in line with digital inclusion aspect of our Sustainability Goals 2020. The Company's network systems provide telecommunication capabilities for all the main services, including mobile phone (TrueMove H), broadband internet (TrueOnline), subscription television (TrueVisions), and digital platform and digital services including Internet of Things (IoT) solutions (True Digital Group). Over the past year, True Group's works in the area of network development include coverage expansion and maintenance program, with the objective of providing nationwide coverage of high-quality, highly efficient network services.

CONTINUOUS DEVELOPMENT ON NETWORK AVAILABILITY

One of the key challenges in addressing the needs of customers is to provide high-quality service with high degrees of reliability and stability. True has a designated unit responsible for network management called Network Engineering and Operation (NEO), whose teams monitor the network 24 hours a day in order to prevent service interruptions. These teams are able to solve network issues via remote reboot and traffic rerouting to ensure stability, quality and continuity of the network.



In 2018, True Group applied new innovations to its network management program, developing and increasing the capability and availability of the network to cover all key services as follows:

Network Development: The Company implemented a redundancy system, where every location on the network is connected to the core network by at least two fiber optics routes. True is also developing a fiber-optic network system that can manage data traffic automatically. This would reduce the risk of customers experiencing service

disruptions.

TrueMove H: True conducted pilot tests of 5G Massive Multiple-Input and Multiple-Output (MIMO) services. The 5G technologies enable transmission of high-volume data at very high speed. Results showed five times higher data transmission rate for 5G compared with conventional 4G technologies within the same service frequency, allowing for connection speed in the gigabit range for greater number of users.

TrueOnline: The Company added more access nodes and sub-access nodes within the Bangkok Metropolitan Region to enhance the quality and coverage of its broadband internet services, with plans to expand service coverage in other provinces in 2019. Another new development is the implementation of high-speed internet services at the speed of 1 gigabit for household customers (1Gb to Home).

TrueVisions: as TV broadcasting technologies evolve, TrueVisions continuously develops new solutions

to improve broadcast quality to answer the needs of customers. TrueVisions 4K ULTRA HD was launched to provide a new viewing experience in 4K Ultra HD quality for the first time in Thailand and ASEAN region. Customers can watch shows in quality that is 4 times higher than HD system and 20 times higher than standard definition. The 4K Ultra HD service is available to TrueVisions' Platinum and Gold service packages.



June: Supporting the rescue team in the area of Tham Luang Khun Nam Nang Non, Chiang Rai Province



December: Preparing the network for "Bike Un Ai Rak" charity cycling event throughout the country

Moreover, the Company is ready to respond to cases of high usage demand by installing additional transmitters and providing mobile cellular sites (Cell on Wheels: COWs). For example, during the Bike Un Ai Rak charity cycling event, True provided mobile cellular sites along the entire routes and at bicycle gathering points to handle the heavy data and voice traffic. During the rescue operation of the 13 victims trapped in the cave at Tham Luang Khun Nam Nang Non in Chiang Rai Province, the Company installed extra signal transmitters, providing telecommunication services for rescue personnel and the media covering the event. Our teams took the key following actions:

- Installed 3G/4G transmitters at four main locations including the entrance of Tham Luang Khun Nam Nang Non, Baan Doi Pha Mee, three-way junction at the cave entrance, and press service area. True installed TrueWiFi

access points in 6 locations, serving TrueMove H customers as well as providing free WiFi services to 200 users (military rescue personnel and the media). These resources facilitated convenient and reliable communications among members of the rescue operation.

- Stationed mobile cellular sites (COWs) at Bann Doi Pha Mee, to provide signal coverage for rescue workers in the forest area of Doi Nang Non Mountain. True 4G Smart Adventure, heavy duty smartphones designed for rugged conditions, were also provided for the rescue team.

- Set up a command center with 50 True experts to monitor signal quality and ensure that rescue workers were able to communicate on True's network 24 hours a day with no service disruption for the entire 1-month period of the rescue mission.

NETWORK PREVENTIVE AND CORRECTIVE MAINTENANCE

The continuous maintenance of the network to prevent service interruptions and reduce downtime helps create consumer confidence in the reliability of True's network and its ability to resolve technical issues should interruptions occur. The Company categorizes the severity of incidents into 5 levels according to the impact on service quality, ranging from "service affect" to "non-service affect". These categories are used as basis for setting standard of service level agreement for network recovery time. Investigations revealed that the most common causes of network incidents were failure of electricity supply and accompanied equipment.

Customers and stakeholders who experience network incidents can report to the Company via its call center number 1242 and at True Shops across the country. True Group continuously monitors the quality and readiness of its network, as well as conducts satisfaction survey to solicit input from customers and other stakeholders on service reliability and disruptions. To create the best customer experience and satisfaction, True has set a target of network availability of 99.60 percent, aligning with US Federal Communication Commission (US FCC) Rules.

NETWORK AVAILABILITY MONITORING RESULT (percent)

2016	2017	2018	2018 Target
99.87	99.82	99.88	99.60



SERVICE QUALITY AND NETWORK AVAILABILITY AWARDS

Above are international awards which emphasize True's leadership in service quality and network availability, and our commitment to continuously improve our network performance for customers satisfaction and benefits:

No. 1 TrueMove H – the Best 4G Network in Thailand, in the aspects of speed, reliability, and coverage, organized by nPerf (Globally recognized internet speed test application). True has received this award for three consecutive years (2016-2018)

2018 Frost & Sullivan Asia Pacific Telecom Service Provider of the Year and **2018 Frost & Sullivan Asia Pacific Mobile Service Provider of the Year**, received at the 2018 Asia Pacific ICT Awards in Singapore. True has received this award for two consecutive years.

The Best Brand of 2018 Award from World Branding Forum, United Kingdom, for TrueOnline, Thailand's top-brand of broadband internet service provider. True has received this award for two consecutive years

DATA PRIVACY AND CYBERSECURITY

(GRI 103-1, 103-2, 103-3, 418-1)



Pol.Gen. Nopadol Somboonsub
Chairman of the Privacy
Protection Committee

“

As part of True Group’s focus on privacy protection of personal data, we have established proactive and preventative measures that provide both convenience and protection to our customers. On behalf of the Company’s Privacy Protection Committee, my team and I will continue to work on strengthening data privacy and security and ensuring that it remain our top priority.

”

- 100% prevention of data leakage
- 100% prevention of employee misconduct related to abuse of customer data



TARGET

- True conducted risk assessment, reviewed and strengthened the security measures for operating systems that had access to the database in the Company’s core systems. In 2018, True Group was able to maintain 100% protection against both data leakage and employee misconduct.



PERFORMANCE

As an integrated telecommunication service provider, True Group’s role is considered a Critical Information Infrastructure for Thailand’s society and economy. The security and safety of information technology system of the Company have direct impacts to the consumers and the society. Hence, the Company’s information technology system and information system are crucial resources to the business operation. The information and IT systems are the foundation of the Company’s customer services capabilities, and are linked via online connection to various other systems, some of which can contain personal data of customers. Without adequate protection measures, this situation may lead to data leakage or data misconduct, which can severely impact our business operations, the quality of services provided, and the credibility of the Company, ultimately leading to loss of

business opportunities and potential legal consequences. At the same time, the risk of data leakage, data misconduct, and attack on IT system have been on the rise, driven by criminal, economic, and political factors. The technology advancement in the hacking sphere also provided more capable tools for hackers to use in their attempt to attack the IT systems of any organization.

To ensure the security of the Company’s database and IT systems in the current business, legal, and technological context, True Group needs to strengthen the security of its IT systems and operating processes, with the objective of minimizing threats of data misuse, whether intentional (e.g. data theft and system attack) or unintentional (e.g. incorrect data handling by employees).

DATA PRIVACY AND ONLINE DATA MANAGEMENT

The Company has implemented management guidelines for data privacy and online data security issues which cover the key stakeholders, namely employees, customers, business partners, and government agencies. The approach is consistent with international standards such as the US National Institute of Standards and Technology (NIST) Framework, and can be described as follows:

1. Knowledge, understanding and awareness development, and working guidelines of data security for True Group employees as well as business partners, aiming towards international best practices, equivalent to financial institutions
2. Development of procedural and technical measures on data privacy and online data security
3. Preparation for relevant functions' readiness, covering all employees, in operating according to the laws, regulations and policies on data privacy protection and cybersecurity such as Computer Crime Act, Cybersecurity Act, and Personal Data Protection Act.
4. Assessment of data privacy and online data security status at least once a year and results of the assessment are reported to Privacy Protection Committee
5. Setting the structure of Security Operation Center which consists of personnel, operational process, and technologies required for monitoring, alert, and



Source: National Institute of Standards and Technology

management of online breaches in accordance to NIST online security procedures, consisting of five steps.

6. Investigation of cases that might have impacts on data security
7. Inspection and review of data access records and surveillance records from other business units
8. Establish and implement the approval process for different levels of data access, according to the scope of each employee's work responsibilities in the organization, and review the need of data access of employees on a regular basis, to ensure that employees who no longer need to access a particularly piece data in his/her scope of work can no longer access it.

KEY FACTORS FOR DATA PRIVACY AND ONLINE DATA SECURITY



People:

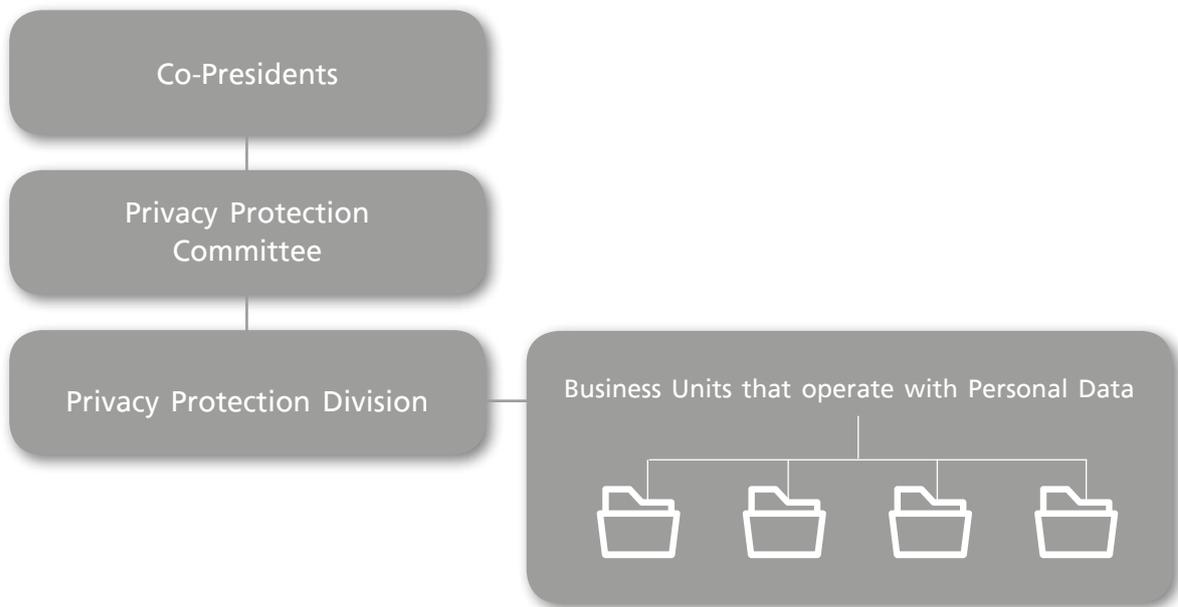


Process:



Technology:

PRIVACY PROTECTION ORGANIZATION



CUSTOMER PRIVACY PROTECTION

In 2018, the Company received 34 complaints regarding customer privacy. All of these 34 cases were about customers receiving unsolicited text messages (SMS), such as advertisement, marketing campaign messages, and other type of messages – such as news content, which may involve fee for service. True has set up the following measures to address this issue:

- Once a complaint is filed, the Customer Service Department will contact the customers to clarify the process of how to subscribe to each content service, along with the service fees. True will also verify the customer's subscription record and refund the SMS content service fee if it is found that the customers did not in fact subscribe to those services.
- Customers can cancel any SMS content service at any time by pressing *137 and call button.
- The Company can also block SMS content on its system to prevent repeated incidents.
- Reporting the amount of customer's complaints to SMS content providers. If the service providers violate the term of services, such as by encouraging subscribers to register for their services without clear communications, the Company will consider terminating that service providers.

Even in cases where customers had cancelled all SMS services, they will still receive important text messages such as safety warnings, natural disaster alert, and OTP (one-time password) when making transaction via mobile phones.

Moreover, the Company strictly follows the Privacy Policy, indicating the objective, process and scope of customer data collection, data security, and use of customer's personal data including customer's rights to check, modify, and request the removal of their personal information from the Company's database.

GOVERNMENT AGENCIES' REQUEST FOR CUSTOMERS DATA

As a telecom service operator, the Company received requests for customers' usage information from government agencies. True Group has a process to review such requests to verify they comply with the laws and that the data requested are necessary for the requesting agencies to maintain safety of life and property or national security. If requests are approved, the Company shall share necessary data, case by case, to the government agencies.

In 2018, the National Broadcasting and Telecommunication Commission (NBTC), which is the regulatory body for Thailand's telecommunication sector, reviewed and checked the legality and necessity of requests for customer data that were filed from various different government agencies, before submitting to True Group a total of 37,400 cases. Once the Company verified that these requests satisfied all legal requirements, it then forwarded the information to the requesting agencies. In 2018, the True responded to all 37,400 requests that have been pre-screened by the NBTC.

After the announcement of Data Protection Policy in 2017, the Company has continuously developed the effectiveness of its personal data protection management and the overall security of its IT systems. In 2018, the Privacy Protection Division and the Cyber Security Division implemented the following initiatives:

DATA PRIVACY	ONLINE SECURITY
<ul style="list-style-type: none"> • Evaluated and monitored privacy protection measures of 14 major systems that contain personal information. • Developed Data Anonymization & Pseudonymization systems to prevent privacy violation before deployment and testing new system with customer data • Trained and raised awareness on the importance of data privacy protection to the employees who have access to personal data in these functions such as IT, Customer Service Department, Call Centers, True Shops, and sales representatives • Created a process to automatically verify access to personal data for employees who have been rotated into and out of positions that require such access. 	<ul style="list-style-type: none"> • Evaluated the readiness to respond to online threats together with external experts • Tested the security of True Group’s IT systems with Penetration Test and Vulnerability Scan Test • Developed a system that monitors and analyzes unusual behaviors on the online system in order to quickly detect potential threats • Collaborated on the feasibility study to establish Thailand Telecommunication CERT (TTC-CERT), under the direction of The Telecommunications Association of Thailand Under the Royal Patronage. This center would be a venue for operators in the telecommunications business to exchange information and notify each other of threats



With regards to the unauthorized access to TrueMove H’s 11,400 customers’ personal data required in online purchase of mobile handsets with TrueMove H SIM cards from iTruemart (one of TrueMove H’s former sales channels) as well as the National Broadcasting and Telecommunication Commission’s (NBTC) notification instructing TrueMove H to comply with regulations concerning personal data and privacy protection and telecommunication freedom, TrueMove H reaffirmed

its commitment to comply with the regulator’s orders, and had reassured all stakeholders that the Company has set data security as its top priority.

True Group expressed its deep regret regarding the iTruemart incident, which had caused considerable concern among customers about the Company’s data security measures. TrueMove H, in collaboration with iTruemart and other partners, ensured that existing loopholes had been closed to prevent further unauthorized access to customer data. It sent SMS to customers who might be affected and advising them to make toll-free enquiries to the 1242 Call Center 24 hours a day. TrueMove H would also take financial responsibilities for any damage that may have been caused to the affected customers as a result of this incident.

The Company would like to emphasize that this incident does not affect TrueMove H's overall customers as their personal data provided to the Company is stored in the internal data centers of the Company, which are highly secured and well protected as per national regulations and requirements as well as by TrueMove H's own stringent measures concerning personal data protection. To further enhance security, TrueMove H

had also engaged international cyber security experts to help us ensure future data integrity.

TrueMove H will also collaborate with iTrueMart and other business partners in improving and developing personal data security standards to respond more effectively to potential security threats that may arise with future developments in technology.



EMPLOYEE CAPACITY DEVELOPMENT ON DATA PRIVACY PROTECTION

The Data Privacy Division of True Group has organized trainings on data privacy protection since 2017 to build knowledge and awareness of the topic to the management and employees who have access to personal data such as IT Department, Customer Service Department, and True Shops.

In 2017-2018, there were a total of 14 training courses, covering 31 functions which accounted for 19% of the Company. This had positive impact on employees' operations as it significantly reduced the number of unintentional misuse of personal data. Not only does Data Privacy Division train on the topic of data privacy protection, but they also train on the topic of cybersecurity. They continue to provide trainings to achieve the target of covering 134 departments within True Group.

In addition, the Data Privacy Division has also organized a seminar on Thai IT laws to increase knowledge and understanding of True's and Charoen Pokphand's employees.

This training focused on legal issues, risks, and working guidelines which comply with the laws and regulations.



HUMAN RIGHTS MANAGEMENT

(GRI 102-12, 102-13, 103-1, 103-2, 103-3, 406-1, 407-1, 408-1, 409-1, 411-1, 412-1)



Mr. Suphachai Chearavanont
Chairman of the Executive Committee

“

True Group is one of the founding members of Global Compact Network Association with the main goal of promoting respect for human rights in the business sector. The Association aims to raise awareness and facilitate experience and knowledge sharing to help businesses recognize potential human rights issues in their operations as well as in their value chain, and work together to address those issues. As we drive the country’s economy and society forward, we need to include protection of human rights as a national agenda.

”

- Review human rights due diligence process to cover 100% of True Group’s operations and joint ventures
- 100% of Tier-1 suppliers are notified of True’s policy on human rights and assessed for human right risks.



TARGET

- 100% of True Group’s operations and joint ventures have gone through True Group’s human rights due diligence process.
- 100% of Tier-1 suppliers have received and acknowledged True’s human rights policy through Supplier Code of Conduct and have undergone human rights risk assessment as part of supply chain risk assessment.



PERFORMANCE

One aspect of True Group’s responsibilities as a telecommunication service provider, apart from delivering quality products and services to consumers, is to promote equal opportunities for access to information, content, and ICT services. In doing so, the Company must conduct business with ethics and moral principles, recognizing the dignity and value of every human being. True Group operates with respect for human rights of all stakeholders.

Reflecting the Company’s policy on equal opportunities, True Group strive to achieve diversity in the workplace with measures to ensure equal treatment and human rights protection, regardless of gender, age, education, nationality, ethnicity, skin color, religion, sexual identity and disability status.

The Company has established the Welfare Committee, consisting of 8 people where 5 are



employee representatives. These representatives have been elected by their peers to represent employees from all products and services functions of True Group, while the other 3 people are the Company’s representatives. These 8 committee members work together to supervise the management of benefits and well-being of the employees. The Committee meets quarterly and provides grievance channels for any type of complaints.

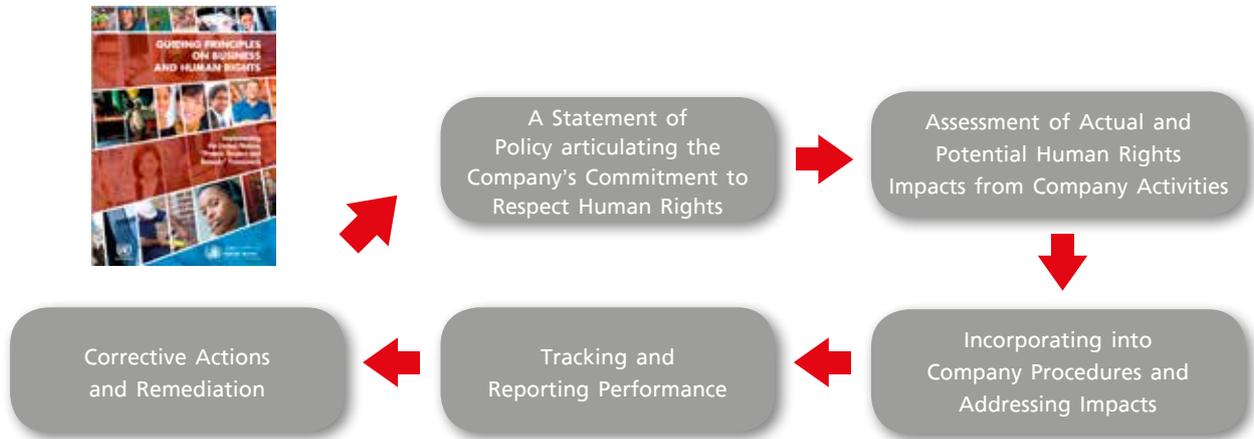
True Group is a founding member of Global Compact Network Thailand (GCNT), which encourages participating organizations and the business sector in general to follow international frameworks and standards on human rights, such as the Universal Declaration of Human Rights (UDHR), the United Nations Guiding Principles on Business and Human Rights (UNGPs), labor practice standards of the International Labour Organization (ILO), and

The United Nations Global Compact (UNGC). True has adopted these standards into its code of conduct, stakeholder engagement policy, sustainable procurement policy, and environmental policy. We have applied these principles in our operations in order to mitigate human rights risks in all aspects. At the same time, we strongly urge our relevant stakeholders within the supply chain to incorporate human rights protection into their operations.

In 2018, True Group reviewed the Human Rights Due Diligence Process for the second time. This review is conducted once every two years to ensure our operations are aligned with UN Guiding Principles on Business and Human Rights, and to identify human rights risks and impacts in True’s operations. With the collaboration of all departments within True Group and our joint ventures, and representatives of suppliers and contractors, the review covered 100% of True Group’s operations and value chain. In addition, the review included assessment of the operational processes that have potential impacts on human rights, corresponding to the human rights issues that have been identified. Relevant units whose operations are associated with the potential risk issues identified during the review must then develop solutions to mitigate impacts, preventive measures, and implemented monitoring and assessment programs, and set up remediation mechanism in case of human rights violations. All parties worked together to identify, assess, and prioritize human rights risks according to UN Guiding Principles on Business and Human Rights.



HUMAN RIGHTS DUE DILIGENCE PROCESS IN ACCORDANCE WITH UN GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS



In its operations, the Company has always considered impacts on human rights of all stakeholder groups, especially in the supply chain. True Group organized supply chain risk assessment with internal departments and the representatives of joint ventures every two years. During the most recent round of assessment, the results showed that human rights issues, such as impacts on indigenous communities,

were not identified as a significant supply chain risk to the Company. Moreover, True supplier, both existing and new, are required to go through an Online Supplier Self-Assessment on sustainability issues, which covers human rights related topics, such as labor relations, labor welfare, forced labor, and child labor.



2018 HUMAN RIGHTS DUE DILIGENCE PROCESS

Dr. Teerapon Tanomsakyut, Chief Innovation and Sustainability Officer, together with Pol. Gen. Nopadol Somboonsub, Chairman of the Privacy Protection Committee, invited over 40 representatives from various departments within True Group, such as human resources, procurement, risk management, customer relations, network management, occupational health and safety to participate in True Sustainability and Human Rights Assessment Workshop on November 6, 2018.

The workshop covered the assessment and monitoring of human rights issues in accordance with UN Guiding Principles on Business and Human Rights (UNGPs) with considerations to sustainability assessment criteria from domestic and international stakeholders.

During the workshop, a number of significant human rights issues for True Group were identified, categorized by relevant stakeholders as follows:



1. Health and safety of employees (road accidents): though there have been few work-related fatalities within True Group, most of them have been caused by traffic accidents. The Company regularly organized defensive driving training courses to reduce risks of accidents for employees who must drive frequently in their work. (Please see Health, Safety, and Wellness Chapter for more information.)

2. Cyber Security: After the announcement of Privacy Policy in 2018, the Company has improved the capacity to oversee the security of personal data and information technology system by carrying out various projects throughout 2018. (Highlight Performance of 2018, Data Privacy and Cyber Security Chapter)

3. Public Communications and Marketing: True Group believes that customers and other stakeholders are entitled to honest communications from the Company. True Group's Fair Marketing Policy requires employees to communicate the terms and conditions of all services clearly, with no misleading information. All commercials, marketing information, and public relation media must undergo thorough review prior to public release to ensure accuracy.

(https://www3.truecorp.co.th/new/public/assets/truecorp/pdf/en/00_Fair_Marketing_Policy_EN_Web_2017.pdf)

4. Security of Customer Data: The Company has set up the guidelines for data privacy and cyber security practice according to the Online Security Framework of the National Institute of Standards

and Technology (NIST). (See Data Privacy and Cyber Security Chapter for more information.)

5. Health and Safety of Contractors: The Company has established contractor safety management program, dividing contractors by type of work and requesting both existing and new suppliers to attend training on work practices and safety. All suppliers must pass the Online Suppliers' Self-Assessment with the environmental, social and governance criteria, including management of safety issues. (Please see Health, Safety, and Wellness Chapter for more information.)

6. Security of Customer Data Being Managed by True's Business Partners: In certain cases, data of True's customers are managed by our partners, who must comply with the same guidelines for data privacy and cyber security as True Group's own employees, at a minimum. (See Data Privacy and Cyber Security Chapter for more information.) In addition, the Privacy Protection Department has provided training on data privacy protection, cyber security, and applicable laws and regulations, to True's business partners, to help raise awareness and build capacity for every relevant parties within True's value chain.

True Group recognized the importance of these top 6 issues and has implemented mitigation measures to prevent and remedy the potential human rights violations, both within its own operations and along the value chain.

HEALTH

BUILDING A SUSTAINABLE SOCIETY

“DELIVERING POSITIVE VALUES FOR IMPROVED HEALTH AND WELL-BEING OF THOSE IN THE SOCIETY.”



HEALTH & SAFETY STRATEGY



1. Leadership

Leaders at all levels must emphasize on health & safety issues and provide clear guidance and directions



2. Employee Participation

Strengthen employee's participation in health & safety management in all operations



3. Drive

Drive knowledge management within the organization through assessment and sharing of best practices



4. Safety Culture

Spread the safety culture to suppliers & customers



CSR STRATEGY FOR COMMUNITY & SOCIETY



HEAR

To listen and understand the problems and needs in each area



HEAD

To analyze strength and weakness and develop strategy



HANDS

To work together to create a strong network



HEART

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



INNOVATION MANAGEMENT

(GRI 103-1, 103-2, 103-3 & PA 11)

- Value added from innovative products and services to increase by 50% within 2020, compared to 2015 base year
- 170 submissions to True Innovation Award



TARGET

- Increased value from innovative products, services, and operating processes by 43.8 %, compared to the value of the base year in 2015
- 235 submissions to 2018 Innovation Award, 38% above the target



PERFORMANCE



Dr. Teerapon Tanomsakyut
Chief Innovation & Sustainability Officer

“

Innovation is not just creating new ideas, but also expanding it to deliver real, sustainable value. Speed is very important, and we should embrace the open innovation approach and collaborate with one another for the common good. We don't have to go it alone. Supporting startups is a key process to create innovation.

”

With the rapidly evolving landscape of digital technologies and innovations, people's lifestyle and their consumption behavior move closer to a digital society. This digital evolution has the potential to raise the quality of life for people and create new business opportunities. True Group, as a Thai telecommunication service provider, recognizes that we all must develop our capabilities in preparation for the fast-approaching digital transformation. We must become an organization of innovation, capable of utilizing its expertise in digital technologies to create new products and services, reduce operational cost, increase revenues,

and expand through new business opportunities. In addition, while we apply our digital expertise towards achieving economic performance, we must also use it to address social and environmental needs.

True's Innovation Committee has established policies and framework for managing innovation operations and addressing innovation risks, aligning with the Company's long-term and short-term strategies and targets. The key strategy of innovation development at True is the open innovation approach, fostering internal and external collaboration to increase our capacity to innovate.

5I's STRATEGY



True Innovation Center

True Innovation Center has been designed to provide an open space for freedom of ideas, a center for creative thinking with hands-on practices through several projects. The Center is also open to new knowledge and ideas from outsiders, and serves as a conduit to channel new and different ideas into the Company's products and services, with the objective of enhancing business expansion, revenues, as well as delivering new values to society – on the community up to the national levels. True Innovation Center's activities are implemented through True Lab, True Incube, True Robotics, and other collaborative projects with other functions, such as True Innovations Awards and Strategic Project and Leadership Development (SPLD) program.

True Lab

True Lab was established in 2013 to support innovation research and development, to prototype new ideas, and to serve as a platform for collaboration with local educational institutions. With the emphasis on the open innovation approach, True Lab's activities include 3 areas of collaborations: research & development, building communities of True employees and students into a strong network of innovators, and incubating startups through different projects and activities.

Over the years, True Lab has collaborated with 13 leading educational institutions and has built True Lab Space on the campuses of 8 educational institutions. In 2018, True Lab allocated a budget of 8.7 million baht to sponsor research funding at these institutions. The program also provided 18 training sessions for faculty members and students, with more than 1,800 participants. On startup incubation, 20 batches of startup incubator programs had been organized. These collaborations have produced a number of high-potential projects that can create new business opportunities, such as the Drone for Mobile Signal Distribution Project. This project, known as "COW on Fly", is a collaboration project with Chiang Mai University with the aim to create an alternative technological solution to distribute mobile signals in hard-to-reach areas. When comparing to the traditional mini COW (Cell on Wheels), this technology is faster, with higher efficiency and lower cost. (Note: COW is a mobile signal distribution system for ad-hoc applications)



TRUE Highlight

DRONE FOR MOBILE SIGNAL DISTRIBUTION
PROJECT: “COW on Fly”

True Lab has collaborated with professors from Chiang Mai University to developed large-sized drones to distribute mobile phone signals, covering disaster-struck areas with the range of 4-5 kilometers. COW on Fly has been tested to provide mobile signals in Chiang Rai Province during the mission to rescue 13 members of the Wild Boars football team who were stuck in the Tham Luang Khun Nam Nang Non Cave. The COW on Fly received an award at Hong Kong International Invention & Design Competition (IIDC) 2018 in Hong Kong Special Administrative Region of the People’s Republic of China, and INNOPA Innovation Award from Indonesian Invention and Innovation Promotion Association in Indonesia in December 2018.



COW on Fly



INNOPA Innovation Award



Hong Kong International Invention & Design Competition (IIDC) 2018

True Incube

True Group is determined to be the leader in providing full services to startups in the ASEAN region, by incubating Thai and foreign startups to achieve rapid growth. True Incube was established to create an ecosystem to support startups, turning them into innovation-driven players on a regional scale. To accelerate growth of startups, True Incube serves as a connecting point, facilitating these new businesses to work closely with suitable teams within True Group.

The most recent startup incubation program organized by True Incube was the “True Incube Incubation & ScaleUp Program Batch 5 – Startup Grand Prix”, a program for startups that have already registered as companies and have progressed to producing functioning prototypes, or commercially-available products and services, and were seeking business expansion opportunities. Out of the many startups who registered

to participate in the program, only 5 teams have made it to the final round where each team received 2-4.5 million baht in investment from True Group. They also received a funding for TV communications from TNN Channel, as well as technological support, such as cloud service. Moreover, these startups were able to meet with international investors within True Group’s network on Synergy Day. Finally, the winning teams were provided with a working space at True Digital Park to be used as their office free-of-charge for one year.

True Robotics

True Group foresees that robotics and automation technologies will play an increasingly important role in shaping the human experience for the new generations. By developing robots that can respond to the changing lifestyles, True can create more business value. Therefore,

the Company has established True Robotics to specialize in both hardware and software aspects of robotic technologies. True Robotics' role is to conduct research and development for solutions that can be used in various business operations of the Company. In 2018, there were 15 research and development projects, including artificial intelligence (AI) and robot vision. Moreover, True has collaborated with Savioke, the world leading robot

producer, to import the Relay Robot for commercial services for the first time in Thailand. True Group became the first and only Thai provider of such services. True Robotics has also developed its own delivery robot, COFY, to provide new service experiences that impress customers. The robot has undergone trial service at True Coffee Shops, demonstrating its ability to delivering coffee fast, accurately and safely to customers.



To demonstrate our commitment to robotics development, True Robotics participated in local and international contests. The COFY robot won the New Generation Invention Contest, driving toward Thailand 4.0 at the Digital Thailand Big Bang 2018 event. The team received the honorary cup and gold medal for Innovation and Invention from Hong

Kong International Invention & Design Competition (IIDC) 2018, organized by Chinese Innovation and Invention Society (CIIS) and Hong Kong Trade Development Council (HKTDC). Furthermore, they won Best Initiatives in Innovation Award from The Asset Corporate Award Event, organized by Hong Kong-based financial magazine, The Asset.



True Innovation Awards

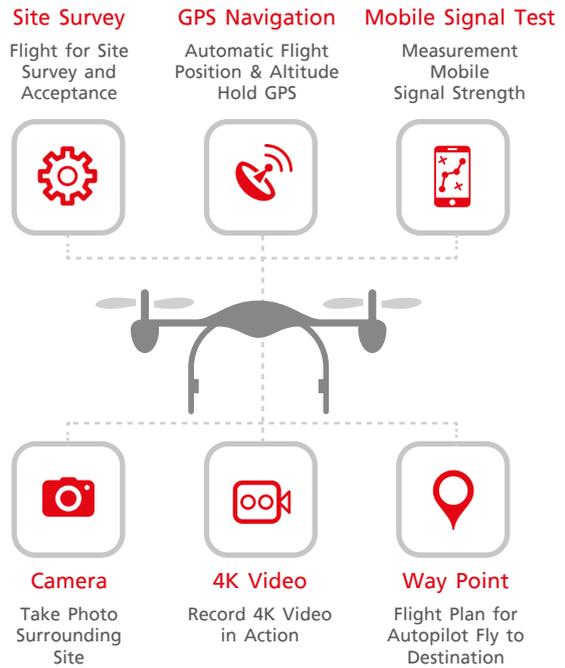
True Group aims to apply innovations to increase its operational capabilities, starting at the employee level, with the integration of innovation as a part of the Company's culture. The Company has organized True Innovation Awards, an activity that encourages employees to develop innovative products, services, or processes, and submit to the competition. This contest has been organized for 9 consecutive years. In 2018, True Group organized two types of contests; "Inno Tree" for innovations that have already been implemented successfully, and "Idea Seed" for innovations that were

still at conceptual design stages. For the two categories, there were 235 and 660 submissions, respectively. The Company estimated that these innovations have generated 5,428 million baht in additional revenues and cost savings. This year was the first time that "i-Score" was used to evaluate the work submitted to the True Innovation Awards contest. The "iScore" is based on 10 criteria such as potential to create new businesses, enhanced safety, time saving, energy saving, and providing more convenience.



EXAMPLE PROJECT FROM TRUE INNOVATION AWARDS: UAV for RF Survey (Best Network Category)

Radio Frequency Engineering Team regularly faced difficulties when checking the quality of mobile signals in certain areas, particularly in remote rural locations. Traditional method of addressing this problem involved hiring specialists to climb up on trees or buildings, or renting a movable crane to raise the workers up to suitable height before measuring the signal quality. Having to choose among these costly options, Mr. Sathit Piluntasopon from the Radio Frequency Engineering Team developed another way to test the signal: using an unmanned aerial vehicle (UAV) or drone equipped with signal testing equipment and signal telemetry. The device can send real-time signal quality information back to the site engineers. Also, this innovation can also help find precise locations to install signal repeaters, increasing the efficiency and reduce operating cost over the long run. The project team estimated that this innovative solution could reduce operational cost by 60%, reduce working hour by 80%, and improve the signal network by 55%. In the future, this innovation can be developed as a commercial product.



True Group applies different types of innovations, such as mobile applications and digital platform, to create new solutions to address the needs of Thai society in economic, social, and environmental aspects.

As recognition of the work that True Group has undertaken in applying innovative solutions to social issues, the Company has received 4 awards from International Invention and Innovation in Canada 2018 (iCAN2018) in Toronto, Canada, hosted by the Toronto International Society of Innovation & Advanced Skills (TISIAS). “Chauy Plook” Application received gold medal while “Elephant Smart Early Warning” and “Future Job” Applications received one silver medal each. At the organization level, the Company also received the Special Innovator Award.



<p>Economy</p>	<p>Future Job</p> 	<p>Career advice platform that helps students explore future career options, and how to plan for their education to follow each career path.</p>
	<p>Chauy Plook Application</p> 	<p>This application helps farmers manage their farms more effectively with useful information such as real-time weather reporting, disease and pest situation, and planting recommendations. The application also provides guidelines on accounting practices so farmers can better understand the cost structure of their farming operations.</p>
<p>Society</p>	<p>ThaiMissing Application</p> 	<p>True Group has collaborated with the Mirror Foundation to develop the Thai Missing Application, providing a platform for reporting cases of missing people. Users can search the database of missing people and share the information among the network of volunteer. New development in 2018 include the integration of Radio Frequency Identification (RFID) wristbands, which can be given to people at high risks of going missing, such as the elderly, young children, and people with mental health conditions. This application has reduced the foundation’s operating expenses by 10% per year.</p>
<p>Environment</p>	<p>Elephant Smart Early Warning</p> 	<p>The system includes cameras that detect elephants’ movement along the forest boundary. When elephants enter farming areas, the system will send an alert in real time to officers, who would then notify park rangers to guide the elephants back into the forest. This system successfully reduced damages to the farming communities as well as reduced the risks that the elephants would be harmed.</p>

With True Group’s efforts in innovation development, the Company has registered 32 patents in 2018. The Company has made clear progress on its way to

achieve its 2020 target of 50% increased revenue from innovations, with a value of 5,428 million baht, or a 43.8% increase from the base year 2015.

CORPORATE CITIZENSHIP AND SOCIAL IMPACT

(GRI 103-1, 103-2, 103-3, 201-1, 413-1)

- 75% of participants are satisfied with True’s social responsibility programs.
- 6,000 people from vulnerable groups have benefited from True’s initiatives to improve their quality of life.



TARGET

- 75.1 % of participants were satisfied with True Group’s corporate social responsibility programs.
- 6,253 people from various vulnerable groups have received True’s supports to improve their quality of life.



PERFORMANCE



Dr. Kantima Kunjara
Executive Assistant to Chairman
of The Executive Committee

“

True Group has always been committed to utilizing its telecommunication innovations to improve the quality of life of Thai people, especially children, youth, and members of various vulnerable groups. Our efforts focus on ways to sustainably raise their living standards in many dimensions. The result of True Group’s corporate social responsibility projects reflects the Company’s vision and values, through which the management and staff work together to create change and share values to our society.

”

To achieve sustainable growth, a company cannot focus solely on driving its economic performance; it must also seek to create positive impacts on society and the environment. True Group has developed the strategy to take care of the society and community with the concept of “Hear, Head, Hands, and Heart” by utilizing information technology and innovation of the Company to carry out activities for the society in every aspect. Those activities are aimed at improving the quality of life for members of various vulnerable

groups, developing capabilities and life skills for youth, and promoting environmental conservation.

In 2018, there were 28,453 people who participated in True Group’s social activities, which could be divided into three areas; 12,000 people participated in the development of learning capacities and life skills; 6,253 people participated in programs on quality of life development for vulnerable groups; and 10,200 people joined True Group’s environmental conservation initiatives.

ENVIRONMENTAL CONSERVATION

True Group is aware of the increasing magnitude of environmental problems, caused by negative impacts from human activities such as pollution and exploitation of natural resources. True has initiated and supported activities to conserve natural resources and the environment, creating awareness, and restoring the environment at the community and national levels. In 2018, there were more than 10,200 people taking parts in the activities of the nature and environment project conservation project.

Annual Nature & Wildlife Photography Contest:

True Group and the Department of National Park, Wildlife, and Plant Conservation have organized the photography competition for the 24th time in 2018 to promote awareness for nature and environmental conservation through photography. The prize was the trophies from HRH Princess Maha Chakri Sirindhorn and HRH Princess Galyani Vadhana. In 2018, there were 2,200 photos submitted from 400 contestants. All the photos could be viewed via True Plookpanya website (www.trueplookpanya.com) and Facebook page: <https://www.facebook.com/CPPhotoContest/>.

The Rak Pong Prai Youth Nature Camp: True Group and Charoen Pokphand Group, in collaboration with various government and non-profit entities, including: Queen Sirikit Park Foundation, Office of the Basic Education Commission, Department of National Parks, Wildlife and Plant Conservation, Royal Forest Department, Cooperative Auditing Department, Land Development Department, Department of Agriculture Extension, Bangkok Metropolitan Administration, Zoological Park Organization, Queen Sirikit Department of Sericulture, and Cooperative Promotion Department, organized the Rak Pong Prai Youth Nature Camp to cultivate youth's awareness on forest restoration and conservation. The project also includes the training on We Grow Application for 1,628 teachers and more than 8,000 students who have participated.

Bird Conservation Promotion via Doo Nok Application: True Group, together with the Department of National Parks, Wildlife and Plant Conservation, the Zoological Park Organization, the Royal Irrigation Department and Buri Rum Province, developed Doo Nok Application to promote bird watching such as cranes and more than 100 other bird species. Farmers and youths can report their findings of birds via Doo Nok Application. In 2018, there were more than 1,500 youths receiving the training on the application.

CAPABILITY AND LIFE SKILL DEVELOPMENT FOR YOUTHS

True believes that we can build a strong foundation for youths by enhancing educational and life skills and cultivating values, which will lead to sustainable economic and social development. True Group has arranged creative activities, encouraging youths to explore opportunities and expand the boundary of their knowledge and skills. In 2018, there were 12,000 youths who have benefitted from True's education and skill training programs.

International True Little Monk Project: this reality TV program followed a group of children as they became Buddhist novices during the summer and was streamed live via television, True Plookpanya website, and Facebook page "True Little Monks". The program attracted viewers from 190 countries all over the world. It was also the world's first live program on Buddhist dharma teachings in English. Followers of the program could participate in the activities, such as food offering ceremonies and dharma practice sessions. (For more information, please see the Digital and Social Inclusion Chapter)

Social Advertising Production Competition "True Young Producer Award": True Group has organized the annual competition for university students to submit their video advertisement works base on social theme. In 2018, the theme was "stop cyberbullying", with the grand prize being the trophy from HRH Princess Maha Chakri Sirindhorn. There were 2,900 students from 56 universities across the country participating. The organizing committee broadcasted works of students who passed to the final round via several media outlets within True Group, including 26 channels on TrueVisions, True4U, TNN24, and social media, such as Facebook Page, TrueMove H's YouTube channel, and True Plookpanya website (www.trueplookpanya.com)

Music Video Contest "Chor Sa Ard Anti-Corruption": Anti-Corruption Foundation and True Group have organized this contest to offer opportunities for students and the public to submit their music videos on the theme of combating corruptions, with the winning entry receiving the Prime Minister's Trophy. In 2018, there were a total of 132 teams, comprising 450 students from 54 provinces participating. The music videos that passed to the final round were aired on True Group's and our partners' media channels.

True Future Journalist Award 2018: True Group with support from BBC World News, TNN24 News Station, School of Communication Arts and Management Innovation from National Institute of Development Administration, British Council, and Institute of Mass Communication of Thailand have organized True Future Journalist Award for the 16th year, selecting university students majoring in mass communications from both state and private universities to train and become future journalists with 30 available spots each year. There were 1,700 students from 23 universities across the country participated in the contest.

IMPROVEMENT OF QUALITY OF LIFE FOR THE VULNERABLE GROUPS

With the concept “Creating a Better Life for Vulnerable Groups”, True Group believes that everyone can develop their potential if they are given proper support from society. People in various vulnerable groups, such as people with disabilities, people who lack education opportunities, and the elderly, are some of the people who can benefit from appropriate support from an organization such as True Group. We have brought technologies and facilities to develop their capabilities and provide career opportunities and enhance their income. Through such programs, True Group has improved the quality of life of more than 6,253 members of vulnerable groups.

Thailand Autistic Sports Game in 2018 was the first event to support the development of athletic skills and to build relationship among autistic youths from 4 regions of Thailand. There were more than 700 autistic children and family members participating.

Hai Mai Huang (Elderly and Children) via Thai Missing App: True Group and Charoen Pokphand have collaborated with the Mirror Foundation, Energetic Electrical Engineering Company Limited, and MEID Company Limited, to develop an innovation to reunite missing people, particularly young children, the elderly, and people with dementia and other disabilities, with their families. This innovation deploys communication technology to 1,000 QR-coded wristbands for faster identification of people who might be unable to communicate to rescue officers. Volunteers and the public can download Thai Missing Application to help and report seeing potential missing persons to the Foundation.

Mobile Literacy for Out-of-School Children Project: True Group, UNESCO, and Office of Basic Education Commission (OBEC) have worked together to raise the quality of education for stateless youths living along the Thai-Myanmar border for 3 consecutive years. In 2018, the program has trained 104 teachers to utilize mobile information technology, consisting of equipment and digital educational media with more than 1,000 items. Through this project, 1,553 students gained access to educational media and the internet while more than 600 parents have received training on how to use tablets. Youth educational performance has improved 40%, with participating students ranked among the top 5 performers in Kayin State’s non-formal education system for 2 consecutive years. In addition, 22 students from the program finished the primary-level curriculum and started secondary level in the non-formal middle education program.



Smile Voice Project, Audio Books for The Blind:

True Group, the Stock Exchange of Thailand, Thai Association of the Blind, Charoen Pokphand Group, and others from the private sector have organized Smile Voice Project to support visually impaired people to gain access to information, news and knowledge via audio books. Through this project, True Group has sponsored mobile phones with the pre-installed Read for the Blind Application and mobile data usage. More than 135 True employees also volunteered in the project.

In addition to sponsoring activities for the social development, True Group also provides financial support to organizations that are involved in social causes, including education development, health improvement, and other development organizations. (More information of True CSR Summary, please see on <http://www3.truecorp.co.th/new/public/assets/truecorp/pdf/th/TrueCSRSummary2018.pdf> or scan the QR Code)



Top 5 social contribution projects and organizations supported by True	Amount (Million Baht)
1. ICT Talent Project	27.81
2. Marathon Charity Run for Hospitals (Kao Kon La Kao)	19.85
3. CONNEXT ED Project	10.33
4. Private-Public Partnership Project	9.51
5. Vocational Colleges	5.00

Type of Social Development Support	
Cash donation	181.02 million baht
Products or services donation	175.64 million baht
Volunteering hours	25,536 hours

Remarks: Social Development Support (cash donation & in-kind donation) can be divided into:

- 1. Charitable donations: 28%
- 2. Community Investment 24%
- 3. Commercial Initiatives 48%



“ELEPHANT SMART EARLY WARNING SYSTEM”

Kui Buri District in Prachuap Khiri Khan Province have experienced the problems of wild elephants destroying agriculture land near their natural habitat, leading to financial losses and severe people-animal conflicts. To alleviate this issue, the Department of National Park, Wildlife and Plant Conservation, WWF Thailand, and True have collaborated on the Elephant Smart Early Warning System. The system utilizes the high-speed wireless network of TrueMove H to help monitor and guide roaming elephants back to their territories, reducing the damages to the community as well as lowering the risks that the elephants would be harmed.

Elephant Alert System is set up with SIM-equipped

cameras positioned at passageways where elephants frequently pass, along the boundary of the national park. Once a camera detects an elephant walking by, it would send the image and location information of the elephant to the surveillance center via a cloud system. Once officers at the center receive the information, they would inform park rangers to go and guide the elephants back into the forest. This project has benefitted more than 300 farmers.

The Elephant Alert System received an award of honor from General Surasak Kanjanarat, the Minister of Natural Resources and Environment on the National Wildlife Protection Day of 2018.





CAPABILITY AND QUALITY OF LIFE DEVELOPMENT PROJECT FOR AUTISTIC PEOPLE

There are more than one million people with autism spectrum disorder in Thailand. True Group is committed to promoting the capabilities of people with autism and improving their quality of life, through telecommunication innovations. True and Autistic Thai Foundation have established True Autistic Thai Center to provide life skills and vocational training. True has given 2,000 True Smart Tablets, pre-installed with True Autistic Application, which is True’s own innovation, and has organized a training on how to use the application for more than 1,000 autistic children, together with 2,000 parents, teachers and caretakers. Currently, there are 39 people with autism spectrum working as True employees while 151 have received professional skills training. Moreover, True Group

helps distribute products made by Autistic children through various channels, valued at more than 4.97 million baht. Additionally, True was able to help augment income for more than 50 families of autistic persons, valued at more than 250,000 baht.

True Autistic Thai Center has organized trainings on computer skills, coffee shop operations, and typing and other office-based work skills for autistic people. The objective is for autistic people to have a career and become more able to financially support themselves and their families. Moreover, the center has established a social enterprise, ArtStory by Autistic Thai, offering a variety of products and services, such as business cards, notebook, screen works, and souvenirs through many distributing channels.



In 2018, members of the ArtStory by Autistic Thai made Thailand proud as they were given an opportunity by Miss Thailand World 2018 to paint on her evening gown “Love for All Dress” which garnered the Top 5 Miss World Designer Dress Award at Miss World 2018 in Sanya, People’s Republic of China.

DIGITAL AND SOCIAL INCLUSION

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

- Enhance the quality of basic education through the Pracharath (Public-Private Partnership) Schools Initiative in 15 percent of all schools under the Office of the Basic Education Commission across the country
- Enable 3,000,000 people to gain access to learning resources and ICT services



TARGET

- Implemented the reform initiatives in 4,719 Pracharath Schools, or 15.7 percent from more than 30,000 schools under the Office of the Basic Education Commission nationwide
- True enabled 3,021,670 people to access learning resources and ICT services



PERFORMANCE



Dr Naetchanok Wipatasinlapin
Director of Education & Academic Affairs

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As a Thai business organization, True Group integrated technologies and capabilities in all aspects to help boost the moral and intellectual development of Thai youths. We utilize digital technology as a tool to enhance their learning experience and promote equal access to educational resources. Most importantly, we focus on the learning process and driving towards our goals by having parents and communities get involved in the child-centric learning model in a concrete and tangible way. Moreover, we promote morality and ethical behaviors for children, such as the act of sharing and caring for others, so that they will learn to give back to society when they can.

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Digital technologies play a role in everyday life for business, entertainment, and education. At the same time, there are groups of people with limited access to digital technologies, whether by lack of appropriate devices or by lack of knowledge of how to use such technologies. True Group, as a telecommunication service provider, commits itself to improving the access to digital technologies for the Thai society, especially for

youths across the country. We aim to apply our expertise in digital technologies to support the development of Thai education with the goal of reducing inequality in the society through better access to information and learning resources for all types of needs, creating equal opportunities for the development of education capacity, as well as for economic and social aspects.

Communication is the key enabler for social

development. As an organization with expertise in communication technology, True is ready to use such expertise to contribute to Thailand’s development into a sustainable learning society. We collaborate with 12 private organizations in establishing Pracharath CONNEXT ED Project, which supports basic education reform and leadership development in order to improve the education experience for Thai youths. On the education and youth development front, True group has established True PlookPanya Program with the objective of bringing all communication technologies and innovations of the company to support social development projects. Over the years, True PlookPanya has grown to include activities such as True Little Monk reality TV show, The Dream Explorers, TCAS School Tour, and TCAS Up Skill.

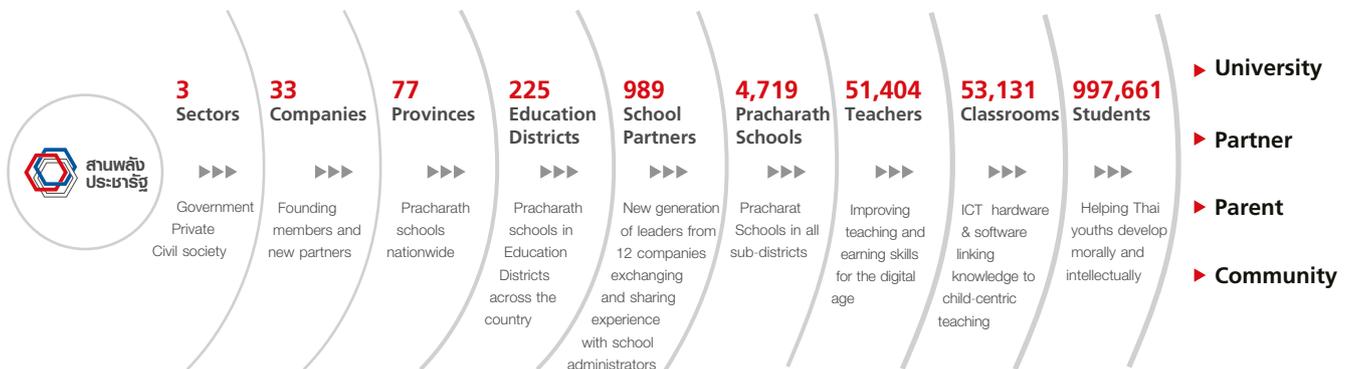
PRACHARATH CONNEXT ED

In 2018, the “Pracharath CONNEXT ED Project for Basic Education and Leadership Development (E5)” developed on the success from the previous year with 33 leading private organizations joining the partnership to create opportunities for students. These opportunities provide students from government-run schools greater access to ICT equipment and multimedia contents, linking knowledge from all over the world with high speed internet and digital teaching media, and promoting child-centric education model.

Private organizations collaborate to create educational opportunities through Leadership Program for Sustainable Education Development. To participate in the program as School Partners, volunteer employees

have to meet the requirements and participate in the training sessions. In 2018, there were total of 989 volunteers who were the key driving force in improving the education standard in schools under the Office of the Basic Education Commission (OBEC) across the nation. The target was to implement the project at 15 percent of 30,000-plus OBEC schools, or approximately 4,600 schools. Currently, the program has already achieved 15.7 percent coverage, or 4,719 schools undergoing education quality improvement initiatives. Moreover, it was the first year of implementing the school information public disclosure platform to allow all parties to gain insights for planning school development strategies.

THE PRACHARAT CONNEXT ED PROJECT



True Group initiated the Technology Leadership for Education Program, also known as ICT Talent, to select new generation of leaders who have graduated with relevant degrees or those who are interested in information and communication technology (ICT) to work full-time at Pracharath schools. They work with teachers to promote the use of ICT and exchange knowledge with schools and communities. In 2018, there were 758 ICT talents serving 1,758 schools,

working to enhance ICT capabilities of 657,535 students from 77 provinces in Thailand. Moreover, True Group has built Learning Centers to serve as a place to exchange academic and professional knowledge and experience on school and community development among school administrators, teachers, and education experts. As of now, there are 9 such centers in 7 provinces across 5 regions.



CREATING A CULTURE OF PUBLIC ENGAGEMENT FOR EDUCATION, A COLLABORATION UNDER THE LEADERSHIP PROGRAM FOR SUSTAINABLE EDUCATION DEVELOPMENT (CONNEXT ED)

Prime Minister General Prayut Chan-O-Cha presided over the announcement of a collaborative project “Creating a Culture of Public Engagement for Education, under the Leadership Program for Sustainable Education Development. The Prime Minister, Minister of Education Dr Teerakiat Jareonsettasin (head of the government working group), civil society, and Mr. Supachai Chearavanont, Chairman of the Executive Committee of True Corporation Public Company Limited (head of the

private sector working group), representatives from civil societies, and other executives from 12 founding partner organizations introduced the 21 new partners and reaffirming the project’s intention to develop Thailand’s education system to meet the demands of the Industry 4.0 Era. The event was organized on 12 September 2018 at Plenary Hall 3, Queen Sirikit National Convention Center.



TRUE PLOOKPANYA PROJECT

True Group is driven to play its part in improving the Thai society by bringing its capabilities in telecommunication technologies and innovations to promote social development, such as by promoting equal access to education, especially in remote areas. True PlookPanya was established as the main umbrella program to foster moral and educational development within

the Thai society through a variety of projects, activities, and media channels. In 2018, True PlookPanya program supported stakeholders, especially underserved segments of society, to have easier access to education and better quality of life. The details of the program are summarized below:



True PlookPanya TV Station: channels for educational and moral development content via cable TV and satellite TV



TruePlookPanya Application: Free application with access to knowledge database of the True PlookPanya website



True PlookPanya website: database of educational and general knowledge



PlookPanyaDharma Radio Station, sharing Buddhism dharma content via radio broadcasts



TruePlookPanya Application: Free application with access to knowledge database of the True PlookPanya website



Activities and Networks: activities focusing on creating inspiration, building network for knowledge sharing

True Group promotes cultivation of moral values through various forms of activities, such as “True Little Monk” program, which is aimed at supporting studies of Buddhism principles, self-development by dharma practice, and dharma lectures by notable teachers and guest speakers. In 2018, it was the first year of International True Little Monk project, sharing knowledge and moral teachings of Buddhism to the new generations in Thai and English with 24-hours live streaming on True’s TV channel, True PlookPanya website (www.trueplookpanya.com), and Facebook Fan Page “True Little Monk”. This show attracted viewers from more than 190 countries worldwide.

True Click Life

True Click Life Department, the creator of innovative teaching and learning tools, has provided products and solutions to support educational development for children and youths.

- 82** schools in project
- 56,976** students in project
- +800** Multimedia materials (music video, video and audio clips)
- +450** Educational games
- +200** Textbooks, exercises, and instructional tools e.g. flashcards, report cards



INTERNATIONAL TRUE LITTLE MONK PROJECT

International True Little Monk Project is a reality TV program focused on Buddhist dharma, for the first time, in English format. There are participants from all over the world such as New Zealand, Nepal, Australia, Kenya, China, England, France, and Thailand, age ranging from 8-12 years old. The children became novices and studied Buddhism practices for one month at Pasaingam Temple in Ubon Ratchathani Province. This reality TV show won the Best Children TV Show of Thailand at the Asian Academy Creative Awards 2018 in Singapore.

INTERNATIONAL TRUE LITTLE MONK PROJECT

true visions : Ratings at # 19

from 228 channels



PSI : Ratings at # 30

from 212 channels

Website



+300,000 page views

(live broadcast)

+800,000 clicks

(to access program content)

Facebook



+800,000

followers

+34 million people

reached by the program

YouTube



+190 countries

viewing audience

+12 million minutes

total watching time



ASIAN ACADEMY CREATIVE AWARDS
Best Children's Programme / 2018

LEADERSHIP PROGRAM FOR SUSTAINABLE EDUCATION DEVELOPMENT (CONNEXT ED)



“ We all dream of creating values. Some want to keep those values to themselves, but some want to create values for others. ”

Suphachai Chearavanont
Chief Executive Officer,
Charoen Pokphand Group and
Chairman of the Executive Committee,
True Corporation Plc as the
Head of Private Sector Team



“ Whatever we do, we need to be able to measure our impacts. Without the right performance indicators, we won't know if we're on the right track. ”

Dr. Naetchanok Wipatasinlapin
Director of Education and Academic Affairs
True Corporation Public Company Limited



“ Let's communicate more and understand each other more. CONNEXT ED is a place where we learn that giving is more valuable than receiving. ”

Pichai Ngamwutthibal
Assistant Director
Dep. Group Internal Audit
Business Continuity & Risk
School Coach: Sing Buri Province



“ Education is the most important frontier. Everyone must get involved and work hard together. It might take a long time, but we cannot stop. ”

Non Ingkutanon
Deputy Director
Dep. Group President (Co)
/Strategic Project and Leadership
Development (SPLD)
School Coach: Nan Province



“ From one generation of School Partners to the next, we work together to drive Pracharath schools to become lifelong learning facilities for sustainable social development. ”

Voravut Suppanitchakij
Expert
Dep. Regulatory / Compliance Intelligence
School Coach: Phra Nakhon Si Ayutthaya

HUMAN RESOURCE MANAGEMENT

(GRI 102-8, 102-35, 102-41, 102-43, 102-44, 103-1, 103-2, 103-3, 201-1, 401-1, 404-1, 404-2, 404-3, 405-1, 407-1)

- 70% employee engagement target score.
- 100% of employees undergo multi-dimensional performance assessment.
- 20 hours of training per employee per year.



TARGET

- 71% employee engagement score, based on 97% response rate.
- 88% of the total employees have been evaluated using the multi-dimensional approach. These include managers and higher levels, employees in True Group's capacity development programs, and customer service employees.
- 17.8 hours of training per employee per year on average.



PERFORMANCE



Sarinra Wongsuppaluk
Chief Human Resources Officer

“

Leadership development is a major component of human resource management. At True we pursue these 8 characteristics of leadership: morality, vision, positive attitude, value creation, humility, continuous development, rationality, and the ability to develop the next generation of leaders. These qualities aspire True to develop leadership from one generation to another, enhancing our employees' capabilities to drive the Company towards a strong leadership position in the industry.

”

In an industry where players are competing with one another with new innovations and advanced technologies, True Group's business success depend heavily on its ability to manage and develop its human resources to be able to respond to the volatile market environment.

To achieve this goal, innovations are brought in to improve the effectiveness of the Company's human capital development and management system, providing the most benefits for the employees and the Company. A well-trained and well-managed workforce will help

True Group drive its business forward.

True Group recognizes the importance of effective employee management and development systems, covering the various aspects of employee experience, from recruitment, capacity development, and talent retention. The Company has developed a comprehensive strategy for the entire Employee Journey, known as the HR 6 cycle, which provides a framework for the Company to take care of its employees, step by step since day one, helping them grow with True as well as aligning with our goals.

In 2018, the Human Resource Department has set a goal for True Group of becoming an organization that manages its human resource digitally, preparing the Company for the global trends of increasing operational efficiency through digital technologies in a process called “HR Digitization”. This ongoing program includes the adoption of digital platforms to use in HR operations, such as iContract, an electronic employment contract, and other digitized HR form made available on the company’s website and via mobile application. True HR Application has a wide array of HR services,

making it easy for employees to access information and services, including provident funds information, requesting approval for leaves, health care information, pay slips and employment certificate, and other employee benefits. The employee evaluation is also digitized to reduce time, work process, and operating costs to the company. Moreover, the Company has added an artificial intelligence (AI) innovation, “Noo Ja Jaa” HR Chatbot, as a new feature on True HR Application to respond any question employees might have. This makes it more convenient to employees as it also works during the weekends and after office hours. The HR Chatbot saves time in comparison with the traditional way of going through human resource staff via e-mail or by phone.

To prepare for digital lifestyle and encourage cashless society, the Company uses True Point as rewards and incentives within the organization. In addition, our employees can choose to have a portion of their salary paid through TrueMoney Wallet, a e-payment application that is widely accepted nationwide.

**EMPLOYEE JOURNEY:
HR 6 CYCLE HUMAN RESOURCE
MANAGEMENT FRAMEWORK**



**ARTIFICIAL INTELLIGENCE INNOVATION
“Noo Ja Jaa”
(HR Chatbot)**



RECRUITMENT AND RETENTION

The Company's recruitment process is based on a digital recruitment platform, making it convenient for departments or units in need of new recruits to fulfill their positions. True evaluates the qualification of new candidates together with Psytech Personal Insights Report in order to find the ones who are capable and trustworthy, sharing the Company's values and have the potential to become the key driving force for business expansion. The Company has implemented several projects on recruitment. True Academy offers opportunities for university students in their 2nd and 3rd years to join our Business Camp and present their work to True's executives. In 2018, a total of 41 students from different universities participated in the program. Another example is True Next Gen Project, which recruited new generation of talented people with potentials to become leaders of tomorrow. The participants receive hands-on experiences and guidance by working with top executives. In 2018, 94 people were selected to join, from the total of 3,500 people who applied.

Moreover, in 2018, True recruited and developed 47 IT specialists, called "ICT Talents". These ICT Talents help drive the digital transformation in more than 70 schools across the nation under the CONNEXT ED Initiatives.

To retain our employees, the Company focuses on the development of our employees' capabilities through a variety of training programs, especially the ones that help align our workforce with our corporate strategy in expanding into new business areas. Apart from business skills, it is also important to foster the Company's corporate culture of 4C's which consists of Caring, Credible, Creative, and Courageous. These 4 characteristics encourage employees to contribute their values to colleagues and society, to work with integrity, to be creative, to be a part of innovation development, and to help build a good working environment. In

2018, True allocated the budget for employee trainings at 6,000 THB per employee on average, which covered knowledge development on business management and strengthened technical knowledge related to the business operations. The average training hour of employees was 17.81 hours per employee.

True Group manages compensations, welfare benefits, and privileges for our employees through the Welfare Committee, which comprises 5 elected employees' representatives and 3 management representatives. The committee's roles and responsibilities include reviewing employee suggestions, industry best practices and labor market conditions, and providing guidance and recommendations on compensations, welfare benefits, and employee privileges to the Company. True Group's welfare benefits include life and health insurance packages that provide coverage for cases of work-related injuries and disabilities, applicable to both full-time and part-time employees. The Company provided paid maternity leaves that are above industry norm and beyond legal requirements: this year, fully-paid maternity leave allowance has been increased to 4 months. Employee privileges include provident funds and pension packages, loans from financial institutions with special interest rates, and special discounts on the company's products and services.

The Company conducts employee engagement and employee satisfaction surveys on an annual basis to reflect how well the Company is doing in taking care of employees. These surveys are conducted transparently and independently, where employees' opinions are kept confidential. For 2018, the results of the surveys showed that 71% of employees were engaged and 64% of employees were satisfied. These findings help the Company identify areas for improvement to achieve a more positive employee experience.

2018 RESULTS OF EMPLOYEE ENGAGEMENT AND EMPLOYEE SATISFACTION SURVEYS

	Employee Engagement (percent)		Employee Satisfaction (percent)	
	Actual	Target	Actual	Target
2015	72	71	70	71
2016	73	73	72	73
2017	65	80	76	76
2018	71	70	64	78



HUMAN CAPITAL DEVELOPMENT

True Group is a large corporation with a diverse group of employees working together. The Company aspires to develop all employees to reach their potentials and advance in their career tracks. To help aid this process, the Company has set up individual development plan (IDP) on True Connect Application for employees to set their own development plan, aligning with their scope of work, at the beginning of each year. Managers then provide advice and suggestions on the plan at least twice a year, ensuring the employees' performances are in line with the plan and targets set within the year. The performance is also taken into consideration for remuneration and promotion decision. Furthermore, True conducts performance calibration, benchmarking the performances of employees in the comparable levels and job functions for accuracy and fairness of the evaluation. This is also to ensure that remuneration scale is based on the same standard.

For 2018, the Human Resources Department organized "Designing Your Life and Career" training for the first time to promote the understanding of career advancement for the employees. The content included how to design each person's work-life balance, and understanding of individual career goal, which may differ from one person to another. The training also encouraged employees to plan for their career advancement in their current position. This

program was open to all employees, with a total of 1,243 participants.

Multi-dimensional performance evaluation can help employees identify areas of strength and improvement accurately. At True, approximately 88% of all employees, consisting of employees who are managers and higher positions, customer service employees, and those who participated in various development programs, have been evaluated using the multi-dimensional approach. The Human Resource Department studied the evaluation results together with the results of Psytech Personal Insights Report, which is based on a psychometric test, to help employees design their career path in accordance with their strength and aptitude.

True Career Day 2018 was organized to encourage employees to explore how their career can develop within the Company. At the event, participants discussed with experts from departments and business units that they have an interest in. This was also an opportunity for the employees to request for internal transfer or job rotation, giving them a chance to grow and expand their career horizon.

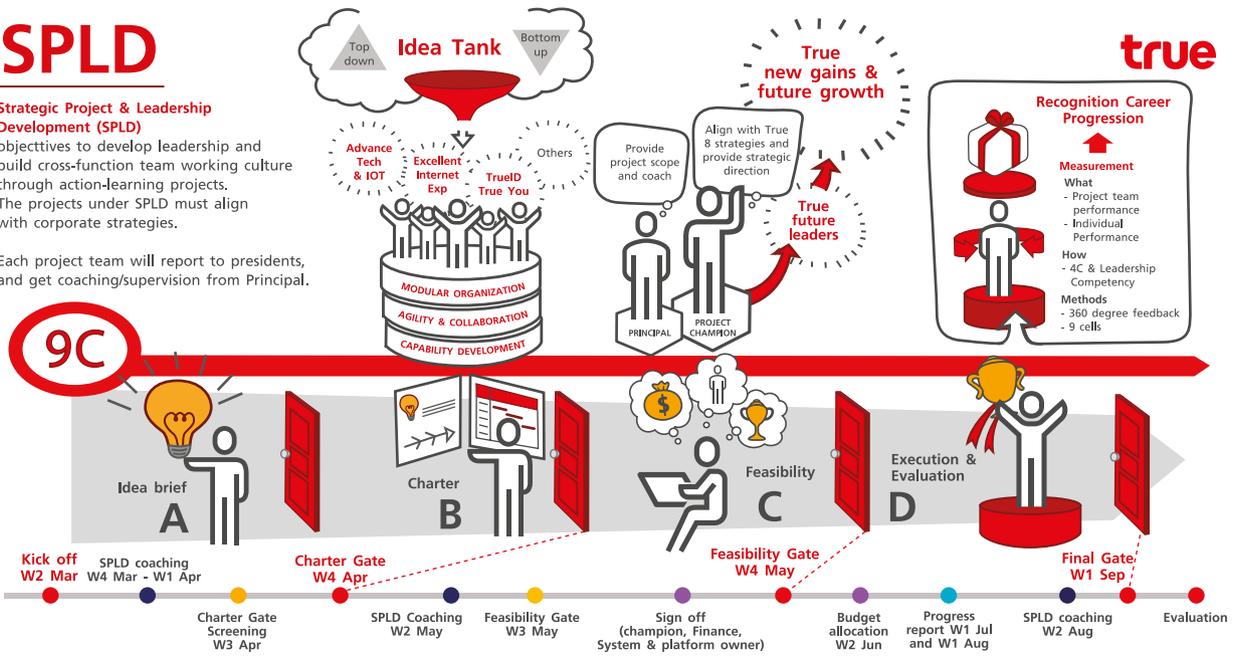
In 2018, the Company continued its effort in leadership development under the Strategic Project & Leadership Development (SPLD) Project for the second consecutive year, with a total of 1,399 participants in 13 programs.

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 2 most outstanding programs are 1) Corporate Strategy Leadership Development (SPLD-Corporate Strategy), which selected more than 170 people from various departments and business units to participate in the program, working on projects that align with the main corporate strategies of True Group’s business in 8 areas, and 2) Strategic Leadership Development

(SPLD-Imperatives), which is based on 4 key strategic focuses of the Company in each year to develop more than 20 projects, with more than 130 employees participating in those programs. The 4 strategic focuses in 2018 were:

1. True ID/TrueYou
2. Excellent Internet Experience
3. Advanced Technology & IoT
4. Brand Experience



True Group Received Top Employer Thailand 2019

True Group Co-President Dr. Kittinut Tikawan, together with Chief Human Resources Officer Ms. Sarinra Wongsuppaluk, received an internationally-recognized award, the Top Employer Thailand 2019 from Mr. Adrian Seligman, Chief Commercial Officer – Top Employers Institute, Netherlands, at the Top Employers APAC Certification Dinner in Singapore. This organization is an international certification body specializing in human capital development practices. True Corporation Public Limited Company was the only Thai company to be ranked among the top three, and was the only Thai telecommunications company to receive the honor. This recognition is based on True’s employee engagement, leadership capability, corporate branding, and company’s culture. This certification assessment process compared True’s performance

with industry norms. True Group considers this recognition as an opportunity to learn from our peers and apply their experience to strengthen our human resource strategies, bringing them in line with the international best practices.



HEALTH SAFETY AND WELLNESS

(GRI 103-1, 103-2, 103-3, 403-1, 403-2 & IO 3)

- 9,000 hours of safety trainings for employees
- 2,700 hours of basic fire safety training for employees
- ZERO Accident



TARGET

- 9,129 hours of safety training to employees, and 6 hours of safety trainings to suppliers
- 2,682 hours of basic fire safety training
- 2 work-related fatalities (based on total of 23,366 employees)



PERFORMANCE



Vichaow Rakphongphairoj
Vice Chairman of
the Executive Committee

“

We should always consider safety first and not neglect the responsibilities and duties with respect to safety measures. This does not only apply to the safety of our employees, but also our suppliers who work with True Group.

”

“Kick Off Safety Event”
Network Engineering and Operations Department

Employees are the key driving force behind sustainable business success. True Group regularly organizes activities to promote health and safety awareness that covers both the employees’ professional and personal life. The health aspects also address both mental and physical health for our employees. Throughout 2018, the Company organized health & safety activities that corresponded to the needs of each segment of employees at multiple locations throughout the country.

The Company aligns its health and safety practices with the Charoen Pokphand Group’s “SHE Management Standards Guideline,” covering the management of safety, hygiene, and workplace environment. As the safety and health management of employees is fundamental for business operations, all executives must prioritize this issue and promote the Company’s culture of work safety, healthy lifestyle, and work-life balance. The Company also expanded such practice

to other stakeholders such as suppliers and business partners to ensure that operations within True's value chain comply with applicable health and safety rules and regulations. For example, True Group requires that all contractors provide suitable work tools and personal protection equipment that meet the standard and conditions established in the service contracts. These efforts support our employees, contractors and business partners to have a better and safer work environment together.

HEALTH AND SAFETY OF EMPLOYEES

Aligning with the vision to improve the Company's processes towards digitization and create a good working environment for our employees, True Group promotes good health and working environment through online platforms, such as encouraging employees to report unsafe work conditions and accidents via True Connect Application, allowing all employees to receive the safety information on safety and know how to respond to each type of emergency situation. True HR Application has been developed to make it more convenient for employees to communicate with the Company and human resource officers. In addition, the applicable also features other HR-related services, such as information on provident funds, leaves, information on healthcare and other benefits, healthcare reimbursement requests, employment document requests, and PlookRak program (employee well-being and engagement initiatives). Also, employees can conveniently look up their employment and training record and request/receive services via the online system.

Health of our employees and their family members: in addition to the standard programs of annual health examinations that are included in all employees' health benefits, the Company has collaborated with hospitals and health services to provide various vaccination and medical check-up services for the employees and their families nationwide at reduced costs. Examples of health services provided include: influenza type A vaccination, hepatitis B vaccination, vaccines for 4 types of cervical cancer, and breast cancer screening.

Furthermore, in cases of employees contracting influenza, the Company implemented a precautionary measure of disinfection fumigation against influenza

virus in those office areas. In 2018, the Company implemented this measure in 90 cases to prevent the spread of the illness. True has also set up fitness centers for the employees in Bangkok and other provinces to promote healthy lifestyle. Annual health checks are provided to meet the needs of employees with different ages, genders, and health risks. Retired employees can also choose to have their annual health check-up and services with the Company at corporate prices.

Well-being and the environment: these are factors that help our employees perform to the best of their ability. The Company has organized "PlookRak" projects to address the various needs and well-being of employees with the objective of creating a "Happy Workplace" organization. PlookRak activities focus on 4 areas; Physical and Mental Health, Spirituality, Engagement, and Financial Health.

- **PlookRak for Health:** The Company aims to promote both employees' mental and physical health for them to have happy work life through series of lectures, activities and site visits as follows:

- Experts are invited to give lectures and organize activities for employees on the topics of food consumption and the potential illnesses and appropriate ways of exercises. The examples of topics are the diseases associated with the digestive systems, healthy eating, exercises for health knees and joints, with 423 employees participating.

- Site visits: Top executives conducted 187 visits and the PlookRak team conducted additional 40 visits to provide encouragement to front-line employees.

- "PlookRak Spa" is a health massage spa offering the opportunities for employees to relax and destress from work. Employees can make reservations online. This service was established in 2013 and has been ongoing for 6 years.

- "Physical Therapy Yoga" promotes good health to employees, where it is organized 3 times a week since 2013. It has been ongoing for 6 years with more than 8,400 employees participating.

- "Juzz Dance" is a Zumba dance class, an exercise program to build physical fitness, organized 2 times a week with more than 6,000 employees participating throughout the year.

- **PlookRak for Dharma** includes spiritual health

development activities that encourage employees to cultivate values and principles to help them achieve a happy workplace and personal life. In 2018, PlookRak for Dharma activities include:

- Monthly activities, food offering ceremony for Buddhist monks.

- PlookRak Forum has several activities such as “Learning Dharma through Self-Contemplation”, and “The Art of Happiness” sessions, hosted by guest speakers. There were more than 294 people participating.

- Employees can take 5 days of leave to practice dharma per year. In 2018, there were 43 employees who took the leave.

- **Plook for Engagement** includes activities to strengthen relationship and teamwork skills among employees, emphasizing on the skills and mindset that help all employees work well together. Participants learn about communication skills, relationship building skills, conflict prevention and resolution, and teamwork to achieve targets together. In 2018, PlookRak team together with True Shop employees organized Plook

Engagement activities 31 times for more than 890 employees at various sites around the country.

- **Plook for Prosperity** promotes good financial health and well-being, and helps employees manage their financial problems for employees as well as advising on post-retirement career opportunities. There are 3 types of activities:

- Plook for Prosperity Forum has been organized 4 times with 441 employees attending at True Headquarters, while another 31 sessions were conducted at 31 different sites around the country, covering 1,636 employees.

- PlookRak Happy Retirement has been organized 6 times with 110 employees participating.

Moreover, True conducts an annual assessment on air quality, noise level, and workplace lighting, ensuring the working environment is optimal for employees in 26 offices nationwide. Canteens at all True facilities must undergo annual assessment to check the quality of food, while food vendors are required to have their health checks to ensure food safety.

On workplace safety: True has organized general safety training for all employees and specific trainings for employees who are involved in specialized work. More than 3,500 employees have attended the trainings with the objective of reducing the number of accidents at work and raise the level of emergency preparedness.

SAFETY ACTIVITIES SCHEDULE 2018

No.	Activities	Number of Time	Number of Particip
1	Fundamental Safety Training <ul style="list-style-type: none"> - Basic fire safety, first aid, and CPR - Safety committee - Management level safety officer - Technical level safety officer - Manager level safety officer - Safety of contractors - Other safety trainings 	16 1 1 1 1 3 21	704 45 19 12 58 83 630
2	Defensive Driving Training	53	2,421
3	Emergency Fire Drill	11 areas	4,519
4	Safety Site Visit/Audit	30 stations	-

Although the Company has been proactively taking actions on safety issues, the 2018 statistics on safety issues revealed a total number of 25 accidents, with 20 employees suffering lost-time injuries (672 lost working days). There were 2 fatalities, resulting from a traffic accident and an electrical shock. The Occupational Health Safety and Working Environment Committee investigated the causes of these accidents to issue risk alerts and to prevent reoccurrence. The Committee informed the safety sub-committee of each department to provide warning and guidance to their employees, and to enforce the Company’s safety rules. The steps taken after each accident are summarized as follows:

1. Send Risk Alerts to unit supervisors to communicate with their staff of the danger and the preventive guidelines.
2. Survey all areas to find out which location might have similar conditions to assess, improve, resolve and inform employees of the risk factors in each area

3. Examine personal protection equipment (PPEs) and inspect tools and equipment assigned to each worker and vehicle. Supervisors and workers shall inspect whether their PPEs are in good condition and ready to be used or not. The operators must use appropriate tools according to the risks

4. Supervisors must verify that the workers have appropriate safety permits and review the trainings received during a given timeline

5. Operators and working teams must plan and evaluate risks every time before starting work, and must work according to the operating procedures and adhere to safety regulations

6. When accepting work handover from subcontractor, the designated function must verify that the work is done in accordance to the given standard. If it is not the case, they must order the contractors to rectify the problems.

7. Increase the frequency of job inspection by supervisors



HEALTH AND SAFETY OF SUPPLIERS, CONTRACTORS, AND SUBCONTRACTORS

The Company has implemented the Contractor Safety Management System, categorizing safety issues by the type of work done by suppliers and contractors. All suppliers and contractors, both existing and new ones, are required to attend safety practice trainings that are applicable to their work. They must also pass True’s Online Suppliers’ Self-Assessment which includes environmental, social and governance criteria as well

as safety issues. The Procurement Department uses this assessment to evaluate the safety management capabilities of the suppliers and contractors before placing purchase orders or signing contracts. Moreover, the Company has developed the “Safe Working Practices for Contractors” training program, where 35 representatives of contractors have been trained.

In 2018, there were a total of 5 accidents concerning

suppliers and contractors, resulting in 1 fatality. All 5 cases resulted in suspension of work, with 6,501 lost working days. The fatality was a result of electricity leakage at an electricity pole, causing electric hazard. True has taken up the following actions to mitigate risks and prevent the reoccurrence of similar incident.

1. Request Metropolitan Electricity Authority to investigate and ensure that the power supply will never allow current to flow from the neutral connector.

2. Check electric current before operating to ensure there is no electricity leakage in the operating area.

- When conducting repair work, the workers must conduct additional safety check on the neutral and ground power connectors to see whether there is electric current or not.

- Check for electric current every time before touching any metals or conductors

3. Emphasize the needs to wear appropriate personal protection equipment when working at all times.

4. Require workers to work in a paired buddy system, to ensure timely response in case of an emergency.

5. Train employees on work skills that are up to standard and require them to operate strictly according to the work manual.

6. Communicate risk alert with employees and contractors to acknowledge potential hazards and preventative guidelines, ensuring no such accidents happen again.



KICK-OFF SAFETY EVENT FOR NETWORK ENGINEERING AND OPERATION

The Company believes in the importance of safety training for employees who engage in field operations. True Group promotes safety awareness with emphasis on precautionary measures and responsible behaviors. The Kick-Off Safety event for Network Engineering and Operation was organized for 155 employees, representing employees from all operations in Bangkok and other provinces across the country. The event was aimed at communicating corrective and preventive measures to reduce accidents and casualties and ensure safety for all employees in all areas. Case studies, which were similar to True's operations, were used to educate employees.

Personal protection equipment (PPE) usage guideline has been revised, including the replacement of safety belt (for working at height) with full body safety harness for greater level of safety. The total of 736 set of PPEs were replaced at the cost of 2,303,680 baht. The Company also provided additional training sessions on how to correctly use PPEs for maximum safety.



Personal protection equipment: Full Body Harness

HOME

BUILDING A SUSTAINABLE ENVIRONMENT

“PROMOTE ENVIRONMENTAL AWARENESS,
OPERATE WITH ENVIRONMENTAL RESPONSIBILITY,
AND ENHANCE QUALITY OF LIFE FOR ALL.”



ENVIRONMENTAL RESPONSIBILITY STRATEGY



ENERGY

Promote energy conservation and enhance efficiency in all processes



WATER

Follow the 3R's concept of

1. Reduce
2. Reuse
3. Recycle



WASTE

Follow the 4R's concept of

1. R-Reduce
2. R-Reuse
3. R-Recycle
4. R-Responsible



RAW MATERIAL & PROCUREMENT STRATEGY

1. RAW MATERIAL

Select raw materials that are environmentally-friendly and come from responsible sources



2. PROCESS

Develop processes to optimize efficient use of raw materials

3. OF RAW MATERIALS RECYCLE

Recycle raw materials/ reclaim reusable components from disposal process



ENVIRONMENTAL MANAGEMENT

(GRI 102-11, 103-1, 103-2, 103-3, 302-1, 302-2, 303-1, 305-1, 305-2, 306-2, 307-1)

- Reduce water consumption per service revenue by 10 percent by 2020, compared to 2015
- Reduce electricity consumption per service revenue by 10 percent by 2020, compared to 2015
- Encourage tree planting and information sharing via We Grow Application with a target of 6 million trees registered



TARGET

- Reduced water consumption per service revenue by 39 percent, compared to 2015
- Reduced electricity consumption per service revenue by 23 percent, compared to 2015
- We Grow Application usage reached 22,313 times with 4.29 million trees registered



PERFORMANCE



Mr. Poom Siraprasasiri
Assistant Director
Innovation & Sustainability

“

Every business requires natural resources and generates environmental impacts, either directly or indirectly. Hence, it is every business' responsibilities to study and understand their environmental impacts, and to establish effective management measures. True Group is determined to reduce our environmental impacts and create trust among stakeholders, ensuring that we take environmental considerations into account in every business process.

”

True Group conducts its business activities with environmental responsibility, focusing on environmental conservation and optimization of natural resources consumption. Our environmental responsibility strategies include energy, water and waste management. Under True Sustainability Development Framework, there is an environmental policy which addresses the environmental impacts across the supply chain through internal and external projects and initiatives. The environmental

policy also encourages collaborations with stakeholders to promote environmental conservation and enhance environmental quality. The Company has established an Energy Management Committee and an Environmental Management System (EMS) Steering Committee, whose responsibilities are to set key performance indicators and targets, and to drive environmental projects and initiatives to reach the designated goals.

The Company takes the development and improvement of environmental operations seriously, with multiple parties within the organization, from top executives to operation staff, collaborating closely with clearly defined roles to implement the environmental management system in accordance with the international standards ISO 14001:2015. Under the EMS’s umbrella, True implemented various projects to manage energy consumption, water use, and waste handling and disposal, in order to reduce environmental impacts from our operations. There are three key focus areas:

1. Energy management: drives energy saving through technological solutions and behavioral changes, modifies the operating processes to reduce energy waste, increases utilization of renewable energy, such as by installing solar panels at selected mobile phone base stations to reduce dependency on grid electricity and diesel-powered generators, updates air-conditioning units and lighting systems (LEDs) to achieve better energy efficiency.
2. Water management: implements the 3Rs Principle, including reducing unnecessary use of water, and reusing and recycling water where technically feasible. The Company, together with its facility management partners, expanded the use of automatic water-saving faucets in office restrooms. Wastewater from office operations is treated to meet the government standards before discharging into the public drainage network.
3. Waste management: covers general waste, hazard

waste, and electronic waste, based on the 4Rs principles:

- 1) R-Reduce: reduce waste generation at the source
- 2) R-Reuse: reuse materials whenever possible
- 3) R-Recycle: sort and process recyclable waste
- 4) R-Responsible: manage disposal of general waste and electronic waste responsibly

In 2018, the Company continued to raise employee awareness of environmental issues by incorporating content on environmental conservation and management into the online sustainability training curriculum. The Company encouraged all employees to take the course and assess their knowledge and understanding. True Group also reaches out to other stakeholders in its quest to manage environmental impacts. For example, the Company encourages employees and food vendors in and around True’s offices and canteens to reduce the use of single-use plastic items. Reduction of paper use, both internally and externally, is another focus area. In our journey to becoming a paperless organization, we promote electronic billing and other paperless transactions, via online services, emails and mobile applications. Since 2016, these efforts have resulted in a reduction of more than 1.7 million sheets of paper, equivalent to reducing greenhouse gas emissions by 8.33 tons CO₂e.

In addition, by participating in the Shred2Share initiative by INFOZAFE, True Group has recycled more than 26.16 tons of paper, reducing greenhouse gas emissions by 6.80 tons CO₂e.

 <p>Environmental Performance</p>	<p>Reduced electricity consumption from various projects such as the improvement of cooling system, changing to LED lights, and updating other electronic equipments more than 258,402 kWh</p>
	<p>Utilizing renewable energy to reduce dependency on grid electricity, by installing solar PV systems at selected base stations and network facilities generating more than 41.6 MWh per year</p>
	<p style="text-align: center;">E-Bills</p> <p>Reduced paper consumption by more than 1.7 million pieces, equivalent to greenhouse gas emissions reduction of 8.33 tons CO₂e</p>

*emission factor = 955.6535 kg CO₂e, per 1 ton of paper

Source: United Kingdom: UK Government, Greenhouse Gas Reporting: Conversion Factors 2018

In addition to managing its own operations to minimize environmental impacts, True Group also engage in innovative projects that generate commercial, social and environmental benefits. The Company has developed several environmentally-focused mobile applications such as “1toTree”, “C-ro”, and “We Grow” mobile applications.

<p>1toTree</p>   	<p>An innovation that brings the “play and learn” model to spark children’s interests in nature as they explore information about various trees and plants. Users collect points by solving puzzles that require knowledge about trees, with those needing fewer hints receiving higher scores. This application helps cultivating awareness of nature and environmental conservation among children and youths, informing them of the importance and values of various species of trees and plants.</p>
<p>We Grow</p>   	<p>This application is the world’s first digital platform to support tree planting activities, where users can share information about their trees with one another. They can follow the updates on the trees’ growth, and exchanging information among the tree-planting participants, leading to the culmination of a very large datasets of trees. This application motivates people everywhere to add more green spaces to their communities.</p>
<p>C-ro</p>  	<p>True Group has collaborated with Thailand Greenhouse Gas Management Organization (Public Organization) or TGO and Charoen Pokphand Group to develop the “C-ro” application. It encourages people to reduce greenhouse gas emissions in their daily activities by calculating how much users produce greenhouse gas personally. C-ro application also offers suggestions on how to be more environmentally friendly, aligning with UN Sustainable Development Goals (UNSDGs) on Sustainable Cities & Communities (Goal 11) and Climate Action (Goal 13).</p>

In 2018, the Company complied with all applicable environmental laws and regulations and its operations had not been identified as sources of significant environmental impacts. Nonetheless, True Group has a process in place to receive complaints and inputs from

stakeholders regarding the Company’s management of environmental issues. Stakeholders can reach us via True Call Center 1242 as well as via email at CSR-SD@truecorp.co.th. We welcome inputs from all stakeholders and will utilize them to improve our environmental performance.

TRUE Highlight

UPGRADING ENVIRONMENTAL MANAGEMENT SYSTEM (EMS) TO ALIGN WITH ISO 14001:2015



Following the enactment of True Group’s Environmental Policy in 2017, and subsequent implementation of the Environmental Management System (EMS), the Company received ISO14001:2015 certification at the True Tower Headquarters in May 2018. The certification scope expanded to cover True Tower 2 and Khon Kaen Regional Office in December 2018. This achievement reflected True Group’s determination to operate its business with environmental responsibility. ISO 14001:2015 is an internationally-recognized environmental management system standard, helping companies to monitor and improve their environmental management effectively and comply with applicable laws. This certification boosted confidence of customers and

other stakeholders in the Company’s ability to manage its environmental impacts, and helped communicate True’s commitment to the environment to employees in all locations. This achievement was a result of the effective collaborations among members of the working team and all employees, who played a part in implementing consistent management approaches of energy, water, and waste issues at all facilities within the EMS scope.



For further information on True’s Environmental Policy, please scan QR code



CLIMATE CHANGE MANAGEMENT

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

- Reduce greenhouse gas intensity by 10 percent by 2020, compared to the 2015 base year.
- Release no more than 3.97 tons carbon dioxide equivalent (tCO₂e) of greenhouse gases per 1 million baht in service revenue.



TARGET

- Greenhouse gas intensity decreased by 25 percent compared to the base year 2015.
- Greenhouse gas intensity was 3.18 tons carbon dioxide equivalent per 1 million baht in service revenue (Scope 1 & Scope 2).



PERFORMANCE



Mr. Sunan Kanjanapiboon
Deputy Director
Regional Network &
Service Operations (BMA)

“

The consumption of energy in our network operations can impact our environment, including contribution to climate change. We are committed to reducing these impacts by promoting and pushing for the most efficient energy use, from equipment selection to network design and maintenance, to bring about maximum energy efficiency. At the same time, we also look for new innovations in renewable energy and to increase the proportion of our clean energy consumption. This demonstrates our recognition of our shared responsibility to the country and region.

”

The Company is committed to and supportive of the global community’s efforts to reduce greenhouse gas (GHG) emissions. We implement a climate change strategy under the concept of “Catalyst for Change,” which factors in possible future risks and opportunities that may impact True Group’s operations over the short, medium, and long term. This aligns with Thailand’s climate change actions, and likewise adheres to the country’s Nationally Determined Contribution Roadmap

on Mitigation 2021–2030, which was established following the 24th Conference of the Parties (COP 24) of the United Nations Framework Convention on Climate Change, where member parties had identified clear commitments following the Paris Agreement, particularly on the preparation and sharing of information relating to climate change adaptation, in order to keep the global temperature rise to below 2 degrees Celsius, or not more than 1.5 degrees Celsius.

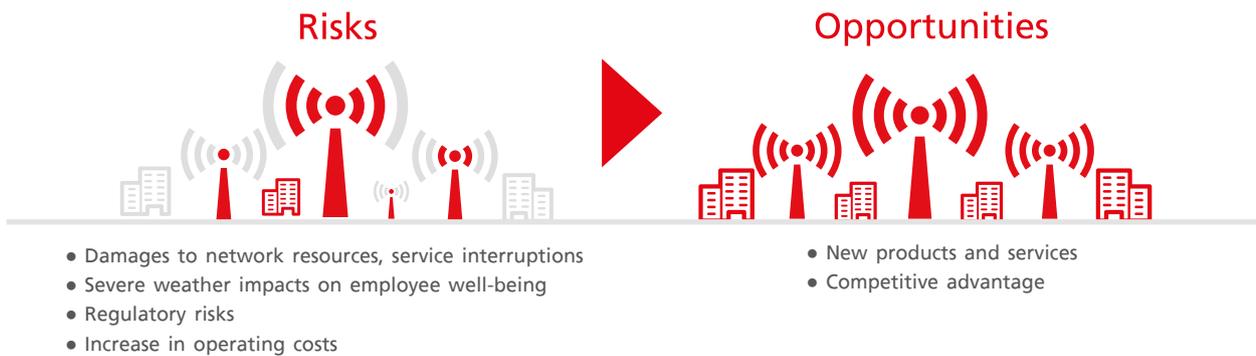
The Company’s climate change management is overseen by the True Group Working Committee for GHG Emission Management, which assumes the following key roles and responsibilities:

1. Implement energy saving as well as GHG emission reduction projects.
2. Provide support for the preparation of True’s GHG Inventory.
3. Propose energy conservation, energy efficiency & GHG reduction projects for budget approval by the Executive Committee (in its capacity as the Innovation & Sustainability Committee).
4. Provide support and solutions to problems as well as improvements on matters regarding energy saving/

GHG emissions.

5. Monitor and report performance to the Operational Efficiency and Energy Saving Working Group, as part of the Charoen Pokphand Group’s sustainable development framework.

The Company conducts a climate change risk and opportunity assessment annually as part of our company-wide Enterprise Risk Management Program. This began in 2011, when the Company was impacted by a major flood, and serves to help the Company identify appropriate protection measures against any incident that may occur in a proactive way, together with the Business Continuity Department, and integrate the results of the assessment into our business strategies and plans.



In 2018, the Company continued to implement its climate change strategy by focusing on increasing energy efficiency and reducing direct greenhouse gas emissions (Scope 1) from our activities and indirect emissions (Scope 2) from electricity consumption. Our efforts are centered on 3 main approaches, as follows:

1. Using alternative energy to power our network system by developing and expanding the use of solar cells at base stations and other network facilities.
2. Applying measures and technologies to reduce energy consumption at the headquarters, regional offices, customer service centers, True shops and base stations, among others. Moreover, the Company collaborates with the facility management service

providers and property owners to implement energy conservation measures; integrating modern technology to improve energy efficiency within our offices and network facilities, such as by installing inverter air-conditioning systems and LED lighting systems.

3. Reducing energy consumption from transportation by using digital technology to improve work processes and customer services. For example, the Company extensively utilizes conference calls to facilitate communications without the need for actual travel, and arranges for a “True Care” representative to provide initial responses to customer problems through a chat feature on the mobile application, “True iService,” before physically travelling to service a customer

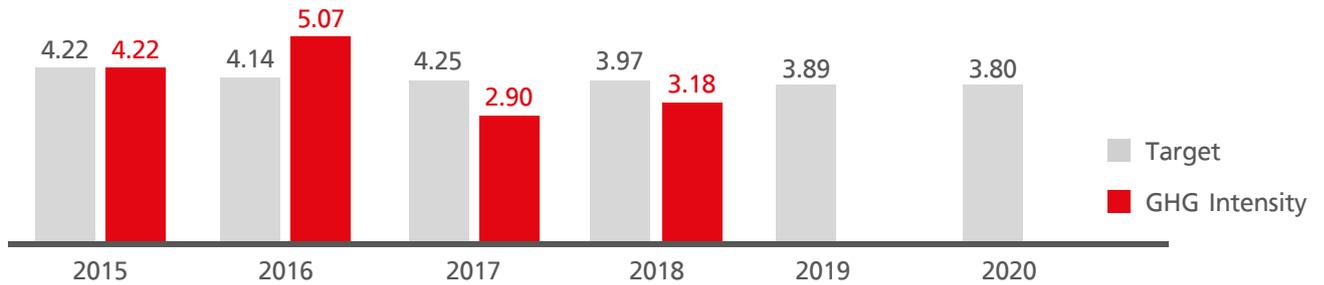
In 2018, True Group was able to reduce direct greenhouse gas emissions (Scope 1) by 15 percent from 19,044 tons carbon dioxide equivalent in 2017 to 16,158 tons carbon dioxide equivalent in 2018. However, as the Company expanded its network by increasing the number of cell sites from 60,922 at the end of 2017 to 72,937 at the end of 2018 (a 20 percent increase), the network electricity consumption has increased by 15 percent, resulting in an increase

in indirect (Scope 2) greenhouse gas emissions of 13 percent, from 321,712 tons carbon dioxide equivalent in 2017 to 362,952 tons carbon dioxide equivalent in 2018. Nonetheless, greenhouse gas (Scope 1 & Scope 2) intensity was at 3.18 tons carbon dioxide equivalent per 1 million baht of service revenue, which is still within the intensity target for 2018, which was set at 3.97 tons carbon dioxide equivalent per 1 million baht of service revenue.

Energy Consumption and Greenhouse Gas Emissions	2015	2016	2017	2018
Total Energy Consumption (MWh)	584,073	811,346	626,105	685,198
Direct GHG Emissions (Scope 1) (million tCO ₂ e)	18,235	20,465	19,044	16,158
Indirect GHG Emissions (Scope 2) (million tCO ₂ e)	297,317	426,311	321,712	362,952
Total GHG Emissions (Scope 1 & Scope 2) (million tCO ₂ e)	315,552	446,776	340,756	379,110

GREENHOUSE GAS INTENSITY (SCOPE 1 & SCOPE 2)

(tons carbon dioxide equivalent per 1 million baht of service revenue)



Note: as service revenue for 2017 had been restated in our 2018 financial report, we have adjusted the intensity value for 2017 accordingly, from 3.51 to 2.90.



CDP

The Company regularly discloses our climate change performance through the CDP assessment, as part of our commitment to transparency in our internal climate change management, and to demonstrate our readiness to integrate assessment results and best practices in improving our operational efficiency, as outlined in our climate change management strategy. The 2018 CDP

assessment results revealed that the Company was ranked at the “B” level, or “Management” category (out of four categories), which was an improvement from 2017 when True was ranked at “C” level, the “Awareness” category.



SUPPLY CHAIN MANAGEMENT

(GRI 102-9, 102-10, 103-1, 103-2, 103-3, 308-1, 308-2, 408-1, 409-1, 414-1, 414-2)

- 100% of critical suppliers to be assessed on ESG
- 100% of suppliers to be assessed on supply chain risks
- 100% of Tier 1 suppliers to receive and agree to abide by True's Supplier Code of Conduct



TARGET

- 100% of critical suppliers assessed on ESG through online supplier self-assessment system
- 100% of suppliers assessed on supply chain risks by Procurement Department
- 100% of Tier 1 suppliers have received and agreed to comply with True's Supplier Code of Conduct



PERFORMANCE



Dr. Jen Sriwattanathamma
Group Director – Procurement

“

In the past, procurement of products and services focused mostly on optimizing quality and prices. The challenge of sustainable procurement is how to think holistically, integrating economic, social, and environmental criteria into the procurement process. We aim to reduce potential negative impacts on the economy, the society, health, and the environment, which ultimately help the Company reduce overall costs. Sustainable procurement is an important mechanism for the government and the organizations in countries that are members of the United Nations to pursue sustainable development objectives.

At present, our procurement practice covers the entire supply chain. We required that raw materials comply with legal requirements, processed in an environmentally friendly manner with responsible labor practice. The procurement process must be transparent and fair. Both True and its suppliers need to work together to comply with the Procurement Code of Conduct, which was developed in line with international principles such as the UN Global Compact. We emphasized to our employees and suppliers the importance of this Code of Conduct and that compliance with it will help enhance our sustainability performance.

”

True's business strength depends on its competitive advantage and the ability to respond to rapid changes in customer demands. Without cooperation from suppliers and business partners throughout the value chain, the Company could not succeed in delivering products and services that meet the rapidly changing market conditions. As a telecommunication service provider, True Group recognizes its responsibility in managing the supply chain, enhancing its own capability, and developing suppliers' capacity while also respecting the rights of consumers according to consumer protection regulations. The objectives of True's supply chain management include ensuring compliance with the Procurement Code of Conduct and the Supplier Code of Conduct, as well as international standards and best

practices, to engage with suppliers and contractors with transparency and fairness, as well as to promoting social and environmental responsibilities. (For more details on the Procurement Code of Conduct and the Supplier Code of Conduct, please visit <http://www3.truecorp.co.th/new/sustain>)

True Group manages its supply chain according to the True Supply Chain Management Framework covering 5 stages through Sustainable Supply Chain Working Team. Led by the Procurement Department and supported by other relevant units, the Company regularly reviews its procurement processes and selection criteria to improve the effectiveness of its responsible and sustainable supply chain management.

TRUE SUPPLY CHAIN MANAGEMENT FRAMEWORK



New Vendor Verification



Critical Supplier Identification



Supply Chain Risk Assessment



Supplier Audit



Developing & Strengthening Supplier Capacity

New Vendor Verification

All new suppliers are required to undergo pre-vendor verification process in order to enter the list of approved vendors. The assessment of incoming suppliers includes the online suppliers' self-assessment system, which requires candidates to declare their status of compliance to a set of environmental, social, and governance (ESG) best practices. It helps to ensure that the suppliers operate with adequate standards and are able to deliver products or services according to the Company's requirements.

Critical Supplier Identification

In 2018, True Group had 2,204 active suppliers categorized into 98 product categories. At present, all suppliers (100%) have received and agreed to comply with True's Supplier Code of Conduct.

The Company has identified Critical Tier 1 and Critical Non-Tier 1 Suppliers to manage risks and assess

opportunities for product and service procurement. It also helps to facilitate supplier capability development.

The 3 following criteria were used in the identification:

1. Supplying high value products and services, as identified by the Spending Analysis
2. Supplying core products and services
3. Supplying non-substitutable products and services

According to the criteria above, True Group had identified 81 Critical Tier 1 Suppliers covering 26 product categories and accounting for 80.07% of total procurement spent. All Critical Tier 1 Suppliers (100%) have undergone the online suppliers' self-assessment. The Company is committed to expanding the coverage of online suppliers' self-assessment to 1,844 suppliers who are required to conduct self-assessment. At present, 943 suppliers (51.14) including the 81 Critical Tier 1 suppliers already underwent this online assessment in accordance with the Supplier Code of

Conduct and other international standards, enabling closer collaboration towards sustainable supply chain management.

Supply Chain Risk Assessment The Company conducts ESG risk assessment every two years covering 40 issues and conducts a review at least once a year or when there is a major event that could impact True Group’s supply chain. This year, the Company reviewed risks assessed in 2017 and confirmed three highest risks as follow:

1. Purchasing of Customer Premises Equipment from vendors with few competitors
2. Occupational health and safety management of Operation & Maintenance contractors carrying out work outside of offices or performing onsite services
3. Emergency preparedness of Operation & Maintenance contractors carrying out work outside of offices or performing onsite services

For suppliers and contractors identified as having high risks, the Company will monitor their operations, conduct onsite periodic audits, and provide recommendations on risk management practice, as part of True’s efforts in strengthening collaboration and partnership with these key stakeholders.

Supplier Audit From among all the suppliers and contractors, the Company elects to conduct onsite audits of those who fit one or more of these three criteria:



SUPPLIER AUDIT

- Suppliers who did not pass the Online Supplier Self-Assessment
- Suppliers who are required by independent third parties to undergo ESG audits
- Suppliers classified as “high-risk” according to the Supply Chain Risk Assessment

Group collaborated with an independent external consultant to develop the Supplier Audit Checklist to be used for onsite audits of high-risk suppliers in

the three groups mentioned above. The checklist was developed in accordance with international standards covering environmental, social, and governance criteria and in line with True’s Supplier Code of Conduct. The Company expected to begin the Phase 1 audits with 30 suppliers within the first quarter of 2019. The result of the audit would be used for improving the next phases of supplier audits as well as for developing plan to enhance supplier capability and create sustainable partnership within True Group’s supply chain.

Developing and Strengthening Supplier Capability True Group expects all suppliers and contractors to exert full effort to comply with the Supplier Code of Conduct in line with the Company’s sustainability practices, as explicitly stated in all contracts with suppliers and contractors. In addition, the Company believes that training, development, and engagement activities with suppliers would help enhance the collaboration and relationship with suppliers and contractors. Examples of such activities include the reforestation project at Bang Khun Thian mangrove forest, where members of the local communities, True employees, and suppliers and contractors worked together to plant additional trees in the mangrove forest.

The Reforestation Project at Bang Khun Thian Mangrove Forest





SUPPLIER AUDIT PHASE 1

True Group collaborated with an external expert to organize a training in November 2018 to prepare relevant departments within the Group for the supplier sustainability audit. The training laid out the supplier audit principles which cover 17 issues namely, general information, products and services, employees, child labor, forced labor, discrimination, remuneration, working hours, freedom of association, disciplinary action, occupational health and safety, accommodation, environmental management, legal and regulatory compliance, risk management, ethics, and external stakeholders. All 33 participants who

have received the training would act as observers during the first phase of the audit on 30 suppliers which would be conducted by an independent sustainability auditor in early 2019, before conducting audits on a wider scale in subsequent phases.

True Group is committed to developing supplier capability in sustainable practices which would help promote an effective collaboration between True Group and suppliers and enhance sustainable partnership throughout the Company's supply chain.



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HEART

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	401-3 Parental leave	Sustainability Performance Data		108
404 Training and Education	404-1 Average hours of training per year per employee	Sustainability Performance Data		104
	404-2 Programs for upgrading employee skills and transition assistance programs	Talent Attraction and Human Capital Development		73 - 74
	404-3 Percentage of employees receiving regular performance and career development reviews	Sustainability Performance Data		106
405 Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	Sustainability Performance Data		103
407 Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Talent Attraction and Human Capital Development		70 - 74

GRI Standard	GRI Disclosure	Chapter	Omission	Pages
HEALTH, SAFETY AND WELLNESS				
 				
103 Management Approach	103-1 Explanation of the material topic and its Boundary	Health, Safety and Wellness		75 - 79
	103-2 The management approach and its components	Health, Safety and Wellness		75 - 79
	103-3 Evaluation of the management approach	Health, Safety and Wellness		75 - 79
403 (2016) Occupational Health and Safety	403-1 2016 Workers representation in formal joint management-worker health and safety committees	Health, Safety and Wellness		75 - 79
403 (2016) Occupational Health and Safety	403-2 2016 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Health, Safety and Wellness		75 - 79
GRI Telecommunications Sector Supplement : Internal Operations	IO 03 Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shock, exposure to EMF and radio frequency fields, and exposure to hazardous chemicals.	Health, Safety and Wellness		75 - 79
HOME				
ENVIRONMENTAL PERFORMANCE				
 				
103 Management Approach	103-1 Explanation of the material topic and its Boundary	Environmental Performance		82 - 84
	103-2 The management approach and its components	Environmental Performance		82 - 84
	103-3 Evaluation of the management approach	Environmental Performance		82 - 84
302 Energy	302-1 Energy consumption within the organization	Sustainability Performance Data		102 - 108
303 (2016) Water	303-1 2016 Water withdrawal by source	Sustainability Performance Data		102 - 108
306 Effluents and Waste	306-2 Waste by type and disposal method	Sustainability Performance Data		102 - 108
307 Environmental Compliance	307-1 Non-compliance with environmental laws and regulations	Environmental Performance		82 - 84
CLIMATE MANAGEMENT				
 				
103 Management Approach	103-1 Explanation of the material topic and its Boundary	Climate Management		85 - 87
	103-2 The management approach and its components	Climate Management		85 - 87
	103-3 Evaluation of the management approach	Climate Management		85 - 87
305 Emissions	305-1 Direct (Scope 1) GHG emissions	Climate Management Sustainability Performance Data		102 - 108
	305-2 Energy indirect (Scope 2) GHG emissions	Climate Management Sustainability Performance Data		102 - 108
SUPPLY CHAIN MANAGEMENT				
 				
103 Management Approach	103-1 Explanation of the material topic and its Boundary	Supply Chain Management		88 - 91
	103-2 The management approach and its components	Supply Chain Management		88 - 91
	103-3 Evaluation of the management approach	Supply Chain Management		88 - 91
	308-1 New suppliers that were screened using environmental criteria	Supply Chain Management		88 - 91
	308-2 Negative environmental impacts in the supply chain and actions taken	Supply Chain Management		88 - 91
408 Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	Supply Chain Management		88 - 91
409 Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Supply Chain Management		88 - 91
414 Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	Supply Chain Management		88 - 91
	414-2 Negative social impacts in the supply chain and actions taken	Supply Chain Management		88 - 91

UN Global Compact

Topic	Chapter	Page Number (s)
Implementing the Ten Principles into Strategies & Operations		
Criterion 1: The COP describes mainstreaming into corporate functions and business units	Corporate Governance & Business Ethics and Code of Conduct	28 - 31
Criterion 2: The COP describes value chain implementation	Supply Chain Management	88 - 91
Robust Human Rights Management Policies & Procedures		
Criterion 3: The COP describes robust commitments, strategies or policies in the area of human rights	Human Rights Management	48 - 51
Criterion 4: The COP describes effective management systems to integrate the human rights principles	Human Rights Management	48 - 51
	Talent Attraction & Human Capital Development	75 - 79
Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration	Human Rights Management	48 - 51
	Talent Attraction & Human Capital Development	75 - 79
	Materiality Analysis and Stakeholder Engagement	17 - 21
Robust Labour Management Policies & Procedures		
Criterion 6: The COP describes robust commitments, strategies or policies in the area of labour	Human Rights Management	48 - 51
Criterion 7: The COP describes effective management systems to integrate the labour principles	Talent Attraction & Human Capital Development	75 - 79
	Human Rights Management	48 - 51
Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration	Human Rights Management	48 - 51
	Talent Attraction & Human Capital Development	75 - 79
Robust Environmental Management Policies & Procedures		
Criterion 9: The COP describes robust commitments, strategies or policies in the area of environmental stewardship	Environmental Performance	82 - 84
	Climate Management	85 - 87
Criterion 10: The COP describes effective management systems to integrate the environmental principles	Environmental Performance	82 - 84
	Climate Management	85 - 87
Criterion 11: The COP describes effective monitoring and evaluation mechanisms for environmental stewardship	Environmental Performance	82 - 84
	Climate Management	85 - 87
Robust Anti-Corruption Management Policies & Procedures		
Criterion 12: The COP describes robust commitments, strategies or policies in the area of anti-corruption	Corporate Governance & Business Ethics and Code of Conduct	28 - 31
Criterion 13: The COP describes effective management systems to integrate the anti-corruption principle	Corporate Governance & Business Ethics and Code of Conduct	28 - 31
Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption	Corporate Governance & Business Ethics and Code of Conduct	28 - 31
Taking Action in Support of Broader UN Goals and Issues		
Criterion 15: The COP describes core business contributions to UN goals and issues	Sustainability at True	13 - 15
	UN SDGs Content Index	92 - 94
Criterion 16: The COP describes strategic social investments and philanthropy	Corporate Citizenship & Social Impact	60 - 64
Criterion 17: The COP describes advocacy and public policy engagement	Corporate Governance & Business Ethics and Code of Conduct	28 - 31
	UN SDGs Content Index	92 - 94
Criterion 18: The COP describes partnerships and collective action	Human Rights Management	48 - 51
Corporate Sustainability Governance and Leadership		
Criterion 19: The COP describes CEO commitment and leadership	Message from Chairman of the Executive Committee	4 - 5
	Message from the Group Co-Presidents	6 - 7
Criterion 20: The COP describes Board adoption and oversight	Corporate Governance & Business Ethics and Code of Conduct	28 - 31
Criterion 21: The COP describes stakeholder engagement	Materiality Analysis and Stakeholder Engagement	17 - 21

THIRD PARTY VERIFICATION



Independent Assurance Statement

Introduction and Engagement

True Corporation Public Company Limited (hereafter 'TRUE') engaged TÜV NORD (Thailand) Ltd. for Sustainability Assurance Engagement. "TUV India Private Limited" in consortium with "TÜV NORD (Thailand) Ltd." (hereafter 'TUV') conducted the independent assurance of TRUE's sustainability report (hereinafter 'the Report'), which includes "limited assurance" of TRUE's sustainability information for the applied reporting period. This assurance engagement was conducted against the Global Reporting Initiative Standards and AA1000AS (2008) Protocol (Type 1, Moderate Level). The onsite verification was conducted in January 2019 at TRUE's corporate office (Bangkok, Thailand). In addition desk review was carried out for other sites which are parts of report boundary. TRUE opted for external assurance for the calendar year 2018. The Report covers TRUE's sustainability information for the period 1st January to 31st December 2018.

Scope, Boundary and Limitations of Assurance

The scope of the assurance includes the economic, environmental and social indicators in the report as per the Core disclosures required by GRI Standards. In particular, the assurance engagement includes the following:

- Verification of the application of the Report content, principles as mentioned in the GRI Standards, and the quality of information presented in the Report over the reporting period;
- Review of the policies, initiatives, practices and performance described in the Report;
- Review of the disclosures made in the Report against the requirements of the GRI Standards and AA1000AS (2008), with a Type 1, moderate level of assurance;
- Verification of the reliability of the GRI Standards Disclosure on economic, environmental and social (disclosures are tabulated below)
- Specified information was selected based on the materiality determination and needs to be meaningful to the intended users;
- Confirmation of the fulfilment of the GRI Standards; 'in accordance' with the Core criteria, as declared by the management of TRUE.

The reporting boundary is based on the internal and external materiality assessment. The reporting aspect boundaries are set out in the Report covering the sustainability performance of 3 main businesses (brands) of True Corporation Plc (in line with Company's Annual Report 2018), comprising

TrueMove H (9 companies), TrueOnline (24 companies), TrueVisions (12 companies)

Our engagement did not include an assessment of the adequacy or the effectiveness of TRUE's strategy or management of sustainability related issues. During the assurance process, TUV did not come across the limitations to the scope of the agreed assurance engagement. No external stakeholders were interviewed as a part of the sustainability engagement for the reporting period.

Verification Methodology

This assurance engagement was planned and carried out in accordance with the GRI Standards and AA1000AS (2008). The Report was evaluated against the following criteria:

- Adherence to the principles of Stakeholder inclusiveness, Materiality, Responsiveness, Completeness, Neutrality, Relevance, Sustainability context, Accuracy, Reliability, Comparability, Clarity and Timeliness; as prescribed in the GRI Standards and AA1000AS (2008);
- Application of the principles and requirements of the GRI Standards for its "in accordance Core" criteria.



During the assurance engagement, TUV adopted a risk-based approach, concentrating on verification efforts on the issues of high material relevance to TRUE’s business and its stakeholders. TUV has verified the statements and claims made in the Report and assessed the robustness of the underlying data management system, information flows and controls. In doing so:

- TUV reviewed the approach adopted by TRUE for the stakeholder engagement and materiality determination process. TUV performed limited internal stakeholder engagement to verify the qualitative statements made in the Report;
- TUV verified the sustainability-related statements and claims made in the Report and assessed the robustness of the data management system, information flow and controls;
- TUV examined and reviewed the documents, data and other information made available by TRUE for the reported disclosures including the Disclosure on Management Approach and performance indicators;
- TUV conducted interviews with key representatives including data owners and decision-makers from different functions of the Company during the site visit;
- TUV performed sample-based reviews of the mechanisms for implementing the sustainability related policies, as described in TRUE’s Sustainability Report;
- TUV verified sample-based checks of the processes for generating, gathering and managing the quantitative data and qualitative information included in the Report for the reporting period.

Opportunities for Improvement

The following is an extract from the observations and opportunities for improvement reported to the management of TRUE and are considered in drawing our conclusions on the Report; however, they are generally consistent with the Management’s objectives.

Opportunities are as follows:

- Organization can opt for third party verification of important material issues like GHG emissions, service quality, customer relationship management, network reliability, Occupational health and safety, environmental targets, environmental compliance, Management of customer complaints, Community investments, Sustainability in the supplier chain
- TRUE can consider the Sustainability Material issues while assessing Enterprise Risk Management

Conclusions

The Report was prepared based on the GRI Standards Reporting Principles and Standard Disclosures ‘in accordance’ with the GRI Standards Core option. In our opinion, based on the scope of this assurance engagement, the disclosures on sustainability performance reported in the Report along with the referenced information provides a fair representation of the material aspects, related strategies, and performance indicators, and meets the general content and quality requirements of the GRI Standards Core option.

- Disclosures: TUV is of the opinion that the reported disclosures generally meet the GRI Standards reporting requirements for ‘in accordance’- Core reporting criteria. Organization refers to general disclosure to report contextual information about an organization while the Management Approach is discussed to report the management approach for each material topic.
- Topic Specific Standard: TUV is of the opinion that the reported specific disclosures for each material topic generally meet the GRI Standards reporting requirements for ‘in accordance’- Core reporting criteria.

The requirements below material aspect were verified by the assurance team:

Material Issues	GRI Disclosure
Energy consumption within the organization	GRI 302 - 1
Energy direct greenhouse gas (GHG) emission scope 1	GRI 305 - 1
Energy indirect greenhouse gas (GHG) emission scope 2	GRI 305 - 2
Average hours of training per year per employee	GRI 404 - 1
Percentage of employees receiving regular performance and career development review	GRI 404 - 3

On the basis of the procedures we have performed, nothing has come to our attention that causes us to believe that the information subject to the Type 1 moderate level assurance engagement was not



prepared, in all material aspects, in accordance with the GRI Standards “Core option” sustainability reporting guidelines, or that the sustainability information is not reliable in all material respects, with regards to the reporting criteria.

TUV did not perform any assurance of procedures on the prospective information, such as targets, expectations and ambitions, disclosed in the sustainability information. Consequently, TUV draws no conclusion on the prospective information. This assurance statement has been prepared in accordance with the terms of our engagement. Type 1 moderate level assurance engagement with respect to sustainability related data involves performing procedures to obtain evidence about the sustainability information. The procedures performed depend on the practitioner’s judgment, but their nature is different from, and their extent is less than, a Type 2 moderate level assurance engagement. It does not include detailed testing of source data or the operating effectiveness of processes, internal controls and consequently they do not enable us to obtain the assurance necessary to become aware of all significant matters that might be identified in a Type 1 moderate level assurance engagement.

TUV has evaluated the Report’s adherence to the following principles with respect to the requirements of the GRI Standards.

Stakeholder Inclusiveness: Stakeholder identification and engagement is carried out by TRUE on a periodic basis to bring out key stakeholder concerns as material aspects of significant stakeholders. In our view, the Report meets the requirements.

Materiality: The materiality assessment process has been carried out, based on the requirements of the GRI Standards, considering aspects that are internal and external to the Company’s range of businesses. The Report fairly brings out the aspects and topics and its respective boundaries of the diverse operations of TRUE. In our view, the Report meets the requirements.

Responsiveness: TUV believes that the responses to the material aspects are fairly articulated in the report, i.e. disclosures on TRUE’s policies and management systems including governance. In our view, the Report meets the requirements.

Impact: TRUE has adequately captured the impact of its business on the community and environment and has taken several measures to reduce the impact.

Completeness: The Report has fairly disclosed the General and Specific Standard Disclosures, including the Disclosure on Management Approach, covering the sustainability strategy, management approach, monitoring systems and sustainability performance indicators against the GRI Standards, ‘in accordance with the Core option. In our view, the Report meets the requirements.

Reliability: The majority of the data and information was verified by TUV’s assurance team at TRUE’s office on the factory’s premises and found to be fairly accurate. Further desk review of web-based data was carried out for all other sites mentioned above. Some inaccuracies in the data identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors and these errors have been corrected. Therefore, in accordance with the GRI Standards and AA1000AS (2008) for a Type 1, moderate level assurance engagement, TUV concludes that the sustainability data and information presented in the Report is fairly reliable and acceptable. In our view, the Report meets the requirements.

Neutrality: The disclosures related to sustainability issues and performances are reported in a neutral tone, in terms of content and presentation. In our view, the Report meets the requirements.

TUV expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement. The intended users of this assurance statement are the management of TRUE. The management of the Company is responsible for the information provided in the Report as well as the process of collecting, analyzing and reporting the information presented in web-based and printed Reports, including website maintenance and its integrity. TUV’s responsibility regarding this verification is in accordance with the agreed scope of work which includes non-financial quantitative and qualitative information (Sustainability Performance – environmental and social indicators) disclosed by TRUE in the Report. This assurance engagement is based on the assumption that the data and the information provided to TUV by TRUE are complete and reliable.

TUV’s Competence and Independence

TUV is an independent, neutral, third-party providing sustainability services, with qualified environmental and social assurance specialists. TUV states its independence and impartiality with regard to this assurance engagement. In the reporting year, TUV did not work with TRUE on any engagement that



could compromise the independence or impartiality of our findings, conclusions and recommendations. TUV was not involved in the preparation of any content or data included in the Report, with the exception of this Assurance Statement. TUV maintains complete impartiality toward any people interviewed during the assurance engagement.

For and on behalf of TUV India Private Limited

Mr. Manojkumar Borekar
Project Manager and Reviewer
Head – Sustainability Assurance Service
TUV India Private Limited

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AA1000
Licensed Assurance Provider
000-138

Date: 21/02/2019
Place: Mumbai, India
Project Reference No: 8116537202
www.tuv-nord.com/in

Sustainability Assurance Service

PERFORMANCE SUMMARY

GRI Standard	Data Description	Unit	2015	2016	2017	2018	
ECONOMIC							
201-1	การสร้างมูลค่าทางเศรษฐกิจโดยตรง	Direct Economic Value Generated					
	สินทรัพย์รวม	Total assets	Million Baht	282,844	448,960	459,182	495,569
	รายได้จากการดำเนินงานทั้งหมด	Total revenue		118,781	124,719	141,290	162,773
	การกระจายมูลค่าทางเศรษฐกิจ	Economic Value Distributed					
	ค่าตอบแทนและสวัสดิการพนักงาน	Salary, wages and employees' benefits	Million Baht	11,968	12,898	13,417	13,806
	ต้นทุนในการดำเนินงาน	Operating expenses		114,173	125,211	84,058	85,335
	การจ่ายสำหรับผลการดำเนินงาน	Payment to Provider of Capital					
	การจ่ายเงินปันผล (True's BOD approved a dividend payment for 2018 approx Baht 3 billion (Baht 0.09 per share), subject to approval by shareholders at the AGM)	Dividend payments	Million Baht	0	1,641	1,034	3,003
	ดอกเบี้ยจ่าย	Interest expense		2,897	4,672	5,917	5,325
	งบกำไรขาดทุน	Consolidated Income Statement					
	กำไรสุทธิ สำหรับส่วนที่เป็นของบริษัท	Net profit (loss) to equity shareholders of the Company	Million Baht	4,412	(2,814)	551	7,035
	กำไรก่อนดอกเบี้ยภาษีค่าเสื่อมและค่าตัดจำหน่าย	EBITDA		22,109	25,071	39,912	56,001
ENVIRONMENT							
302-1	ปริมาณการใช้พลังงาน	Energy consumption					
	ปริมาณการใช้พลังงานไฟฟ้า (ซื้อ)	Electricity consumption (purchased)	GJ	1,838,757.60	2,636,521.20	1,989,629.24	2,244,680.23
	ปริมาณการใช้พลังงานเชื้อเพลิง	Energy consumption from non-renewable fuels (mobile combustion)		263,905.20	284,324.40	256,782.91	216,823.75
	ปริมาณการใช้พลังงานทดแทน	Energy consumption from renewable fuels (mobile combustion)		NA	NA	7,565.54	5,208.84
	ปริมาณการใช้พลังงานทั้งหมด	Total energy consumption		2,102,662.80	2,920,845.60	2,253,977.69	2,466,712.82
303-1 Y2016	ปริมาณการใช้น้ำ	Water consumption					
	ปริมาณการใช้น้ำ (ซื้อ)	Water consumption (purchased municipal water)	Cubic meter	186,476.88	226,565.92	171,935.61	179,699.16
306-2	ปริมาณของเสีย	Waste					
	ปริมาณน้ำที่ปล่อยออกสู่ภายนอก	Water effluent		149,182	183,518	137,549	143,735
	ปริมาณของเสียทั่วไป	General waste (sent to landfill)		2,896.0	3,109.0	2,520.0	2,223.0
	ปริมาณของเสียอันตราย	Hazardous waste		NA	NA	0.2	0.2
	ปริมาณของเสียที่นำไปกำจัด	Total waste disposed	Metric tons	2,896.0	3,109.0	2,520.2	2,223.2
	ปริมาณของเสียอิเล็กทรอนิกส์ที่ได้รับการรีไซเคิล	Hazardous E-waste recycled		240.1	202.0	71.4	82.2
	ปริมาณรวมของเสียอันตรายและของเสียอิเล็กทรอนิกส์ที่ได้รับการรีไซเคิล	Total Hazardous Waste and Hazardous E-waste recycled		240.1	202.0	71.6	82.4
305-1	ก๊าซเรือนกระจก	Greenhouse gas					
	การปล่อยก๊าซคาร์บอนไดออกไซด์จากชีวภาพ (Emissions include CO ₂ , CH ₄ and N ₂ O. GWP is from IPCC AR4. Emission factors from IPCC 2006. Consolidation approach is operational control.)	Biogenic CO ₂ emissions		547	572	524	361
	การปล่อยก๊าซคาร์บอนไดออกไซด์จากเชื้อเพลิงฟอสซิล	Fossil Fuel CO ₂ emissions	Ton of CO ₂ e	18,235	20,465	19,044	16,158
	การปล่อยก๊าซเรือนกระจกทางตรง (GHG ขอบเขต 1)	Total direct greenhouse gas emissions (GHG Scope 1)		18,235	20,465	19,044	16,158

GRI Standard	Data Description	Unit	2015	2016	2017	2018
305-2	การปล่อยก๊าซเรือนกระจกทางอ้อม (GHG ขอบเขต 2) (Emissions include CO2. GWP is from IPCC AR4. Emission factors from TGO (Thai Grid Emission Factor). Consolidation approach is operational control.)	Total indirect greenhouse gas emissions (location based) (GHG Scope 2) Ton of CO2e	297,317	426,311	321,712	362,952
LABOR PRACTICES						
102-7 102-8 103	จำนวนพนักงานแยกตามเพศ	Total number of employees				
	- พนักงาน ชาย	Male	10,280	10,793	11,059	10,967
	- พนักงาน หญิง	Female	11,998	13,130	12,862	12,399
	รวม	Total	22,278	26,872	23,921	23,366
	จำนวนพนักงานแยกตามเพศ	Percentage of Employees by Gender				
	- พนักงาน ชาย	Male	46	40	46	47
	- พนักงาน หญิง	Female	54	49	54	53
	จำนวนพนักงานที่เป็นผู้พิการ	Employees with disabilities				
	- พนักงาน ชาย	Male	NA	92	89	91
	- พนักงาน หญิง	Female	NA	43	39	70
	รวม	Total number	33	135	128	161
	สัดส่วนพนักงานผู้พิการต่อพนักงานทั้งหมด	Total percentage to total employees	0.1	0.5	0.5	0.7
405-1	คณะกรรมการบริษัท Board of Directors	Board of Directors/Supervisory Board	16	18	18	18
	- พนักงาน ชาย	- Male	16	18	17	17
	- พนักงาน หญิง	- Female	0	0	1	1
102-8	จำนวนพนักงานแยกตามระดับ	Total number of employees by level				
	ระดับผู้อำนวยการ และสูงกว่าผู้อำนวยการ	Director and Director up Level	77	95	97	101
	- พนักงาน ชาย	- Male	62	76	77	80
	- พนักงาน หญิง	- Female	15	19	20	21
	ระดับผู้ช่วยผู้อำนวยการ และ รองผู้อำนวยการ	Assistant Director and Deputy Director Level	861	961	950	922
	- พนักงาน ชาย	- Male	495	548	535	524
	- พนักงาน หญิง	- Female	366	413	415	398
	ระดับผู้จัดการ	Manager Level	2,056	2,193	2,306	2,405
	- พนักงาน ชาย	- Male	1,037	1,097	1,156	1,248
	- พนักงาน หญิง	- Female	1,019	1,096	1,150	1,157
	ระดับพนักงานปฏิบัติการ	Operation Level	19,284	20,674	20,565	19,938
	- พนักงาน ชาย	- Male	8,686	9,072	9,288	9,115
	- พนักงาน หญิง	- Female	10,598	11,602	11,277	10,823
	จำนวนพนักงานแยกตามประเภทสัญญาจ้าง	Total number of employees by employment contract				
	พนักงานประจำ	Permanent employees	NA	NA	16,524	16,255
	- พนักงาน ชาย	- Male	NA	NA	8,441	8,349
	- พนักงาน หญิง	- Female	NA	NA	8,083	7,906
	ลูกจ้างชั่วคราว	Temporary employees	NA	NA	7,397	7,111
	- พนักงาน ชาย	- Male	NA	NA	2,618	2,618
	- พนักงาน หญิง	- Female	NA	NA	4,779	4,493
	จำนวนพนักงานแยกตามพื้นที่	Total number of employees by region				
	พนักงานประจำ	Permanent employees	NA	NA	16,524	16,255
	- ในกรุงเทพฯ	- Bangkok	NA	NA	12,920	11,498
	- นอกกรุงเทพฯ	- Outside Bangkok	NA	NA	3,604	4,757
	ลูกจ้างชั่วคราว	Temporary employees	NA	NA	7,397	7,111

GRI Standard	Data Description		Unit	2015	2016	2017	2018	
	- ในกรุงเทพฯ	- Bangkok	Person	NA	NA	5,284	5,785	
	- นอกกรุงเทพฯ	- Outside Bangkok		NA	NA	2,113	1,326	
	จำนวนพนักงานแยกตามประเภทการว่าจ้าง	Total number of employees by employment type						
	จ้างเต็มเวลา	Full-time	Person	NA	NA	23,748	23,177	
	- พนักงาน ชาย	- Male		NA	NA	11,018	10,909	
	- พนักงาน หญิง	- Female		NA	NA	12,730	12,268	
	จ้างไม่เต็มเวลา	Part-time		NA	NA	173	189	
	- พนักงาน ชาย	- Male		NA	NA	41	58	
- พนักงาน หญิง	- Female	NA		NA	132	131		
405-1	จำนวนพนักงานแบ่งตามช่วงอายุ	Total Employees by age						
	< 30 ปี	< 30 years	Person	9,471	10,147	8,216	8,407	
	- พนักงาน ชาย	- Male		4,130	4,214	3,578	3,724	
	- พนักงาน หญิง	- Female		5,341	5,933	4,638	4,683	
	30-50 ปี	30-50 years		12,183	13,037	14,649	13,785	
	- พนักงาน ชาย	- Male		5,750	6,103	6,848	6,573	
	- พนักงาน หญิง	- Female		6,433	6,934	7,801	7,212	
	> 50 ปี	> 50 years		624	739	1,056	1,174	
	- พนักงาน ชาย	- Male		403	467	633	670	
	- พนักงาน หญิง	- Female		221	272	423	504	
405-1	ความหลากหลายระหว่างเพศชายและหญิง	Gender Diversity						
	ผู้หญิง ในตำแหน่งผู้อำนวยการและสูงกว่าผู้อำนวยการ	Women in top management positions (Director and Director up levels)	Person	15	19	20	21	
			Percent	19.5	20.0	20.6	20.8	
	ผู้หญิง ในตำแหน่งผู้ช่วยผู้อำนวยการและรองผู้อำนวยการ	Women in middle management positions (Assistant Director and Deputy Director levels)	Person	366	413	415	398	
			Percent	42.5	43.0	43.7	43.2	
	ผู้หญิง ในตำแหน่งผู้จัดการ	Women in junior management positions (Manager level)	Person	1,019	1,096	1,150	1,157	
			Percent	49.6	50.0	49.9	48.1	
	ผู้หญิง ในตำแหน่งพนักงานปฏิบัติการ	Women in workforce (Operation)	Person	10,598	11,602	11,277	10,823	
			Percent	55.0	56.1	54.8	54.3	
404-1	การฝึกอบรมพนักงาน	Training & Development						
	จำนวนชั่วโมงโดยเฉลี่ยของการฝึกอบรมต่อปีต่อพนักงานหนึ่งคน	Average hours per FTE on training and development	Hours/ Person	14.56	14.97	12.88	17.81	
	แยกตามระดับ	By Level						
	- ผู้บริหาร	- Executive Level		24.39	28.19	14.70	25.36	
	- พนักงานทั่วไป	- Staff Level		13.04	12.89	12.59	16.51	
	แยกตามเพศ	By Gender						
	- พนักงาน ชาย	- Male		15.13	14.90	12.52	19.16	
	- พนักงาน หญิง	- Female		14.08	15.02	13.20	16.63	
	แยกตามกลุ่มอายุ	By Group Age						
	< 30 ปี	< 30 years		NA	NA	NA	17.97	
	30-50 ปี	30-50 years		NA	NA	NA	17.63	
	> 50 ปี	> 50 years		NA	NA	NA	19.18	
	ร้อยละของพนักงานที่เข้าร่วมโครงการพัฒนาบุคลากร	Percentage of full time employees that participated in this program		Percent	NA	NA	1.8	5.9

GRI Standard	Data Description		Unit	2015	2016	2017	2018
401-1	การว่าจ้างพนักงาน	Recruitment					
	ค่าใช้จ่ายในการสรรหาพนักงานโดยเฉลี่ยเทียบกับพนักงานประจำทั้งหมด	Average hiring cost / FTE	Baht	8,281	7,264	25,122	27,243
	จำนวนและอัตราการจ้างงานใหม่	New Hire					
	จำนวนการจ้างงานใหม่	New hire	Person	7,096	8,644	7,529	7,597
	อัตราการจ้างงานใหม่	New hire rate	Percent	28.3	32.2	31.5	32.5
	แยกตามเพศ	By gender					
	- พนักงาน ชาย	Male	Person	2,974	3,289	3,179	3,435
			Percent	25.3	26.4	28.7	31.3
	- พนักงาน หญิง	- Female	Person	4,122	5,355	4,350	4,162
			Percent	31.0	37.1	33.8	33.6
	แยกตามอายุ	By age					
	น้อยกว่า 30	< 30 years	Person	NA	6,850	5,824	5,509
			Percent	NA	60.4	70.9	65.5
	30 - 50 ปี	30-50 years	Person	NA	1,777	1,662	2,088
			Percent	NA	12.1	11.3	15.1
	มากกว่า 50 ปี	>50 years	Person	NA	17	43	0
			Percent	NA	2.1	4.1	0.0
	จำนวนและอัตราการลาออกจากงาน (พนักงานประจำ)	Turnover (permanent)					
	จำนวนการลาออก	Employee turnover	Person	1,369	1,194	1,815	1,886
	อัตราการพ้นสภาพของพนักงาน	Employee turnover rate	Percent	8.90	7.50	7.59	8.07
	แยกตามเพศ	By gender					
	- พนักงานชาย	- Male	Person	NA	NA	826	891
			Percent	NA	NA	7.47	8.12
	- พนักงานหญิง	- Female	Person	NA	NA	989	995
			Percent	NA	NA	7.69	8.02
	แยกตามอายุ	By age					
	น้อยกว่า 30	< 30 years	Person	NA	NA	531	703
			Percent	NA	NA	6.5	8.4
	30 - 50 ปี	30-50 years	Person	NA	NA	1,231	1,065
			Percent	NA	NA	8.4	7.7
	มากกว่า 50 ปี	>50 years	Person	NA	NA	53	118
			Percent	NA	NA	5.0	10.1
อัตราการลาออกจากงานของพนักงานโดยสมัครใจ	Voluntary employee turnover rate	Percent	8.10	6.9	6.4	6.8	
การเลิกจ้างพนักงาน	Lay-offs						
จำนวนพนักงานที่ถูกเลิกจ้าง	Employees laid off	Person	0	0	0	0	
กรณีที่มีการเจรจากับพนักงานเมื่อมีการปรับโครงสร้างองค์กร	Number of consultations/ negotiations with employees over organizational changes	Number	6	0	17	27	
102-43 102-44	การสำรวจความผูกพันของพนักงาน	Employee Engagement Survey					
	ความผูกพันของพนักงาน	Employee engagement rate	Percent	72	73	65	71
	เป้าหมายความผูกพันของพนักงาน	Target of employee engagement rate		71	73	80	70
	ร้อยละของพนักงานที่เข้าร่วมการสำรวจความผูกพันของพนักงาน	Employees participating in employee engagement survey		97	93	96	97
	ความพึงพอใจของพนักงาน	Employee satisfaction rate		70	72	76	64
	เป้าหมายความพึงพอใจของพนักงาน	Target of employee satisfaction rate		71	73	76	78
	ร้อยละของพนักงานที่เข้าร่วมการสำรวจความพึงพอใจของพนักงาน	Employees participating in employee satisfaction survey		97	93	96	97

GRI Standard	Data Description		Unit	2015	2016	2017	2018
404-3	การประเมินผลการปฏิบัติงานพนักงาน	Individual Performance Appraisal					
	การใช้เป้าหมายที่สามารถวัดได้ และที่ได้รับการตกลงร่วมกันกับผู้บังคับบัญชา/หัวหน้างาน (ร้อยละของพนักงานทั้งหมด)	Systematic use of agreed measurable targets by line superior (% of all employees)	Percent	100	100	100	100
	การประเมินผลการปฏิบัติงานพนักงานจากหลายมิติ (ร้อยละของพนักงานทั้งหมด)	Multidimensional performance appraisal (% of all employees)		28	41	68	88
	การเปรียบเทียบและการจัดลำดับพนักงานภายในหมวดหมู่เดียวกัน อย่างเป็นระบบ (ร้อยละของพนักงานทั้งหมด)	Formal comparative ranking of employees within one employee category (% of all employees)		100	100	100	100
OCCUPATIONAL HEALTH & SAFETY							
403-1 Y2016	นโยบายและการฝึกอบรมด้านความปลอดภัยและ อาชีวอนามัย	Health and Safety Framework and Training					
	ความครอบคลุมของกรอบการบริหารจัดการด้านความปลอดภัยและอาชีวอนามัย	Coverage of health and safety management framework	Person	86	12	107	134
	ความครอบคลุมในการฝึกอบรมด้านความเสี่ยง ความปลอดภัยและอาชีวอนามัย และการป้องกัน	Coverage of OHS health risks/prevention training		7,640	4,135	2,580	3,841
	ความครอบคลุมในการฝึกอบรมหรือมาตรการต่างๆ ที่ส่งเสริมสุขภาพและความเป็นอยู่ของพนักงาน	Coverage of special training and/or measures to foster employees' health and well-being		78,687.0	101,895	139,086	101,200
	อัตราการเจ็บป่วยจากการทำงานของพนักงาน	Occupational disease rate					
	จำนวนพนักงานที่เจ็บป่วยจากการทำงาน	No. of employees with work-related illnesses	Person				
	- ชาย	- Male		0	0	0	0
	- หญิง	- Female		0	0	0	0
	อัตราพนักงานที่เจ็บป่วยจากการทำงานของพนักงาน	Occupational disease rate					
	- ชาย	- Male	0	0	0	0	
- หญิง	- Female	0	0	0	0		
403-2 Y2016	อัตราการบาดเจ็บจากการทำงาน (พนักงาน)	Injury rate Employees					
	จำนวนรายบาดเจ็บ (ไม่หยุดงาน)	Injured employees (no workday lost)	Person	1	7	1	3
	- ชาย	- Male		1	5	1	3
	- หญิง	- Female		0	2	0	0
	จำนวนรายบาดเจ็บ (หยุดงาน)	Injured employees (with workday lost)		6	9	11	20
	- ชาย	- Male		6	7	9	16
	- หญิง	- Female		0	2	2	4
	ทุพพลภาพ	Employees Severe injuries resulting in disabilities		0	0	0	0
	- ชาย	- Male		0	0	0	0
	- หญิง	- Female		0	0	0	0
	อัตราการบาดเจ็บ	Injury rate Employees		0.15	0.29	0.24	0.51
	- ชาย	- Male		0.33	0.53	0.43	0.92
	- หญิง	- Female		0.00	0.15	0.07	0.16
	อัตราการบาดเจ็บถึงขั้นหยุดงาน	Lost time injury frequency rate employees		0.13	0.16	0.22	0.45
- ชาย	- Male	0.28		0.31	0.39	0.79	
- หญิง	- Female	0.00	0.07	0.07	0.16		
403-2 Y2016	อัตราการบาดเจ็บผู้รับเหมา	Injury rate Contractors					
	จำนวนรายบาดเจ็บ (ไม่หยุดงาน)	Injured contractors (no workday lost)	Person	0	0	0	0
	- ชาย	- Male		0	0	0	0
	- หญิง	- Female		0	0	0	0

GRI Standard	Data Description		Unit	2015	2016	2017	2018
	จำนวนรายบาดเจ็บ (หยุดงาน)	Injured contractors (with workday lost)	Person	0	0	0	4
	- ชาย	- Male		0	0	0	4
	- หญิง	- Female		0	0	0	0
	ทุพพลภาพ	Contractors - Severe injuries resulting in disabilities		0	0	0	0
	- ชาย	- Male		0	0	0	0
	- หญิง	- Female		0	0	0	0
	อัตราการบาดเจ็บ	Injury rate Contractors	Number per million man-hours	0	0	0	0
	- ชาย	- Male		0	0	0	0
	- หญิง	- Female		0	0	0	0
	อัตราการบาดเจ็บถึงขั้นหยุดงาน	Lost time injury frequency rate contractors		0	0	0	0
	- ชาย	- Male		0	0	0	0
	- หญิง	- Female		0	0	0	0
403-2 Y2016	อัตราการเสียชีวิตของพนักงาน	Fatalities					
	พนักงานที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในงาน)	Employee	Person	0	0	0	2
	- ชาย	- Male		0	0	0	2
	- หญิง	- Female		0	0	0	0
	จำนวนรายที่เสียชีวิตโรคจากการทำงาน	Death from work-related illnesses		0	0	0	0
	- ชาย	- Male		0	0	0	0
	- หญิง	- Female		0	0	0	0
	จำนวนรายที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในงาน)	Death from work-related accidents		0	0	0	1
	- ชาย	- Male		0	0	0	1
	- หญิง	- Female		0	0	0	0
	จำนวนรายที่เสียชีวิตเนื่องจากอุบัติเหตุรถยนต์ (ในงาน)	Death from work-related automobile accidents		0	0	0	1
	- ชาย	- Male		0	0	0	1
	- หญิง	- Female		0	0	0	0
403-2 Y2016	อัตราการเสียชีวิตของผู้รับเหมา	Fatalities					
	ผู้รับเหมาที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในงาน)	Contractor	Person	2	1	2	1
	- ชาย	- Male		2	1	2	1
	- หญิง	- Female		0	0	0	0
403-2 Y2016	การขาดงาน	Injury Severity rate					
	จำนวนวันที่ขาดงาน	Total lost days	Day	137	120	116	672
	- ชาย	Male		NA	113	85	545
	- หญิง	Female		NA	7	31	127
	อัตราความรุนแรงจากอุบัติเหตุการทำงาน	Injuries Severity Rate(ISR) per 1,000,000 Hrs		3.0	2.1	2.3	260.7
403-2 Y2016	การลาป่วย	Sick Leave					
	จำนวนวันลาป่วยโดยเฉลี่ยของพนักงาน	Average sick days per employee	Day	NA	2.0	2.1	2.3
	True Online	True Online		NA	2.2	2.1	2.2
	True Move H	True Move H		NA	1.6	1.9	1.7
	True Vision	True Vision		NA	3.0	2.9	2.7
	จำนวนวันลาป่วยของพนักงาน	Total number of sick days		NA	59,118.4	49,924.5	53,791.0
	403-2 Y2016	การขาดงาน		Absentee Rate			
	การขาดงาน	Absentee Rate	Percent	0.0024	0.85	0.80	1.00

GRI Standard	Data Description		Unit	2015	2016	2017	2018
	- ชาย	- Male	Percent	NA	1.06	0.87	1.00
	- หญิง	- Female		NA	0.87	0.75	0.84
	ข้อมูลการปฏิบัติงาน	General working info					
	จำนวนพนักงานทั้งหมด	Total Employees	Man	22,278	26,872	23,921	23,366
	- ชาย	- Male		10,280	10,793	11,059	10,967
	- หญิง	- Female		11,998	13,130	12,862	12,399
	จำนวนชั่วโมงทำงานทั้งหมด	Total Employee Work Hours	Man-Hours	46,338,240	55,893,760	49,755,680	48,601,280
	- ชาย	- Male		21,382,400	22,449,440	23,002,720	22,811,360
	- หญิง	- Female		24,955,840	27,310,400	26,752,960	25,789,920

Remarks ISR= Number of lost working day x 1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee), 2018 Target: 2.33
 IFR= Number of Injuries case x1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee)
 Two employee fatalities: car accident and short circuit at work
 One contractor fatalities: short circuit at work

401-3	การใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Parental Leave					
	จำนวนพนักงานที่ใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Number of employees taking parental leave	Person	NA	NA	368	492
	จำนวนพนักงานที่กลับมาปฏิบัติงานหลังจากใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Number of employees returning to work after parental leave who are still employed for the next 12 months 10		NA	NA	368	444
	จำนวนพนักงานที่กลับมาปฏิบัติงานหลังจากใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร และยังทำงานต่อหลังจากนั้นอีก 1 ปี	Number of employees returning to work after parental leave who are still employed for the next 12 months		NA	NA	368	444
	อัตราพนักงานกลับมาทำงานหลังใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Employees returned to work after parental leave (retention rate)	Percent	NA	NA	100	90

Remarks Maternity leave: total 100% female (both permanent & temporary) employees are entitled for maternity leave
 Paternity leave: total 100% permanent male employee are entitled for paternity leave

102-17	การร้องเรียนผ่านช่องทาง Whistle Blower	Grievance					
	อีเมล	E-mail: auditcommittee@truecorp.co.th	Number	NA	NA	0	0
	จดหมาย	Letter		NA	NA	5	2
	การเข้าร่วมสหภาพโดยสมัครใจ	Freedom of Association					
	พนักงานที่เข้าร่วมสหภาพแรงงาน	Employees represented by an independent trade union or covered by collective bargaining agreements	Person	0	0	0	0
	กรณีที่มีการปรึกษาหารือ/การเจรจา กับสหภาพแรงงานเรื่องการเปลี่ยนแปลงภายในองค์กร	Number of consultations/ negotiations with trade unions over organizational changes	Number	NA	NA	0	0

CORPORATE SOCIAL RESPONSIBILITY

201-1	รวมเงินสมทบ	Total Contribution					
	การสนับสนุนกิจกรรมเพื่อสังคม	Funding for activities benefiting society	Million Baht	137.67	262.27	275.89	356.66
	การอาสาของพนักงานในกิจกรรมทางสังคม	Volunteering by employees in social activities	Hours	8,072	15,584.00	20,376.00	25,536

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

NA: Not Available - ไม่มีข้อมูล
 NR: Not Relevant - ไม่เกี่ยวข้อง

OPINION SURVEY ON SUSTAINABILITY REPORT YEAR 2018

The information received from this survey will be used to improve the contents of the Sustainability Report of next year. Your input is highly appreciated.
Kindly tick in the or write down your comments in the provided space below.

1. Please choose the stakeholder category that best describes you

(in relation to True Corporation Public Company Limited)

- Shareholders/Investors Suppliers Students Government Agencies Customers
 NGO & Civil Societies Employees Business Partners Creditors
 Media Competitors & Counterparts in the industry

2. How do you receive this Sustainability Report?

- Received at the Annual General Shareholders Meeting Downloaded from website
 Others (please specify).....

3. What is your objective for reading this Sustainability Report?

- Study for investment purpose R&D Get to know the Company
 Use as guideline for your corporate Sustainability Report
 Others (please specify).....

4. Please provide feedback for this Sustainability Report 2018

Feedback to Sustainability Report 2018	Rating Score				
	Lowest	Low	Moderate	High	Highest
The overall report is complete and meets your need.	<input type="checkbox"/>				
The information is easy to understand and interesting.	<input type="checkbox"/>				
The information is reliable.	<input type="checkbox"/>				
The report size and design are appropriate.	<input type="checkbox"/>				
Your overall satisfaction for this report.	<input type="checkbox"/>				

5. Do you think that all material issues are completely reported in this report?

- Yes No, please provide the topic(s) that should be added:

6. Other comments & suggestions

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YOU MAY PROVIDE YOUR OPINION ONLINE
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