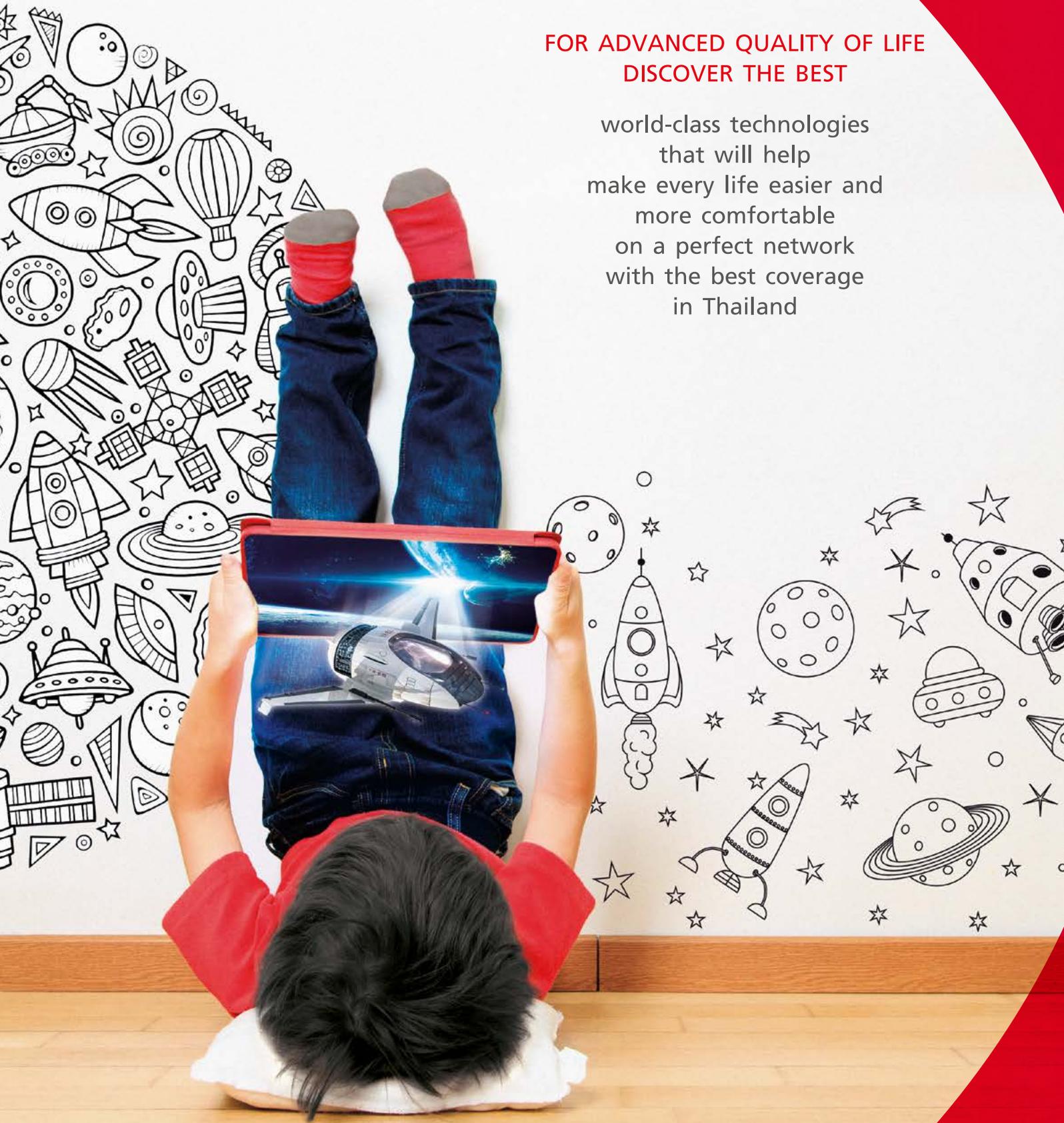


COMPLETE OUR WORLD WITH SUSTAINABLE INTELLIGENCE

FOR LIFE, SOCIETAL WISDOM AND BETTER FUTURE





**FOR ADVANCED QUALITY OF LIFE
DISCOVER THE BEST**

world-class technologies
that will help
make every life easier and
more comfortable
on a perfect network
with the best coverage
in Thailand

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MESSAGE FROM THE CHAIRMAN OF THE EXECUTIVE COMMITTEE

(GRI 102-14)



True Group is ready to become Thailand's 5G leader with the most spectrum ranges in the industry and smart digital technologies and solutions, including AI, Robotics, Deep Data Analytics and Smart IoT, to enhance the competitiveness of Thailand and Thai people in the modern economy and create a sustainable future together

True Group is committed to operating its business with the 17 UN Sustainable Development Goals (SDGs) and supports the 10 principles of the UN Global Compact, which encompass the economic, social and environmental dimensions of sustainable development. In the previous year, despite weak economic growth, the Company continued to make a profit from broadband service, mobile phones, digital content, digital platform and TrueID. While driving business towards the 2020 Sustainable Development Goals, we were also preparing to set the sustainable development goals for 2025 and 2030 to reflect global megatrends, emphasizing the development of innovative green technologies for carbon dioxide emission reduction, responsible supply chain management, cyber security and personal data protection, and digital technology to benefit all to enable our business to grow together with the Thai society.

One of True Group's important missions is to lead Thai people into the 5G era, deploying the genius of the 5G technology to fulfill life in all dimensions to take Thailand towards a new sustainable world together with the global community. True Group is ready to become Thailand's 5G leader with the most spectrum ranges in the industry and smart digital technologies and solutions, including AI, Robotics, Deep Data Analytics and Smart IoT, to enhance the competitiveness of Thailand and Thai people in the modern economy and create a sustainable future together with our stakeholders. In addition, True Group aims to become a leading digital platform provider in the ASEAN region and Asia within the next three to five years. Our competitive readiness is globally recognized, as reflected by our awards. True Group was the only Thai telecommunication company that received the "Top Employer Thailand 2020 Award" for

the second consecutive year from the Top Employers Institute, Netherlands, and won the "World Brand of the Year 2019 Award" for the third consecutive year as the only broadband internet service provider from Thailand. Moreover, True Group was the only Thai operator that received the "Asia-Pacific Telecom Service Provider of the Year 2019 Award" for the second consecutive year, while TrueMove H received the "Asia-Pacific Mobile Data Service Provider of the Year 2019 Award" for third consecutive year. In 2019, True Group also launched True Digital Park, the largest digital innovation center in Southeast Asia and a complete startup ecosystem to enhance Thailand's through innovation, creativity and technology for long-term sustainable economic growth.

In 2019, because of its continuing commitment to sustainability performance, True Group was named the Industry Leader in the Telecommunication Services industry for the second consecutive year and was listed as a member of the Dow Jones Sustainability Indices (DJSI) Emerging Markets for the third consecutive year (2017-2019). It was also listed as a member of the FTSE4Good Emerging Index for the third consecutive year (2017-2019), underscoring our continuing commitment to social and environmental responsibility, strong corporate governance and transparent disclosure of sustainability information. These achievements instill pride in all of our employees and executives who are committed and devoted to developing sustainable business together with our stakeholders.

I would like to thank everyone for their continued support in pushing True Group towards true sustainability and creating a sustainable future together.



Mr. Suphachai Chearavanont
Chairman of the Executive Committee

MESSAGE FROM THE GROUP CO-PRESIDENTS

(GRI 102-14)



Mr. Anat Mekpaiboonvatana
Group Co-President

All nationwide management
Commercial operations including content
and media business
Enterprise customer segment
Other supporting function

Mr. Sarit Jinnasith
Group Co-President

Network management
Information technology
Customer service management
Other supporting operations

Under the rapid business and technological changes in the previous year, especially as Thailand is advancing into a full digital society with the telecommunications business moving from the 4G to 5G era, True Group needs to adjust its operations to improve its profit and operating results while creating sustainability. We are committed to achieving the True Sustainability Goals 2020 under the 3H's framework, which consists of Heart: to operate with sustainability, Health: to build a sustainable society, and Home: to create a sustainable environment, as we have always practiced to meet stakeholder needs.

In 2019, True Group assessed and prioritized material issues together with internal and external stakeholders in response to the ever-changing risks and business opportunities in the digital telecommunications industry. We developed a clear set of guidelines for managing material issues as reflected through our outstanding operating results in 2019 as follows:

Heart: The Company has built and prepared for 5G network service and used new innovations and technologies to develop products and services. For example, we use artificial intelligence (AI) technology to provide services for customers and develop online service channels, both websites and applications, for customer convenience and satisfaction. Moreover, we have improved our personal data protection and management systems to build cyber security that meets international standards, capable of preventing 100% of data breaches and reducing customer data misuse to zero. In addition, the Company continues to develop personnel through the Strategic Project Leadership Development (SPLD), which focuses on flexibility across lines of work and empowers employees to make immediate decisions to build a culture of learning and knowledge development. In 2019, there were 1,568 employees participating in 165 projects. And all of employees have received sustainability training.

Health: The Company continues to use its expertise in digital technology and innovation to drive business, create opportunities for people in society, and care for the environment under an open innovation management strategy that combines knowledge from inside and outside the organization. In 2019, the Company was able to increase the value of products and services by 47 percent compared to 2015 and had 44 innovations registered for patents and petty patents. Moreover, the Company helped over 4,360,000 youths and people nationwide access learning resources and information through educational programs such as CONNEXT ED, True Plookpanya, and True Little Monk which developed capacity and created career opportunities for 22,289 vulnerable people.

Home: The Company drives climate change impact mitigation by focusing on energy use reduction, use of digital technology to improve work processes and improvement of energy efficiency through various projects. It has also installed solar panels at an additional 428 base stations. These activities helped reduce 9.6 percent of greenhouse gas emissions per income compared to 2015. In addition, the Company continues to focus on responsible supply chain management to broaden the positive impact beyond the scope of the Company's operations, emphasizing continuous risk management measures and development of supplier potential to improve sustainability processes for long-term growth.

Driving an organization towards sustainability requires internal cooperation from the organization's leaders, management, and every employee and external support. True Group would like to thank all stakeholders and fellow employees for their contribution to our sustainable growth development while building a better life for our customers and all Thai people sustainably.

Mr. Anat Mekpaiboonvatana
Group Co-President

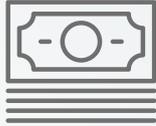
Mr. Sarit Jinnasith
Group Co-President

TRUE SUSTAINABILITY PERFORMANCE 2019

(GRI 103-3)

ECONOMIC

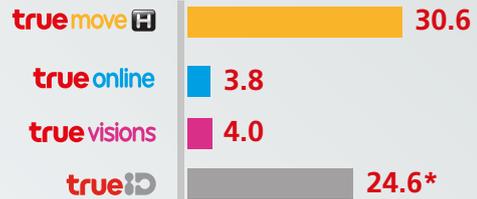
Revenues from telephone & other service
120,926 Million Baht



Total revenues
140,943 Million Baht

Net profit (loss) to equity shareholders of the Company
5,637 Million Baht

2019 Subscriber Base (Million)



* Monthly active users

Benefits to Stakeholders (Million Baht)



2,172

Tax Paid to the Government



3,000

Dividend Payments to Shareholders



427

Funding for Activities Benefiting Society



15,012

Salary, Wages & Employees' Benefits



HEART LIVING RIGHT

Dow Jones Sustainability Indices (DJSI)

MEMBER OF
Dow Jones Sustainability Indices

2 Consecutive years
Industry Leader (Telecom)

In collaboration with



Corporate Governance Score 5 (Excellent)

Assessed by the Thai Institute of Directors



86.70%

Excellent iCSAT Customer Service Satisfaction



100%

Employee passed Sustainability Training Course

Total Number of Employees



54%
12,143



46%
10,554

Lost time injury frequency rate employees (No. person million man-hours)



0.04



0.41

Employee Fatalities (Person)



0

Work-Related Death of Employee

+ HEALTH LIVING WELL



11.4 Minutes/Consumer/Year
average interruption duration index (compared to the standard of 90 minutes/consumer/year)



99.92%
Customer satisfaction with the network availability



4,360,000
No. of people gained access to learning resources and information



47%
Increase in value of new innovative products and services in 2019 (compared to the base year 2015)



22,289
No. of the vulnerable people who have the improved the quality of life



1,551
No. of innovators



19,680
No. of employee voluntary paid hours



44
No. of intellectual properties

🏠 HOME LIVING TOGETHER



9.6%
Greenhouse gas emissions was reduced (compared to the base year 2016)



428
No. of base stations equipped Solar PV panels (renewable energy)



7.9%
Water consumption was reduced (compared to the base year 2016)



4,312,044
No. of trees planted & shared via We Grow APP



100%
Suppliers acknowledged the Supplier Code of Conduct of True Group



100%
Suppliers passed Online Suppliers' self assessment of True Group



77.1%
Critical supplier tier 1 received onsite audit arranged by True Group

SUSTAINABILITY AWARDS AND ACHIEVEMENTS 2019

(Encompassing economic, social and environmental dimensions under the Heart-Health-Home Framework)



Two 2019 Asia-Pacific Best Practices Awards for the Asia-Pacific Telecom Service Provider of the Year (second consecutive year) and Asia-Pacific Mobile Data Service Provider of the Year (third consecutive year)

True Group was a recipient of two 2019 Asia-Pacific Best Practices Awards organized by Frost & Sullivan. True Corporation was the only Thai operator to receive the Asia-Pacific Telecom Service Provider of the Year for the second consecutive year, while TrueMove H received the Asia-Pacific Mobile Data Service Provider of the Year for third consecutive year. These awards reflect True's internationally recognized outstanding business performance and regional competitiveness.



Thailand Quality Award 2019

True Group received the 2019 Thailand Quality Award organized by the Thailand Productivity Institute under the Ministry of Industry. This was the first time in eight years that two Thai organizations have met the strict criteria for this prestigious award, which is widely recognized as a symbol of excellence in corporate management comparable to global standards.



2020 Top Employer Thailand Award for the second consecutive year (2018-2019) from the Top Employers Institute

True Group received the 2020 Top Employer Thailand Award for the second consecutive year from the Top Employers APAC 2020 for its outstanding human resources management and employee care, as well as effective policies, strategies, paradigms, procedures, performance evaluation and improvement, and technologies to accommodate the diverse needs of employees.



True Group was named the Industry Leader with the highest score in the Telecommunication Services Industry for the second consecutive year and was listed as a member of the Dow Jones Sustainability Indices (DJSI) Emerging Markets for the third consecutive year (2017-2019)

This achievement reflects True's continuing commitment to sustainability performance that encompasses economic, social and environmental dimensions under the of 3 Hs Framework: Heart, Health and Home to create long-term and sustainable value for all stakeholders.



FTSE4Good



True Group was listed as a member of the FTSE4Good Index Series Emerging Markets for the third consecutive year (2017-2019)

The achievement underscores True’s continuing commitment to social and environmental responsibility and strong environmental, social and governance (ESG) performance, which are recognized globally.



Top Community Care Companies in Asia Award from the Asia Corporate Excellence & Sustainability Awards (ACES) 2019

This award is further proof of True’s commitment to corporate social responsibility toward communities to help them achieve sustainable growth through digital communication technologies and innovations.



Thailand Sustainability Investment Award for the second consecutive year (2018-2019)

True Corporation received the 2019 Thailand Sustainability Investment (THSI) Award from the Stock Exchange of Thailand for its inclusion on the Thailand Sustainability Investment List with market capitalization of more than 100,000 million baht for the second consecutive year.



Sustainability Disclosure Award 2019

True received the 2019 Sustainability Disclosure Award from the Thaipat Institute for its outstanding sustainability disclosure, long-term sustainable development and response to Sustainable Development Goals.



Innovation Awards



Elephant Smart Early Warning System won the gold medal at the Silicon Valley International Invention Festival, organized by the International Federation of Inventors’ Associations (IFIA) and Geneva’s Exhibition and Congress Center (PALEXPO), USA.



True Smart Farmer Platform won the silver medal in the agriculture, horticulture and gardening category at the 47th International Exhibition of Inventions Geneva, organized by the Swiss Confederation and World Intellectual Property Organization (WIPO).



True Robotics Platform won the bronze medal in the mechanic, engine and machine category at the 47th International Exhibition of Inventions Geneva.



Good Eye Application won the bronze medal in the security, rescue and alarm category at the 47th International Exhibition of Inventions Geneva and Best Invention Award from the 1st Institute Inventors and Researchers, Iran.



Doo Nok Application won the silver medal and the special award from the Indonesian Invention and Innovation Association at the iENA 2019 (International Trade Fair Ideas Invention New Products) in Germany.

ABOUT THIS REPORT

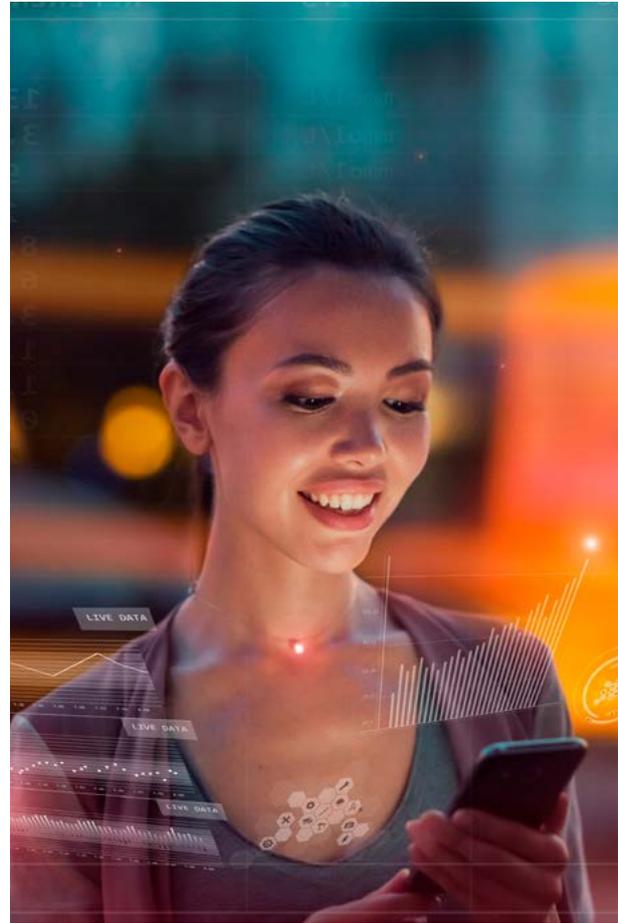
(GRI 102-45, 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54)

This report provides details on the sustainability performance of True Corporation Public Company Limited (True) for the Calendar Year 2019 (January 1, 2019 – December 31, 2019). This report covers the 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 report has been prepared in accordance with the GRI Standards: 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, TrueOnline, TrueVisions and True Digital Service and Platform. The reporting boundary is consistent with that of the financial statements of Company's Annual Report 2019. The information can be referenced from the Annual Report and Company Website; <http://investor-th.truecorp.co.th/home.html>

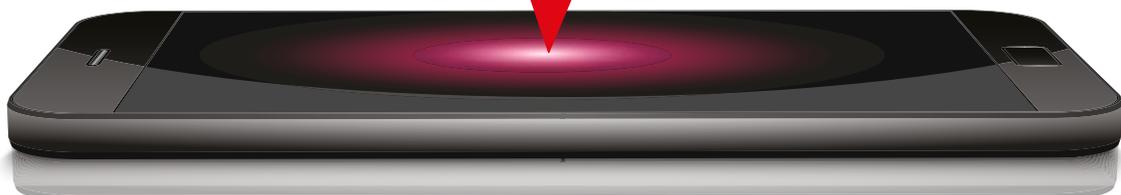
The report focuses on the performance in economic, social and environmental dimensions to communicate to stakeholders on the key sustainability issues of the Company's business. There are no restatements or changes of information in reporting from the previous report.

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 operational improvement process.



Download this report: <http://www3.truecorp.co.th/new/sustain>
For more information, contact: Strategy & Sustainable Development

True Corporation Public Company Limited
18 True Tower, Ratchadapisek Road, HuaiKhwang, Bangkok 10310,
E-mail: CSR-SD@truecorp.co.th



GETTING TO KNOW TRUE

(GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-16, 102-45)

True Group is Thailand’s fully-integrated telecommunications provider offering mobile, broadband internet, television, content as well as digital and other telecommunication services. Its goal is to enable Thai people to gain access to useful information sources, entertainment content, and convenient telecommunication services anywhere, any time. It provides high quality products and services that respond to different consumer lifestyles. True Group is ready to help drive the nation’s economy forward into the digital era and prepared to face the uncertainties and drastic changes that the future may bring.

True Corporation Public Company Limited has been in operations for more than 29 years. The Company was established on November 13, 1990 as Telecom Asia Corporation Limited Company. It became a public company, listed on

the Stock Exchange of Thailand in December, 1993 as Telecom Asia Corporation Limited Public Company 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’s core businesses are divided into 4 groups: **TrueMove H**, the second-largest mobile service provider in Thailand with nationwide network coverage, **True Online**, the leader of internet broadband and WiFi with high quality fiber network, **True Visions**, 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.

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 VALUES



CARING:

True is committed to caring of and working to building shared values to all of its stakeholders.

CREATIVE:

True is focused on continuously creating and developing new innovations in order to provide products and services which meet consumer needs as well as respond to various lifestyles in society.

CREDIBLE:

True is committed to carrying out its business operations ethically and fairly to all parties, like a trusted and reliable partner.

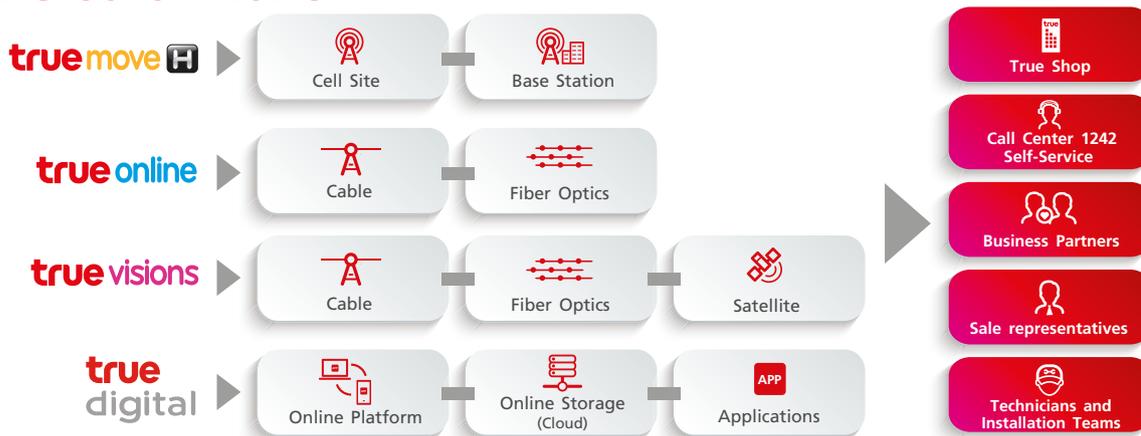
COURAGEOUS:

True believes in daring to think and do right things that will benefit the society.

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



SUSTAINABILITY AT TRUE

(GRI 102-19, 102-20, 102-29, 103-2)

True Group is Thailand's fully-integrated telecommunications 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 exercises are incorporated into the development of the Company's sustainable development strategies, goals and objectives.



SUSTAINABILITY MANAGEMENT STRUCTURE



The Innovation & Sustainability Steering Committee is responsible for policies issuance; strategies deploying initiatives related to innovation and sustainability; performances review, audit and monitoring; and solution implementation as well as progress reporting to the Corporate Governance Board and the Executive Committee with the Chief Innovation & Sustainability Officer serves as the Secretary to the Committee.

Sustainability Working Groups are divided into 4 groups including Human Rights, Social Impacts, Environmental Management and Responsible Supply Chain Management Working Groups. Members are from the Company’s 4 core business groups. They are responsible to set, develop and drive innovation & sustainability initiatives as well as monitor and report the performance progress to the Innovation & Sustainability Steering Committee.

CORPORATE GOVERNANCE BOARD



DR. KOSOL PETSUWAN
Chairman of the Corporate Governance Committee



DR. AJVA TAULANANDA
Member of the Corporate Governance Committee



PROF DR. WARAPATR TODHANAKASEM
Member of the Corporate Governance Committee



SUSTAINABILITY GOALS 2020

(GRI 103-2)

The Company has developed a framework for corporate sustainability performance, which is aligned with the Three-Benefit Principle: 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 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.

In 2019, the Company was in the process of establishing a new set of long-term corporate sustainability goals (True Sustainability Goals 2025 and 2030) by taking into consideration the organizational context, alignment with the telecommunication industry trends and the increasingly challenging demands from society and stakeholders. These new sustainability goals reflect the Company’s ambition and thirst for new challenges in order to maintain leadership and to pursue the sustainability excellence at True Group. The True Sustainability Goals 2025 & 2030 were adopted as part of the Company’s sustainability initiatives in 2019.



* Changed the base year from 2015 to 2016 due to change of data collecting system in 2016 that significantly impacted the database

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 global 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 the protection of human rights, as well as promote sustainable business practices. At the corporate level, the Company aims to operate in accordance with the four goals directly related to the Company’s business operations; as well as relating to True’s material issues and Sustainability Goals 2020, as follows:

TRUE GROUP’S SPECIAL EMPHASIS ON 4 SDGS.

SUSTAINABLE DEVELOPMENT GOALS (SDGS)		TRUE GROUP	
		TRUE’S MATERIAL ISSUES	TRUE’S SUSTAINABILITY GOALS 2020
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	<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
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	<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) compared to base year (2015)
	To take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> • Climate Change Management • Environmental Management 	<ul style="list-style-type: none"> • 10% reduction of greenhouse gas intensity compared to 2016
	Partnership with other Organizations	<ul style="list-style-type: none"> • True Group has also joined hands with many organizations to participate in both local and global arena such as the Global Compact Network of Thailand, the Digital Council of Thailand, The Stock Exchange of Thailand, Ministry of Education, Autistic Thai Foundation, Anti-Corruption Foundation, the Department of National Parks, Wildlife and Plant Conservation, World Wide Fund for Nature (WWF) Thailand, the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the United Nations Children’s Fund (UNICEF). 	



STAKEHOLDER ENGAGEMENT

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

The Company strives to operate business to meet the expectations of all stakeholders, including customers, employees, business partners and suppliers, shareholders and creditors, government agencies, as well as communities and society in general. It undertakes to respect stakeholders' rights, ensure the fair treatment of all stakeholders, listen to stakeholders, and build understanding and trust in order to achieve sustainable business performance. Furthermore, the Company maintains a good relationship with stakeholders through the implementation of the Stakeholder Engagement Policy, which aims to:

1. Provide guidelines and channels for effective stakeholder communication and information exchange.

2. Listen to stakeholders' opinions and concerns, and respond to their needs appropriately.

3. Use stakeholder input to develop or improve work processes.

The Company has based its stakeholder engagement guidelines development on the AA1000 Stakeholder Engagement Standard (AA1000SES), which provides a framework for stakeholder identification, issue identification, prioritization, stakeholder engagement planning, implementation, monitoring and reporting to align stakeholder engagement actions in the same direction across the organization.

Stakeholder Expectations



Anuroj Panyapattanakun
Managing Director
PPlus Visions Co., Ltd.

"If True Group is to achieve sustainability, it must strive to deliver strong sustainability performance to produce tangible outcomes required by the agreed standards and encourage its vendors and suppliers to do the same and to build sustainable business together. I would like True to maintain this standard and continue to work toward sustainability."



Thiraphong Hemtanon
Resident in Nakhon Chai Si District,
Nakhon Pathom
Living next to NKT 2102 base station

"As a business partner, partnership with True means to grow together, to jointly make plans for the future in response to a rapidly changing market, and to be transparent in our negotiations for the best interest of both parties. It means to organize more workshops in areas where both companies can collaborate to develop knowledge for and share technologies with our engineers, which will help us solve problems faster, boost competitiveness, and keep up with technology. It also involves informing us of the plan and strategy to enable us to prepare resources and technologies for support."

"Living near a base station, I can't help being concerned about the health problems that may be caused by it. Information and facts provided by the Company can lessen our worries. I also appreciate the efforts of the Company to maintain and clean area around the base station. It makes us feel confident and safe to stay here. The area around the base station looks clean and tidy as well. They should do this more often. Keep up the good work."

"If True is to become sustainable, it must be sustainable together with vendors, suppliers and sub-contractors under a fair procurement policy. It must be transparent in managing its business partners, treat them equally, respect and comply with the agreement made with its partners."



Preecha Siritumkunti
Head of Customer Team
Nokia (Thailand) Co., Ltd



Natthanai Anantarumporn
Managing Director
Interlink Telecom Public
Company Limited

The Company has divided its stakeholders into six groups. It has established communication channels to allow all groups of stakeholders to voice their opinions and concerns. It has also considered stakeholder input to further improve operations in order to meet their expectations, as shown in the table below.

STAKE HOLDERS	STAKEHOLDER EXPECTATIONS	COMPANY RESPONSES	COMMUNICATION AND ENGAGEMENT CHANNELS
CUSTOMERS 	<ul style="list-style-type: none"> Quality products and services at reasonable prices On-time delivery Excellent after-sales service Personal information security Clear and accurate product information 	<ul style="list-style-type: none"> Provide high quality and responsible services Deliver quality product on time Develop confidential customer data storage and protection systems toward international standards Deliver great experiences and equal services to all Take responsibility for products and services 	<ul style="list-style-type: none"> Customer Service Center Direct contact with customers Social media/email Annual customer satisfaction survey Suggestions and complaints
EMPLOYEES 	<ul style="list-style-type: none"> Good welfare and compensation Career stability and progression Employee development Employee participation and involvement 	<ul style="list-style-type: none"> Provide appropriate compensation and welfare benefits and opportunities for promotion and transfer Evaluate employee performance fairly and equitably Organize training courses that meet Company needs and are up to date Take employee comments and suggestions for improvement 	<ul style="list-style-type: none"> Annual corporate vision meeting Social media/email Annual report/sustainability report (website) Suggestions and complaints Employee satisfaction and engagement survey (once a year)
BUSINESS PARTNERS AND SUPPLIERS 	<ul style="list-style-type: none"> Equal business opportunity Transparency in business Working to develop and grow together Paying in full and on time 	<ul style="list-style-type: none"> Fair and transparent competition Transparent and fair procurement contracts Organize capacity-building training courses Make payments on time and in full Safeguard supplier information 	<ul style="list-style-type: none"> Annual meeting Training for suppliers and activities to build relationship between the Company and business partners Social media/email Suggestions and complaints Annual report Sustainability report (website)
SHAREHOLDERS AND CREDITORS 	<ul style="list-style-type: none"> Business growth, stability and profitability Good corporate governance Transparency in management Effective management strategies Ability to turn challenges into opportunities Effective risk management Accurate financial information Paying in full and on time 	<ul style="list-style-type: none"> Conduct business with transparency and uphold good governance Good corporate governance Manage effectively to build trust and maximize returns Fully disclose information in a transparent and continuous manner Comply with contract terms and conditions under applicable laws and rules Provide complete and accurate financial information Make debt payments on time and maintain collateral quality 	<ul style="list-style-type: none"> Quarterly investor briefing Sustainability report (website) Social media/email Suggestions and complaints
GOVERNMENT AGENCIES 	<ul style="list-style-type: none"> Compliance with the law and uphold good governance Fair competition Cooperate in government activities Handle complaints effectively 	<ul style="list-style-type: none"> Conduct business in a lawful, fair and transparent manner Disclose information in a transparent manner Ensure compliance with laws and regulations Maintain high quality management to build trust Cooperate in government activities 	<ul style="list-style-type: none"> Listen to and exchange opinions with government agencies on a regular basis Organize activities with the public sector Social media/email
COMMUNITIES AND SOCIETY 	<ul style="list-style-type: none"> Pay attention to feedback from communities Take safety and the environment seriously Handle complaints fairly Support activities that benefit communities 	<ul style="list-style-type: none"> Learn to understand, listen to feedback and respond accordingly Collaborate with communities to respond to their needs systematically Build acceptance in communities Promote job creation and income generation in communities 	<ul style="list-style-type: none"> Sustainability report (website) Social media/email Suggestions and complaints Organize activities with communities

SUSTAINABILITY MATERIAL ISSUES

(GRI 102-54, GRI 103-1)

The Company conducts a materiality assessment every year to identify and prioritize sustainability issues of interest for stakeholders, which takes into account the factors that have economic, environmental or social impacts on

business operation. It communicates management approach and performance with internal and external stakeholders. True Group applies the GRI Sustainability Reporting Standards based on the four key principles as follows:



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 2018 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, see the summary of stakeholders' opinion in the Stakeholder Engagement chapter. This process resulted in the identification of 17 material issues.

2. Prioritization

The Company brought forward the 17 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 17 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. The most material issues for 2019 include: Data Privacy, Cyber Security, Customer Relationship Management, Network Reliability & Availability, and Business Performance and Capability.

3. Validation

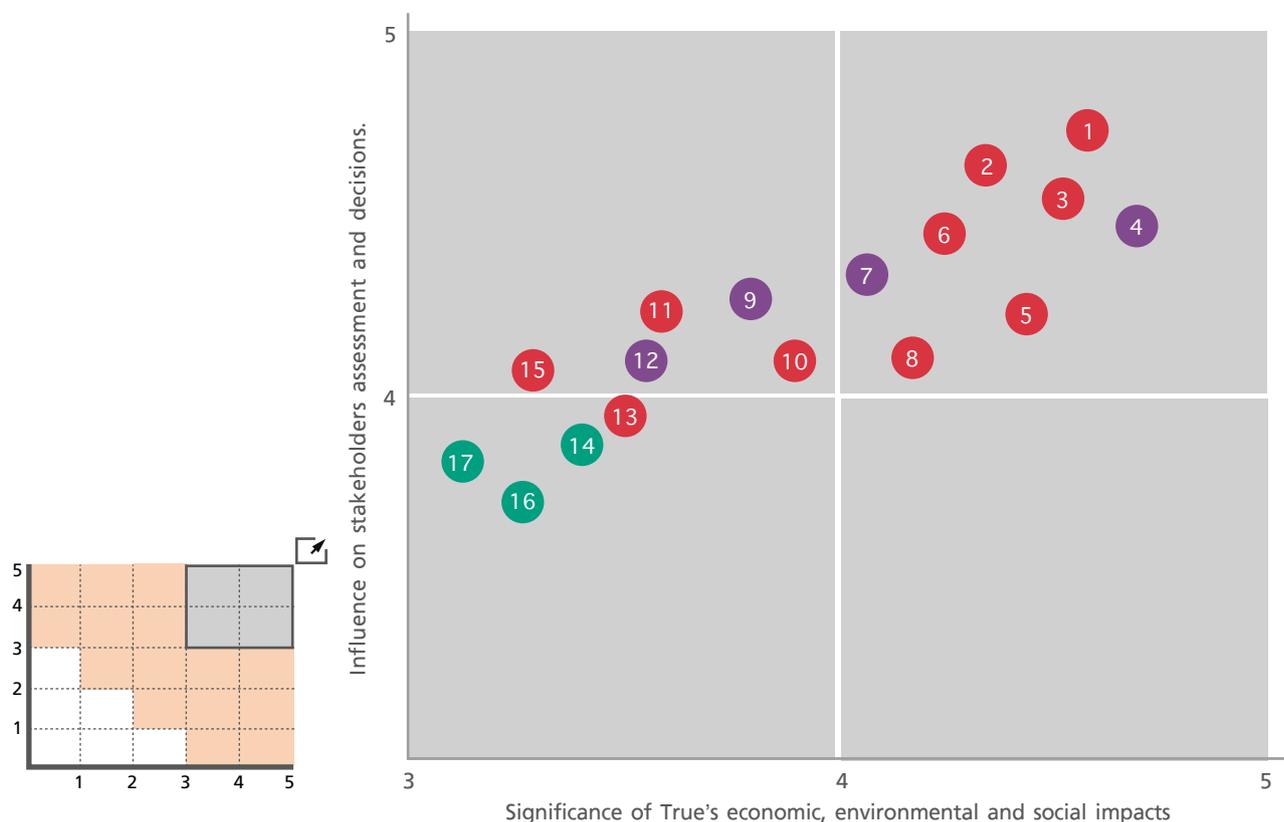
The prioritized 17 material issues were reviewed and validated by the Company through the Executive Committee where the Company's Sustainability Goals were also considered.

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.

MATERIALITY MATRIX



HEART

- 1. Data Privacy
- 2. Cyber Security
- 3. Customer Relationship Management
- 5. Business Performance & Growth Capability
- 6. Corporate Governance & Business Ethics
- 8. Risk & Crisis Management
- 10. Talent Attraction & Human Capital Development
- 11. Employee Safety, Health and Wellness
- 13. Labor Practices
- 15. Human Rights Management

HEALTH

- 4. Network Reliability & Availability
- 7. Innovation Management
- 9. Digital & Social Inclusion
- 12. Corporate Citizenship & Social Impact

HOME

- 14. Responsible Supply Chain Management
- 16. Climate Change Management
- 17. Waste and Water Management

TRUE'S SUSTAINABILITY MATERIAL ISSUES AND IMPACT BOUNDARY

(GRI 102-15, 102-45, 102-46, 102-47, 103-1)

REPORT CHAPTERS	MATERIAL ISSUES	CORRESPONDING GRI ASPECTS
HEART 	Business Performance & Growth Capability	GRI 103-1, 103-2, 103-3
	Corporate Governance & Business Ethics	GRI 103-1, 103-2, 103-3, 205-2, 205-3, 206-1
	Risk & Crisis Management	GRI 102-15, 102-18, 102-20, 102-29, 103-1, 103-2, 103-2
	Talent Attraction & Human Capital Development	GRI 103-1, 103-2, 103-3, 401-1, 401-2, 403-1, 403-2, 404-1, 404-2, 404-3, 405-1
	Employee Safety, Health & Wellness	GRI 103-1, 103-2, 103-3, 401-1, 401-2, 403-1, 403-2, 404-1, 404-2, 404-3, 405-1
	Labor Practices	GRI 103-1, 103-2, 103-3, 401-1, 401-2, 403-1, 403-2, 404-1, 404-2, 404-3, 405-1
	Human Rights Management	GRI 103-1, 103-2, 103-3, 409-1, 411-1, 412-1
	Customer Relationship Management	GRI 102-43, 102-44, 103-1, 103-2, 103-3, PA5
	Cyber Security	GRI 103-1, 103-2, 103-3, 418-1
	Data Privacy	GRI 103-1, 103-2, 103-3, 418-1
HEALTH 	Network Reliability & Availability	GRI 103-1, 103-2, 103-3, PA1, PA4, PA5
	Innovation Management	GRI 103-1, 103-2, 103-3, PA11
	Digital & Social Inclusion	GRI 103-1, 103-2, 103-3, 201-1, 413-1, PA2
	Corporate Citizenship & Social Impact	GRI 103-1, 103-2, 103-3, 201-1, 413-1, PA2
HOME 	Climate Change Management	GRI 103-1, 103-2, 103-3, 302-1, 302-2, 305-1, 305-2
	Waste & Water Management	GRI 103-1, 103-2, 103-3, 303-1, 306-2, 307-1
	Responsible Supply Chain Management	GRI 103-1, 103-2, 103-3, 414-1, 414-2

KEY STAKEHOLDER AND IMPACT BOUNDARY						
INTERNAL	EXTERNAL					
Employees	Customers	Business Partners & Suppliers	Shareholders & Creditors	Government Agencies	Community & Society	
✓	✓	✓	✓	NA	NA	
✓	✓	✓	✓	✓	✓	
✓	✓	✓	✓	✓	NA	
✓	✓	✓	NA	NA	NA	
✓	✓	✓	NA	NA	NA	
✓	✓	✓	NA	NA	NA	
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✓	✓	✓	NA	NA	✓	
✓	✓	✓	NA	NA	✓	
✓	✓	✓	NA	NA	✓	
✓	✓	✓	NA	NA	✓	
✓	✓	✓	NA	NA	✓	
✓	✓	✓	NA	NA	✓	



HEART

OPERATING BUSINESS WITH A SUSTAINABILITY- ORIENTED MINDSET

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



BUSINESS PERFORMANCE AND GROWTH CAPABILITY

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



ANAT MEKPAIBOONVATANA
Group Co-Presidents

“

The Company strives to drive society towards the digital age by developing smart technologies to meet the diverse lifestyles of Thai people, allowing them to live boundlessly and access premium content and quality services and products. It has also structured the organization to advance towards becoming a complete digital organization, ensuring that the Company will grow strongly in an age of rapid technological changes and continue to create profits sustainably.

”

TARGET 2019

- To achieve year-over-year mid-to-high single digit growth of service revenue in 2019



PERFORMANCE 2019

- Service revenue grew by 3.9% to THB 105,807 million.



MANAGEMENT APPROACH

True Group, as a leader in digital infrastructure, is moving forward to a new era in the telecommunications industry to help drive the country's industrial growth in the 4.0 era. It is committed to delivering high quality products and services to consumers, operating a business to create profits and better meet customer needs, and engaging with customers through modern technologies and innovations. Moreover, it strives to grow, create an effective cost reduction process

for sales and services, and offer complete digital services and solutions through core businesses. The Management Committee is responsible for setting operating policies and directions, approving implementation of projects, recommendations, and budget, and considering and providing operational guidelines for other committees to ensure proper management and increase the operational efficiency of True Group.

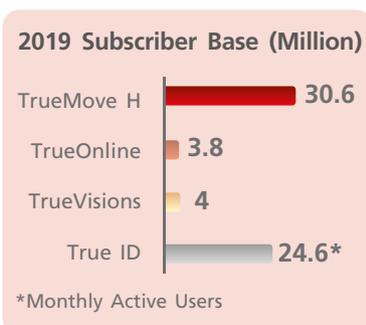
MANAGEMENT FRAMEWORK AND BUSINESS STRATEGY



In 2019, the Company focused on:

- Expanding sales and distribution channels through strong partnerships.
- Delivering services that better meet the needs of customers with micro-marketing strategies.
- Strengthening the Company’s leadership in broadband internet by focusing on increasing quality and improving customer service experience with gigabit internet speeds.
- Campaigning with TrueID TV box to offer a variety of top quality and exclusive content and interactive services that fit the diverse lifestyles of consumers.

PERFORMANCE



Consolidated Financial Results of the Company and Subsidiaries

PERFORMANCE (MILLION BAHT)	2016	2017	2018	2019
Service revenues ex interconnection cost	88,058	97,025	101,788	105,807
Revenues from telephone and other services	107,892	117,624	119,138	120,926
Total revenues	124,719	141,290	161,820	140,943
EBITDA	25,071	39,912	56,001	33,850
Operating profit	4,608	6,440	22,408	7,104
Net profit (loss) to equity shareholders of the Company	(2,814)	551	7,035	5,637

LOOKING FORWARD TO 2020

True Group is determined to bring advanced technology and comprehensive digital and fulfilment platforms to enhance Thai consumers’ experience. True is the only operator with the comprehensive spectrum portfolio covering 7 frequency bands. These will amplify growth potential for mobile, digital and IoT business solutions matching an ever-growing data usage in both consumer and enterprise segments. At the same time, synergy with China Mobile, the world’s largest mobile operator by subscriber base with the highest number of 5G customers on the 2600MHz spectrum, for know-how, device, network design and procurement continues to give True Group a significant competitive edge. Meanwhile, the 1Gbps with innovative device as well as the Group’s expanded FTTx network

will strengthen its broadband internet leadership further. More importantly, the Group’s strategic moves in digital businesses have gained traction and will be key growth drivers this year leveraging approximately 25 million monthly active users of TrueID with fast-growing paid content transactions, digital content subscription and advertising. This combined with True Group’s comprehensive digital ecosystem, strengthening distribution channels and partners, analytics and market segmentation with effective marketing channels will bolster True Group’s growth prospects while meeting the needs of consumers. At the same time, a wide range of cost and productivity initiatives are under way to further strengthen profitability in 2020.

CORPORATE GOVERNANCE & BUSINESS ETHICS, CODE OF CONDUCT AND RISK & CRISIS MANAGEMENT

(GRI 103-1, 103-2, 103-3, 205-2, 205-3, 206-1)



SARIT JINNASITH
Group Co-Presidents

“

The key to sustainable business is good governance, which True Group continues to uphold in line with the core value, C-Credible. At True, we are committed to reliability, integrity, self-discipline, trustworthiness and strive to perform our duties with honesty and responsibility toward society and all stakeholders.

”

TARGET 2019

- Excellent CG score in the Corporate Governance assessment.
- 100 percent of employees acknowledged and complete a “Code of Conduct” test.



PERFORMANCE 2019

- True received an excellent CG Score in the Corporate Governance Assessment Program of Thai Listed Companies organized by the Thai Institute of Directors.
- 100 percent of employees acknowledged and completed a “Code of Conduct” test.



CORPORATE GOVERNANCE & BUSINESS ETHICS AND CODE OF CONDUCT

MANAGEMENT APPROACH

Corporate governance and code of conduct compliance are topics that attract the attention of stakeholders. The government and civil society sectors, as well as domestic and international investors expect management of a corporation to

adhere to the principles of good governance and be consistent with international standards, which requires corporate management to be transparent, fair and accountable to the public.

Recognizing the importance of good corporate governance, the Company developed the “Corporate Governance Policy” in 2002. Since then, the Company continues to review and improve the policy on a periodic basis. Moreover, it has established the Corporate Governance Committee, which is in charge of independent decision making in matters relating to corporate governance, investment, corporate planning, accounting and finance. It is also responsible for recommending and overseeing strategic issues and management

practices to achieve the Company’s vision, mission and core values through several policies, for example, the fair competition policy and insider information and internal control policy. It makes decision in the best interests of the Company and stakeholders in alignment with the laws and regulations of relevant government authorities and shareholder resolutions. Information on the organizational structure can be found in the 2019 Annual Report and on the company website (www.truecorp.co.th).

CODE OF CONDUCT

To ensure awareness of and compliance with the Code of Conduct, the Company has organized online code of conduct training and a test, setting a target for all employees (100 percent) to acknowledge and pass the test every year. In 2019, 100 percent of employees of True Group and joint ventures acknowledged and passed the code of conduct test.

Online Code of Conduct Test

The code of conduct test online is gamified, aiming to be more engaging and fun for employees of all ages. It can also be accessed easily.

ANTI-CORRUPTION

True Group has made its declaration of the intent to fight against corruption and has been certified as a member of the “Thailand’s Private Sector Collective Action Coalition Against Corruption” since 2017. It is committed to strictly comply with Thailand’s anti-corruption laws and has established the Anti-Corruption Policy and Measures, requiring the Board of Directors, executives and all employees to strictly comply with the Policy and Measures and support activities to fight against all forms of corruption, both directly and indirectly. Furthermore, it has provided training for all employees to ensure they understand and properly comply with these anti-corruption measures.



CODE OF CONDUCT TOPICS



- Personal Conduct and Our Work Environment
- Protecting Our Company Assets
- Customer Relations
- Fair Dealing with Others
- Working with the Government
- Anti-Corruption
- Anti-Money Laundering

CODE OF CONDUCT AND ANTI-CORRUPTION MEASUREMENT SUMMARY

Stakeholders	Delivered*	Trained	Passed the Test
New Employees	✓	✓	
Current Employees	✓	✓	✓
Joint Ventures' Employees	✓	✓	✓
Business Partners	✓	✓	

**Code of Conduct and Anti-corruption

COMPLIANT CHANNELS

The Company has established a written Whistleblowing Policy, which sets forth the channels for reporting information and complaints, complaint handling procedures and informant protection measures. Information on a whistleblower or informant will be kept confidential to the officer responsible for investigating the complaint. The Audit Committee is responsible for ordering a complaint investigation and reporting the results to the Board of Directors. In any case, fair measures have been set in place for stakeholders who have suffered loss or damage Due to violation of their

legal rights. Complaints can be submitted through the following channels:

- auditcommittee@truecorp.co.th
or CodeofConduct@truecorp.co.th
- Phone: 02-858-2023
- Fax: 02-858-4906 to HR Department
- <http://www3.truecorp.co.th/new/sustain-operation>
- Social media
- Postal mail to the company address



HANDLING OF WHISTLEBLOWER COMPLAINTS

In 2019, the Company received 439 complaints of alleged violations of the Code of Conduct, which were handled as follows: In 2019,

no suits related to fraud, corruption, bribery, monopoly or impediment to trade were filed against the Company

Type of Offense	Number of Complaints	Disciplinary Action			
		Oral reprimand	Written warning	Suspension	Dismissal
1. Serious offense	114	0	0	0	114
2. General offense	325	13	308	4	0
3. Corruption & bribery	0	0	0	0	0

COLLABORATION WITH OTHER ORGANIZATIONS

The Company has collaborated with private and non-governmental organizations to keep up with social trends and global challenges, make positive changes, tackle social issues and drive the

national economy and sustainability. Assistance and financial support provided by the Company are as follows:

Financial Support over the Past 4 Years Unit: Million Baht	2016	2017	2018	2019
Total financial support	6.38	4.63	4.09	4.64
1. The Digital Council of Thailand (DCT)	0	0	0	0.29
2. Global Compact Network Association of Thailand	0	0	0.49	0.47
3. The Thai Chamber of Commerce	5.04	0.12	0	0.88
4. Other organizations	1.34	4.51	3.60	3.00
Support to political parties	0	0	0	0

TRUE HIGHLIGHT

DIGITAL COUNCIL OF THAILAND

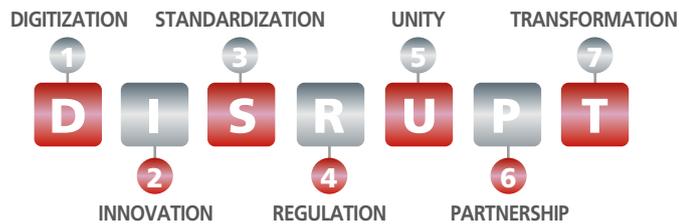
True Group is a member of the Digital Council of Thailand, established under the Digital Council of Thailand Act B.E. 2562, which was published in the Government Gazette on 30 April 2019, to represent the private sector of the digital industry in driving the country. Currently, the Digital Council has 22 digital industry

association members, consisting of more than 4,000 individuals and juristic persons that cover all areas of digital business or industry, including hardware, electronics and components, software, digital services, digital content and infrastructure services for digital communications.

DCT

VISION: Elevate Thailand's digital business and digital industry towards a global leading digital economy as well as social and well-being development among Thai people

VALUE



ROLES AND RESPONSIBILITIES

- Be a representative of members between the Government and the business sector and promote the co-operation with other local and global organizations
- Promote the improvement the digital skills of the personnel on par with the global standards
- Offer opinions and suggestions to support policies, rules and regulations related to the digital industry
- Promote and supervise the digital business and industry to be in line with the quality standards and ethics.
- Promote digital technology to improve the quality of life of people according to the sustainability goals
- Promote, support and improve the capability of the digital business entrepreneur and the industry to meet the international standards
- Undertake other activities as assigned by the government agencies that are related to the development of the digital business and industry

EXAMPLES OF IMPORTANT ACTIVITIES IN 2019



7 October 2019

The Digital Council elected the Board of the Digital Council of Thailand, which consisted of 36 members from six digital business groups, including hardware, electronics and components, smart devices, software, digital content, digital services, and infrastructure services for digital communications



15 October 2019

Mr. Suphachai Chearavanont, the first President of the Digital Council of Thailand, led the board members in a discussion with the Federation of Thai Industries, led by Mr. Suphan Mongkolsuthi, to share a strategic plan for upgrading and driving the Thai industrial sectors to become a global digital leader.



28 October 2019

Mr. Suphachai Chearavanont, the President of the Digital Council was invited to be a guest speaker at the Digital Thailand Big Bang 2019: ASEAN Connectivity in the session "Bringing a Digital Future to Everyone: Making Changes to Remap Thailand in the Digital World" at BITEC, Bangkok.



11 November 2019

Mr. Suphachai Chearavanont, the President of the Digital Council led the board members in a discussion with the Board of Trade of Thailand led by Mr. Kalin Sarasin, to initiate and drive projects to improve the competitiveness of Thailand to become a regional digital leader, to improve provincial E-learning center and regional cloud data centers and to support the government's investment.

RISK AND CRISIS MANAGEMENT

(GRI 102-15, 102-18, 102-20, 102-29, 103-1, 103-2)

MANAGEMENT APPROACH

Risk management is crucial for managing and planning in the current rapidly changing business environment. It is the key for dealing with disruption in the telecommunications industry, which could turn into opportunities or threats for business operations. The Company has established the Strategic Development and Risk Management Committee and Business Continuity Management

Committee to be in charge of creating a risk management framework and strategies and developing a risk management plan. They are also responsible for reviewing risks and monitoring risk management processes, as well as developing a proactive crisis response plan and preventing impacts from business interruption.



RISK AND CRISIS MANAGEMENT FRAMEWORK

The Company manages its risk to achieve the organization’s objectives by identifying risks and impacts affecting operations. Risks are categorized into eight groups that incorporate climate change issues in line with the Committee of Sponsoring Organizations of the Treadway Commission (COSO) ERM - Integrated Framework 2017 as follows:

- Operations
- Finance
- Technologies
- Market/products/suppliers/customers/business partners
- Regulatory
- Laws
- Personnel
- Sustainability incl. climate change

The risks affecting operations from functional risk owners and executives are collected. The established measures include risk management, mitigation, risk control, monitoring and reporting risk management results, and communicating the risk management process to executives and employees. The risks are reviewed twice a year. Moreover, the company continuously trained staff on risk management so as to embed it as a culture the



company. In addition, the Company has developed a proactive crisis response and business continuity management plan in line with the Business Continuity Policy and Corporate Investment Policy. A risk analysis is conducted to identify risk factors that may disrupt critical business operations or to determine crisis response measures. The Company’s business continuity management is aligned with ISO 22301 Business Continuity Management.

IMPORTANT RISKS AND EMERGING RISKS

Examples of important risks for the Company in 2019-2020 are specific risks arising from the acquisition of 1800 MHZ, 900 MHZ and 700 MHZ spectrum licenses for telecommunications business, competitive risk and TrueVision business-specific risk. More information can be found in the Company’s 2019 Annual Report on the website (www.truecorp.co.th). In addition, climate change has been an important issue ever since the Company

was affected by the floods in 2011. The risks involved include network equipment damage and the impact of climate change on employee welfare, government regulations, operating costs, new product and service opportunities and competitive advantage. The Company has set in place proactive preventive measures and incorporated the assessment results into business strategies and plans to minimize the negative impacts that may affect the Company.

EMERGING RISKS	IMPACT	MITIGATION ACTIONS
1. End-user Awareness on Cyber Security and Data Privacy	A chance of damage due to data breaches may cause users to fault-find the security system of the service provider. This will lead to the loss of customer trust and confidence and affect competitiveness as well as operating results.	<ul style="list-style-type: none"> • Raise insight and awareness towards cybersecurity and data privacy to end-users and employees. • Follow up and survey the threats carefully. The examination and the assessment of the system are annually initiated in order to design effective and proactive protection. • Cooperate with other sectors and partnerships in preventing and informing end-users about cybersecurity and data privacy as the data leakage from all causes could negatively affect the Company
2. Higher Energy Cost from 5G Services	Energy cost, especially electricity, is likely to increase up to 3 times of about 90 million Baht due to higher energy consumption in 5G signal transmission. Thailand’s Power Development Plan projects an increase in the proportion of renewable energy, which has a higher cost than fossil fuel energy.	<ul style="list-style-type: none"> • True set up Solar PV panels to produce renewable power at the network infrastructure in order to reduce the cost and risk of increasing electricity cost in the long term. • True designed a high-efficiency network infrastructure to effectively reduce energy.
3. Regulation of 5G services	The new regulation that neither reflects nor is appropriate to the situation in Thailand affecting the business operation and revenue.	<ul style="list-style-type: none"> • True has monitored and studied the trend of various regulations closely. • True has cooperated with the relevant government agencies to provide information of new services in order for them to provide proper oversight.
4. Decline in profit from the rising cost of 5G technology Change to decline in profit	Customers/users are not ready to pay additional service fees despite the higher quality of 5G services. This may cause 5G service revenue to fail to meet its financial target, ultimately leading to liquidity risk of about 9 billion Baht.	<ul style="list-style-type: none"> • Use media as a tool to provide the general public with knowledge, benefits and value of 5G technology. • Encourage the marketing of 5G technology via commercials and promotions at the launch phase of 5G services in order to encourage end-users to use the service and experience the advantages of the technology.

BUILDING A RISK CULTURE

The Company continues to promote a risk culture through risk management training. In 2019, the Company organized training for 84 percent of its total employees. In addition, high-level management and employees in

different departments and units have unit-specific risk indicators to prevent and control risks that may affect business operations and to be used as KPIs in an annual performance appraisal.

HUMAN CAPITAL MANAGEMENT

(GRI 103-1, 103-2, 103-3, 401-1, 401-2, 403-1, 403-2, 404-1, 404-2, 404-3, 405-1)



SARINRA WONGSUPPALUK
Group Chief Human Resources Officer

“

Human Resources has increasingly applied modern management approaches in its management. For example, the SPLD project selects representatives from different functions to work together on projects aligning with the Company's key strategies. We provide career counseling for all employees and use a Psytech Personal Insights Report to help employees discover what they are good at and what areas they should improve in order to plan career path appropriately. We also have the Plook Rak Project that promotes employee mental health and care in areas of personal health, dharma and savings to help enhance workplace happiness and employee engagement

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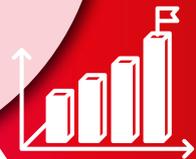
TARGET 2019

- Achieve 70% employee engagement and satisfaction
- Achieve an average of 20 hours of training per employee per year
- 80% of employees received sustainability training



PERFORMANCE 2019

- Employee engagement and satisfaction was 71%
- An average training time was 20.70 hour per employee per year
- 100% employees received sustainability training.

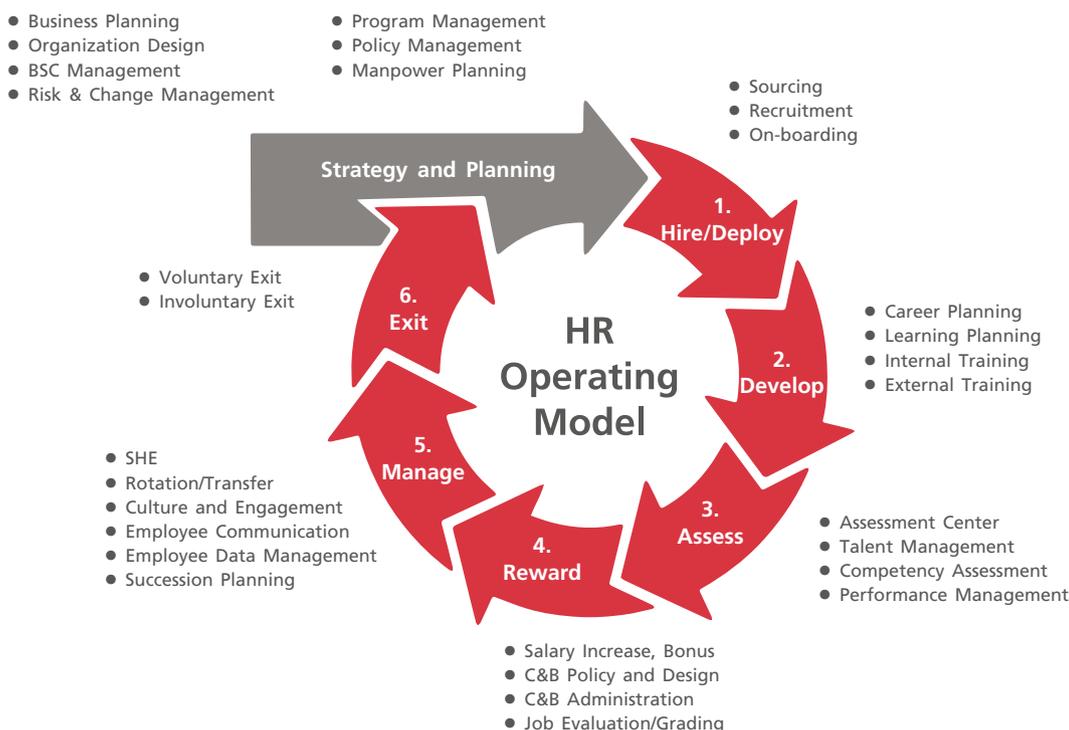


MANAGEMENT APPROACH

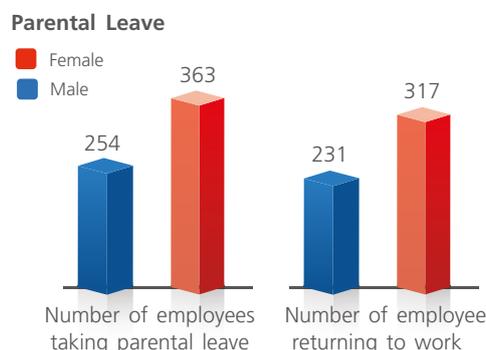
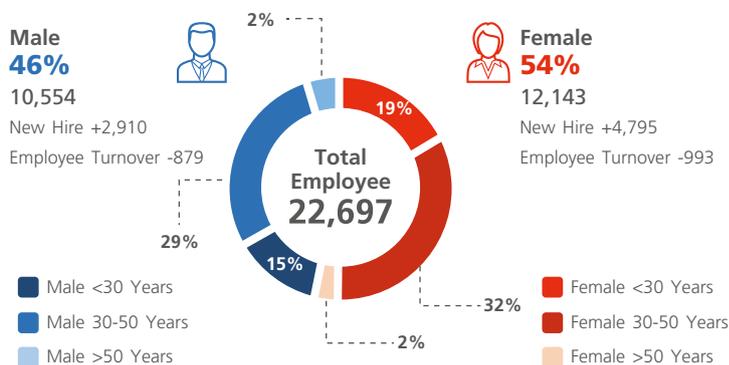
True Group is moving toward a digital organization as technologies increasingly play an important role in its operations. Therefore, it is essential for the Company to manage human resources and prepare employees so that they have the capacity to compete. True Group has thus established the People Committee to be responsible for workforce planning & productivity

and promotion & upgrading. The Committee has set the human resources management framework in accordance with Employee Journey or HR 6 CYCLE, aiming to use new technologies and innovations to improve employee performance efficiency, create positive operation results, and increase employee satisfaction and engagement.

HUMAN RESOURCE MANAGEMENT FRAMEWORK



HUMAN RESOURCES INFORMATION IN 2019



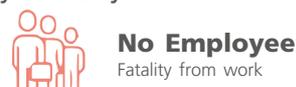
Compensation Ratio of Female : Male



Injured employees with workday lost (No. per million man-hour)



Employee Fatality from work Rate

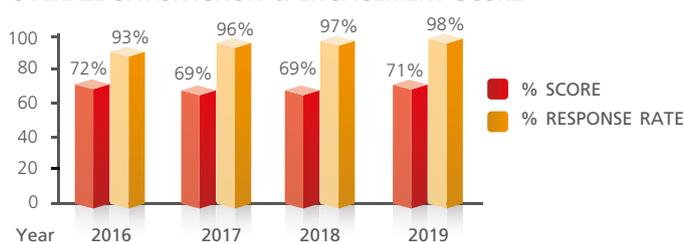


20.70
Employee Average Training Hours per person/year in 2019



100%
Employee were trained in sustainability courses in 2019

OVERALL SATISFACTION & ENGAGEMENT SCORE



PROACTIVE RECRUITMENT

True Group has recruitment guidelines for attracting a new generation of talented employees, focusing on supporting both vocational and university students. In 2019, the Company conducted the following activities:

True Capability Center: The Company collaborated with leading vocational institutions to design a curriculum that meets the current and future needs of the business sector and enables students to work efficiently right after they graduate. In addition, the Company built a mock classroom simulating telecom and digital business operations and services at the Nakhon Ratchasima Technical College and provided equipment support including high-speed WiFi, TrueVisions, and IoT devices to allow students to learn through hands-on training and experience.

True Academy (Summer Internship Program): True gave an opportunity to 65 second-fourth year university students to train and engage in special projects with the Company's units to allow them to get on-the-job experiences during the semester break. Students with high cumulative scores will be selected to work in the Company under the True Next Gen project.

True Capability Centers



True Academy (Summer Internship Program)



RECRUITMENT IN THE DIGITAL AGE

The Company has improved its recruitment methods to reach the new generation. For example, it develops online social media channels, such as Facebook Fan Page and LinkedIn to connect job seekers with recruiters and uses digital platforms, such as iContract, to manage electronic employment contracts. Moreover, it has made available digitized HR forms on the company website and True Connect, a human resources service application, for employees to access at their convenience.

EQUAL TREATMENT OF EMPLOYEES

The Company promotes equality among employees at all levels in order to increase competitiveness. It is clearly stated in the Corporate Governance Policy that all employees shall be given equal opportunities to grow in their careers and reach high-level positions if they have good performance appraisal results and required skills in accordance with a clear and transparent internal process. The Company has also adopted the Diversity and Inclusion Policy (published on the website www.truecorp.co.th) to prevent and protect all employees from being discriminated against due to race, nationality, ethnicity, skin color, ancestry, religion, social status, gender, age, disability, political ideology and marital status. It has set guidelines for preventing all forms of harassment and threat and ensure equal pay.

In addition, True Group has established the Welfare Committee, consisting of five members, whom are employee representatives from the Company's key products and services and three are employee representatives. The Committee is in charge of welfare and benefits to employees, as well as providing comments and advices to the Company to ensure fair and appropriate employee welfare benefits comparable with those in the same industry. These benefits include life and health insurance, protection in case of disability from work-related injury for both full-time and temporary employees, parental leave with pay for four months, which exceeds the Labor Protection Act, provident and pension funds, and special privileges on the Company's products and services.

EMPLOYEE DEVELOPMENT

CAREER PATH PLANNING

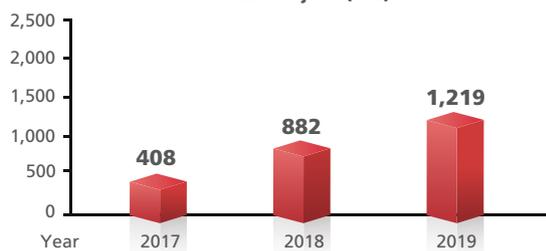
The Company has conducted a Psytech Personal Insights Test and Psychometric Test to help employees discover what they are good at and what areas they should improve on, in order to plan their career paths appropriately.

CAREER EDUCATION PLANNING:

True Next Gen is a project that aims to recruit and develop high potential employees through hands-on training and experience under a supervision of senior management to become new generation corporate leaders in the future for 18 months, and in 2019, 100 of 3,500 employees were selected to participate in the project.

Strategic Project & Leadership Development (SPLD) aims to develop leadership and promote teamwork through the intense action-based learning projects that align with True’s strategies. Project participants will learn beyond the scope of their routine works under the coaching of management. Their performances will be measured against performance indicators and a 360-degree leadership assessment. This program has been implemented for three years, with more than 3,140 participating employees able to reduce operating costs and increase total revenue up to 2,509 million baht.

Annual Revenue of SPLD Project (MB)

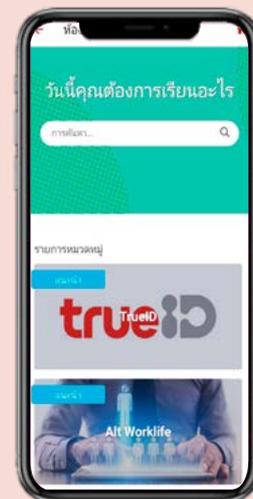


Internal and External Capability Development Training

The Company continues to develop employee capacity in management, leadership, communication, digital, analysis and technical knowledge relevant to the Company’s business operations. It provides sustainable business training (100 percent of employees have received the sustainability training), and in 2019, employees received an average training time of 20.70 hour per employee, with an average cost of THB 4,097 per person.

LEARNING ECOSYSTEM DEVELOPMENT

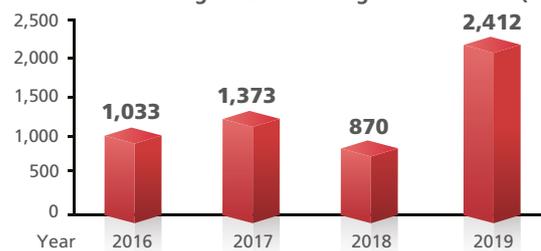
The Company offers online training courses in multimedia formats that can be directly accessed by everyone. It has also developed the Library On Mobile to allow employees to easily access various information, such as articles and general knowledge which are important and necessary for their works through the True Connect application.



Black Belt and Green Belt Programs

aim to build personnel capacity in problem analysis and work improvement to reduce cost, enhance performance efficiency, increase revenue and improve customer satisfaction using Lean Six Sigma tools. The programs have been implemented for six years, able to produce more than 670 black belt and green belt personnel and save up to 6508 million baht in operating cost from over 20 units within the Company.

Annual Cost Saving of Lean Six Sigma PROGRAM (MB)



Performance Appraisal

In 2019, the Company conducted an annual performance appraisal (Performance Management System) of every employee and an online 360-degree assessment in four areas in line with the 4Cs corporate culture: Caring, Credible, Creative, and Courageous. The assessment results were sent directly to employees via the True Connect application to help employees improve their performance.

SAFETY, HEALTH, AND WELLBEING OF EMPLOYEES

The Company has established the Occupational Health Safety and Working Environment Committee responsible for investigating and analyzing causes of accidents and safety in order to assess risks and prevent recurrences and ensuring compliance with safety measures. In 2019, the Company organized safety training for 3,256 employees to reduce the number of work-related accidents and to prepare employees for unexpected incidents. Examples of

accidents that occurred in similar areas of work were used as a case study to improve employee's awareness to prevent and reduce accidents and losses. The Company also provided personal protective equipment (PPE) and PPE training to minimize the risk of employee injury, especially when working at height. In the previous year, there were 12 accidents, 10 lost-time injuries, representing 236 lost working days, but no work-related death.

EXAMPLES OF EMPLOYEE HEALTH PROGRAMS

- Cooperate with hospitals to provide vaccines and screening tests for employees and their families at a special price.
- Spray flu virus disinfectant in the headquarters office if an employee is found to have flu to prevent the spread of the disease.
- Provide 18,000 N95 face masks to all employees for protection against PM 2.5.
- Provide access to Fitness centers for employees in Bangkok and other provinces.
- Improve the annual health checkup plan to be appropriate for different age groups and add health checkup programs for employees working in at risk areas.
- Allow retired employees to continue to get a health checkup plan from the Company at the employee price.

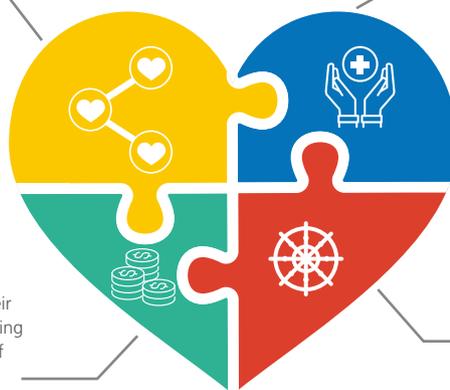
EXAMPLES OF EMPLOYEE WELLBEING PROGRAMS

Engagement Building

- Give for True is a fund for employees with disabilities, with a current balance of THB 406,454.

Wealth Building

- Promote financial health, help employees solve their financial problems, resulting in a debt restructuring of THB 15,000,000 million.



Fitness

- Spa: Massage for health and stress relief, with 4,000 participating employees.
- Yoga: Physical therapy yoga, with 1,536 participating employees.
- Juzz Dance: There are 7,600 participating employees.

Dharma Activities

- Monthly food offering and almsgiving.
- Annual dharma practices. Employees are entitled to take five leave days to participate in the dharma practices.

COMMUNICATION CHANNELS BETWEEN THE COMPANY AND EMPLOYEES

True Group communicates with its employees through the True Connect application and HR Care Center 1516 or 02-858-1516, where employees can call to give comments, report complaints, provide information and suggestions related to human

resources. In addition, the Company notifies employees about unsafe situations and accident risks through the True Connect application and SMS to keep everyone informed in a timely manner and prepare accordingly.

TRUE HIGHLIGHT

TRUE DIGITAL ACADEMY

True Group has founded the True Digital Academy in collaboration with the General Assembly, a digital academy aiming to narrow the digital technology gap for large organizations around the world, and other institutions and universities. True Digital Academy will help build digital knowledge for senior executives and personnel of companies, preparing them to understand and adapt to the transition of the digital age and use data efficiently for the benefit of organizations, customers and

industries in order to drive economic and social changes in the country. True Digital Academy is an educational institution that will enhance employee capabilities and practical skills to meet the organizational needs, thereby reducing the skill gap in the workplace. It will build digital capacity and skills in technology, data, product management, marketing, innovation and cyber security in response to the needs for digital personnel in the technology and innovation driven 4.0 era.



2019 PERFORMANCE

600 PERSONS

EMPLOYEE AND EXECUTIVES WERE TRAINED FROM 20 SESSIONS

66 %

ENGAGEMENT TO OTHER ATTENDEES

89 %

SATISFACTION TO THE TRAINING DURATION



CUSTOMER RELATIONSHIP MANAGEMENT

(GRI 102-43, 102-44, 103-1, 103-2, 103-3, PA5)



ORANUJ KHUNVASI
Chief Customer Service Officer

“

The Company is committed to service excellence, one of True Group's core strategies, by developing digital innovations to deliver fast, accurate, and above and beyond services through digital platforms in every service channel

”

TARGET 2019

- Achieve 86% top-box score in the customer satisfaction survey (iCSAT)



PERFORMANCE 2019

- 86.70% top-box score in the customer satisfaction survey (iCSAT)



MANAGEMENT APPROACH

The Company is committed to creating the highest-level of customer satisfaction in accordance with the management framework set by the Thailand Quality Award (TQA) and service standard of the Customer Operation Performance Center for Customer Service Provider (COPC CSP). Our senior executives hold a Customer Centric Quick Assessment (CCQA) meeting with relevant

functions on a daily basis to quickly follow up and address customer problems. In addition to standard channels, the Company has set up social media customer service and smart kiosks to accommodate growing customer needs for digital services.

CUSTOMER RELATIONSHIP MANAGEMENT FRAMEWORK BASED ON CUSTOMER-CENTRICITY



- 1 Know our customer**
 - Customer Segmentation
 - Customer Need Analysis
- 2 Customer Engagement**
 - Marketing/Product and Sales Channels Strategies
 - Services Strategies
 - Relationship Management Strategies
 - Complaint Handling
- 3 Satisfaction and Engagement**
 - Customer Satisfaction and Engagement Survey

CONTINUOUS CUSTOMER SERVICE DEVELOPMENT AND IMPROVEMENT

True Shop: Focus on adding more technologies and setting up more branches for convenient and fast services.

- Develop an operating software system that can be used on tablets and smartphones to reduce service processes by up to 70%, allowing customers to receive faster services at customer touch points.
- Increase the use of video call in self-services, from 50 branches in 2018 to 376 branches in 2019.
- Continue to improve the video call service to be able to provide multilingual services, including Thai, English, Japanese, Chinese and Russian in order to support 10% of the total number of customers at True Shops, which is increased by 2% annually and will be reached 20% by 2020.
- Open additional 636 True Shops by Partners and True Booths in Makro and 7-Eleven (Shop in Shop), and sell SIM cards through SIM dispenser machines to reach all groups of customers.
- Expand the after-sales services to include SIMs swapping through kiosk machines at 11 branches.
- Develop multi-skilled employees capable of providing multiple services to customers with CRM Lite Weight at the service points.
- Provide home delivery services.

True Shop Development

Use tablets and smartphones at customer touch points

SIM dispenser machine

True Shop in Shop

**TRUE CALL CENTER:
ONE NUMBER ALL SERVICES**

- True has improved its Call Center 1242 using only one number for all services. It has enhanced True’s officers capability to be able to provide customers of all kinds services (TrueMove H, TrueOnline, TrueVision, and Convergence), answer general and technical questions and provide after sales services. In 2019, 40 percent of True’s officers were able to take care of customers for every product.

- True uses the robotic process automation (RPA) technology to systematically support its operations and develop artificial intelligence (AI) technology that can provide both audio and chat services via social media in 2019.

- For corporate clients, the Company has provided quick access to officers specialized in engineering and after sales services through Call Center 1239.

- The Company offers multi-language call center services in Thai, English, Burmese, Chinese and Japanese to serve a diverse range of customers.

**ONLINE SALES AND SERVICES:
SELF-SERVICES THROUGH DIGITAL CHANNELS**

- In addition to traditional services, True offers self-service through digital channels. Customers can conveniently buy products, receive services and pay bills through websites and applications, such as True iService and TrueMoney Wallet. In 2019, the Company’s e-payments accounted for 52.5 percent of the total number of payments, online payment revenue is 35.6 percent of total payment revenue and digital after-sales services accounted for 64 percent of the total after-sales services.

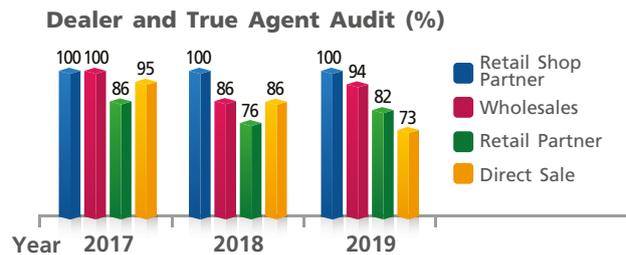
CUSTOMER SATISFACTION ASSESSMENT

Service Channels	iCSAT Top Box (% score)			
	2016	2017	2018	2019
True Shop Center	82.3	85.5	86.0	87.1
True Service Center	77.3	85.1	85.2	86.3
Average	79.8	85.3	85.6	86.7

- Due to continuous improvement of services and customer care, the Company has achieved high customer satisfaction scores in a customer satisfaction survey. In 2019, the iCSAT top-box scores were higher than 2017 and 2018. Most customers were satisfied with services they received, as well as the attentiveness and care from True’s officers, and advice about services. True’s officers are constantly improving their knowledge and skills, providing fast service (reducing waiting times), and full and accurate information to create positive image of True with regards to quality sales and services.

**DEALERS AND TRUE AGENTS:
SERVE CUSTOMERS THE SAME WAY THAT
RECEIVED FROM TRUE**

- To ensure that customers receive services from dealers/True agents in the same way as though they receive from the Company, True Group has set standards and guidelines for work procedures, knowledge of products and services, store/booth decoration, sales media, product as well as product counting, pick up and return. It has also audited services from dealers/True agents every month in order to promote brand image and deliver the quality of services to customers.



**PRODUCT DESIGN FOR ALL CUSTOMER
GROUPS: WE DON'T LEAVE ANYONE
BEHIND**

- Deaf SIM is a sim for people with hearing impairment. After inserting this SIM, the system will be opened automatically, allowing customers to use 3G/4G at an affordable price and with unlimited data for video calls and essential applications, such as True Care Live for Deaf, at no cost.

- Blind SIM is a sim for people with visual impairment. It allows customers to use Line, TAB TO READ, and READ for the Blind applications without charge and call 1414 for free. The Company also sells smartphones at a special price so that all customers can easily access True’s services.

FOR MORE INFORMATION PLEASE SCAN:



Deaf SIM
for people with hearing impairment

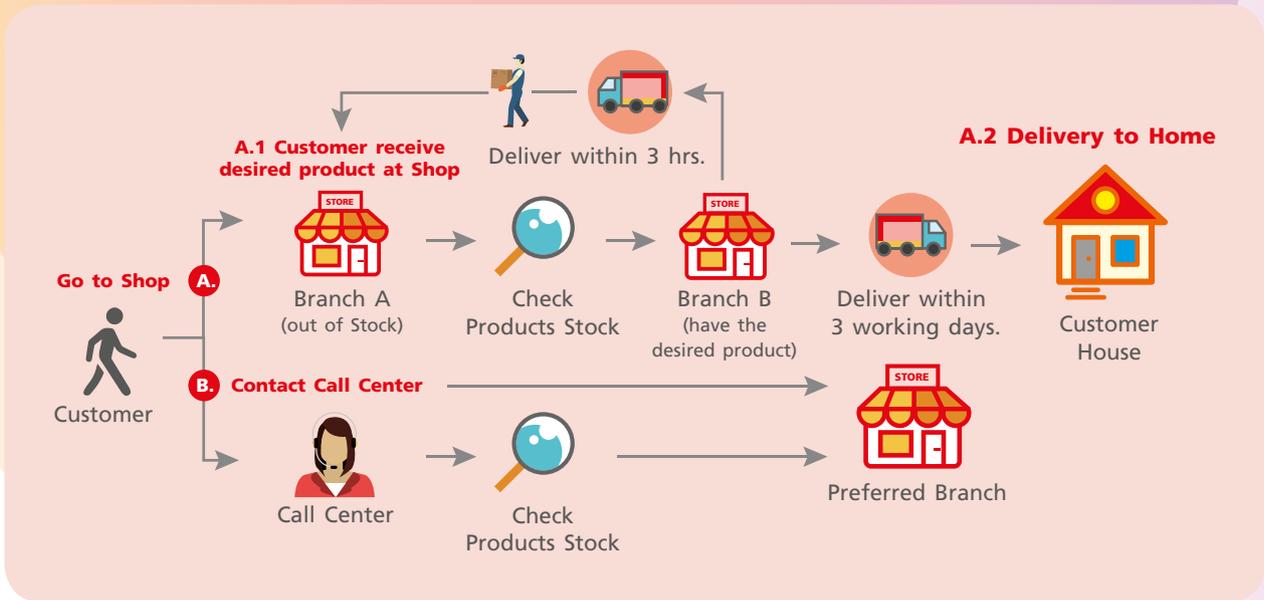


Blind SIM
for people with visual impairment

TRUE HIGHLIGHT

PRODUCT DELIVERY TO HOME

Customers wanting to buy products from True Shop can check product availability in advance through the Call Center at any time to save time on traveling to a branch. If the branch specified does not have the product in stock, True Shop will manage interbranch stock transfer quickly and efficiently, so that the customer can receive the product at the preferred branch within three hours. This channel will create a great opportunity to increase sales for the company in 2020.



True is ready to provide services via online and digital platforms, available anytime, anywhere, uninterrupted



True iService APP
The app is a collection of services all in one place, including TrueMove H, TrueOnline, TrueVision, and other services, where the customer can check service details, pay bills, purchase additional packages, and top up.



TrueMoney Wallet
One app that lets the customer top up and pay bills, including utility bills, credit card charges, insurance, etc.



"Mali" via Line TrueMove H
Available 24/7. the customer can check his usage, inquire about service fees, report problems, and change packages at ID Line: @truemoveh



True ID
All-in-one app where you can find all of the fun and privileges, and connect to financial services through TrueMoney, including top-up and bill payment.



Buy products and after-sales services from **True Shop in Shop** at 636 branches of Makro and 7-Eleven across the country

DATA PRIVACY AND CYBER SECURITY

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



TITHIRAT SIRIPATTANALERT
Data Protection Officer

“

Cyber security is a problem that concerns everyone in the organization and affects not only the Company's operations, but also the driving of the digital economy. With increasing cyber security threats, True Group has embraced cyber security management practices aligned with internationally recognized security policy frameworks and standards. We have attached great importance to personal data protection, making it the corporate agenda to be recognized and pursued by every employee.

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TARGET 2019

- Achieve 100% data breach prevention.
- Achieve 100% prevention of customer data from being misused.



PERFORMANCE 2019

- No data was breached.
- No customer data was misused.

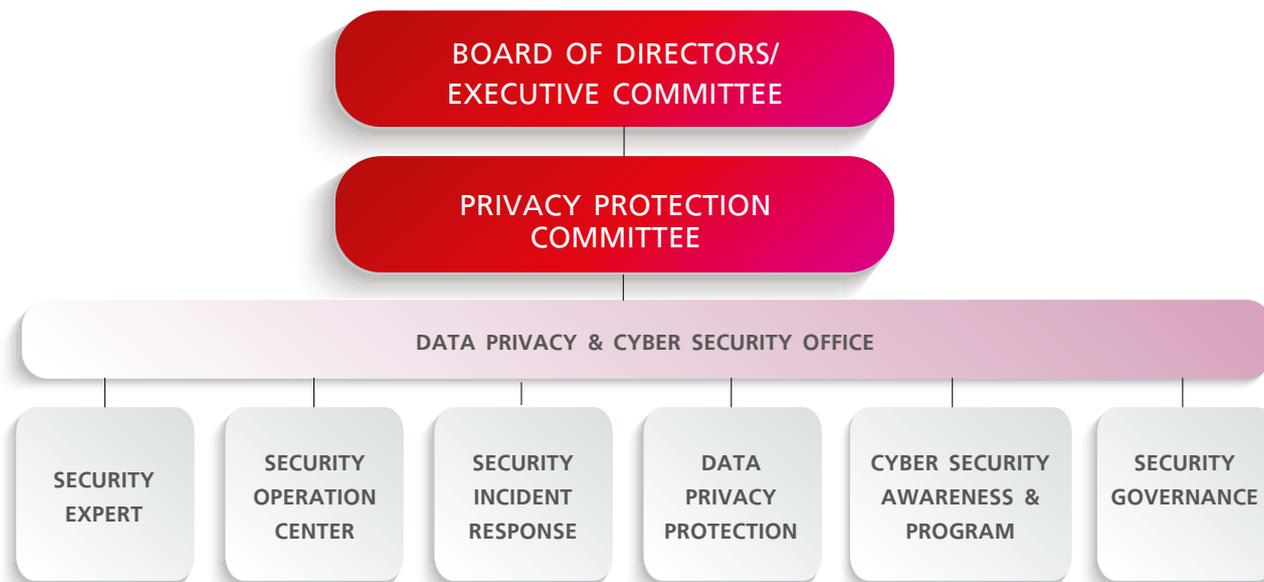


MANAGEMENT APPROACH

Today, technology is progressing at a rapid pace. At the same time, cyber threats are constantly evolving and coming in many different forms, making it easier to steal personal data and breach privacy, which directly affects service users and society at large and causes damage to corporations. As a telecommunications and digital service provider that collects personal customer

information, True Group has adopted Data Privacy Protection Policy and built a robust Cyber Security Management System to protect personal data against cyber-attacks and data breach or misuse. It has established the Privacy Protection Committee to be put in charge of these matters under the supervision of the Executive Committee, which reports to the Board of Directors.

DATA PRIVACY AND CYBER SECURITY MANAGEMENT STRUCTURE



Board members who oversee and review the cyber security and data privacy strategy:



MR. SUPHACHAI CHEARAVANONT
Chairman of the Board



MR. JOTI BHOKAVANIJ
Chairman of the Audit Committee



DR. KOSOL PETSUWAN
Member of the Audit Committee



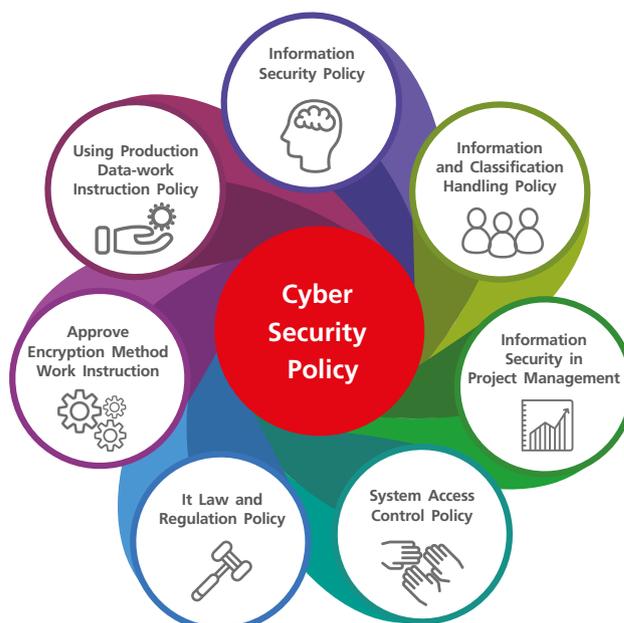
MRS. PREEPRAME SERIWONGSE
Member of the Audit Committee

In addition, the Company has been readying the systems, processes and employees for compliance with the Cybersecurity Act B.E. 2562 and Personal Data Protection Act B.E. 2562, which will come into

effect in 2020, in alignment with the General Data Protection Regulation (GDPR), a data protection and privacy law in the European Union.

CYBER SECURITY

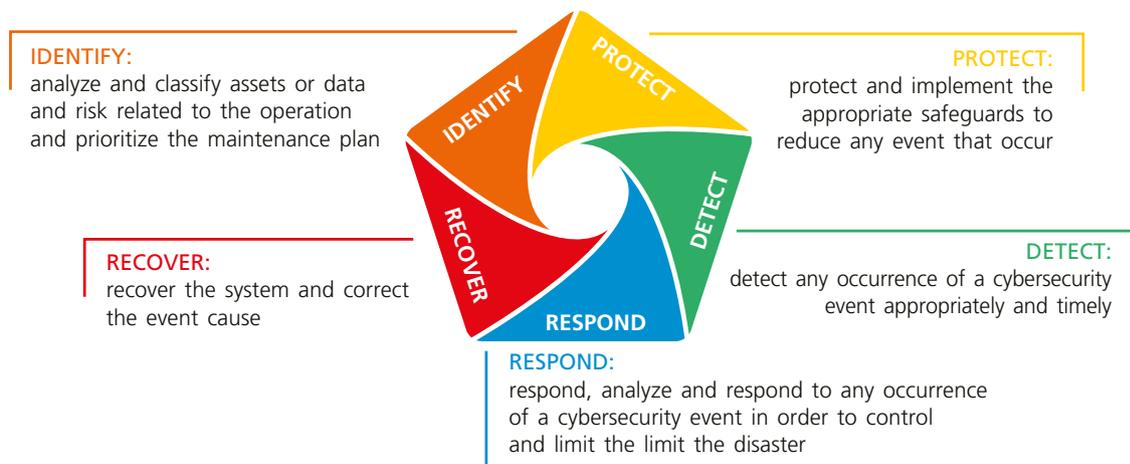
The Company is committed to maintaining the quality of its Information Security Management System (ISMS) by complying with the ISO 27001 standard and CIA Triad of confidentiality, integrity and availability. There are seven policies for data security directly related to information access and aligned with ISO 27001.



Furthermore, the Company has formulated a set of guidelines based on the international standards of the US National Institute of Standards and Technology (NIST) Cyber Security Framework for detecting and responding to cyber-attacks quickly and reducing risks effectively. It has developed, in conjunction with relevant internal units, the Business Continuity Plan (BCP) and Information Technology Contingency Plan in order to practice and prepare readiness for cyber-attack responses.

A cyber drill exercise is conducted at least twice a year to simulate an incident scenario of system failure or cyber-attack and test the Disaster Recovery Plan (DRP). The Company also conducts an annual vulnerability scan test, penetration test and external audit/verification with a leading consulting firm.

CYBER SECURITY FRAMEWORK



CYBER THREAT RESPONSE READINESS

In 2019, the Cyber Security Division prepared cyber security incident responses as follows:

- Established the Security Operation Center, which will be responsible for monitoring and detecting cyber threats, initially resolving incidents and reporting incidents to the Incident Response Team.
- Set up the Incident Response Team and work procedures for analyzing and responding to cyber threats and recovering systems.
- Conducted a hacker attack simulation (cyber table top exercise) to practice and prepare readiness for cyber-attack responses and used the results from the exercise to improve response procedures and processes.

- Conducted cybersecurity awareness training for all employees through interactive workshops, seminar workshops and e-Learning sessions, participated by more than 3,000 employees at the practitioner, mid and senior management levels.

- Simulated an email phishing scam by sending a phishing email to 3,000 employee accounts to raise email scam awareness and encourage employees to always carefully examine the contents of the email message.

- General contact: cyber-security@truecorp.co.th and report cyber threats: cyberincidentresponse@truecorp.co.th

DATA PRIVACY PROTECTION

The Company has adopted the Data Privacy Protection Policy, managed personal data in a transparent manner, and managed personal information security of relevant stakeholders, such as employees, customers, business partners and government agencies, in alignment with international best practices as well as conducted an internal audit of privacy policy compliance. In the past year, the Company undertook the following tasks:

- Declared personal data protection as the corporate agenda under the responsibility of the Privacy Protection Committee, which consisted of senior management and the Executive Committee.
- Assessed, audited and controlled the 14 core systems that contained personal information.
- Developed data encryption and data anonymization systems and conducted a user acceptance test (UAT) before implementation.
- Updated the content of the Privacy Policy and informed customers of the purposes of personal information collection, use and disclosure, as well as the retention period for personal data, customer rights, types of organizations to which

information will be disclosed and the Company’s contact channels.

- Prepared the process for submitting forms and channel to communicate the Privacy Policy and request customer consent for collecting, using and disclosing personal information.
- Designed an online process and system for tracking the number of customers requesting to obtain, edit, or delete their personal information, or requesting data migration, as well as the number of requests.
- Organized training on and raised awareness of data privacy protection for employees who have access to personal information such as IT, Customer Service and Call Center officers, True Shop employees and agents.
- Established the Data Privacy Clinic to provide consultation and advice on how to protect personal information in conformity with the Personal Data Protection Act and Data Privacy Protection Policy.
- Set up an email contact channel: dataprivacycenter@truecorp.co.th

THE PROCESS FOR CUSTOMER TO USE OF DATA



Contact us at
True Shop



Fill in the
Request form
and
identify yourself



True Shop staff
put the **database**
request into
the system



True Data Privacy
staff check,
process and
respond
to customer

USE OF CUSTOMER DATA

The Company has communicated its Privacy Policy to customers to inform them about the purposes of personal data retention and the length of time the data will be kept. Our customer data is 100% used for secondary purposes such as marketing activities and campaigns about products and services of us, advertisers as well as our affiliates which we suppose customers are interested in. However, customers can withdraw the consent for being informed marketing communications. The Company will not disclose the information to any external party without the consent of customers and will comply with personal data protection laws. In the past year, the Company did not receive a request from any government agency to investigate its use of customer information.

CONTACT CHANNELS FOR COMPLAINTS AND MEASUREMENT

The Company has set in place channels to receive complaints, which include True Call Center 1242 and www.truecorp.co.th. Complaints of privacy infringement will be carefully investigated following the Company’s procedures and the customers will be updated or remedied as appropriate. The investigation results will be reviewed and studied to improve work processes and prevent the incidents from reoccurring.

NUMBER OF COMPLAINTS

CASE	2017	2018	2019
Number of complaints of privacy infringement from customers/external organizations	0	0	7
Number of complaints of privacy infringement from government agencies	0	0	0
Number of data breaches, losses, destruction and thefts	0	0	0
Loss due to data breaches, losses, destruction and thefts (baht)	0	0	0

GOVERNMENT REQUEST FOR CUSTOMER DATA

As a telecommunications operator, True is subjected to legal requests for customer data by government authorities. The Company has a process to scrutinize the request to ensure that it is in compliance with the law and necessary for the safety of life and property of the people or national security before giving the requested data to the government authority. the Company received such requests, 100 percent of which were scrutinized to ensure that they met the legal standard and the Company’s internal policies before providing the requested data to the government authority.

No. of Government Request for Customer Data



TRUE HIGHLIGHT

CYBER SECURITY & DATA PRIVACY AWARENESS CAMPAIGN

Cyber security and data privacy are the material issues that stakeholders are concerned with. The Company is committed to raising cyber security and data privacy awareness and promoting cyber security understanding for all employees in order to be ready to enter the digital era securely because employees are the frontline defense, helping to defend against cyber attacks, keeping personal data safe, protecting the company from data breaches or lawsuits from data owners, and building customer trust and confidence. Employees are also the key driver of the organization’s digital transformation strategy.

In 2019, the Company built the awareness among employees through seminar workshops, training classes, interactive workshops, E-Learning via website, and True Connect application for True employees. The Company also continuously promotes these issues via internal activities such as quiz and game and internal PR media in order to inform suggestion and guidance on how to use the online media safely. In 2019, about 68.5 percent of employees were trained and True has set a target to train 100 percent of employees in 2020.

4 STRATEGIES FOR CYBER SECURITY & DATA PRIVACY AWARENESS BUILDING

Seminar workshop



Online training via application

Game and quiz



Internal PR media



HUMAN RIGHTS MANAGEMENT

(GRI 103-1, 103-2, 103-3, 409,1, 411-1, 412-1)



SUPHACHAI CHEARAVANONT
Chairman of the Executive Committee of
True Corporation PCL and
Chairman of the Global Compact Network Thailand

“

True Group is one of the founding members of the Global Compact Network Thailand. The network's goal is to promote the respect for human rights in the business sector. It hopes to raise awareness and facilitate experience sharing to help companies, suppliers and partners in the supply chain recognize and address potential human rights issues in their businesses. We strive to drive the national agenda on human rights along with economic and social development.

”

TARGET 2019

- Conduct human rights due diligence, covering 100% of business activities of True Group, its joint ventures, partners and suppliers.



PERFORMANCE 2019

- 100% of True Group, its joint ventures, partners and suppliers participated in human rights due diligence.



MANAGEMENT APPROACH

True Group recognizes the equal dignity and worth of every human being and the importance of promoting and protecting the human rights of stakeholders, including employees, children, women, people with disabilities, local communities, employees of suppliers and partners, and foreign workers. True Group has adopted the Human Rights Policy aligning with the UN Global Compact (UNGC), ILO Declaration on Fundamental Principles and Rights at Work, Universal Declaration of Human Rights (UDHR), United Nations Guiding Principles

on Business and Human Rights (UNGPs) and ILO International Labor Standards. In addition, True is a member of the Global Compact Network Thailand (GCNT), aiming to drive human rights progress in four areas: 1) labor, 2) community, land, natural resources and the environment, 3) role of human rights activists and 4) international investment and multinational corporations. True is committed to ensuring that its business conduct and practices comply with the principles of human rights.

HUMAN RIGHTS DUE DILIGENCE FRAMEWORK



HUMAN RIGHTS PERFORMANCE

True Group conducts a human rights due diligence every two years to identify human rights risks and impacts within the company’s business activities. With cooperation from our internal units, joint ventures, suppliers and partners, the due diligence covers 100 percent of True Group’s business activities. Furthermore, it reviews work processes that may have potential impact on human

rights and sets an approach to mitigate, prevent and monitor risks. If a violation of human rights takes place, True Group will investigate and seek measures to address the issues as well as provides remediation for those whose human rights are violated. In analyzing and prioritizing risk issues, the following six material human rights risks have been identified:

MATERIAL HUMAN RIGHTS RISKS	IMPACTED ENTITY	ACTION TAKEN	FOLLOW-UP
1. EMPLOYEE HEALTH AND ROAD SAFETY	True Group	<ul style="list-style-type: none"> • Provided road safety training for employees to reduce risks associated with driving. 	<ul style="list-style-type: none"> • 1,477 employees received road safety training. • Zero serious accidents.
2. CYBER SECURITY	True Group, joint ventures	<ul style="list-style-type: none"> • Raised cyber security awareness for all employees. • Established the Security Operation Center to be responsible for monitoring and detecting cyber threats, initially resolving incidents and reporting incidents to the Incident Response Team. 	<ul style="list-style-type: none"> • Over 3,000 employees at operation, middle and senior management levels participated in interactive workshops, seminar workshops and e-learning sessions.
3. PRESENTATION OF INFORMATION ON PUBLIC MEDIA	True Group	<ul style="list-style-type: none"> • Required employees to communicate service terms and conditions in a clear and straightforward manner, without any misleading or deceptive information. • All advertisements and public relations must contain accurate and verifiable information. 	<ul style="list-style-type: none"> • No customer complaints about presentation of information or messages that violated human rights, such as insulting, hateful, or discrimination words.

MATERIAL HUMAN RIGHTS RISKS	IMPACTED ENTITY	ACTION TAKEN	FOLLOW-UP
4. CUSTOMER DATA SAFETY	True Group, joint ventures	<ul style="list-style-type: none"> Set guidelines based on the Cyber security Framework of the US National Institute of Standards and Technology (NIST). Assessed, audited and controlled the 14 core systems that contained personal information. Developed data encryption and data anonymization systems and conducted a user acceptance test (UAT) before putting them in use. Organized training and raised awareness of data privacy protection for employees who have access to personal information such as IT, Customer Service and Call Center officers, True Shop employees and agents. Put a process in place to check the right to access to personal data of employees who have been transferred internally. Established the Data Privacy Clinic to provide consultation and advice on how to protect personal information in conformity with the Personal Data Protection Act and Data Privacy Protection Policy. 	<ul style="list-style-type: none"> 14,369 employees received training. No customer data was misused.
5. SUPPLIERS' EMPLOYEE HEALTH AND SAFETY	Suppliers	<ul style="list-style-type: none"> Set in place a safety contractor management system that reflects the nature of the work carried out by suppliers and contractors. Required existing and new suppliers and contractors to attend training courses related to safe work practices. Required all suppliers and contractors to complete a safety self-assessment through the procurement system before contract award. 	<ul style="list-style-type: none"> 100% of existing and new suppliers and contractors participated in training courses related to safe work practices. 100% of critical suppliers completed the online supplier self-assessment. 77.1% of critical tier 1 suppliers completed the onsite audit.
6. SECURITY OF CUSTOMER DATA MANAGED BY BUSINESS PARTNERS	Business partners	<ul style="list-style-type: none"> Communicated operational standards and guidelines, covering work procedures, knowledge of products and services, customer data protection, store/booth decoration, sales media, and product counting, acceptance, and return. Periodically followed up and evaluated partner services. 	<ul style="list-style-type: none"> Communicated with 100% of partners about operational standards and guidelines. Followed up and evaluated services of retail shop partners as shown in this report (Customer Relationship Management chapter).

TRUE HIGHLIGHT

HUMAN RIGHTS INITIATIVES BY THE GLOBAL COMPACT NETWORK

True Group has become a member of the United Nations Global Compact (UNGC) since 2016 and it was one of the fifteen organizations in private sector that took part in the establishment of Global Compact Network of Thailand. The Global Compact Network of Thailand has visions to create the sustainable world's economy and to open opportunities for everyone to engage in the development of economy, society, and environment for the world's balance. The core mission of the Global Compact Network of Thailand

is to strategically operate works that drive the social goals in a large scale. Such goals include the UN Sustainable Development Goals with the focusing on the building up of cooperation, innovation development, and business operations with responsibilities. Strategy planning and operations are implemented in compliance with the 10 international principles of the UN Global Compact.

In 2019, the True Group, as the member of the Global Compact Network of Thailand, has driven the activities and human rights forums, such as

SEPTEMBER **September 13, 2019: The 3rd National Dialogue on Business and Human Rights Sustainable Financing: What Companies Need to Know?**



The Global Compact Network Thailand and United Nations Development Programs joined hands with the Right and Liberty Protection Department, Ministry of Justice, to promote the business sector to conduct business with responsibility and respect human rights. Impacts occurred from the projects which give credits in the environmental, social and good governance dimensions are applied as a part of the sustainable investment. All relevant sectors are given more importance, comparing to the emphasis on the company's benefits, based on win-win principle. This is considered one of the measures to enhance the potentials of the business sector in operating business to comply with the National Action Plan on business and human rights.

NOVEMBER

November 22, 2019: The Children Interdisciplinary Assembly was held in the event of the 30th Anniversary of the Convention on the Rights of the Child. The GCNT's representative participated in the lecture on the child rights and the business sector, roles of GCNT, regarding the leading in handbook preparation and creating the understanding in business and human rights, in order to promote the UN Guiding Principles: Protect, Respect and Remedy Framework. In addition, business resources and human rights would be promoted and alliance networks from private, government and civil society sectors would be built up.

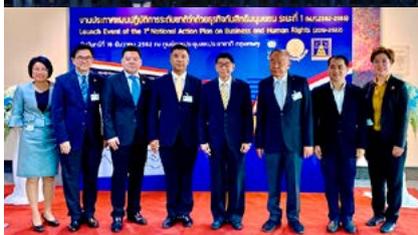


DECEMBER

December 2, 2019: Thailand Responsible Business Network (TRBN) was launched. TRBN was established under cooperation in order to support organizations from all sectors that declared to responsibly operate business in compliance with the context of business operations under the consideration of genuine benefits in business and the society.



December 16, 2019: The event of an announcement of the National Action Plan on Business and Human Rights, Phase 1 (2019-2022) was held in collaboration with the Department of Rights and Liberties Protection and the United Nations Development Program (UNDP) in order to disseminate knowledge to all sectors, create understanding and support all sectors to follow and implement activities according to the National Action Plan on Business and Human Rights.



HEALTH

BUILDING A SUSTAINABLE SOCIETY

“Delivering positive values for improved health an well-being of those in the society.”





NETWORK RELIABILITY AND AVAILABILITY

(GRI 103-1, 103-2, PA1, PA4, PA5)



JIRACHAI KUNAKORN
Chief Network Operations Officer

“

The Company strives to maintain the best 4G network to deliver the best service experience for customers and achieve the highest level of customer satisfaction. Our short-term goal is to increase signal efficiency and quality and prepare the network to support IoT products, while the long-term goal is to develop technology and prepare the network for 5G service in line with the Company's Best Network Strategy

”

TARGET 2019

- Achieve more than 96.60 percent network reliability.
- Achieve an average interruption duration index of less than 1.5 hours/consumer/year.
Ref: Acceptable System Average Interruption Duration Index (SAIDI)
- Achieve an average interruption frequency index of less than 1.10 time/consumer/year.
Ref: Acceptable System Average Interruption Frequency Index (SAIFI)



PERFORMANCE 2019

- Network reliability was 99.92 percent.
- Average interruption duration index was 0.19 hours/year (11.4 minutes/consumer/year).
- Average interruption frequency index was 0.10 time/consumer/year.



MANAGEMENT APPROACH

The Company places importance on network availability as part of its Best Network Strategy to deliver a superior customer experience in terms of speed and smooth performance and to offer service coverage to serve more than 98 percent of the nation's population.

The Company has maintained network stability and managed network density to optimize mobile performance in every frequency band to

ensure a higher level of customer satisfaction. The Network Engineering & Operation (NEO) is responsible for network management. It also holds the Customer Centric Quick Assessment (CCQA) meeting on a daily basis in order to solve network problems in a timely and effective manner. In addition, the Network Monitoring Center monitors the network 24 hours a day to ensure network stability and signal quality.

CONTINUOUS DEVELOPMENT OF NETWORK AVAILABILITY

In 2019, True Group expanded the installation of more than 2,000 base stations and applied new technologies in order to develop and improve the network availability to cover all of the key services as follows.

• **TrueMove:**

COWs (Cell on Wheels), supporting 3G and 4G base stations, were used to provide fully functional service to remote areas and areas affected by natural disaster. The mobile base station can be installed and ready for service within an hour. It functions similar to a base station and has a centralized intelligence control to check the location, wind load, equipment function and vehicle balance while parking.

The company has provided the network service to offshore drilling rigs and coastal areas where access to mobile networks was limited and to the Pattaya-Hua Hin ferry to facilitate communication for tourists throughout the trip.

COWs (Cell on Wheels):



• **True Online:**

True developed a fiber optic network to provide Gigatex Fiber service at speeds up to 1Gbps for fixed line plus customers. The Gigatex Fiber offers crystal clear digital sound quality and was available in the Bangkok Metropolitan Region and other provinces in 2019.

Gigatex Fiber Router:



• **True Vision and True Digital Group:**

True developed a INNO HYBRID+ set-top box which combines two technologies from the Android TV set-top box and True Visions (cable TV) set-top box to provide a wider range of services and new viewing experiences for customers.

INNO HYBRID+ set-top box:



NETWORK AVAILABILITY FOR IMPORTANT EVENTS AND NATURAL DISASTER CONDITIONS

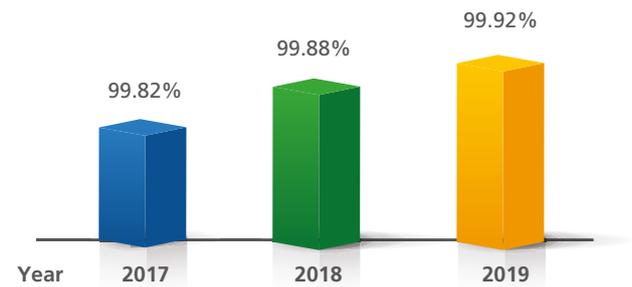
The Company continues to provide quality services to support the important events that demand intensive network usage and areas affected by natural disaster, including:

- Extended high-speed fiber internet to provide WiFi and LAN-based internet access and extended 4G+ data signal for ASEAN leaders and their dialogue partners at the 35th ASEAN Summit between 2-4 November 2019.
- Helped the flood victims from the Tropical Storm Podul in Ubon Ratchathani between 31 August and 3 September 2019 by implementing a crisis response plan to manage large-scale service disruptions (before crisis occurred), ensuring 24-hour functioning base stations in the area, providing mobile phone charging services in the flood-affected areas where electricity was cut off, and giving out free SIM cards to flood victims to contact for help and communicate with relatives to reduce their expenditure during the disaster.

CUSTOMER SATISFACTION SURVEY ON NETWORK AVAILABILITY

The Company has continuously maintained its networks to ensure service readiness and uninterrupted service. It has divided the severity of service affected and non-service affected incidents into five levels to form a basis for setting response and recovery times. Moreover, the Company conducted a customer satisfaction survey to obtain customer opinion with network availability, comparing to the 96.60% signal interruption rate of the US Federal Communication Commission Rules (US FCC Rules). In 2019 the company survey result is satisfactory at 99.92%

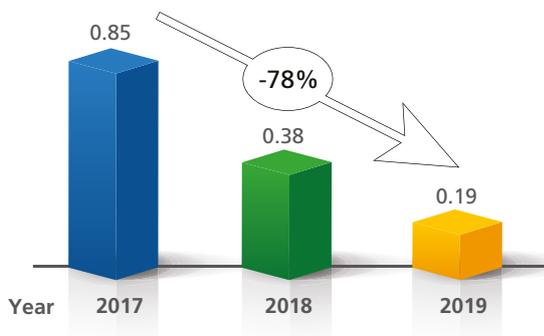
CUSTOMER SATISFACTION WITH NETWORK AVAILABILITY RESULT



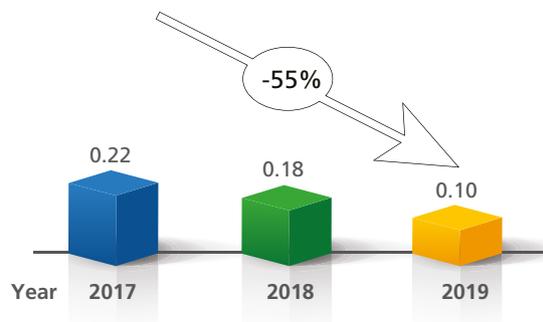
NETWORK DISRUPTION PREVENTION

The Company has implemented a redundancy system, where every location on the network is connected to the core network by at least two fiber optics routes. True has also developed a fiber-optic network system that can manage data traffic automatically. This could reduce the risk of customers experiencing service disruptions. In addition, the Company has implemented the Network Tracking System that is available 24 hours a day and 365 days a year to prevent the service interruptions.

NETWORK AVERAGE INTERRUPTION DURATION (HOURS/CONSUMER/YEAR)



NETWORK AVERAGE INTERRUPTION FREQUENCY (TIMES/CONSUMER/YEAR)



**TRUE
HIGHLIGHT**

5G SERVICE PREPARATION PROJECT

COOPERATION WITH EDUCATIONAL INSTITUTIONS

True Group is preparing to bring Thai people into the world of 5G technology. We are committed to fulfilling all digital experiences for Thai society and benefiting all areas of industries, including agriculture, public health, industry, transportation, and social security.

In 2019, True Group cooperated with public educational institutions to research and develop use cases that could be use with 5G technology in the future to benefit the business sectors and people. We also helped to develop the economy and improve the quality of life to drive Thailand into the era of strong and sustainable digital economy.

Cloud Managed Hospital Bed



Research and development of the safety system, remote public health system, medical support system, IoT system, smart transportation and traffic system, environment, energy, and agriculture.



Freight trucks that use electrical signals to control speed, brake, and steering.



TrueLab 5G & Innovative Solution Center for research and innovation.

COOPERATION WITH PARTNERS AND SUPPLIERS

To provide better services with higher speed, larger coverage and shorter network interruption, the Company has established the 5G Committee. The Committee is responsible for formulating partner, vendor and supplier partnership strategies and plans to be ready for 5G services provision as soon as the license is obtained from the National Broadcasting and Telecommunication Commission. It has conducted a 5G video call test on a smartphone for the first time ever in Thailand. The test successfully produced clear HD-4K audio and video signals in a video call on a mobile international video call. It also conducted interference testing of 5G on the 3.5 GHz (3500 MHz) with satellite signal at the True 5G Testing Site in Thanyaburi District, Pathum Thani, as permitted by the National Broadcasting and Telecommunication Commission.

The Company has also organized activities across the country to allow customers to experience the 5G lifestyle through various innovations:

- 5G hologram that can create a 3D virtual image in real time.
- 5G smart drone demonstrates how to use a drone to transmit data to work with AI technology for analysis and management in order to reduce cost and increase agricultural productivity.
- 5G VR game that lets everyone experience the game in the virtual world.



INNOVATION MANAGEMENT

(GRI 103-1, 103-2, 103-3, PA11)



Dr. TEERAPON TANOMSAKYUT
Chief Innovation & Sustainability Officer

“

True is committed to service excellence, which is one of the core strategies of True Group, by developing digital innovations to deliver fast and accurate services in all channels that will fulfill your life through digital platform experiences.

”

TARGET 2019

- Achieve 40% increase in value of new innovative products and services in 2019 (compared to the base year 2015).



PERFORMANCE 2019

- Increased value of new innovative products, services, and processes by 47% (compared to the base year 2015).



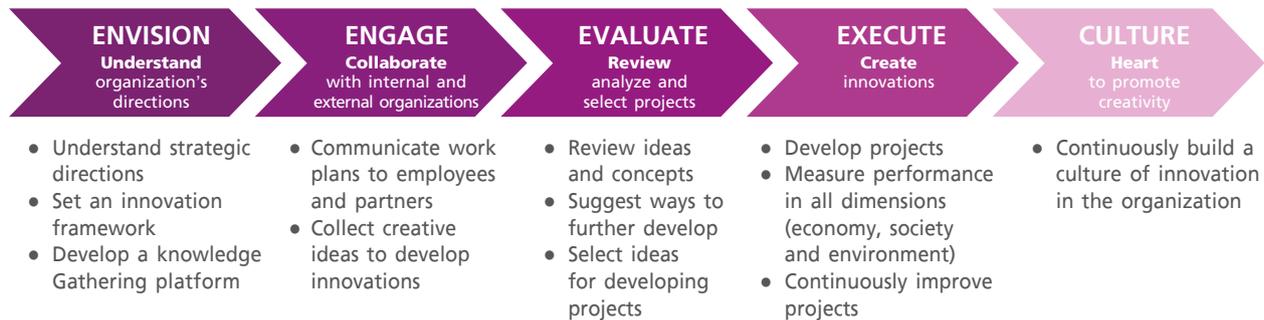
MANAGEMENT APPROACH

True Group is committed to becoming an innovative organization that uses its expertise in digital technology to create innovation and keep up with changes in the digital age. It has focused on research and development to drive the economy, reduce operating costs, increase revenue, further expand business, and most importantly, to benefit society and the environment. The key strategy for

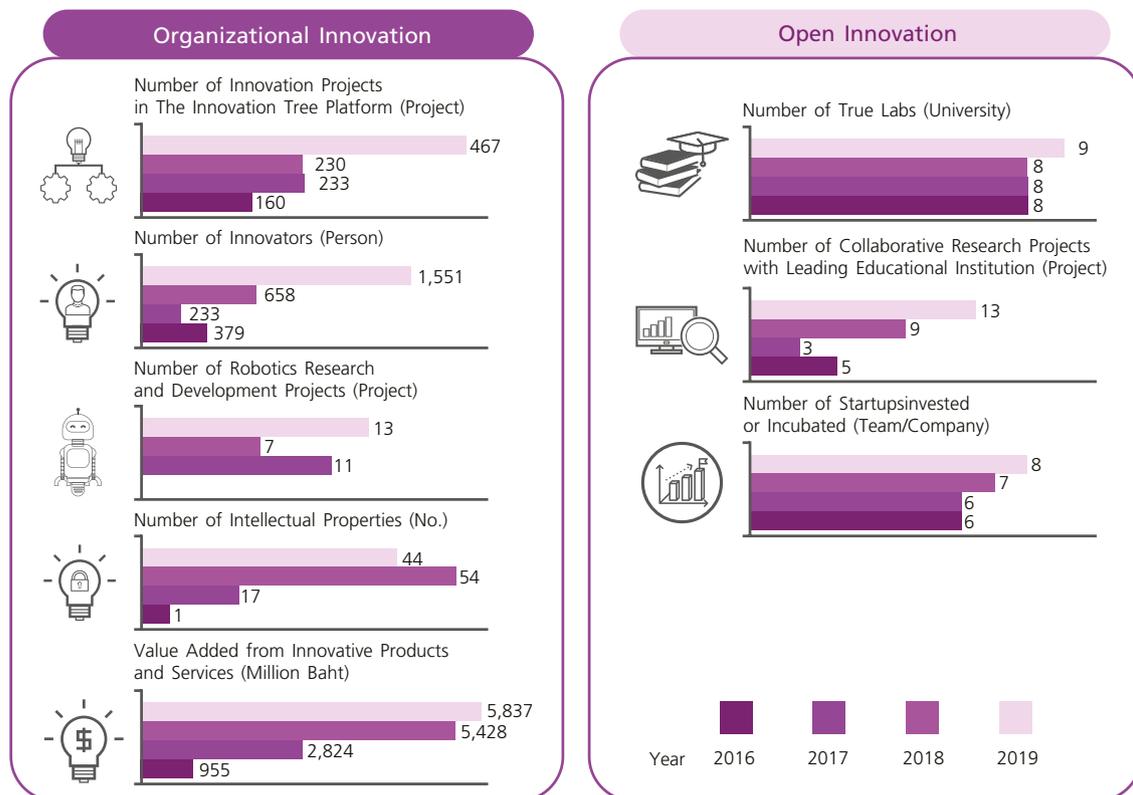
innovation development is the open innovation management, to be opened for new knowledge and creative ideas from outside as well as from comments and opinions from employees within an organization. To combine knowledge from outside and within the organization, True Group has established the True Innovation Center to collect creative ideas and promote hands-on learning through project execution.

As a result, True Group is able to make its products and services stand out and develop new businesses to generate income, while creating benefits for society and the nation. The Innovation and Sustainability Committee is responsible for setting innovation policies, directions and frameworks and managing innovation risks in line with short and long-term strategies and goals of the Company.

INNOVATION FRAMEWORK



INNOVATION MANAGEMENT PROGRESS



True Innovation Center

True Innovation Center will drive organizational innovation together with other departments within the Company, such as Network Engineering & Operations, Commercial, Regional, Corporate Solution and Cooperation, Customer Service, and True Digital.

True Robotics

True Robotics is a robotic research and development team, both hardware and software. In 2019, it focused on artificial intelligence (AI) research and development and image processing in robots.

True Lab

True Lab aims to support innovation research and development of leading educational institutions. At present, True Lab are built in nine universities with 158 participating professors and 7,200 member students using True Lab's services and facilities.

True Incube

True Incube was established to create an ecosystem to help startups build innovative business on the ASEAN level. It has both invested in registered startup companies and incubated new generation of startups.

OUTSTANDING INNOVATIONS

Economic Innovations



GiGaTEX Fiber Router: The latest technology that can provide fixed internet up to 1 gigabit, which increases the WiFi range to cover the whole house, allowing customers to use WiFi with more communication devices, watch 4K resolution content and stream media better.

Result: Over 50,000 new and existing customers add/change packages per month, generating more revenue and reducing the churn rate by 10 percent.



TrueID TV: A set-top box with Android OS that will turn an ordinary TV into a smart TV. Just connect TrueID TV to high speed internet, customers can cast movies from mobile device to TV with a voice user interface, download games, music, and applications from Google Play, and switch from TV to watch content on mobile device with the True ID application.

Result: True ID has 25 million subscribers per month.



TRUE Digital Vending Machine: The machine is integrated with the True Ecosystem to support both cash and True Money Wallet payments. It has a digital touch screen for product selection, top-up and payment services, and displaying both still and video media.

Result: At present, there are more than 1,000 TRUE Digital Vending Machines located nationwide.

Social Innovations

ศก (ไม่) ภัย



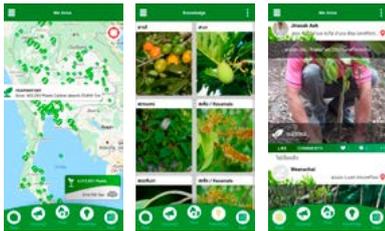
Wristband: The “Hai (Mai) Huang” project is a collaboration between True Group and the public and private sectors, to apply communication technology in a wristband. The wristband is embedded with a QR Code, code number, and wearer’s information to help track missing persons with dementia, psychiatric disorders, slow brain development, and the elderly who are unable to provide information about themselves. The wristband is used with the Thai Missing application to help volunteers or other people report sightings of missing persons to the Mirror Foundation.

Result: In 2019, wristbands were distributed to 806 dementia patients.

Autistic Application: This application teaches various daily tasks such as brushing teeth to autistic children. It also promotes children’s attention, fine motor development and ability to imitate, trace & share, drawing skills and practice patience. The application boosts academic, social, imitation, and communication skills to help enhance their physical and intellectual performance and mind.

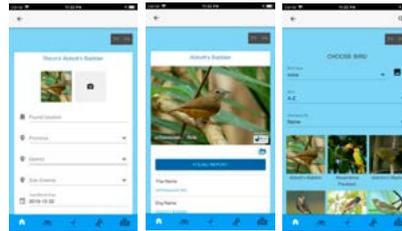
Result: This application can be downloaded free of charge. To date, there are a total of 75,833 downloads.

Environmental innovations



We Grow Application: This application promotes tree planting and is the largest tree data warehouse. It provides suggestions for taking care of trees and a space for sharing information to create an online social network among tree growers. It can track tree growth and calculate CO₂ adsorption that helps reduce global warming.

Result: In 2019, 4,312,044 trees were planted and shared via this application.



Doo Nok Application: This application not only collects information of more than 900 species of birds in Thailand but also has a function to report the Eastern Sarus Crane to help track and preserve the crane.

Result: To date, there are a total of 6,000 downloads.



Elephant Smart Early Warning System: The system includes a camera trap with SIM and SD cards installed at 25 checkpoints. As soon as the wild elephant walks pass the installed camera, the system will send a signal to the cloud server of the Elephant Surveillance Center. Then, the center officer will send out an alarm and coordinates of the elephant to the patrol officer to bring the elephant back to the forest before it enters the community area to prevent it from being harmed.

Result: Over 300 plots of agricultural land have benefited from the project.

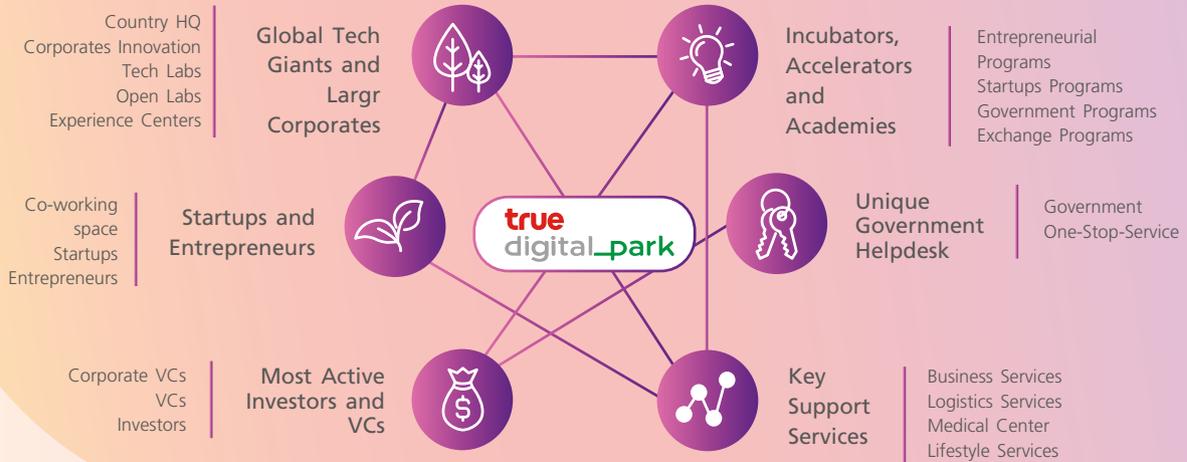
TRUE HIGHLIGHT

TRUE DIGITAL PARK

True Digital Park is the first digital innovation hub in Thailand and the largest in Southeast Asia, located in an area of 77,000 square meters. It focuses on creating a complete startup ecosystem which is in line with international

standards. True Digital Park brings together large multinational corporations, digital technology companies and Thai and foreign investors to develop digital innovations and promote startup growths.

STARTUP ECOSYSTEM AT TRUE DIGITAL PARK



The park is divided into four spaces to allow for perfect work-learn-life balance: 1) Co-Working Space, an area for working, learning, and creating innovation, makes up about 35 percent of the total park area and with a capacity of 500 people, 2) Enterprise Space is permanent rental space for over 100 multinational corporations from around the world and startup offices, making up 40 percent of the total park area, 3) Innovation Space accounts for 15 percent of the park area, where

innovation and technology centers, maker space, open labs, and experience centers are located, and 4) Events and Business Service Space is about 10 percent of the park area, comprising conference and seminar rooms and a one-stop service center for businesses. There are currently over 4,000 digital personnel and the park is the first private company to receive investment promotion in the software park industry.



CO-WORKING SPACE



ENTERPRISE SPACE



INNOVATION SPACE



EVENTS AND BUSINESS SERVICE SPACE

CORPORATE RESPONSIBILITY MANAGEMENT

(GRI 103-1, 103-2, 103-3, 201-1, 413-1, PA2)



Dr. NAETCHANOK WIPATASINLAPIN
Director of Education and Academic Affairs/
Head of CONNEXT ED Project Working Team

“

“One of the social contribution goals of True Group is to enhance the quality of Thai education through innovative communication technology and knowledge that we have expertise in. We strive to promote and support Thai people to have equal access to quality knowledge, no matter where they are, under the belief that education is the key to drive the country toward sustainability.”

”

TARGET IN 2019

- Enable 3,200,000 people to gain access to learning resources and information (cumulative).
- Improve the quality of life of 8,000 vulnerable people.



PERFORMANCE IN 2019

- 4,360,000 people gained access to learning resources and information (cumulative).
- Improved the quality of life of 22,737 vulnerable people.

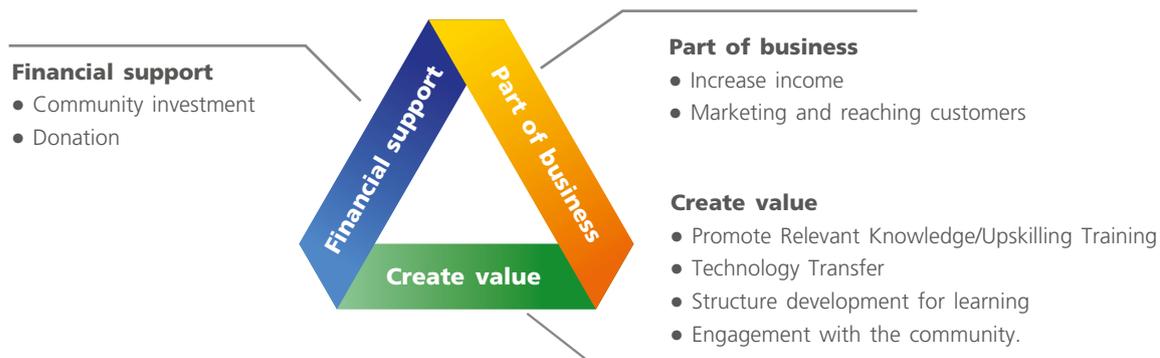


MANAGEMENT APPROACH

True Group is determined to use its expertise in digital technology to develop innovations that can help drive social and environmental sustainability of the country. It has established the Innovation and Sustainability Committee and CONNEXT ED Steering

Committee to support social and environmental activities in order to create a more inclusive digital society and to demonstrate its intention as a good citizen.

CORPORATE RESPONSIBILITY PROJECT STRATEGY



CORPORATE RESPONSIBILITY INFORMATION IN 2019

People Gained Access to Learning Resources and Information (cumulative) (person)



Improved the Quality of Life of Vulnerable People (person)



People Received Environmental Awareness (person)



DISTRIBUTION OF OPPORTUNITIES TO USE DIGITAL TECHNOLOGIES CONNEXT ED

True Group, one of the 12 private sector organizations, initiated the CONNEXT ED Project to raise the level of education under the Pracharath for Basic Education and Leadership Development Project. It is a public-private-people collaboration to reduce inequality, develop human potential and increase the country’s competitiveness through Leadership Program for Sustainable Education. The project selects volunteer employees who meet the required criteria from the private organizations to serve as “school partners.”

In 2019, the Company had 328 school partners working to raise educational standards of 1,000 schools under the Office of the Basic Education

Commission (OBEC). It also initiated the ICT Talent Project to select 212 “New Generation Leaders” who have graduated in related fields or people who are interested in ICT to work with the schools to promote and encourage the use of technology to support and further improve learning in schools and communities and help establish community learning centers for sharing academic and professional knowledge. To date, nine of such community learning centers have been developed in five regions. The Company has also installed ICT media and devices for education at 3,351 schools so that more than 3,780,000 students, teachers and families have access to learning media and information.



TRUE PLOOKPANYA PROJECT

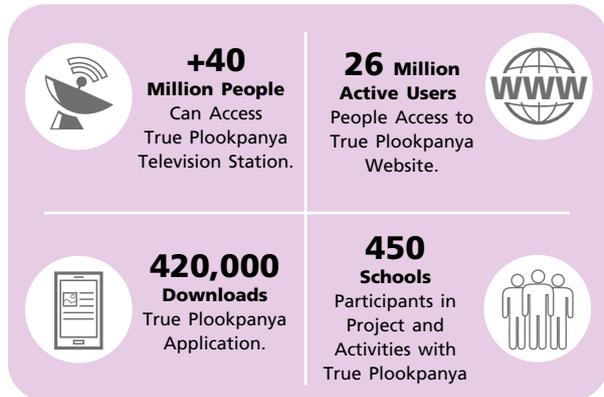
The Company has developed an online knowledge warehouse to collect educational information to allow youth to equally access learning resources no matter where they are through various channels, including:

True Plookpanya Television Station: An educational channel via cable TV and satellite TV which is a Free To Air broadcast to everyone.

Website www.trueplookpanya.com: An online knowledge warehouse containing educational content and all-round knowledge.

TruePlookpanya Application: A free application that provides access to all knowledge warehouses from True Plookpanya.

Activities and networks: Activities that facilitate access to knowledge and networking for education, build inspiration and promote knowledge sharing.



TRUE CLICK LIFE

True Click Life is a social enterprise that produce complete teaching and learning materials for private schools. It aims to support Thai education in the Thailand 4.0 era, which focuses on enabling students to creatively integrate knowledge anywhere in the world and a learning process that systematically enhances teaching and learning from a variety of media, including books, images, creative music and animation interleaved with moral, ethical and life skill lessons suitable for



learners in each age group in order to maximize learning efficiency.

In addition, it provided curriculum to schools under the OBEC without charge to improve the quality of Thai education system.

TRUE LITTLE MONK PROJECT

True Little Monk is a fun reality dharma show for everyone in the family. The show presents the story of 12 youths who are ordained as novices for 31 days to study Buddhism practices from monk masters and speakers. It is broadcasted live on television and online via the website www.trueplookpanya.com, TrueID application, YouTube and Facebook Fan Page "True Little Monk." The show continues to meet with success due to its content quality recognized nationally and internationally. In 2019, True Little Monk project was run for the eighth year under the concept of "universal love" bringing 30 male youths aged 7-10 years, initially selected from 5,200 applicants nationwide, and their parents to learn dharma practices and the way of the monk through moral and ethical building activities, such as morning prayer, serving the monk

masters during the alms round and making positive contributions to the society.



SOCIAL IMPACT

The Company strives to deliver positive social and environmental values by using its outstanding communication technologies and innovations to support social activities in all dimensions. In 2019, there were 47,122 people receiving support from True Group's

CSR activities: 22,289 people from learning and life skills development for youth and vulnerable group projects, 23,833 people from nature and environmental conservation promotion projects, and 1,000 people from stakeholder engagement projects.

LEARNING AND LIFE SKILLS DEVELOPMENT FOR YOUTH AND VULNERABLE GROUP PROJECTS

Life Skills Development for Youth



True Lab Little Scientist Project: Organized an elementary school science project contest to develop scientific process skills for Thai youths.
Result: There were 750 project participants.



True Young Producer Award: Organized a social advertising film contest under the topic "Stop Online Sexual Exploitation" at the student-level for the Royal Cup of HRH Princess Maha Chakri Sirindhorn.
Result: There were 1,545 project participants.



True Future Journalist Award: Selected communication arts students from universities across the country to train to become future journalists.
Result: There were 1,278 project participants



True Junior Golf Tour: To support and promote the development of golf skills for Thai children and youths.
Result: There were 800 project participants.



Chor Sa-At Anti-Corruption Youth Camp: To give the opportunity to high school and vocational students nationwide to submit anti-corruption campaign projects for contest under the topic "Transparent School, United Community against Corruption."
Result: There were 260 project participants.



True Children's Day Project: Sponsored "True Plookpanya Children's Day 2019" activity held for the 17th consecutive year at the Government House. This year, youths from True Autistic Thai Center also participated in the activity.
Result: There were 1,278 project participants.

VULNERABLE GROUP PROJECTS



Capacity and Quality of Life Development for the Disabled: To develop the capacity of the persons with disabilities and youths from foster homes, both physical and intellectual capacities and professional skills.
Result: There were 5,162 project participants.



Hai (Mai) Huang Project: Developed innovation to help bring missing persons back to their families, using communication technology in a wristband in conjunction with the ThaiMissing application to allow volunteers or the general public to report sightings of missing persons to the Mirror Foundation.
Result: There were 806 project participants.



Portable Media for Literacy for Non-Formal Education Children Project: True collaborated with UNESCO and the Office of the Non-Formal and Informal Education, using ICT media to improve teacher and student's academic skills, especially Thai language skills in Pondok institutes in 5 southern provinces to reduce the educational gaps and open opportunity for muslim students to improve their quality of life equally.
Result: 92% of 518 students who participated in the project had better grades.

NATURE AND ENVIRONMENTAL CONSERVATION PROMOTION PROJECTS

SAVE THE ENVIRONMENT



Forest Conservation Youth Camp and We Grow Application Training: In collaboration with partner organizations to organize activities to raise forest restoration and conservation awareness for youths and training on how to use the We Grow application for teachers and students.

Result: There were 10,917 project participants.



Bird Conservation through the Doo Nok Application: To encourage bird watchers, tourists, youths and the general public watch over 100 species of birds and report bird encounters through the Doo Nok application.

Result: There were 11,400 project participants.



Elephant Smart Early Warning System: Used True Move H high-speed wireless network technology to help enhance the effectiveness of monitoring and preventing wild elephants from looking for food outside the wilderness to reduce damage to both life and property of communities.

Result: There were 120 project participants.

SAVE THE ENVIRONMENT



“Valuable Animals, Valuable Forests” Photo Contest: To encourage Thai people to help conserve nature and the environment through the Royal Cup Photo Contest.

Result: There were 796 project participants.



Crane Conservation Center: To raise Eastern Sarus Crane and wetland conservation awareness and serve as a source of learning and study for youths, local communities and the public.

Result: There were 600 project participants.



Care the Whale Project: To mitigate global warming, create a balanced environment and promote a circular economy.

Result: Businesses, office buildings, shopping centers and residences on Ratchadaphisek Road.

STAKEHOLDER ENGAGEMENT PROJECTS (Community)

In the past year, the Company has carried out various activities to meet the needs of stakeholders, with more than 1,100 local employees, communities, schools, government agencies and partners of True Group, including:

- Educating about electromagnetic waves in communities near Base station.
- Educating about how to use mobile phones for educational, occupational and agricultural purposes.
- Cooperating with business partners and suppliers to clean the area around the Base station and check to make sure the cell sites worked properly.



CORPORATE CITIZENSHIP AND SUPPORT FOR SOCIAL CONTRIBUTION PROJECTS

The Company has donated to various charities and helped disaster victims, for example ensuring that the network signal cover all disaster areas, giving phone with SIM cards to disaster recovery officers, and setting up a free 24-hour domestic and international call service center or giving unlimited data roaming SIMs.

SOCIAL CONTRIBUTION	AMOUNT (MB)	GOODS (MB)	PERCENT (%)
1. Community Investment	36.36	126.02	38.00
2. Commercial Initiatives	38.63	127.76	38.94
3. Donation	98.50	0.05	23.06
Total	173.49	253.83	100.00

TRUE HIGHLIGHT

DEVELOPMENT OF QUALITY OF LIFE OF PEOPLE WITH AUTISM PROJECT

For over 8 years, True Group has collaborated and supported the Autistic Thai Foundation to develop the capacity of people with special needs in order to enable them to live with normal people, have a better quality of life, and create value for the Thai society. Supporting the development of the quality of life of vulnerable people is in line with the UN Sustainable Development Goals, to which the Company adheres as one of its business goals based on social responsibility.

Operation:

The Company believes in outstanding potential and creative power of autistic people and strives to enhance their quality of life so that they can live independently with dignity and self-sufficiency in a sustainable way. It continuously provides supports including:

CREATIVE INNOVATION FOR AUTISTIC PEOPLE	BUILDING CAREER AND INCOME FOR AUTISTIC PEOPLE	RAISING AWARENESS AND UNDERSTANDING
<ul style="list-style-type: none"> • Develop the Autistic Application for improving learning skills. • Develop Thaispecialcare.com website to serve as a center for exchanging knowledge among parents and experts. • Establish the Learning Center to research and develop innovations for autistic persons. • Donate more than 2,000 tablets and install the Autistic applications at 40 service centers nationwide. 	<ul style="list-style-type: none"> • Establish the career and skill training center to develop capacity of autistic people to allow them to have a career and generate income and live in society in a sustainable and self-reliant manner. • Promote financial management through the Savings Group or community banks. • Hire autistic persons as full-time employees in areas appropriate for their expertise and skills. 	<ul style="list-style-type: none"> • Produce media and public relations to communicate to the society in order to promote acceptance and allow autistic people to show their abilities and stand equally in the society.

AUTISTIC THAI VOCATIONAL TRAINING CENTER CONSTRUCTION PROJECT

Charoen Pokphand Group and True Group have collaborated with the Autistic Thai Foundation to build the first CP-TRUE Autistic Thai Vocational Training Center in Thailand. The center will develop suitable vocational skills according to the capability level of autistic persons to allow them to seek employment under Sections 33 and 35 and to earn income to sustain oneself and family. Above all, it aims to create pride for autistic people and their parents.

The training center is located in the same area as

the Autistic Thai Foundation, in Bang Phrom Sub-district, Taling Chan District, Bangkok. It covers an area of 3,200 square meters and consists of four buildings, including two 3-story training center buildings on an area of 2,400 square meters. The training center building consists of a learning center, vocational skills training room, offices, sensory skills training room, computer room and a meeting room. The other two buildings are the Arts Center, covering an area of 200 square meters, and the Social Enterprise Building, covering an area of 400 square meters.

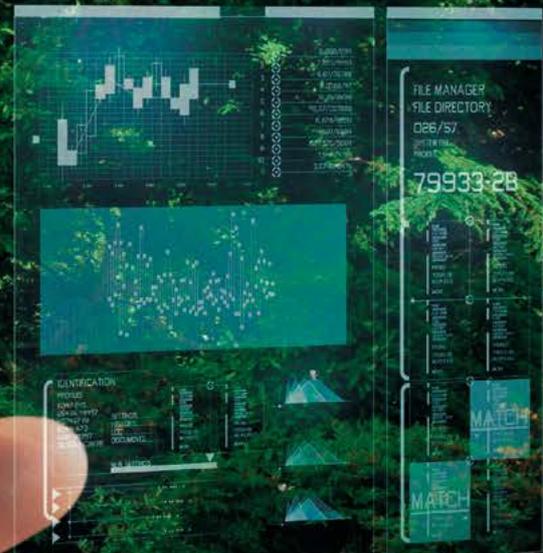


HOME

BUILDING A SUSTAINABLE ENVIRONMENT

“Promote environmental awareness, operate with environmental responsibility, and enhance quality of life for all.”





ENVIRONMENTAL AND CLIMATE CHANGE MANAGEMENT

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



ADISAK PRASONGSUP
Special Project Director,
Executive Chairman Office

“

We are committed to increasing the proportion of renewable and alternative energy consumption in our business operations. By 2020, we aim to install a solar cell system at over 3,300 base stations, exchange stations and data centers nationwide. We have a plan to install solar cells at office buildings as well.

”

TARGET 2019

- Reduce electricity consumption per service revenue* by 7.5% in 2019, compared to 2016.
- Reduce greenhouse gas emissions under Scope 1 & 2 per service revenue* by 7.5% in 2019, compared to 2016.
- Reduce water consumption per service revenue* by 7.5% in 2019, compared to 2016.



PERFORMANCE 2019

- Electricity consumption per service revenue* was reduced by 8.8%, compared to 2016.
- Greenhouse gas emissions under Scope 1 & 2 per service revenue* was reduced by 9.6%, compared to 2016.
- Water consumption per service revenue* was reduced by 7.9%, compared to 2016



MANAGEMENT APPROACH

True Group is determined to manage climate change and reduce environmental impact at a broader scale. It has contributed to climate change mitigation by setting targets to reduce greenhouse gas emissions, electricity consumption, and water consumption per service revenue, as well as properly managing waste in line with the Paris Agreement on Climate Change and the UN Climate

Summit 2018, which aim to continuously reduce and monitor greenhouse gas emissions.

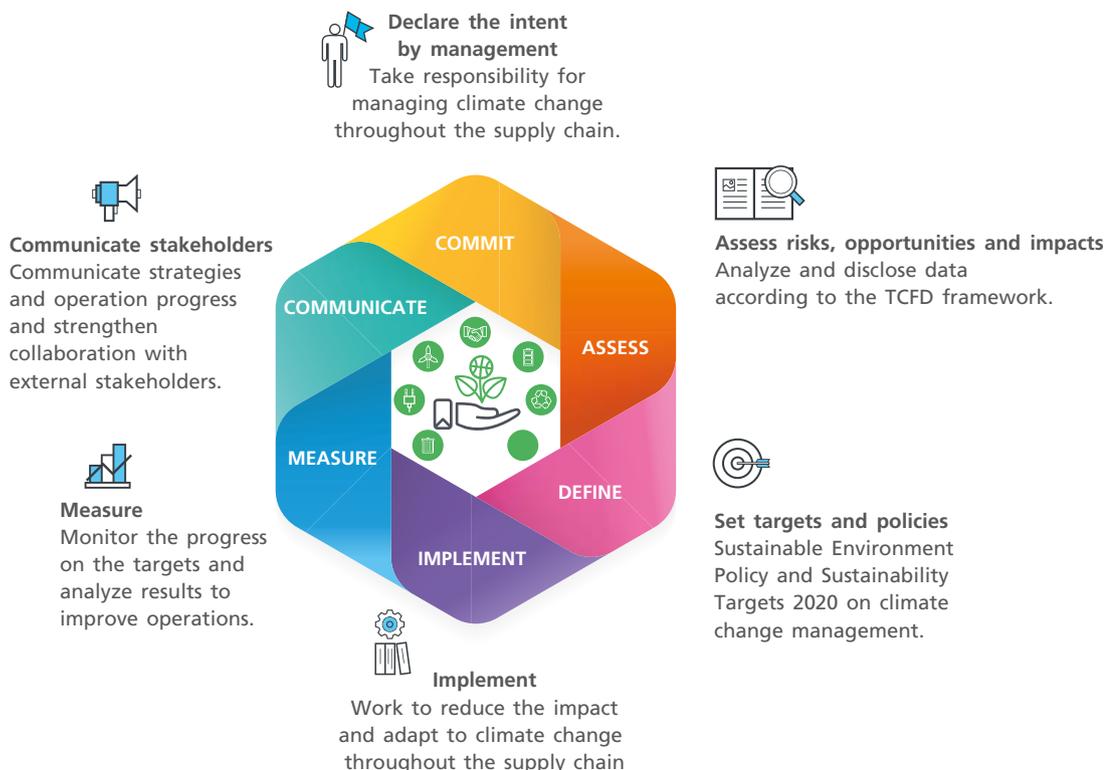
The Company has set an environmental policy and targets, conducted an assessment of climate change risks and opportunities, implemented an operational plan that aligns with the environmental targets, and developed an environmental management system (EMS).

* Revenue from telephone and other services

according to ISO14001: 2015 under the supervision of the Innovation and Sustainability Committee and Working Group on Environmental Management to ensure effective climate change and environmental management.

In addition, the Company has communicated its climate change management and remediation actions to stakeholders through various channels, such as a Sustainability Report and annual Communication on Progress, as well as through the CDP.

CLIMATE CHANGE AND ENVIRONMENTAL IMPACT MANAGEMENT FRAMEWORK

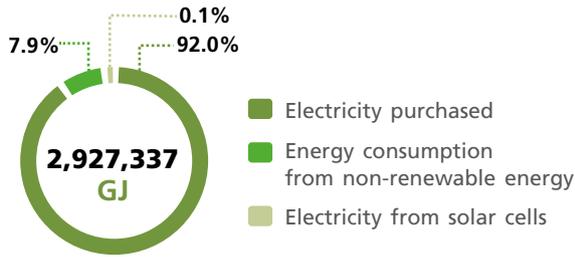


5RS CLIMATE CHANGE STRATEGY AND ENVIRONMENTAL MANAGEMENT

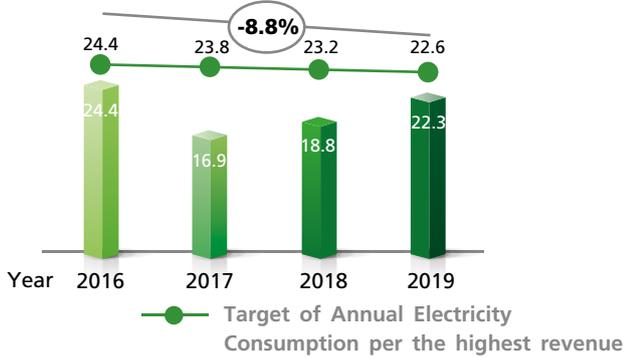


ENERGY CONSUMPTION MANAGEMENT

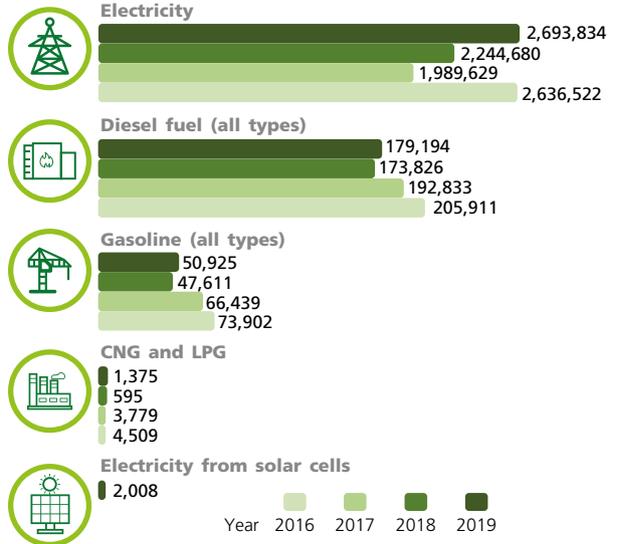
Energy Consumed in 2019 (%)



Annual Electricity Consumption per Revenue* (GJ/MB)



Annual Energy Consumption by Type (GJ)



EXAMPLES OF ENERGY EFFICIENCY IMPROVEMENT AND ENERGY REDUCTION PROJECTS



Equipment efficiency improvement projects at base and exchange stations, such as the inverter installation project for cold water pumps and cooling pumps at exchange stations and equipment and the feature replacement project, which save more than 2,600,000 kilowatt hours of energy per year (kWh/Year)



LED bulb replacement project at exchange stations, which is able to save energy consumption up to 570,000 kilowatt hours per year (kWh/Year) or reduce greenhouse gas emissions by more than 330 tons of carbon dioxide per year.



Employee travel route management project uses technology to manage employee travel routes for customer service, resulting in a significant reduction of fuel consumption.

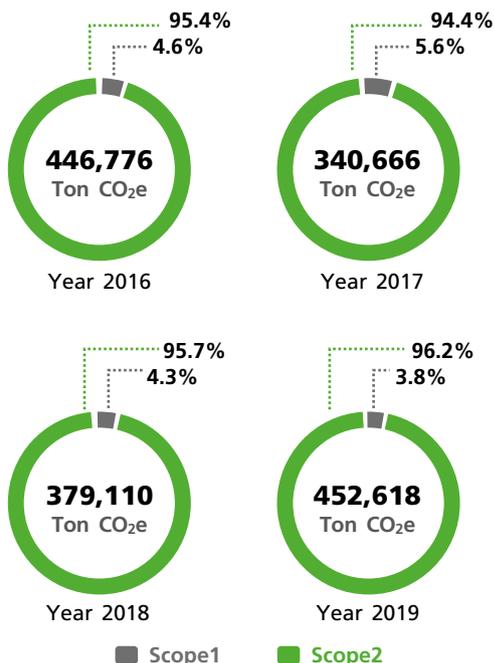


Solar cell installation project to increase the proportion of renewable energy consumption at base stations and data centers. In 2019, the solar cells were installed at an additional 400 base stations, which can save energy consumption by more than 557,000 kilowatt hours per year (kWh/Year).

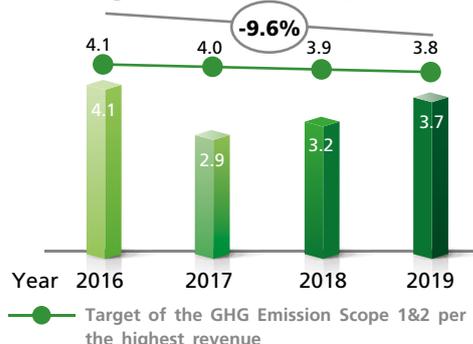
*Revenue from telephone and other services

GREENHOUSE GAS MANAGEMENT

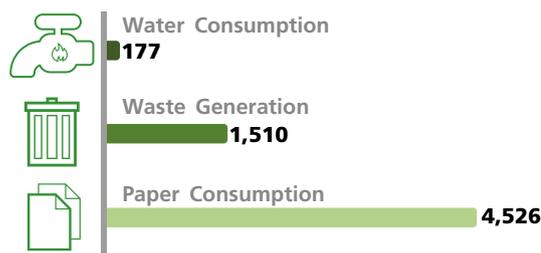
GHG Emissions during 2016-2019 (%)



GHG Emission (Scope 1&2) per revenue *during 2016-2019 (ton CO₂e/MB)



GHG Emissions (Scope 3) in 2019 (ton CO₂e)



EXAMPLES OF GREENHOUSE GAS EMISSIONS REDUCTION PROJECTS

- Energy Efficiency Increase and Energy Reduction Project was implemented and able to reduce approximately 3,730,000 KWh/year, or equivalent to greenhouse gas of more than 2,100 tons of carbon dioxide gas.

- Paperless Project has been implemented within and outside the organization to broaden the scope of True e-Billing, True e-Tax Invoice, True Money Kiosk, and e-Form Register in order to reduce work process, facilitate customers, reduce the use of paper and reduce greenhouse gas emissions (Avoided Emissions Products). In 2019, it was able to reduce paper consumption by more than 125 million sheets, equivalent to more than 570 tons of carbon dioxide equivalent of greenhouse gas emissions.

- Conference Call to reduce energy consumption needed for traveling, the Company uses digital technology to improve work processes and customer service. It has set up a conference call system to facilitate group communication, eliminating the need to travel.

- True Care Development: The Company provides a True Care Chat Service on the True iService application, where customers can chat with a True officer to obtain initial solutions to their problems before the officer travels to the customers to provide the service. Moreover, customers can pay their bills and check balances through the True iService application without having to travel to True Shop.

CLIMATE MANAGEMENT DISCLOSURE

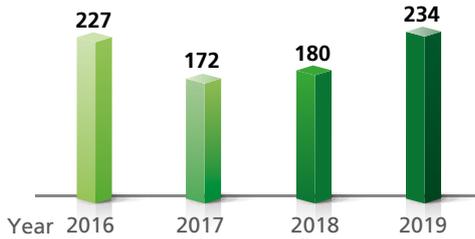
The Company discloses its climate change management performance regularly as part of the CDP assessment to drive transparency in climate change operations. The Company integrates the assessment results with Best Practices to improve operational efficiency to benefit the world, the country and the company in line with the Three Benefits Philosophy. In 2019, over 8,000 organizations across the world participated in the assessment and True was ranked “B” or “Management Level.” The CDP** assessment result reflects the ambitions and efficiency in environmental management.

* Revenue from telephone and other services

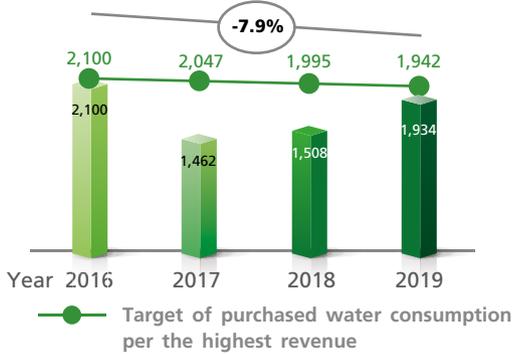
** www.cdp.net/en

WATER MANAGEMENT

Annual Purchased Water Consumption (Mega Liter)

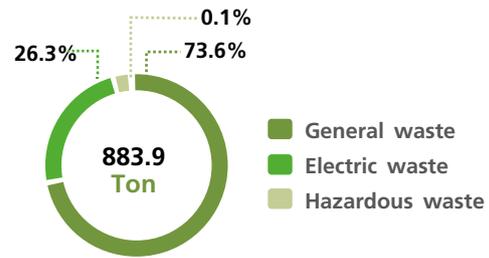


Purchased Water Consumption per revenues* per year (Liter/MB)



WASTE MANAGEMENT

Waste in 2019 (Ton)



Annual Waste Disposal (Ton)



Examples of Water Consumption and Waste Management Projects



Office Water Consumption Reduction Campaign installed water-saving sanitary equipment and encouraged employees to use water efficiently.



The Used Communication Device Recycling Project was initiated to collect used electronic equipment from customers for recycling to reduce environmental impact.



The Stop Plastic Bags Campaign was initiated to promote food vendors in the canteen to stop giving out plastic bags. Additionally, Cloth Bags are being promoted from the Borrow Project to raise awareness among employees about environmental impacts caused by daily activities.



The Office Electronic Device Donation Project was initiated to collect notebooks, computers and other devices to be donated to schools and charitable organizations. In 2019, the Company donated more than 1,000 used computers.

In 2019, True Group had no incidents that caused significant environmental impact and no incidents of non-compliance with environmental laws and regulations.

However, the Company has set up a process to listen to stakeholder opinions concerning the Company's environmental management. Stakeholders can voice their opinions related to the environment or other issues via True Call Center 1242.

* Revenue from telephone and other services

TRUE HIGHLIGHT

ELECTRICITY PRODUCTION FORM SOLAR CELLS PROJECT

True Group has improved its network to support the customers' continuous usage, both in terms of coverage and quality, which leads to the increase in the consumption of electricity from power plants and fuel used to produce electricity every year. However, the Company is committed to conserving energy and promoting the use of alternative energy and has strongly supported the production of electricity from solar energy, which is clean energy that does not affect the environment.

Performance in 2019:

Since 2010, the Company had started to study and install solar cells at 27 base stations with a total of 281 kW production capacity on islands and in remote areas where the power transmission systems were not available. In 2019, the solar cells were installed at an additional 428 stations with a total production capacity of 1,898 kW. In this year, they are able to generate electricity up to 557,909 kWh and reduce greenhouse gas emissions by 325 tons of carbon dioxide.

Operational Plan for 2020:

In 2020, the Company plans to install solar cells at more than 3,300 base stations, exchange stations, and data centers across the country, as well as in office buildings.



RESULTS AND BENEFITS



557,909 kWh

Electricity Generated from Solar Cells in 2019



455 Base Stations

Equipped with Solar Cells



1,898 kW

Production Capacity of Solar Cells



325 Ton CO₂e

Ton Carbon Dioxide of reduced GHG Emissions

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

(GRI 103-1, 103-2, 103-3, 414-1, 414-2)



Dr. JEN SRIWATTANATHAMMA
Group Director - Procurement

“

“Procurement of goods and services in most organizations focuses on quality and cost-effectiveness. In contrast, a sustainable procurement emphasizes holistic thinking, taking into consideration economic, social and environmental factors with the goal of promoting sustainable economy and society, preserving the environment and adding value to the organization.

Today, True has a complete supply chain procurement management, paying attention to raw materials from legitimate and standard sources and lawful labor, hygiene, safety and environmentally friendly in the production process. We conduct transparent, honest and fair procurement. We and our suppliers must work together to strictly comply with the Procurement Code of Conduct in alignment with the UN Global Compact and DJSI Principles and encourage employees to recognize and respect this Code.”

”

TARGET IN 2019

- Conduct an onsite audit of 77.0 % of tier 1 critical suppliers.



PERFORMANCE IN 2019

- 77.1 % of tier 1 critical suppliers completed an onsite audit.



MANAGEMENT APPROACH

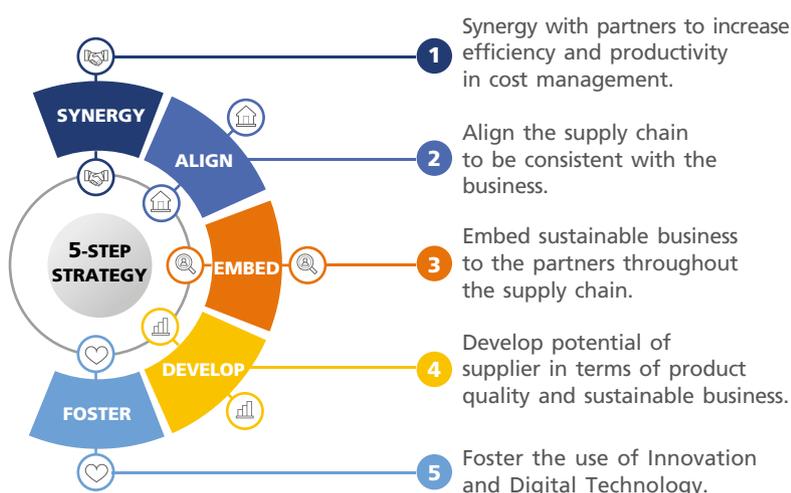
Responsible supply chain management is essential to building a strong business. Today's business operations involve many stakeholders, such as raw material suppliers and manufacturers. As a result, all concerned parties must cooperate to enhance competitiveness toward long-term growth.

True Group has managed its supply chain in a responsible and sustainable manner through

the Sustainable Supply Chain Working Team and Procurement Department. It has adopted Supplier Code of Conduct, outlining its expectation for supplier business conduct which goes beyond economic dimension and includes social and environmental capacity development of suppliers. In addition, True Group has established the Procurement Code of Conduct covering 20 issues to ensure

excellent supply chain management practices on par with international standards, transparency, fairness and equitable treatment of suppliers. The Code also covers social and environmental responsibilities, which include provision of traceable products and services, supply chain risk assessment, preventing suppliers from unlawful and non-regulatory acts, working with critical suppliers to ensure continuous improvement and most importantly, building a good and long-lasting relationship with suppliers.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT STRATEGY



TRUE GROUP SUPPLIER CODE OF CONDUCT

Environment-E

- Environmental Management

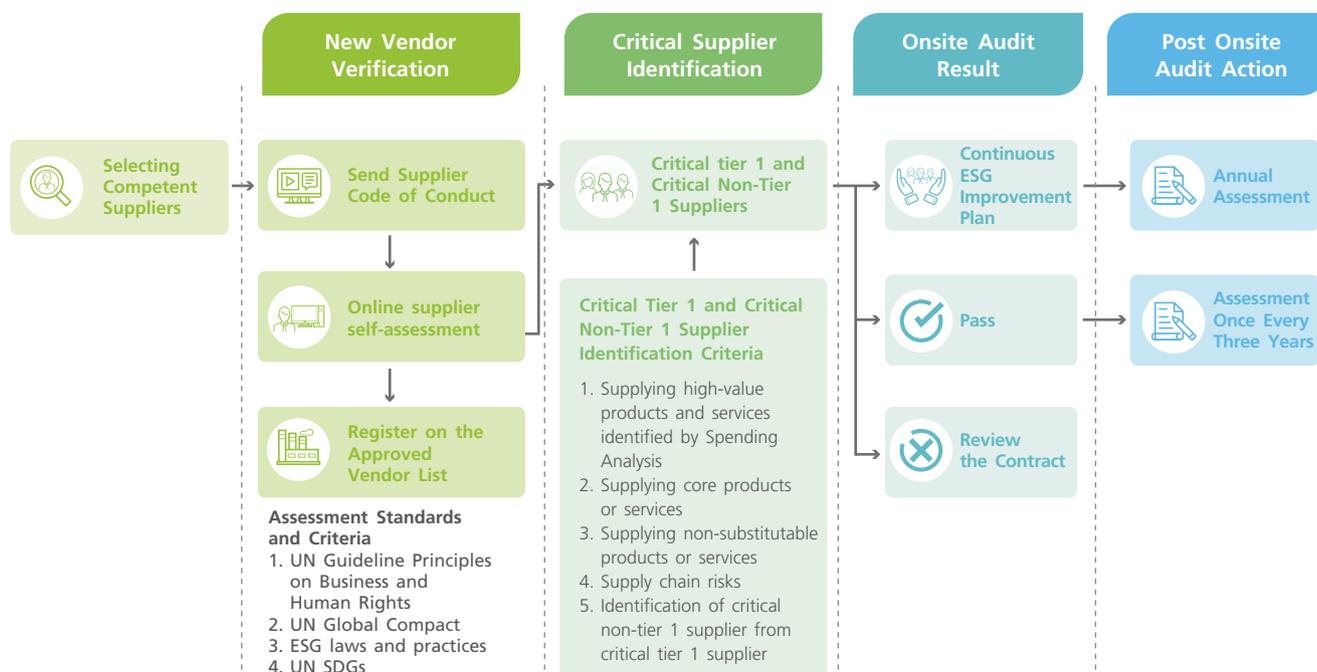
Social-S

- Child Labour
- Force Labour and Abuse of Labour
- Discrimination
- Employment Arrangement, Wage and Benefits
- Freedom of Association and Collective Bargaining
- Occupational Health and Safety
- Communication of the Code and Training

Governance-G

- Compliance with Laws and Regulations
- Product Safety and Quality
- Traceability
- Privacy, Confidentiality and Intellectual Property
- Land Rights
- Responsible Sourcing
- Business Integrity
- Conflicts of Interest
- Anti-Bribery and Corruption
- Management of the Code
- Reporting Concerns
- Termination of Supplier and Blacklisting

Responsible Supply Chain Management Framework



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

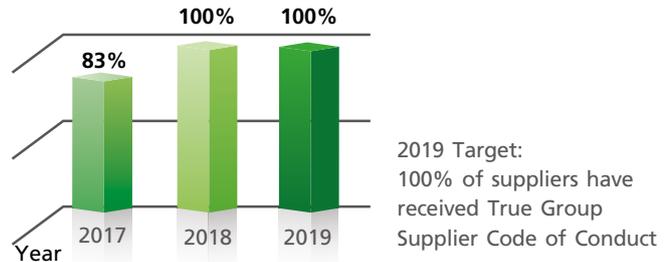
**https://www3.truecorp.co.th/new/public/assets/truecorp/pdf/th/00_Procurement_CoC_TH_Web_2017.pdf

RESPONSIBLE SUPPLY CHAIN MANAGEMENT INFORMATION IN 2019

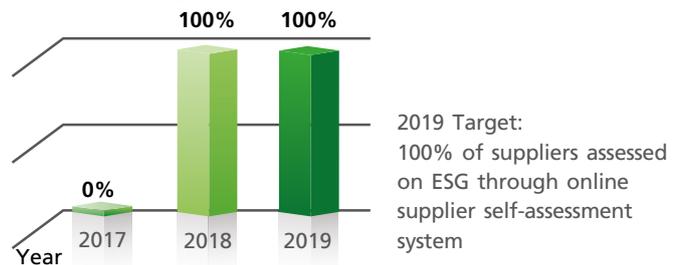
New Vendor Verification:



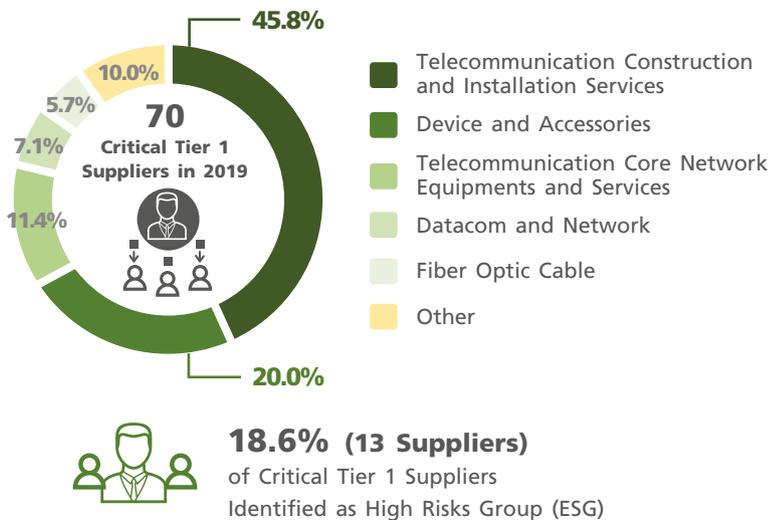
% of suppliers have received and agreed to comply with True Group Supplier Code of Conduct



% of suppliers assessed on ESG through online supplier self-assessment system

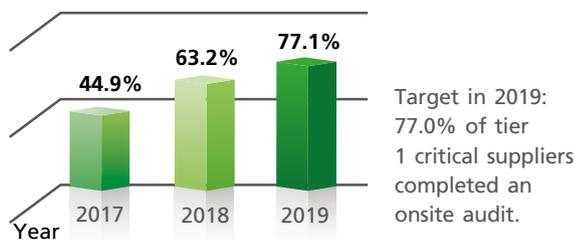


Critical Tier 1 Supplier/Critical non-tier 1 suppliers Identification and Supply Chain Risk Assessment

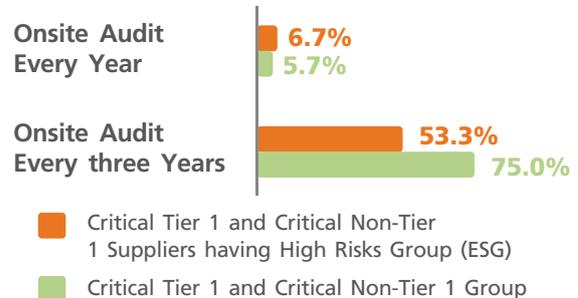


Onsite Audit with the Supplier Code of Conduct:

% of Critical Tier 1 Suppliers Completed an Onsite Audit.



% of Critical Non-Tier 1 Suppliers Completed an Onsite Audit Annually and Onsite Audit Every Three Years.



HEALTH, HYGIENE, AND SAFETY OF SUPPLIERS, CONTRACTORS AND SUBCONTRACTORS

The Company has implemented a Safety Contractor Management System that reflects the nature of the work carried out by suppliers and contractors. It requires existing and new suppliers and contractors to attend training courses related to safe work practices and requires all suppliers and contractors contracted for services through the procurement system to complete a self-assessment on safety, developed by the Company, in order to assess their safety management systems before issuing a purchase order or procurement document.

In 2019, the supplier and contractor safety statistics showed that there was a total of three accidents and one lost time injury, representing 236 lost working days and two work-related deaths. The Company has implemented proactive measures and inspected the work sites on a periodic basis, as well as developing work plans with suppliers to reduce the chance of accidents and prevent repeated occurrences.

TRUE HIGHLIGHT

SUPPLIER TRAINING AND CAPACITY DEVELOPMENT

True Group believes that supplier training and capacity development through various activities will help enhance performance and build a healthy and sustainable relationship. The Company organized critical tier 1 and critical non-tier 1 supplier training on sustainable development, occupational safety and human rights with speakers from an external consulting company on 15 August 2019. The training was attended by 54 critical tier 1 and non-tier 1 supplier companies.

PERFORMANCE



77%

In 2019, Critical Tier 1 Suppliers participated in Supplier Training and Capacity Development



95%

Participation in Supplier Training and Capacity Development were Satisfy and Highly Satisfy.



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GRI Telecommunications Sector Supplement	PA 4 Quantify the level of availability of telecommunications products and services in areas where the organization operates			
GRI Telecommunications Sector Supplement : Providing Access	PA 5 Number and types of telecommunication products and services provided to and used by low and no income sectors of the population. Provide definitions selected			

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THIRD PARTY VERIFICATION



Independent Assurance Statement

Introduction and Engagement

True Corporation Public Company Limited (hereafter 'TRUE') commissioned TÜV NORD (Thailand) Ltd. (hereafter 'TUVT') for Sustainability Assurance Engagement. TÜV NORD (Thailand) Ltd. 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 2, Moderate Level). TUVT also performed Assurance, based on AccountAbility Principles Standard AA1000AP (2018) and AccountAbility Stakeholder Engagement Standard AA1000SES (2015) and ISO 14064 Part 3: Greenhouse Gases: Specification with guidance for the validation and verification of greenhouse gas assertions (ISO, 2006). The onsite verification was conducted in March 2019 at TRUE (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 2019. The Report covers TRUE's sustainability information for the period 1st January 2019 to 31st December 2019.

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 2, 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;
- GRI's sector guidance - TELECOMMUNICATION SECTOR SPECIFIC INDICATORS
- 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 4 main businesses (brands) of True Corporation Plc (in line with Company's Annual Report 2019), comprising

TrueMove H (7): True Move H Universal Communication Co., Ltd., True Move Co., Ltd., True Distribution and Sales Co., Ltd., True Music Co., Ltd., Telecom Asset Management Co., Ltd. True International Communication Co., Ltd., BFKT (Thailand) Limited

TrueOnline (12): True Corporation Public Company Limited, Asia Wireless Communication Co., Ltd., True Multimedia Co., Ltd., True Internet Corporation Co., Ltd., True Life Plus Co., Ltd., True Axion Interactive Ltd., Internet Knowledge Service Center Co., Ltd., True International Gateway Co., Ltd., True E-Logistics Co., Ltd., True Icontent Co., Ltd., True Digital Park Co., Ltd., True Internet Technology (Shanghai) Co., Ltd.

TrueVisions (12): True Visions Group Co., Ltd., True Visions Public Company Limited, Cineplex Co., Ltd., True Visions Cable Public Company Limited, Satellite Service Co., Ltd., Panther Entertainment Co., Ltd., AP&J Productions Co., Ltd., True Media Solutions Co., Ltd., True United Football Club Co., Ltd., SM True Co., Ltd., Thai News Network (TNN) Co., Ltd., True4U Station Co., Ltd.

True Digital (1): True Digital Group Co., Ltd.

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, TUVT 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 with Core" criteria.

During the assurance engagement, TUVT adopted a risk-based approach, concentrating on verification efforts on the issues of high material relevance to TRUE's business and its stakeholders. TUVT 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:

- TUVT reviewed the approach adopted by TRUE for the stakeholder engagement and materiality determination process. TUVT performed limited internal stakeholder engagement to verify the qualitative statements made in the Report;
- TUVT verified the sustainability-related statements and claims made in the Report and assessed the robustness of the data management system, information flow and controls;
- TUVT 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;
- TUVT conducted interviews with key representatives including data owners and decision-makers from different functions of the Company during the site visit;
- TUVT performed sample-based reviews of the mechanisms for implementing the sustainability related policies, as described in TRUE's Sustainability Report;
- TUVT 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:

- The wastewater management process could be considered the tendency monitoring.
- The waste management could be clearly recorded the waste processor disposal methods.



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:** TUVT 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:** TUVT 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 Number
Approach to stakeholder engagement	GRI 102-43
Energy consumption within the organization	GRI 302-1
Water withdrawal	GRI 303-1 (2016)
Direct (Scope 1) GHG emissions	GRI 305-1
Energy indirect (Scope 2) GHG emissions	GRI 305-2
Waste by type and disposal method	GRI 306-2
Average hours of training per year per employee	GRI 404-1
Percentage of employees receiving regular performance and career development reviews	GRI 404-3
Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	GRI 403-2 (2016)
Number and types of telecommunication products and services provide to and used by low and no income sectors of the population. Provide definitions selected (Telecommunications Sector Supplement: Providing Access)	GRI PA 5

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 2 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.

TUVT did perform any assurance of procedures on the prospective information, such as targets, expectations and ambitions, disclosed in the sustainability information. Consequently, TUVT draws conclusion on the prospective information. This assurance statement has been prepared in accordance with the terms of our engagement. Type 2 moderate level assurance engagement with respect to sustainability related data involves performing procedures to obtain evidence about the sustainability information. It does include detailed testing of source data or the operating effectiveness of processes, internal controls and consequently they do enable us to obtain the assurance necessary to become aware of all significant matters that might be identified in a Type 2 moderate level assurance engagement.

TUVT 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: TUVT 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 TUVT's assurance team at TRUE's office on the factory's premises and found to be accurate. Further desk review of web-based data was carried out for all other sites mentioned above. Therefore, in accordance with the GRI Standards and AA1000AS (2008) for a Type 2, moderate level assurance engagement, TUVT concludes that the sustainability data and information presented in the Report is 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.

TUVT 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. TUVT'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 TUVT by TRUE are complete and reliable.

TUV's Competence and Independence

TUVT is an independent, neutral, third-party providing sustainability services, with qualified environmental and social assurance specialists. TUVT states its independence and impartiality with regard to this assurance engagement. In the reporting year, TUVT did not work with TRUE on any engagement that could compromise the independence or impartiality of our findings, conclusions and recommendations. TUVT was not involved in the preparation of any content or data included in the Report, with the exception of this Assurance Statement. TUVT maintains complete impartiality toward any people interviewed during the assurance engagement.

Mr. Nattapon Vasasmith
Lead Verifier
TUV NORD (Thailand) Ltd.
Bangkok 10260 Thailand



Date: 12 May 2020
Place: Bangkok, Thailand
Project Reference No: TUVN/TRUE/SA/2019

PERFORMANCE SUMMARY

GRI STANDARD	DATA DESCRIPTION	UNIT	2016	2017	2018	2019	
ECONOMIC							
201-1	การสร้างมูลค่าทางเศรษฐกิจโดยตรง	Direct Economic Value Generated					
	สินทรัพย์รวม	Total assets	448,960	459,182	495,569	523,993	
	รายได้จากการดำเนินงานทั้งหมด	Total revenue	124,719	141,290	161,820	140,943	
	รายได้จากการให้บริการโทรศัพท์เคลื่อนที่และบริการอื่น	Revenue from telephone and other services	107,892	117,624	119,138	120,926	
	การกระจายมูลค่าทางเศรษฐกิจ	Economic Value Distributed					
	ค่าตอบแทนและสวัสดิการพนักงาน	Salary, wages and employees' benefits	12,898	13,417	13,806	15,012	
	ต้นทุนในการดำเนินงาน	Operating expenses	125,211	84,058	85,335	87,242	
	การจ่ายสำหรับผลการดำเนินงาน	Payment to Provider of Capital					
	การจ่ายเงินปันผล	Dividend Payments (True's BOD approved a dividend payment for 2019 approx Baht 3 billion (Baht 0.09 per share), subject to approval by shareholders at the AGM in April)	1,641	1,034	3,003	3,003	
	ดอกเบี้ยจ่าย	Interest expense	4,672	5,917	5,325	7,489	
	งบกำไรขาดทุน	Consolidated Income Statement					
	กำไรสุทธิ สำหรับส่วนที่เป็นของบริษัท	Net profit (loss) to equity shareholders of the Company	(2,814)	551	7,035	5,637	
	กำไรก่อนดอกเบี้ยภาษีค่าเสื่อมและค่าตัดจำหน่าย	EBITDA	25,071	39,912	56,001	33,850	
ENVIRONMENT							
302-1	ปริมาณการใช้พลังงาน	Energy consumption					
	ปริมาณการใช้พลังงานไฟฟ้า (ซื้อ)	Electricity consumption (purchased) No heating, cooling and steam consumption or sold. No heating, cooling and steam consumption or sold.	2,636,521.83	1,989,629.24	2,244,680.23	2,693,833.81	
	ปริมาณการใช้พลังงานเชื้อเพลิง - ใช้ค่าพลังงานและ Emission Factor จากรายงานพลังงานของประเทศไทย รายปี กรมพัฒนาพลังงานทดแทนและอนุรักษ์พลังงานกระทรวงพลังงาน Ref. IPCC Vol.2 Table 2.3	Energy consumption from non-renewable fuels (mobile combustion) Ref. IPCC Vol.2 Table 2.3	284,322.49	263,050.66	222,032.59	231,494.52	
	ปริมาณการใช้พลังงานทดแทน (โซลาร์เซลล์)	Energy consumption from renewable energy (Solar cells)	NA	NA	NA	2,008.47	
	ปริมาณการใช้พลังงานทั้งหมด	Total energy consumption	2,920,844.33	2,252,679.90	2,466,712.82	2,927,336.81	
303-1 2016	ปริมาณการใช้น้ำ	Water consumption					
	ปริมาณการใช้น้ำ (ซื้อ) (Water reported according to invoices used)	Water withdrawal (purchased municipal water)	Mega liter	226.57	171.94	179.70	233.84
306-1	ปริมาณน้ำที่ปล่อยออกสู่ภายนอก	Water discharge	183.52	137.55	143.74	187.07	
306-2	ของเสีย	Waste					
	ปริมาณของเสียทั่วไป	Non-hazardous waste					
	- นำไปฝังกลบ	- Landfill	3,109.0	2,520.0	2,223.0	651.0	
	- นำไปเป็นอาหารสัตว์	- Used as animal feed	NA	NA	NA	NA	
	ปริมาณของเสียอันตรายและของเสียอิเล็กทรอนิกส์	Hazardous waste and E-waste					
	- นำไปฝังกลบ	- Landfill	NA	0.2	0.2	0.5	
	- นำไปใช้ซ้ำและนำกลับไปใช้ใหม่	- Reused and Recycled	202.0	71.4	82.2	232.4	
	ปริมาณของเสียทั้งหมดที่กำจัดได้ (ฝังกลบ)	Total waste disposed (landfill)	3,109.0	2,520.2	2,223.2	651.5	

GRI STANDARD	DATA DESCRIPTION		UNIT	2016	2017	2018	2019
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		572.2	524.3	361.0	404.9
	การปล่อยก๊าซคาร์บอนไดออกไซด์จากเชื้อเพลิงฟอสซิล	Fossil Fuel CO ₂ emissions		20,465	18,954	16,158	16,807
	ก๊าซเรือนกระจกที่เกิดจากการรั่วไหล	Fugitive Emissions	Ton of CO ₂ e	NA	NA	NA	232
	การปล่อยก๊าซเรือนกระจกทางตรง (GHG ขอบเขต 1)	Total direct greenhouse gas emissions (GHG Scope 1)		20,465	18,954	16,158	17,040
305-2	การปล่อยก๊าซเรือนกระจกทางอ้อม (GHG ขอบเขต 2) (Emissions include CO ₂ . 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)		426,311	321,712	362,952	435,578
LABOR PRACTICES							
102-7	จำนวนพนักงานแยกตามเพศ	Total number of employees					
102-8	- พนักงาน ชาย	Male		10,793	11,059	10,967	10,554
103	- พนักงาน หญิง	Female	Person	13,130	12,862	12,399	12,143
	รวม	Total		26,872	23,921	23,366	22,697
	จำนวนพนักงานแยกตามเพศ	Percentage of Employees by Gender					
	- พนักงาน ชาย	Male	Percent	40	46	47	46
	- พนักงาน หญิง	Female		49	54	53	54
	ร้อยละของพนักงานที่เป็นผู้พิการ	Employees with disabilities					
	- พนักงาน ชาย	Male		92	89	91	88
	- พนักงาน หญิง	Female	Person	43	39	70	52
	รวม	Total number		135	128	161	140
405-1	คณะกรรมการบริษัท Board of Directors	Board of Directors/Supervisory Board		18	18	18	16
	- พนักงาน ชาย	- Male	Person	18	17	17	15
	- พนักงาน หญิง	- Female		0	1	1	1
102-8	จำนวนพนักงานแยกตามระดับ	Total number of employees by level					
	ผู้บริหารตำแหน่งผู้อำนวยการ และ สูงกว่าผู้อำนวยการ	Management - Director and Director up Level		95	97	101	111
	- พนักงาน ชาย	- Male		76	77	80	91
	- พนักงาน หญิง	- Female		19	20	21	20
	ผู้บริหารตำแหน่งผู้ช่วยผู้อำนวยการ และ รองผู้อำนวยการ	Management - Assistant Director and Deputy Director Level		961	950	922	941
	- พนักงาน ชาย	- Male		548	535	524	527
	- พนักงาน หญิง	- Female	Person	413	415	398	414
	ผู้บริหารตำแหน่งผู้จัดการ	Management - Manager Level		2,193	2,306	2,405	2,379
	- พนักงาน ชาย	- Male		1,097	1,156	1,248	1,219
	- พนักงาน หญิง	- Female		1,096	1,150	1,157	1,160
	ระดับปฏิบัติการ	Operation Level		20,674	20,565	19,938	19,266
	- พนักงาน ชาย	- Male		9,072	9,288	9,115	8,717
	- พนักงาน หญิง	- Female		11,602	11,277	10,823	10,549

GRI STANDARD	DATA DESCRIPTION		UNIT	2016	2017	2018	2019
405-1	จำนวนพนักงานแบ่งตามช่วงอายุ	Total Employees by age					
	< 30 ปี	< 30 years		10,147	8,216	8,407	7,829
	- พนักงาน ชาย	- Male		4,214	3,578	3,724	3,431
	- พนักงาน หญิง	- Female		5,933	4,638	4,683	4,398
	30-50 ปี	30-50 years		13,037	14,649	13,785	13,875
	- พนักงาน ชาย	- Male	Person	6,103	6,848	6,573	6,585
	- พนักงาน หญิง	- Female		6,934	7,801	7,212	7,290
	> 50 ปี	> 50 years		739	1,056	1,174	993
	- พนักงาน ชาย	- Male		467	633	670	538
	- พนักงาน หญิง	- Female		272	423	504	455
405-1	ความหลากหลายระหว่างเพศชายและหญิง	Gender Diversity					
	ผู้บริหารสายงานที่เป็นเพศหญิง	Women in all management positions	Person	1,528	1,585	1,576	1,594
			Percent	47.0	47.3	46.0	46.5
	ผู้บริหารสายงานระดับสูงที่เป็นเพศหญิง	Women in top management	Person	432	435	419	434
			Percent	40.9	41.5	41.0	41.3
	ผู้บริหารสายงานระดับต้นที่เป็นเพศหญิง	Women in junior management positions	Person	1,096	1,150	1,157	1,160
			Percent	50.0	49.9	48.1	48.8
	พนักงานระดับปฏิบัติการที่เป็นเพศหญิง	Women in operation (Workforce)	Person	11,602	11,277	10,823	10,549
			Percent	56.1	54.8	54.3	54.8
	405-2	ค่าตอบแทนเท่าเทียม	Equal Remuneration				
สัดส่วนเงินเดือนมูลฐานและค่าตอบแทนเพศหญิง/ชาย		Ratio of basic salary and remuneration of women to men					
ผู้บริหารระดับสูง (เงินเดือนมูลฐาน)		Executive level (Base salary only)	Ratio (Average female Salary divided by Average Male Salary)	0.88	0.88	0.92	0.95
ระดับผู้บริหาร (เงินเดือนมูลฐาน)		Management level (base salary only)		0.92	0.95	0.93	0.95
ระดับผู้บริหาร (เงินเดือนมูลฐาน และ ค่าตอบแทนอื่นๆ)		Management level (base salary + other cash incentives)		0.95	0.96	0.94	0.94
ระดับปฏิบัติการ (เงินเดือนมูลฐาน)		Operation (Non-management) level (base salary only)		0.97	0.96	1.01	0.89
404-1	การฝึกอบรมพนักงาน	Training & Development					
	จำนวนชั่วโมงโดยเฉลี่ยของการฝึกอบรมต่อปีต่อพนักงานหนึ่งคน	Average hours per FTE on training and development	Hours/ Person	14.97	12.88	17.81	20.70
	แยกตามระดับ	By Level					
	- ผู้บริหาร	- Management Level	Hours/ Person	28.19	14.70	25.36	27.26
	- พนักงานระดับปฏิบัติการ	- Operation Level		12.89	12.59	16.51	19.52
	แยกตามเพศ	By Gender					
	- พนักงาน ชาย	- Male	Hours/ Person	14.90	12.52	19.16	20.78
	- พนักงาน หญิง	- Female		15.02	13.20	16.63	20.63
	แยกตามกลุ่มอายุ	By Age					
	< 30 ปี	< 30 years	Hours/ Person	NA	NA	17.97	14.68
	30-50 ปี	30-50 years		NA	NA	17.63	21.38
	> 50 ปี	> 50 years		NA	NA	19.18	18.53

GRI STANDARD	DATA DESCRIPTION		UNIT	2016	2017	2018	2019
401-1	การว่าจ้างพนักงาน	Recruitment					
	ค่าใช้จ่ายในการสรรหาพนักงานโดยเฉลี่ยเทียบกับพนักงานประจำทั้งหมด	Average hiring cost / FTE	Baht	7,264	25,122	27,243	2,872
	จำนวนและอัตราการจ้างงานใหม่	New Hire					
	จำนวนการจ้างงานใหม่	New hire	Person	8,644	7,529	7,597	7,705
	อัตราการจ้างงานใหม่	New hire rate	Percent	32.2	31.5	32.5	33.9
	แยกตามเพศ	By gender					
	- พนักงาน ชาย	Male	Person	3,289	3,179	3,435	2,910
			Percent	26.4	28.7	31.3	27.6
	- พนักงาน หญิง	Female	Person	5,355	4,350	4,162	4,795
			Percent	37.1	33.8	33.6	39.5
	แยกตามอายุ	By age					
	น้อยกว่า 30	< 30 years	Person	6,850	5,824	5,509	5,673
			Percent	60.4	70.9	65.5	72.5
	30 - 50 ปี	30 - 50 years	Person	1,777	1,662	2,088	1,994
			Percent	12.1	11.3	15.1	14.4
	มากกว่า 50 ปี	>50 years	Person	17	43	0	38
			Percent	2.1	4.1	0.0	3.8
	จำนวนและอัตราการลาออกจากงาน (พนักงานประจำ)	Turnover (permanent)					
	จำนวนการลาออก	Employee turnover	Person	1,194	1,815	1,886	1,812
	อัตราการพ้นสภาพของพนักงาน	Employee turnover rate	Percent	7.61	8.22	8.28	9.45
	แยกตามเพศ	By gender					
	พนักงานชาย	- Male	Person	NA	826	891	879
			Percent	NA	7.47	8.12	8.33
	พนักงานหญิง	- Female	Person	NA	989	995	933
			Percent	NA	7.69	8.02	7.68
	แยกตามอายุ	By age					
	น้อยกว่า 30	< 30 years	Person	NA	531	703	480
			Percent	NA	6.5	8.4	6.1
	30 - 50 ปี	30-50 years	Person	NA	1,231	1,065	1,206
			Percent	NA	8.4	7.7	8.7
	มากกว่า 50 ปี	>50 years	Person	NA	53	118	126
			Percent	NA	5.0	10.1	12.7
	อัตราการลาออกจากงานของพนักงานโดยสมัครใจ	Voluntary employee turnover rate	Percent	6.90	6.66	6.95	6.90
การเลิกจ้างพนักงาน	Lay-offs						
จำนวนพนักงานที่ถูกเลิกจ้าง	Employees laid off	Person	0	0	0	0	
กรณีที่มีการเจรจากับพนักงานเมื่อมีการปรับโครงสร้างองค์กร	Number of consultations/ negotiations with employees over organizational changes	Number		17	27	14	
102-43	การสำรวจความผูกพันของพนักงาน	Employee Engagement Survey					
102-44	ความผูกพันและความพึงพอใจของพนักงาน	Employee engagement and satisfaction rate	Percent	72	69	69	71
	ร้อยละของพนักงานที่เข้าร่วมการสำรวจผูกพันของพนักงาน	Employees participating in employee engagement and satisfaction survey		93	96	97	98

GRI STANDARD	DATA DESCRIPTION	UNIT	2016	2017	2018	2019	
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
	การประเมินผลการปฏิบัติงานจากหลายมิติ (ร้อยละของพนักงานทั้งหมด)	Multidimensional performance appraisal (% of all employees)		41	68	88	98
	การเปรียบเทียบและการจัดลำดับพนักงานภายในหมวดหมู่เดียวกัน อย่างเป็นระบบ (ร้อยละของพนักงานทั้งหมด)	Formal comparative ranking of employees within one employee category (% of all employees)		100	100	100	100
	เสรีภาพในการสมาคม	Freedom of Association					
102-41	% ของพนักงาน ที่อยู่ในข้อตกลงการเจรจาต่อรองร่วม ผ่านคณะกรรมการสวัสดิการของทรู	% of employees covered by collective bargaining agreements through True Welfare Committee	Percent	63	100	100	100
OCCUPATIONAL HEALTH & SAFETY							
403-1 2016	นโยบายและการฝึกอบรมด้านความปลอดภัยและ อาชีวอนามัย	Health and Safety Framework and Training					
	ความครอบคลุมของกรอบการบริหารจัดการด้านความปลอดภัยและอาชีวอนามัย	Coverage of health and safety management framework		12	107	134	130
	ความครอบคลุมในการฝึกอบรมด้านความเสี่ยง ความปลอดภัยและอาชีวอนามัย และการป้องกัน	Coverage of OHS health risks/ prevention training	Person	4,135	2,580	3,841	3,256
	ความครอบคลุมในการฝึกอบรมหรือมาตรการต่างๆ ที่ส่งเสริมสุขภาพและความเป็นอยู่ของพนักงาน	Coverage of special training and/or measures to foster employees' health and well-being		101,895	139,086	101,200	140,400
403-2 2016	อัตราการบาดเจ็บจากการทำงาน (พนักงาน)	Injury rate Employees					
	จำนวนรายบาดเจ็บ (ไม่หยุดงาน)	Injured employees (no workday lost)		7	1	3	2
	- ชาย	- Male		5	1	3	2
	- หญิง	- Female		2	0	0	0
	จำนวนรายบาดเจ็บ (หยุดงาน)	Injured employees (with workday lost)		9	11	22	10
	- ชาย	- Male	Person	7	9	18	9
	- หญิง	- Female		2	2	4	1
	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		0.29	0.24	0.51	0.25
	- ชาย	- Male		0.53	0.43	0.92	0.50
	- หญิง	- Female		0.15	0.07	0.16	0.04
	อัตราการบาดเจ็บถึงขั้นหยุดงาน	Lost time injury frequency rate employees	No. per million man-hours	0.16	0.22	0.45	0.21
- ชาย	- Male		0.31	0.39	0.79	0.41	
- หญิง	- Female		0.07	0.07	0.16	0.04	
403-2 2016	อัตราการบาดเจ็บผู้รับเหมา	Injury rate Contractors					
	จำนวนรายบาดเจ็บ (ไม่หยุดงาน)	Injured contractors (no workday lost)		0	0	0	2
	- ชาย	- Male	Person	0	0	0	2
	- หญิง	- Female		0	0	0	0

GRI STANDARD	DATA DESCRIPTION		UNIT	2016	2017	2018	2019	
	จำนวนรายบาดเจ็บ (หยุดงาน)	Injured contractors (with workday lost)	Person	0	0	4	1	
	- ชาย	- Male		0	0	4	1	
	- 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	
	403-2 2016	อัตราการบาดเจ็บ	Injury rate Contractors	Number per million man-hours	0	0	NA	NA
		- ชาย	- Male		0	0	NA	NA
		- หญิง	- Female		0	0	0	0
		อัตราการบาดเจ็บถึงขั้นหยุดงาน	Lost time injury frequency rate contractors		0	0	NA	NA
		- ชาย	- Male		0	0	NA	NA
		- หญิง	- Female		0	0	0	0
403-2 2016	อัตราการเสียชีวิตของพนักงาน	Fatalities	Person					
	พนักงานที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในโรงงาน)	Employee		0	0	2	0	
	- ชาย	- Male		0	0	2	0	
	- 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 (ในโรงงาน)	Death from work-related accidents		0	0	1	0	
	- ชาย	- Male			0	1	0	
	- หญิง	- Female			0	0	0	
	จำนวนรายที่เสียชีวิตเนื่องจากอุบัติเหตุรถยนต์ (ในโรงงาน)	Death from work-related automobile accidents		0	0	1	0	
	- ชาย	- Male		0	0	1	0	
- หญิง	- Female	0	0	0	0			
403-2 2016	อัตราการเสียชีวิตของผู้รับเหมา	Fatalities	Person					
	ผู้รับเหมาที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในโรงงาน)	Contractor		1	2	1	2	
	- ชาย	- Male		1	2	1	2	
	- หญิง	- Female	0	0	0	0		
403-2 2016	การขาดงาน	Injury Severity rate	Days					
	จำนวนวันที่ขาดงาน	Total lost days		120	116	672	236	
	- ชาย	Male		113	85	545	234	
	- หญิง	Female		7	31	127	2	
	อัตราความรุนแรงจากอุบัติเหตุการทำงาน	Injury Severity Rate (ISR) (per 1,000,000 hours)	-	2.1	2.3	13.8	5.0	
403-2 2016	การลาป่วย	Sick Leave	Days					
	จำนวนวันลาป่วยโดยเฉลี่ยของพนักงาน	Average sick days per employee		2.0	2.1	2.3	0.6	
	จำนวนวันลาป่วยของพนักงาน	Total number of sick days		53,744.0	49,924.5	53,791.0	14,089.0	

GRI STANDARD	DATA DESCRIPTION		UNIT	2016	2017	2018	2019
403-2 2016	การขาดงาน	Absentee Rate					
	การขาดงาน	Absentee Rate	Percent	0.77	0.80	0.90	0.24
	- ชาย	- Male		0.96	0.87	1.0	0.26
	- หญิง	- Female		0.79	0.75	0.84	0.22
	ข้อมูลการมาทำงาน	General working info					
	จำนวนชั่วโมงทำงานทั้งหมด	Total Employee Work Hours	Man-Hours	55,893,760	49,755,680	48,601,280	47,421,920
	- ชาย	- Male		22,449,440	23,002,720	22,811,360	22,050,080
	- หญิง	- Female		27,310,400	26,752,960	25,789,920	25,371,840
Remarks:	ISR= Number of lost working day x 1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee), 2019 Target: 10.0 IFR= Number of Injuries case x1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee)						
401-3	การใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Parental Leave					
	จำนวนพนักงานที่ใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Number of employees taking parental leave	Person	NA	368	492	617
	- ชาย	- Male		NA	163	239	254
	- หญิง	- Female		NA	205	253	363
	จำนวนพนักงานที่กลับมาปฏิบัติงานหลังจากใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Number of employees returning to work after parental leave		NA	368	444	548
	- ชาย	- Male		NA	163	233	231
	- หญิง	- Female		NA	205	211	317
	จำนวนพนักงานที่กลับมาปฏิบัติงานหลังจากใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร และยังคงทำงานต่อหลังจากนั้นอีก 1 ปี	Number of employees returning to work after parental leave who are still employed for the next 12 months		NA	368	444	548
	- ชาย	- Male		NA	163	233	231
	- หญิง	- Female		NA	205	211	317
	อัตราพนักงานกลับมาทำงานหลังใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Employees returned to work after parental leave (retention rate)		Percent	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					
	อีเมลล์	E-mail: auditcommittee@truecorp.co.th	Number				
	จดหมาย	Letter			5	2	0
	การเข้าร่วมสหภาพโดยสมัครใจ	Freedom of Association					
	% ของพนักงาน ที่อยู่ในข้อตกลงการเจรจาต่อรองร่วม ผ่านคณะกรรมการสวัสดิการของทรู	% of employees covered by collective bargaining agreements through True Welfare Committee	Percent	63	100	100	100
	กรณีที่มีการปรึกษาหารือ/การเจรจา กับสหภาพแรงงานเรื่องการเปลี่ยนแปลงภายในองค์กร	Number of consultations/negotiations with trade unions over organizational changes	Percent		0	0	0
CORPORATE SOCIAL RESPONSIBILITY							
201-1	รวมเงินสมทบ	Total Contribution					
	การสนับสนุนกิจกรรมเพื่อสังคม	Funding for activities benefiting society	Million Baht	262.27	275.89	356.66	427.32
	การอาสาของพนักงานในกิจกรรมทางสังคม	Volunteering by employees in social activities	Million Baht	2.65	18.68	22.33	11.66
	ค่าตอบแทนพนักงานด้านความรับผิดชอบต่อสังคม และด้านการส่งเสริมการศึกษา	Management overhead of CSR and Education & Academic Affairs teams	Million Baht	35.32	56.64	84.43	30.76
Remarks:	Include trend explanation, restatement (if applicable), and other remark.						
NA: Not Available ไม่มีข้อมูล NR: Not Relevant - ไม่เกี่ยวข้อง							

OPINION SURVEY ON TRUE SUSTAINABILITY REPORT 2019

The information received from this survey will be used to improve the contents of the Sustainability Report of next year. Your input will be highly appreciated.

Kindly tick in the or write down your comments in the space provided below.

1. Please choose the stakeholder category that best describes you (in relation to True Corporation Public Company Limited)

- Customers Shareholders and creditors Government agencies
 Employees Business partners and suppliers Communities and society

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
 Use as guideline for your corporate Sustainability Report
 Others (please specify).....

4. Please provide feedback for this Sustainability Report 2019

Feedback to Sustainability Report 2019	Rating Score				
	Lowest	Low	Moderate	High	Highest
<input type="checkbox"/> Use as guideline for your corporate Sustainability Report					
<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.					

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

.....

Strategy & Sustainable Development Department
 True Corporation Public Company Limited
 E-mail: CSR-SD@truecorp.co.th Website: <http://www3.truecorp.co.th/new/>



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