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SUSTAINABILITY REPORT 2020

SUSTAINABLE INTELLIGENCE FOR BETTER LIVING TOGETHER





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MESSAGE FROM THE CHAIRMAN OF THE EXECUTIVE COMMITTEE

(GRI 102-14)

True Group is committed to operating a profitable business while creating sustainability covering social, economic and environmental dimensions. This poses a challenge in organizational management that requires the risk assessment in every aspect including balancing operations in response to the new normal. To drive this commitment, we have adjusted our business process to continue creating quality products, services, technologies, and innovations that align with the 17 UN Sustainable Development Goals (SDGs) and the 10 principles of the UN Global Compact.

In the previous year, Thailand had been impacted by severe climate change, social challenges and the COVID-19 pandemic that accelerated many changes. True Group then had to rapidly transform itself to become a digital and agile organization and was able to achieve True Sustainability Goals 2020. At the same time, we are preparing our business towards the Sustainable Goals 2030, including net zero of direct and indirect greenhouse gas emissions (Scope 1 and Scope 2) and integrating the circular economy concept into business operations.

In addition, we value our employees greatly as our most important asset. With the goal to become a digital organization, True Group has established the True Digital Academy, supported startups and launched the True Digital Park as a complete startup ecosystem to attract talents from all over the world to Thailand. Moreover, we have adapted our work process to be digital based on the mobile application, True Connect. We also effectively harness and leverage on the enormous amount of data readily available to meet the needs of organization in the age of Industry 4.0.

As a result of our outstanding and tangible performance in 2020, we won national and international awards, including the Best in Class Award from the Global Performance Excellence Awards 2020 (GPEA 2020) organized by Asia Pacific Quality Organization Inc. (APQO), New Zealand, and the Best Companies to Work for in Asia 2020 from HR Asia, Malaysia. True Group also received three Thailand Corporate Excellence Awards 2020, including the Distinguished Awards for Leadership Excellence, Innovation Excellence, and Marketing Excellence from True Online, and the excellent corporate governance scoring for the fourth consecutive year (2017-2020) in the Corporate Governance Report of Thai Listed Companies 2020 (CGR), published by the Thai Institute of Directors (IOD).



MR. SUPHACHAI CHEARAVANONT
CHAIRMAN OF THE EXECUTIVE COMMITTEE

“True Group is preparing its business towards the Sustainable Goals 2030, including net zero of direct and indirect greenhouse gas emissions (Scope 1 and Scope 2) and integrating the circular economy concept into business operations.”

In addition, True Group was named DJSI Industry Leader in the Telecommunications Service Category for the third consecutive year and was listed as a member of the Dow Jones Sustainability Indices (DJSI) Emerging Markets for the fourth consecutive year (2017-2020). We were also listed as a member of the FTSE4Good Emerging Index for the fourth consecutive year (2017-2020) by FTSE Russell.

In the years that follow, we will continue to move the business steadily toward sustainable growth with support from our employees and stakeholders. On behalf of the company, I thank everyone for their continued support in pushing True Group toward being a world-class sustainable organization.

MESSAGE FROM THE CO-PRESIDENTS

(GRI 102-14)



Teeradet D.

DR. TEERADET DUMRONGBHALASITR

N. Amornvivat

MR. NATWUT AMORNVIVAT

Manat Manavutiveth

MR. MANAT MANAVUTIVETH

CO-PRESIDENT

With the unwavering determination of our organizational leaders to drive True Group toward being an organization of innovation and sustainable development under the “First Mover and Game Changer” concept, we have played an important role in the telecommunications industry, both at the national and regional levels. We are moving forward to become a leader in integrated digital lifestyle, ready to fulfill and meet the needs of everyone in a digital society.

2020 was a very challenging year for us due to the impacts of the COVID-19 pandemic and rapidly changing technology and global lifestyles, in addition to our organizational restructuring to become a leading tech company to fully meet consumer needs in the digital age. In response to these changes, we fostered a workplace culture that emphasized creativity and openness and built a corporate ecosystem to support business drivers to deliver quality networks and excellent services to customers. At the same time, we also worked toward the True Sustainability Goals 2020 under the 3Hs framework, which consists of Heart: to operate with sustainability at heart, Health: to build a sustainable society, and Home: to create a sustainable environment. Our performance highlights in 2020 include:

Heart: True Group continued to use innovations and technologies to develop products and services. For example, artificial intelligence (AI) technology was used to improve our personal data protection and management systems to build cybersecurity that meets international standards, capable of preventing data breach up to 100 percent and reducing customer data misuse to zero. In addition, we developed our employees through various programs to enable them to correctly respond to customer needs and set up service channels, causing our customer satisfaction for services to rise to 91.5 percent.

Health: As we used our expertise in digital technology and innovation to drive business, we were able to increase the value of our products, processes, and services by 51 percent while improving the quality of life of 31,303 vulnerable people through capacity and career development projects. Moreover, we developed various platforms on our 5G network to meet digital lifestyles, including TRUE VIRTUAL WORLD, TRUE HEALTH, True Digital COW, and Cloud Managed Hospital Bed. We also used our 5G technology to support medical workers and farmers, as well as the CONNEXT ED Foundation to improve Thai education and build a learning society.

“True Group will strive to develop 5G smart networks, expand frequency ranges for mobile services, and create new digital solutions while taking economic, social, and environmental sustainability into consideration to meet the lifestyles and needs of consumers and stakeholders.”

Home: We supported the use of digital technology to improve work processes and energy efficiency to drive climate change impact mitigation and renewable energy consumption. We have installed solar panels at 3,238 base stations and major exchanges. As a result, the Company could reduce greenhouse gas emissions per income by 10.58 percent. In addition, to improve our responsible supply chain management, we required every supplier to acknowledge the Supplier Code of Conduct and pass our online code of conduct test whereas critical tier-1 suppliers had to pass an onsite audit.

True Group will strive to develop 5G smart networks, expand frequency ranges for mobile services, and create novel digital solutions while taking economic, social, and environmental sustainability into consideration to meet the lifestyles and needs of consumers and stakeholders in the digital age and to build a better, sustainable future for all Thai people.

TRUE SUSTAINABILITY PERFORMANCE 2020

(GRI 102-7)

ECONOMIC



121,326 Revenues from telephone
Million Baht and other services

138,212 Total revenues
Million Baht

10,646 Net Profit (loss) to equity
Million Baht Shareholders of the Company

BENEFITS TO STAKEHOLDERS (Million Baht)



3,003
 Dividend payment to shareholders

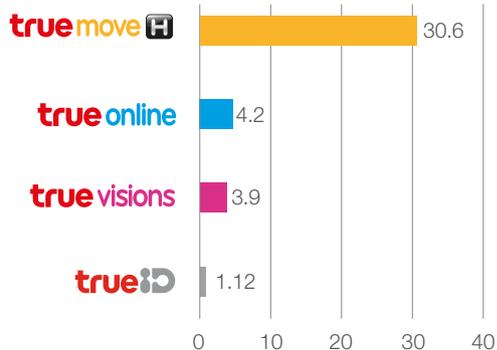


222.60
 Funding for activities benefiting society



12,289
 Salary, wages, and employees' benefits

CUSTOMER BASE (Million)



HEART

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3 Consecutive years
(2018-2020)
 World Industry Leader (Telecom)



Corporate Governance Excellent Score

Assessed by the Thai Institute of Directors



91.5%

Excellent iCSAT Customer service Satisfaction



100%

Employee passes sustainability related Training course



TRUE VIRTUAL WORLD

A new platform to support online communication to the private companies and educational institutions for working from home and online learning anytime anywhere during the Covid-19 pandemic.



5.6 Million

Number of Thai people nationwide gained access to learning resources and information technology (2016-2020)



129 Persons

Employees with disability

Rate of high-consequence work-related injury (No. person million man-hours)

Employee
0.00



Contractor
0.05

HEALTH



2.81 Minutes/consumer/year

Average interruption duration index (compared to the standard of 90 minutes/consumer/year)



99.78%

Network availability



31,303 Persons

No. of the vulnerable people who have the improved quality of life (2016-2020)



67,266 Hours

No. of the employee voluntary paid hours



51%

Increase in value of new innovative products and services during 2016 - 2020 (compared to the base year 2015)



4,019 Persons

No. of innovators (2016-2020)



133 Innovations

No. of intellectual properties (2016-2020)

HOME



10.58%

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



2,814 Sites

No. of cell sites and base stations equipped with solar cells



6,078,495 Trees

No. of trees planted and shared via We Grow application (2016-2020)



28.44%

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



167 Million Paper Sheets

No. of paper sheets saved from True E-Bill & E-Tax



100%

Suppliers acknowledged Supplier's Code of Conduct



100%

Critical suppliers Tier-1 received and passed an onsite audit arranged by True



100%

Suppliers passed Online Suppliers' ESG self-assessment



AWARDS

SUSTAINABILITY AWARDS AND ACHIEVEMENTS 2020



AWARDS AND ACHIEVEMENTS 2020

(GRI 102-12)

CORPORATE EXCELLENCE



Commitment to Excellence

Global Performance Excellence Award 2020

True Group was one of two Thai corporations in the past 18 years that were named Best in Class winners of the Global Performance Excellence Award 2020 (GPEA 2020), organized by Asia Pacific Quality Organization Inc (APQO), reflecting our excellence in global business performance.



Three Thailand Corporate Excellence Awards 2020

True Group won three Thailand Corporate Excellence Awards in 2020, including the Distinguished Awards for Leadership Excellence, Innovation Excellence, and Marketing Excellence, reinforcing our image as a digital technology leader that is ready to satisfy consumer needs in the age of Industry 4.0.

NETWORK QUALITY



TrueMove H was awarded Best Mobile Network Performance in Thailand 2020 from nPerf

TrueMove H was awarded Best Mobile Network Performance in Thailand 2020 by nPerf based on the results of mobile internet connection tests conducted in 2020, for the fifth consecutive year since 2016.



TrueOnline won two awards from nPerf in 2020

TrueOnline won two awards from nPerf, including the Best Broadband Performance in Thailand and Best Fiber Performance in Thailand 2020 based on the results of fixed-line internet connection tests conducted in 2020.

HUMAN RESOURCES MANAGEMENT



Thailand Top Employer Award 2021 from the Top Employers Institute, the Netherlands

True Group won the Thailand Top Employer Award 2021 from the Top Employers Institute in the Netherlands for the third consecutive year (2019-2021) for our commitment to human resources management that emphasizes continuous employee development and to becoming an organization that care about our employees.



Best Companies to Work for in Asia 2020 from HR Asia

True Group was awarded the Best Companies to Work for in Asia 2020 from HR Asia in New Zealand for our outstanding human resource management with all-round employee care policy and approach to promoting employee engagement.

SUSTAINABILITY

Sustainability Award
Gold Class 2021
S&P Global

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FTSE4Good

True Group was named 2020 DJSI Industry Leader

True Group was listed on the Dow Jones Sustainability Indices (DJSI) Emerging Markets for the fourth consecutive year (2017-2020) and was named DJSI Industry Leader with the highest score in the Telecommunications Service Category for the third consecutive year (2018-2020).

True Group was listed on the FTSE4Good Index Series 2020

True Group was listed on the FTSE4Good Index Series created by FTSE Russel for the fourth consecutive year (2017-2020), underscoring our globally recognized commitment to social and environmental responsibility.



True Group made CDP A- List in 2020

True Group received the A- score (Leadership Level) for climate change from the Carbon Disclosure Project (CDP).



True Group earned Excellent Corporate Governance scoring in 2020

True Group received the excellent corporate governance scoring for the fourth consecutive year (2017-2020) in the Corporate Governance Report of Thai Listed Companies 2020, published by the Thai Institute of Directors.



Thailand Sustainability Investment Award 2020

True Group was listed in the 2020 Thailand Investment (THIS) index for 2020 for the third consecutive years from the Stock Exchange of Thailand. This reflects the Company's commitment to sustainable business operation and development.



Sustainability Disclosure Award 2020

True Group was awarded the 2020 Sustainability Disclosure Award which was the highest award category for the second consecutive years from the Thaipat Institute for its outstanding sustainability disclosure to the public and stakeholders.

INNOVATION



National Innovation Award in Economy 2020

True Group was a winner of the National Innovation Award in Economy 2020 from the National Innovation Agency, Ministry of Higher Education, Science, Research, and Innovation, which attests to our commitment to becoming a digital innovation organization to drive the Thai economy forward.



Three awards from ARCHIMEDES 2020

True Group won three awards at the XXIII Moscow International Inventions and Innovative Technologies Salon (ARCHIMEDES 2020), including a gold medal for the Homey Robot, a silver medal for the Service Robot, and a bronze medal for the Livestock Platform.

ABOUT THIS REPORT

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



OBJECTIVE OF THE REPORT

True Corporation Public Company Limited's Sustainability Report is published annually to communicate its commitment and to convey information about its operations and sustainable development performance to the stakeholders in a transparent manner.

REPORTING SCOPE

This report provides details on the sustainability performance of True Corporation Public Company Limited (True) for the Fiscal Year 2020 (January 1, 2020 – December 31, 2020). 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. There are no restatements or changes of information in reporting from the previous report.

REPORTING FRAMEWORK

- This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option which is internationally recognized for material topics disclosure.)
- It has been reported in consistent with the 17 United Nations Sustainable Development Goals, the 10 Principles of the UNGC and the 21 criteria of the UNGC Advanced level. For more information, please refer to the Appendix section.

REPORTING BOUNDARIES

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 (7 companies), TrueOnline (12 companies), TrueVisions (12 companies) and True Digital Group. The reporting boundary is consistent with that of the financial statements of Company's Annual Report 2020. The information can be referenced from the Annual Report and Company Website at <http://investor-th.truecorp.co.th/home.html>

EXTERNAL ASSURANCE

The content of major indicators disclosed in this report has been verified for accuracy by an external auditor. For more information, please refer to the Appendix section.

CONTACT CHANNELS

The Company welcomes suggestions from all of its stakeholders in order to integrate them into its ongoing operational improvement process. You can contact us at follows:

For more information, please contact : **Strategy & Sustainable Development**

True Corporation Public Company Limited

18 True Tower, Ratchadapisek Road,
HuaiKhwang, Bangkok 10310, Thailand

E-mail: CSR-SD@truecorp.co.th



ABOUT 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, subscription 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 30 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

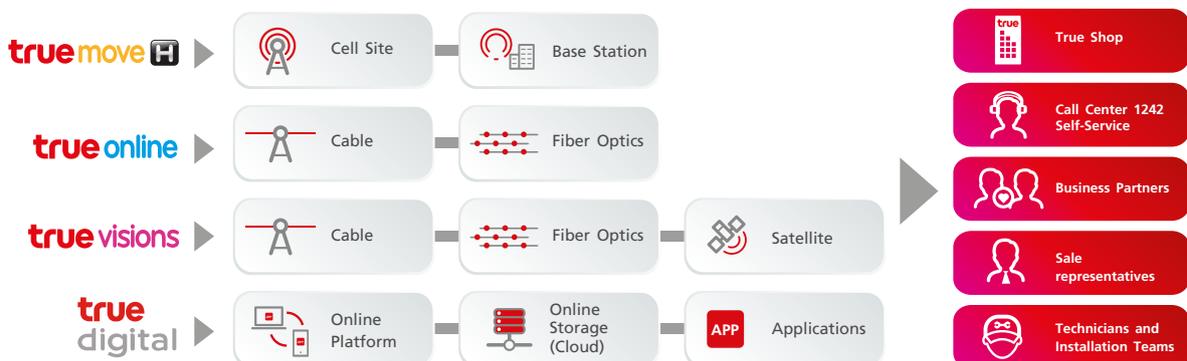


- True is committed to caring of and working to building shared values to all of its stakeholders.
- True is committed to carrying out its business operations ethically and fairly to all parties, like a trusted and reliable partner.
- True is focused on continuously creating and developing new innovations in order to provide products and services which meet consumer needs as well as respond to various lifestyles in society.
- 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, environmental and social development in the digital age throughout the supply chain.

TRUE GROUP’S VALUE CHAIN



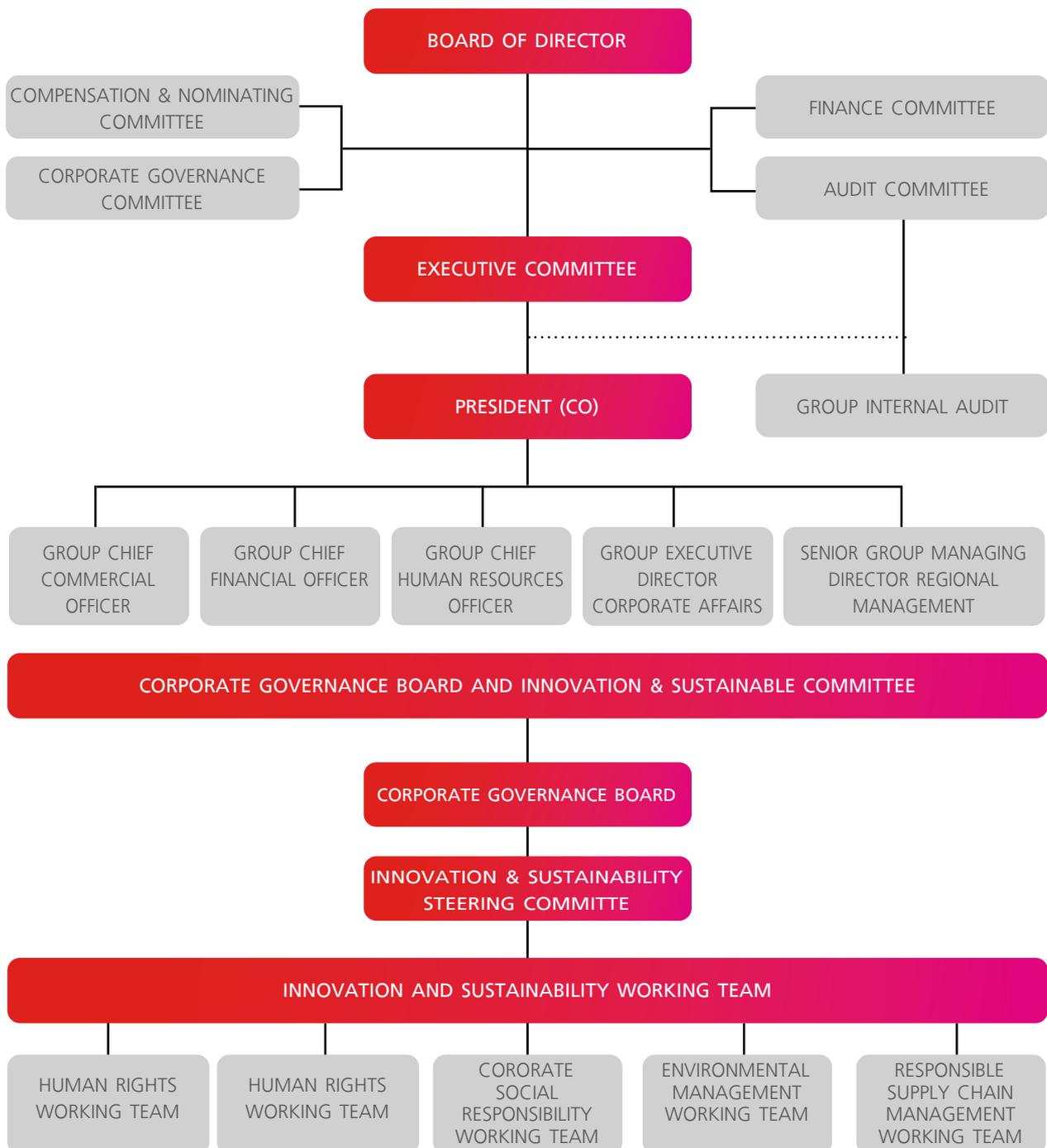
SUSTAINABILITY AT TRUE

(GRI 102-19, 102-20, 102-23, 102-29, 102-31, 102-32, 103-2)

As Thailand's leader in the telecommunications and digital media business, True Group not only develops digital infrastructure to enable everyone to have equal access to

information and economic opportunities and to facilitate economic development in the age of Industry 4.0, but also operates responsibly toward society and the environment.

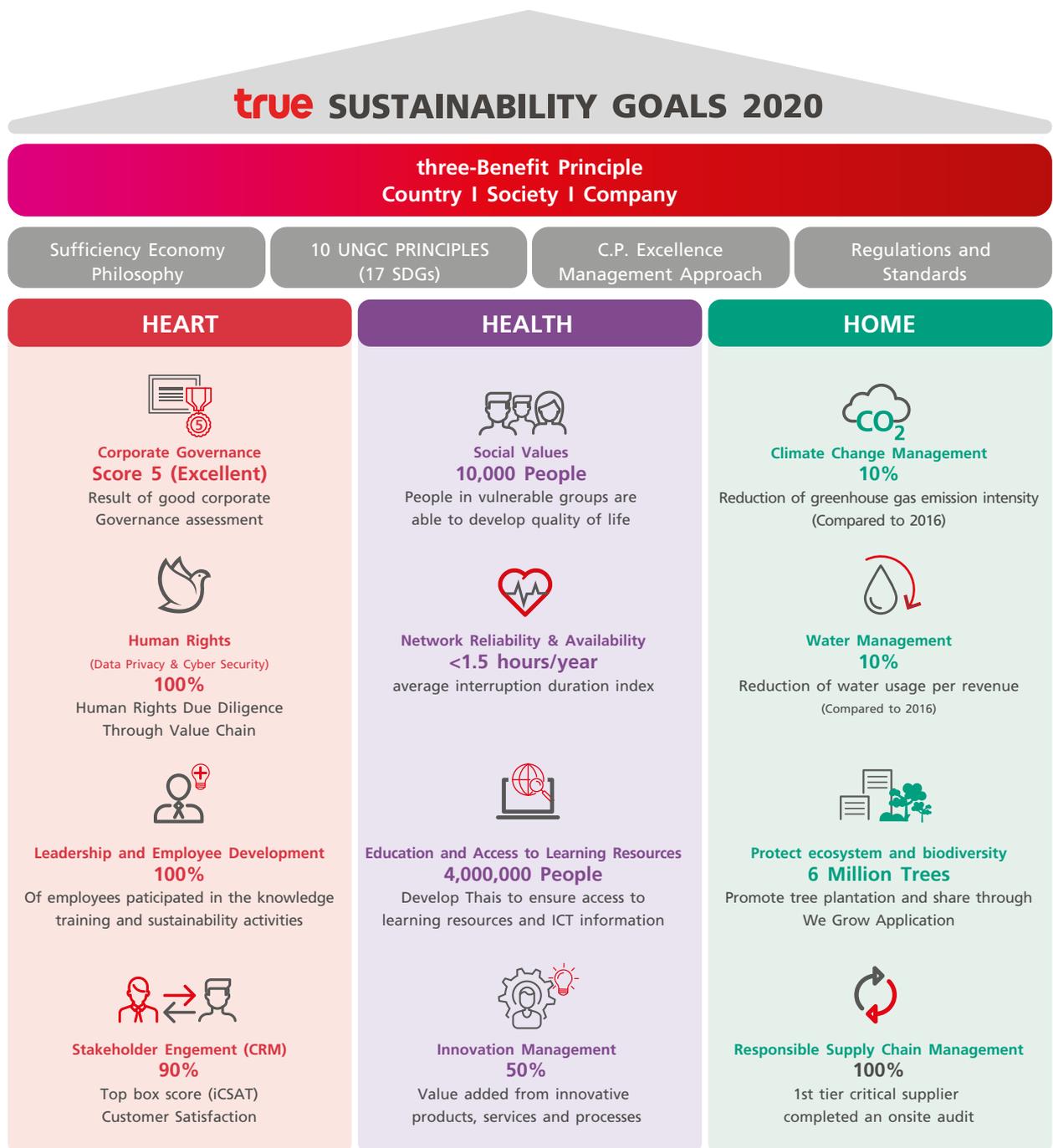
SUSTAINABILITY MANAGEMENT STRUCTURE



SUSTAINABILITY STRATEGY

True Group has developed its corporate sustainability framework in line with Charoen Pokphand Group's Three-Benefit Philosophy to create benefits to the nation, society, and organization. We also uphold the sufficiency economy principles, Ten Principles of the UN Global Compact, and CP Excellence, in addition to complying with rules, regulations, and international

standards related to economy, the environment, and society. At True Group, we strive to drive our operations toward the True Sustainability Goals 2020 under the 3Hs Framework of Heart, Health, and Home that encompasses identified sustainability aspects and takes the interests of stakeholders into account.



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

DRIVING UN SUSTAINABLE DEVELOPMENT GOALS

(GRI 102-12)

True Group has joined other private sector organizations in driving the UN Sustainable Development Goals (SDGs) in line with the principles of the UN Global Compact, of which it is a member. We established a national-level network called the Global Compact Network Thailand (GCNT), which has 15 founding members, all of which are leading organizations in the country. The network aims to support sustainable economic development under the Ten Principles of the UN Global Compact in four key areas: human rights, labour, environment, and anti-corruption.

The company works toward the 17 SDGs with an emphasis on six key goals that are directly related to our business and relevant to our sustainability aspects and goals.



Since 2015 True Corporation Public Company Limited has been committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labour, the environment and anti-corruption.

| UN SUSTAINABLE DEVELOPMENT GOALS | TRUE'S MATERIAL ISSUES | TRUE SUSTAINABILITY GOALS 2030 |
|---|--|---|
| 3 GOOD HEALTH AND WELL-BEING | Ensure healthy lives and promote well-being for all at all ages | Use technologies and innovations such as True 5G and True Robotics to support medical care and public well-being |
| 4 QUALITY EDUCATION | Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all | <ul style="list-style-type: none"> • Create an equitable society and access to digital technology for the disadvantaged • Create good citizens and make positive impacts on society |
| 9 INDUSTRY INNOVATION AND INFRASTRUCTURE | Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation | Promote digital-driven economic development |
| 10 REDUCED INEQUALITIES | Reduce inequalities particularly income inequality | Support and develop the equality of life of the vulnerable group |
| 13 CLIMATE ACTION | Take urgent action to combat climate change and its impacts | <ul style="list-style-type: none"> • Address climate change issues • Carry out environmental activities |
| 17 PARTNERSHIPS FOR THE GOALS | Strengthen national and global partnerships for sustainable development | <p>True Group has cooperated with other organizations at the national and global levels to support sustainable development plans that are beneficial to the public.</p> <ul style="list-style-type: none"> • National partnerships include the Global Compact Network Thailand, Digital Council of Thailand, Stock Exchange of Thailand, Ministry of Education, Autistic Thai Foundation, Mirror Foundation, Anti-Corruption Foundation, and Department of National Parks, Wildlife, and Plant Conservation. • Global partnerships include the World Wide Fund for Nature (WWF), United Nations Educational, Scientific, and Cultural Organization (UNESCO), and United Nations International Children's Emergency Fund (UNICEF). |

TRUE SUSTAINABILITY GOALS 2030

(GRI 103-2)

In 2020, the company developed the True Sustainability Goals 2030 to serve as its long-term sustainability goals, taking the following factors into consideration:

- Organizational context that is consistent with changes in the telecommunications industry.
- The needs of society and stakeholders.
- The needs of the organization when it comes to new challenges to maintain its leadership and enhance its sustainability performance.

True Group has a process to determine sustainability strategies, goals, and indicators that are agreed upon by executives in different departments in order to achieve common sustainability goals.

SUSTAINABILITY STRATEGY AND GOAL SETTING PROCESS



true SUSTAINABILITY GOALS 2030

three-Benefit Principle Country | Society | Company

| Sufficiency Economy Philosophy | 10 UNGC PRINCIPLES (17 SDGs) | C.P. Excellence Management Approach | Regulations and Standards |
|--|--|--|---------------------------|
| HEART : Living Right <ul style="list-style-type: none"> CORPORATE GOVERNANCE 100% of business implement a corporate governance assessment HUMAN RIGHTS & LABOR PRACTICES 100% of business periodically conduct human rights impact assessment in high risk own operations and tier 1 suppliers EDUCATION & INEQUALITY REDUCTION 36 Million people supported through education, lifelong learning, and upskilling LEADERSHIP & HUMAN CAPITAL DEVELOPMENT 100% employees engaged in learning and initiatives CYBERSECURITY & DATA PROTECTION*NEW 100% of business certified on international standard of data security and data privacy | HEALTH : Living Well <ul style="list-style-type: none"> HEALTH & WELL-BEING 25% of total sales volume of B2B and B2C products and services help promote health and/or well-being SOCIAL IMPACT 500,000 Persons jobs supported to generate incomes for people in need INNOVATION 200 patents for innovations or inventions STAKEHOLDER ENGAGEMENT 80% engagement score of multi-stakeholder perception survey NETWORK RELIABILITY & AVAILABILITY <0.10 HOUR/PERSON/YEAR Average interruption duration index | HOME : Living Together <ul style="list-style-type: none"> CLIMATE RESILIENCE Net Zero carbon emission of organization's Operations (Scope 1 & 2) CIRCULAR ECONOMY*NEW 100% achieve zero e-waste to landfill, and use of sustainable packaging WATER STEWARDSHIP 20% reduction in water withdrawals per unit revenue compared to baseline year 2020 RESPONSIBLE SUPPLY CHAIN MANAGEMENT 100% of high-risk suppliers audited | |

STAKEHOLDER ENGAGEMENT

(GRI 102-21, 102-40, 102-42, 102-43, 102-44, 413-1)

True Group strives to operate its business to meet the expectations of all stakeholders, including customers, employees, business partners and suppliers, shareholders and creditors, government agencies, and communities and society. We respect stakeholders' rights, ensure the fair treatment of all stakeholders, listen to stakeholders, and build understanding and trust to achieve sustainable business performance. Furthermore, we maintain 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.

We have developed our stakeholder engagement guidelines based on the AA1000 Stakeholder Engagement Standard (AA1000SES). The guidelines provide guidance for stakeholder identification, issue identification, prioritization, stakeholder engagement planning, implementation, and monitoring and reporting to align stakeholder engagement actions across the organization.



Stakeholder Expectations



Customers

Supa Pattanasak

Resident, Village No. 7, Mu Si Subdistrict, Pak Chong District, Nakhon Ratchasima Province

"We have a telecommunications tower in our community. To give us confidence about signal quality and safety, there should be educational activities to teach us how to properly use mobile phones, applications, and technologies in our daily life."



Employees

Thanachai Yoosomboon

Senior Marketing Executive
Brand Communication & Media Management
True Corporation Public Company Limited

"I want the company to provide technologies that best meet the needs of customers. Also, we should create public relations media to reach communities and organize activities to advise customers and communities about how to use applications properly."



Business Partners

Sakaw Pipitdilok

Director of Operation True Shop,
Com7 Public Company Limited

"True Group must be a creative leader to create their own business approaches. It must not look up to other companies. It should also put a mechanism in place to listen to opinions and suggestions from business partners and to mutually develop business."



Communities and Society

Raya Panjamanont

Director of Noen Champa School, Chanthaburi

"True Group is a pioneer in commercializing 5G technology and offers a wide variety of products and services. As the COVID-19 pandemic has affected our education system, if the company introduces technologies such as VROOM and VLEARN across the country, it will enhance community relationships and confidence in a sustainable future."



Shareholders

Nanmanat Piamthipmanat

Chief Investment Officer, SCBAM

"As a fund manager, the most important thing to me is to create a long-term return for unitholders. True Group's responsible business and commitment to growing together with partners, communities, and the environment make the company stand out and likely to generate a sustainable return on investment."



Government Agencies

Chairat Thongjab

Director of the Radio Communications Licensing Bureau, NBTC

"To be sustainable, True Group must uphold fair and honest business practices under the principles of corporate governance."

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.

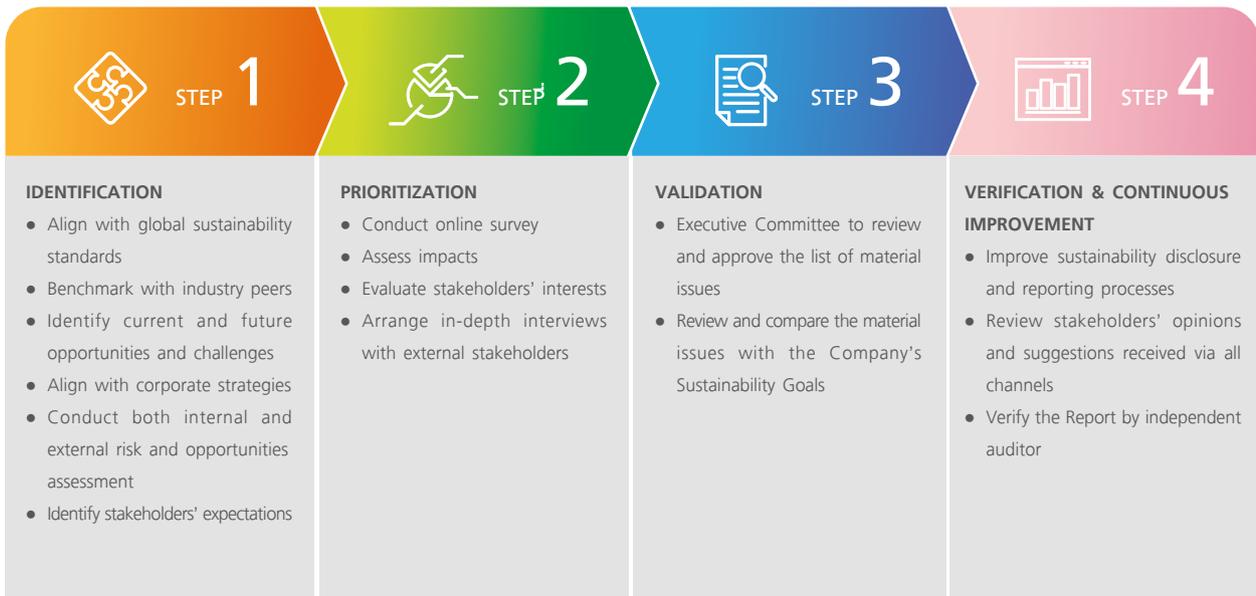
| Stakeholders | Stakeholder Expectations | Company Responses | Communication and Engagement Channels |
|---|--|---|--|
| Customers  | <ul style="list-style-type: none"> Quality products and services at reasonable prices On-time delivery Excellent after-sales service Personal information security Clear and accurate product information Environmental friendly products | <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 and use compostable/ recyclable materials | <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 Support office equipment and technologies suitable for current situation | <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 Support Work from Anywhere concept | <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 Participation and suggestion | <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 Bring suggestions for improvement | <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 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, and 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 and cell cities landlord Take safety and the environment seriously Handle complaints fairly Support activities that benefit communities | <ul style="list-style-type: none"> Arrange activities nationwide to educate on technologies such as VROOM, VLEARN, True Money Wallet application 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

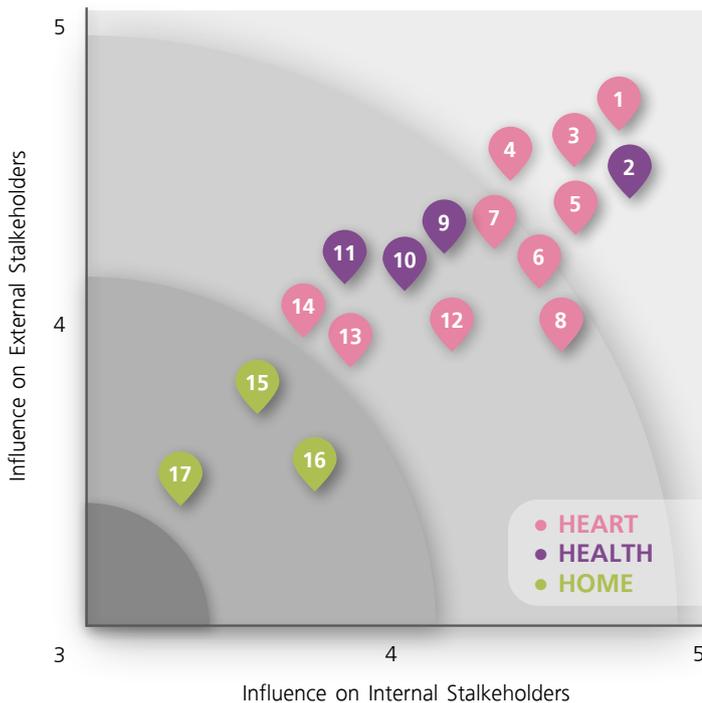
(GRI 102-2, 102-15, 102-32, 102-46, 102-47, 102-54, 103-1)

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:



TRUE Materiality 2020



1. Cyber Security
2. Network Reliability & Availability
3. Data Privacy
4. Corporate Governance & Business Ethics
5. Risk and Crisis Management
6. Customer Relationship Management
7. Business Performance & Growth Capability
8. Employee Safety, Health and Wellness
9. Innovation Management
10. Corporate Citizenship & Social Impact
11. Digital Inclusion for Education
12. Labor Practices
13. Talent Attraction & Human Capital Development
14. Human Rights Management
15. Responsible Supply Chain Management
16. Climate Change Management
17. Waste and Water Management

TRUE'S SUSTAINABILITY MATERIAL ISSUES AND IMPACT BOUNDARY

| REPORT CHAPTERS | MATERIAL ISSUES | KEY STAKEHOLDER AND IMPACT BOUNDARY | | | | | |
|--|---|-------------------------------------|-----------|-------------------------------|---------------------------|---------------------|---------------------|
| | | INTERNAL | EXTERNAL | | | | |
| | | EMPLOYEES | CUSTOMERS | BUSINESS PARTNERS & SUPPLIERS | SHARE-HOLDERS & CREDITORS | GOVERNMENT AGENCIES | COMMUNITY & SOCIETY |
| HEART: OPERATING BUSINESS WITH A SUSTAINABILITY-ORIENTED MIND | Cyber Security | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Data Privacy | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Corporate Governance & Business Ethics | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Risk and Crisis Management | ✓ | ✓ | ✓ | ✓ | ✓ | NA |
| | Customer Relationship Management | ✓ | ✓ | ✓ | NA | ✓ | ✓ |
| | Business Performance & Growth Capability | ✓ | ✓ | ✓ | ✓ | NA | NA |
| | Employee Safety, Health and Wellness | ✓ | ✓ | ✓ | NA | NA | NA |
| | Labor Practices | ✓ | ✓ | ✓ | NA | ✓ | NA |
| | Talent Attraction & Human Capital Development | ✓ | ✓ | ✓ | NA | ✓ | ✓ |
| | Human Rights Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| HEALTH: BUILDING A SUSTAINABLE SOCIETY | Network Reliability & Availability | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Innovation Management | ✓ | ✓ | ✓ | NA | ✓ | ✓ |
| | Corporate Citizenship & Social Impact | ✓ | ✓ | ✓ | NA | ✓ | ✓ |
| | Digital Inclusion for Education | ✓ | ✓ | ✓ | NA | ✓ | ✓ |
| HOME: BUILDING A SUSTAINABLE ENVIRONMENT | Responsible Supply Chain Management | ✓ | ✓ | ✓ | NA | NA | ✓ |
| | Climate Change Management | ✓ | ✓ | ✓ | NA | NA | ✓ |
| | Waste and Water Management | ✓ | ✓ | ✓ | NA | ✓ | ✓ |

NA = Not Applicable

เน็ตดี AI

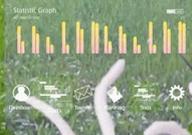
พร้อมออนไลน์
พร้อมทุกคน



true
VIRTUAL
WORLD



| | | | |
|-----|----|-----------------|-----|
| 75% | 01 | ♂ General Stats | 110 |
| 50% | 02 | ♀ General Stats | 136 |
| 30% | | ♂ General Stats | 148 |



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 102-15, 103-1, 103-2, 103-3, 201-1)

MANAGEMENT APPROACH

True Group, as a leader in digital infrastructure, is driving society toward the digital age by developing smart innovations and technologies. We strive to improve our productivity and digital ecosystem not only to meet customer needs but also to jump to a new S curve with greater readiness for digital sales and services, which will allow True Group to enhance its competitiveness and make sustainable profits.

The company is committed to using state-of-the-art technologies to develop high-quality networks and services in order to deliver more convenience and superior experience to customers. We are proud to be a part of driving the development of 5G technology, which was launched in Thailand in 2020, thus moving the country further toward the digital age. Moreover, True Group aims to increase sales and services through e-commerce and digital channels, including its website, the True iService application, official mobile account, and Mari chatbot to deliver the best customer experience. Our partner platforms such as WeMall, TrueMoney, and other online stores also help us to reach customers more efficiently.

MANAGEMENT FRAMEWORK AND BUSINESS STRATEGY

True Group has established the Management Committee to be in charge of setting operating policies and directions, approving the implementation of projects, recommendations, and budget in addition to considering and providing operational guidelines for other committees to ensure proper management and increase performance efficiency.



PERFORMANCE RESULTS IN 2020

In 2020, despite the impact of COVID-19 and decrease in purchasing power, as well as loss of tourism revenue, True Group strived to manage expenditures effectively and produced the following important operating results:

- TrueMove H expanded its monthly subscription customer base and improved the inclusiveness of its service network, as well as creating additional value through quality content that meets the needs and lifestyles of customers. It also officially launched 5G technology and continued to release 5G premium model devices to the market.
- TrueOnline reinforced its position as a leader in Thailand's broadband internet market by introducing the True Gigatex Fiber Router and Mesh WiFi equipped with the latest innovative band steering technology that combines all WiFi frequencies and automatically chooses the best frequency band available to optimize performance for customers. It also improved internet speed to match the functional needs of customers and offered special privileges for True Card holders.
- TrueVisions introduced the A-la-Carte Package to meet the varying needs of different consumers on top of generating more revenue from social media influencers.
- TrueID continued to grow, with an increase in content

sales as a result of broadcasting the English Premier League, one of the key pieces of content that attracts TrueID users. TrueID TV Box saw a rise in sales as well.

- For corporate customers, True Digital Solutions developed IoT sensors to facilitate connection in the agricultural industry. It also launched the True Digital Smart Crop Solution to help farmers manage and increase their crop yields more effectively through an integrated analytics platform. For example, a smart drone is connected to a satellite image analysis system, allowing farmers to predict weather, make a response plan to avoid damage from natural disasters, and gain insights that help cut down costs. The Property Management Technology Group partnered with leading commercial property management companies to test the Property Integration System, which allows property administrators to manage common areas preventively and proactively. For the consumer market, True Group introduced Smart Living Solutions such as Home Center Application, Home IoT Sensors, and homecare devices to enable users to manage home utilities effectively.

CONSOLIDATED FINANCIAL RESULTS OF THE COMPANY AND SUBSIDIARIES

| PERFORMANCE (MILLION BAHT) | 2017 | 2018 | 2019 | 2020 |
|---|---------|---------|---------|---------|
| Service revenues excluding interconnection cost | 97,025 | 101,788 | 105,807 | 107,240 |
| Revenues from telephone and other services | 117,624 | 119,138 | 120,926 | 121,326 |
| Total revenues | 141,290 | 161,820 | 140,943 | 138,212 |
| EBITDA | 39,912 | 56,001 | 33,850 | 52,654 |
| Operating profit | 6,440 | 22,408 | 7,104 | 10,646 |
| Net profit (loss) to equity shareholders of the Company | 551 | 7,035 | 5,637 | 1,048 |

| 2020 CUSTOMER BASE | MILLION |
|--|---------|
| true move  | 30.6 |
| true online | 4.2 |
| true visions | 3.9 |
| true  | 1.12 |



LOOKING FORWARD TO 2021

True Group expects Core Telecommunication businesses to continue its upward momentum along with GDP rebound and to capture ample growth potential from the digital arm or New S-Curve capitalizing on its comprehensive digital platform and ecosystem.

TrueMove H's competitive strengths in terms of 5G and high-quality network with the most comprehensive spectrum portfolio and combined strengths of 7 frequency bands from low to mid to high, should boost revenue from high-value users while deepening analytics helps support further penetration and gain share in the untapped segment for True Group's multiple products.

TrueOnline's broadband internet has led the market with its superior fiber services and will continue to provide value-driven products particularly with innovative devices and TrueID TV to maintain leadership position and respond to growing demands for broadband connectivity from both consumer and enterprise segments under the new normal lifestyles. At the same, the Group's cloud-based integrated solutions platform "True Virtual World" serves well to this needs as it supports work from home arrangements, e-learning and entertainments.

TrueVisions will also move forward to digital channels and online propositions that match customers' preferences to resume growth path.

True Digital Group is well positioned to accelerate growth in this rapid digital adoption and fulfillment era leveraging its unique ecosystem of digital platforms and solutions and deep

competences in cutting-edge technologies such as artificial intelligence, big data, blockchain, cloud, Internet of Things (IoT), robotics, and Cyber Security. The digital platform, TrueID, ideally responds to consumers' digital lifestyles with strong traction embedding with a complete range of quality digital content, communication, community and commerce as well as fulfillment platform with personalized privileges. Online Station, the largest online gaming community and leading digital entertainment platform, will further ride on the growing gaming industry in Thailand. The enterprise segment has also gained scale and collaborated with various partners providing significant growth potential for the Group's Analytics, Digital Solutions and IoT offerings for diverse industry verticals.

All these, together with engaging privilege programs, synergy with strategic partners on distribution channels throughout the country and a progress toward self-service, digital and online channels, adding convenience while enabling the Group to reach end users better and more efficiently, such as TrueID, True iService, Mari service, True Store and Wemall should continue to drive solid growth for True Group this year.

At the same time, True Group has laid out various initiatives to significantly improve cost structure and productivity to sustainably enhance profitability. These include efficient spending on and subsidy with quality subscriber growth, progressing toward online and digital marketing, sales channel and manpower productivity, network and content optimization, paperless and digitalization for process improvement and better customers' experiences.

CORPORATE GOVERNANCE

(GRI 102-12, 102-13, 102-16, 102-17, 102-18, 102-19, 103-1, 103-2, 103-3, 205-2, 205-3)

TARGET 2020

- **Excellent** CG score in the Corporate Governance assessment
- **100%** of employees acknowledged and completed a Code-of-Conduct test



PERFORMANCE 2020

- **Excellent** CG score in the Corporate Governance Assessment Program of the Thai Listed Companies
- **100%** of employees acknowledged and completed a Code-of-Conduct test



MANAGEMENT APPROACH

Corporate governance, code of conduct compliance, and anti-corruption are topics that attract much of the attention and interest from stakeholders. The government and civil society sectors, as well as investors, all expect the management of a

corporation to adhere to the principles of good governance in line with international standards of transparency, fairness, accountability, and public disclosure. True Group has thus placed great importance on these three topics:

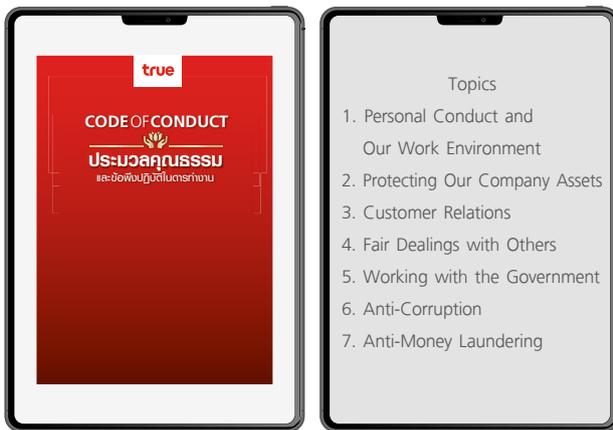
| CORPORATE GOVERNANCE | CODE OF CONDUCT COMPLIANCE | ANTI-CORRUPTION |
|---|---|---|
| <ul style="list-style-type: none"> • True Group adopted the “Corporate Governance Policy” in 2002 and continues to review and improve the policy on a periodic basis. | <ul style="list-style-type: none"> • True Group has established the “Code of Conduct” to be strictly complied with by all executives and employees and to serve as a framework for business conduct of the company, joint ventures, and suppliers. | <ul style="list-style-type: none"> • The company has established the “Anti-Corruption Policy and Measures,” requiring the Board of Directors, executives, and all employees to strictly comply with them and support activities to fight against all forms of direct and indirect corruption. |
| <div style="text-align: center;">  <p>CorpGovernance Policy</p> </div> | <div style="text-align: center;">  <p>Code of Conduct</p> </div> | <div style="text-align: center;">  <p>Anti-corruption policy</p> </div> |
| <ul style="list-style-type: none"> • Established the Corporate Governance Committee to be in charge of independent decision making in matters relating to corporate governance, investment, corporate planning, accounting, and finance, as well as recommending and overseeing strategic issues and management practices to achieve the company’s vision, mission, and core values. | <ul style="list-style-type: none"> • Organized an online code of conduct annual test that is engaging and fun, setting a target for all employees to pass the test with full scores. | <ul style="list-style-type: none"> • Declared the intent to fight against corruption and became certified as a member of the “Thailand’s Private Sector Collective Action Coalition Against Corruption” in 2017, with the commitment to strictly complying with Thailand’s anti-corruption laws. |

IMPLEMENTATION OF CODE OF CONDUCT COMPLIANCE

- Provided workshops and e-learning courses for 652 True Shop’s sales staff and customer care staff and network maintenance staff across the country.
- Provided orientation for 941 new hires throughout the year.
- Organized in-house communication on the topic of “Learning Code of Conduct from Home” to promote compliance with the Code of Conduct and Anti-Corruption Policy for work-from-home employees during the COVID-19 pandemic

throughout 2020 through intranet media, application, and online gaming to win prizes.

- Published the good practices manual for frontline employees to prevent COVID-19 infection while performing their duties and services.
- The company plans to revise and update the Code of Conduct, COC Test, and work regulations for Retail Operation in the e-learning platform on a regular basis.



| CODE OF CONDUCT AND ANTI-CORRUPTION MEASUREMENT SUMMARY | | | |
|---|------------|---------|-----------------|
| Stakeholders | Delivered* | Trained | Passed the Test |
| New Employees | ✓ | ✓ | ✓ |
| Current Employees | ✓ | ✓ | ✓ |
| Joint ventures’ Employees | ✓ | ✓ | ✓ |
| Suppliers/Business Partners | ✓ | ✓ | ✓ |

* Code of Conduct and Anti-Corruption

SUPPORTING ANTI-CORRUPTION COLLABORATION

True Group joined the “Anti-Corruption Day 2020” event organized through an online platform by the Anti-Corruption Organization (Thailand) under the theme “Power of Data” to confirm our intention to strictly comply with Thailand’s anti-corruption laws in line with the principles of corporate governance. The company has taken part in this event every year since 2017. Furthermore, True Group supported the Anti-

Corruption through Folk Arts Contest 2020 organized by the Anti-Corruption Foundation. The contest aimed to raise awareness of anti-corruption among the public through local performing arts, languages, cultures, and traditions. The company has been supporting the Chor Saard Against Corruption Project together with the Anti-Corruption Foundation for four consecutive years since 2017.



COMPLAINT CHANNELS

True Group has adopted a written Whistle-blowing Policy and set up channels for reporting information and complaints, complaint handling procedures, and informant protection measures. Information from a whistle-blower or informant will be kept confidential and will be known only by 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 put in place for stakeholders who have suffered loss or damage due to a violation of their legal rights. Complaints can be submitted through the following channels:

| | | | | |
|---|--|--|--|---|
|  <p>Postal mail to the Company address</p> |  <p>auditcommittee@truecorp.co.th, CodeofConduct@truecorp.co.th</p> |  <p>Phone : 02-858-2023 Fax : 02-858-4906</p> |  <p>Company website http://www3.truecorp.co.th/new/sustain-operation</p> |  <p>Social media</p> |
|---|--|--|--|---|

WHISTLE-BLOWING AND COMPLAINT HANDLING

Human Resources Compliance & Assurance is responsible for receiving complaints regarding employee violations of the Code of Conduct, as well as investigating and considering the matters. If any employee is found to commit misconduct or violate or act contrary to the company's Code of Conduct, they will be subject to disciplinary actions, which may range from

verbal warning to dismissal. In 2020, the company received 624 complaints with damage value to the company amounting to 5.4 million baht, down from 2019 by 11.71 percent. These complaints were handled as shown in the table below. In 2020, no suits (0 substantiated case) related to fraud, corruption, bribery, monopoly, or impediment to trade were filed against the company.

NO. OF CODE OF CONDUCT BREACHING IN 2020 AND DISCIPLINARY ACTION

| TYPE OF OFFENSE OF EMPLOYEE BREACHING CODE OF CONDUCT | NO. OF COMPLAINTS | DISCIPLINARY ACTION | | | |
|---|-------------------|---------------------|-----------------|------------|-----------|
| | | VERBAL WARNING | WRITTEN WARNING | SUSPENSION | DISMISSAL |
| 1. Personal Conduct and Our Work Environment | 237 | 60 | 131 | 0 | 46 |
| - Discrimination and Harassment | 0 | 0 | 0 | 0 | 0 |
| 2. Protecting Our Company Assets | 136 | 4 | 6 | 0 | 126 |
| 3. Customer Relations | 251 | 40 | 210 | 1 | 0 |
| 4. Fair Dealings with Others | 0 | 0 | 0 | 0 | 0 |
| 5. Working with the Government | 0 | 0 | 0 | 0 | 0 |
| 6. Anti-Corruption | 0 | 0 | 0 | 0 | 0 |
| 7. Anti-Money Laundering | 0 | 0 | 0 | 0 | 0 |

MEASURES TO PREVENT MISCONDUCT IN THE WORKPLACE

True Group has measures to prevent violation of the Code of Conduct and corruption. The unit in which a misconduct is found will be audited, then the cause of misconduct and loophole in a work process will be analyzed to find stricter management measures. We have also communicated the Disciplinary Action Policy to employees regularly and required supervisors to take

responsibility for the wrongdoing committed by their subordinates. Moreover, we have put the NO Gift Policy in place, prohibiting employees from accepting and giving gifts during the New Year festival and all other occasions. This policy also provides guidelines to fight against fraud and corruption in the workplace.



COLLABORATION

True Group 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 CONTRIBUTION OVER THE PAST 4 YEARS (MILLION BAHT) | 2017 | 2018 | 2019 | 2020 |
|--|------|------|------|------|
| 2. Lobbying, interest representation or similar | 0 | 0 | 0 | 0 |
| 2. Local, regional or national political campaigns/ organizations / candidates | 0 | 0 | 0 | 0 |
| 3. Trade associations or tax-exempt groups (e.g. think tanks) | 4.63 | 4.09 | 4.64 | 6.77 |
| 4. Other (e.g. spending related to ballot measures or referendums) | 0 | 0 | 0 | 0 |
| Total | 4.63 | 4.09 | 4.64 | 6.77 |

| TRADE ASSOCIATION OR TAX-EXEMPT ORGANIZATIONS WITH LARGEST FINANCIAL CONTRIBUTION IN 2020 | MILLION BAHT |
|---|--------------|
| 1. The Federation of Thai Industries | 2.50 |
| 2. Global Compact Network Association of Thailand | 1.07 |
| 3. The Digital Council of Thailand | 0.20 |
| 4. Other organizations | 3.00 |

GLOBAL COMPACT NETWORK ASSOCIATION OF THAILAND

True Group jointly established the Global Compact Network Association of Thailand with 15 founding members in 2016. Mr. Suphachai Chearavanont, True Group's Chairman of the Executive Committee, was elected as the President of the association. The goal of the association is to support strategic actions to help drive sustainable development goals and responsible business conduct. Currently, the association has nearly 60 member organizations of various sizes, with a combined corporate value of 4.2 trillion baht.

In 2020, over 20 member organizations declared their intention to join forces to commit to sustainable business through 1,088 sustainable business and investment projects, valued at more than 1.3 trillion baht, which are expected to be completed in 2030 to drive Thailand's economic recovery and growth.

DIGITAL COUNCIL OF THAILAND

True Group is a member of the Digital Council of Thailand, which was established in August 2019 to upgrade the digital industry of Thailand to the international level and to improve the economy, society, and quality of life of people in the country. Currently, the Council has 22 members that are digital associations, comprising more than 4,000 individuals and legal entities and covering all dimensions of digital business and industry.

Mr. Suphachai Chearavanont, True Group's Chairman of the Executive Committee and Chairman of the Digital Council, has joined the Digital Council Committee to develop solutions to mitigate economic impacts from COVID-19 and approaches to digital skills development to enable e-Government. He has also collaborated with partners in areas of innovation and digital technology and attended seminars on the topics of patents and cloud services.

RISK AND CRISIS MANAGEMENT

(GRI 102-11, 102-15, 102-20, 102-29, 102-30, 103-1, 103-2)

MANAGEMENT APPROACH

Risk and crisis management is important to True Group and its stakeholders. It is the key to managing and making plans to respond quickly to changes in the business environment, including disruption in the telecommunications industry, emerging diseases, and other emerging risks, which may have positive and negative impacts on the company's business operations.

The company has established the Strategic Risk Management Committee and Business Continuity Management Committee to be in charge of setting a risk management framework and strategies and developing a risk management plan. They are also responsible for reviewing and monitoring risks, as well as developing a proactive plan to prevent impacts due to business disruption.

True Group has established the Enterprise Risk Management Policy and Framework, which involves developing strategies to achieve the organization's objectives and identifying risks affecting operations at the functional risk owner and management levels. They also provide guidelines for managing, mitigating, and controlling risks, monitoring and reporting risk management results, and communicating the risk management process to executives and employees.

RISK AND CRISIS MANAGEMENT FRAMEWORK



Risks are categorized into eight groups, including:

1. Operations
2. Finance
3. Technologies
4. Market/ product/ supplier/ customer/ business partner
5. Regulations
6. Laws
7. Personnel
8. Sustainability including climate change issues

This categorization is in line with the Committee of Sponsoring Organizations of the Treadway Commission (COSO) ERM - Integrated Framework 2017. The risks are reviewed twice a year.

BUSINESS CONTINUITY MANAGEMENT

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 functions and to determine crisis response measures in alignment with ISO 22301 Business Continuity Management. The crisis response and business continuity management plan is tested and revised on an annual basis.

To cope with the situation during the COVID-19 pandemic, the company has set up the COVID-19 War Room Working Group, which reports directly to the President of the company. The Working Group is responsible for defining measures to prevent infection among employees, customers, visitors, and other stakeholders and directing and supporting to ensure uninterrupted customer services.

Moreover, it assesses risks in accordance with COSO 2017 and ISO 22301 standards. Not only does the Working Group identify risks that may arise from the pandemic, including personnel, operational, technological, reputation, and financial risks, it also puts risk management measures in place to systematically reduce the probability and impact of these risks on stakeholders.

BUILDING A RISK CULTURE

84%

of executives and employees received risk training through online workshops and programs. Employees were also educated about risks through public relations materials on a regular basis.

100%

of executives and employees acknowledged and complied with the COVID-19 prevention measures. The HR Care Center was established to answer inquiries and provide correct information in order to reduce worries and doubts and help our employees together through the COVID-19 crisis together.

100%

of executives and employees identified risk indicators related to their departments to prevent and control risks that may affect the company's business operations, and to be used for the annual performance evaluation.

CRITICAL AND EMERGING RISKS

Critical risks in 2020 included the threat of the COVID-19 pandemic, changes in consumer behavior, and the country's economy, which continued to contract. The transformation into a 5G technology and the Personal Data Protection Act B.E. 2562, which will come into force in the middle of 2021, were also major risk factors affecting the company's operations in many aspects.

True Group has integrated climate change issues into the enterprise risk assessment since the company was affected by the floods in 2011 in order to develop proactive measures

in collaboration with the Business Continuity Management Office. The risk assessment results are incorporated into business strategies and plans. In 2020, we also integrated the COVID-19 impacts into our enterprise risk assessment.

The company has analyzed the risks that are likely to emerge over the next three to five years and assessed their potential impacts on the company. We have also closely monitored these emerging risks and developed reliable risk management tools to address them as follows:

| EMERGING RISKS | IMPACT TO BUSINESS | MITIGATION |
|--|--|---|
| <p>1. Risk from the civil lawsuit against the company related to 5G services in daily living:</p> <p>The Covid-19 pandemic and the economic recession increases the need to integrate the use of 5G technology in all aspects of the daily living. For instance, promote the use of 5G technology in medical field, and integrate vehicle tracking technology in logistic transport. One of the remarkable characteristics of 5G technology is the stability of quality in receiving and sending data which not only as clear and as fast as comparing to network on fiber optic, but also enable data retrieve from Cloud storage in no time.</p> | <p>The company as a 5G provider may be partially responsible for the damage resulting from the use of 5G technology if it was sued by customers.</p> <p>The liability to the company per lawsuit is expected to be no less than 5 MB per case.</p> | <ul style="list-style-type: none"> ● Establishing a corporate governance committee to oversee the development of 5G, to analyze impact of 5G services in every aspect and consider appropriate operation plans, ● Designing redundant network architecture to enable the active-active network in order to assure network availability, and ● Having preventive maintenance on timely basis and effective communication from Network Operation Center (NOC) in order to reduce the recovery time to restore services to pre incident level. |
| <p>2. Risk of international trade barrier from western countries, causing from the company cooperation of 5G development with operators in Asia:</p> <p>Since the telecommunication operators in such countries receive supports and strategies directly from their government to develop and integrate 5G technology into every industry.</p> <p>The western countries concern that the 5G telecommunication hardware from Asian manufacturers is the threat to cyber security, including a spy on the other countries. Hence, the trade barrier was set up by the western countries.</p> | <p>The trade barrier due to geopolitics becomes a threat to the company and True estimates impact to not less than 10 million subscribers/ customers.</p> | <ul style="list-style-type: none"> ● Study and consider applicable technologies from various operators in choosing material for telecom network infrastructure, and embracing new technologies as appropriate, ● Opening to 5G hardware technology from various operators in developing, designing and implementing the company 5G network, to ensure the effectiveness of 5G services throughout the contract period, ● Promoting the development of innovation in the company, to reduce impact from unexpected events including trade barriers. Having investment plan with system developer to mitigate the risk, and ● Keeping up with the updated of measurements and laws in western countries to assure that there is no impact on the company. |

HUMAN RIGHTS MANAGEMENT

(GRI 103-1, 103-2, 103-3, 406-1, 408-1, 409-1, 411-1, 412-1)

TARGET 2020

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



PERFORMANCE 2020

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



MANAGEMENT APPROACH

True Group operates business in conformity with the human rights principles under Thai and international laws. We have 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 Group is a member of the Global Compact Network Thailand (GCNT), aiming to drive human rights progress to ensure that our business conduct and practices comply with the principles of human rights. The company has put various policies in place to control and reduce the risk of human rights violations in all dimensions and urged everybody involved in the supply chain,

including suppliers, joint ventures, business partners, vulnerable groups like children, women, disabled people, local communities, ethnic people, and LGBTQ people, as well as workers for suppliers, joint ventures, and business partners and foreign workers, to respect human rights, including prohibiting child, forced, oppressive, tribal, Indigenous, human trafficking, the right to collective bargaining and migrant labor.



HUMAN RIGHTS POLICY



HUMAN RIGHTS GUIDELINES FOR JOINT VENTURE COMPANIES

TRUE VALUE CHAIN

|  RESPONSIBLE SOURCING |  SUPPLIERS |  true |  JOINT VENTURES/ BUSINESS PARTNERS |  CUSTOMERS/ COMMUNITIES |
|--|---|--|--|--|
| <ul style="list-style-type: none"> • REQUIRE SUPPLIERS TO CONFIRM AND CERTIFY THAT THEY COMPLY WITH ANY APPLICABLE CONFLICT MINERALS LAWS AND NOT TAKEN FROM CONFLICT AREAS OR VIOLATING HUMAN RIGHTS | <ul style="list-style-type: none"> • SUPPLIER CODE OF CONDUCT | <ul style="list-style-type: none"> • HUMAN RIGHTS POLICY • PROCUREMENT CODE OF CONDUCT • CORPORATE GOVERNANCE POLICY • ANTI-CORRUPTION POLICY AND MEASURE • ENVIRONMENT POLICY • FAIR MARKETING POLICY | <ul style="list-style-type: none"> • HUMAN RIGHTS GUIDELINES FOR JOINT VENTURE COMPANIES • CODE OF CONDUCT GUIDELINE FOR JOINT VENTURE COMPANY | <ul style="list-style-type: none"> • PRIVACY POLICY • DATA PRIVACY & SECURITY POLICY |

HUMAN RIGHTS DUE DILIGENCE PROCESS

True Group conducts a human rights due diligence every two years in collaboration with our internal units, joint ventures, suppliers, and business partners to identify and prioritize human rights risks. This due diligence was due in 2020.

True is committed to ensuring that its business conduct and practices comply with the principles of human rights. In 2020, the Company did not receive any human rights complaints

from both internal and external stakeholders. No suits (0 substantiated case) related to human rights were filed against the Company. Complaints can be submitted to the channels as shown on page 28.

100% OF TRUE GROUP PASSED THE HUMAN RIGHTS DUE DILIGENCE THROUGHOUT THE VALUE CHAIN

HUMAN RIGHTS DUE DILIGENCE PROCESS



Source: UN Guiding Principle

- 1 POLICY** A statement of policy articulating the company's commitment to respect human rights.
- 2 ASSESSMENT** Assessment of actual and potential human rights impacts from company activities.
- 3 INTEGRATION** Incorporating into company procedures and addressing impacts.
- 4 MONITOR & REPORT** Tracking and reporting performance.
- 5 CORRECTION & REMEDY** Corrective actions and remediation.

HUMAN RIGHTS DUE DILIGENCE RESULTS

True Group was due to undertake a human rights due diligence in 2020. The company held the True Human Rights Risk Assessment Workshop on 1 December 2020, at the conference room on the 31st floor of AIA Tower to identify human rights risks and their impact on the company's business

operations. The workshop also determined methods to reduce, prevent, and monitor human rights risks and to investigate, correct, and remedy human rights violations. Two critical human rights risks were identified.

| HUMAN RIGHTS RISK | IMPACTED ENTITY | MITIGATION | RESULT |
|---|---------------------------------|---|--|
| Employee health and safety such as road accidents, serious communicable diseases, and pandemics | Employees/ Customers | <ul style="list-style-type: none"> • Provided road accident prevention training courses for employees. • Set in place COVID-19 prevention measures for employees who have direct contact with customers, such as daily body temperature measurement, wearing a surgical mask when inside a customer's home, and cleaning all equipment with alcohol | <ul style="list-style-type: none"> • 1,802 employees received road accident prevention training. • 2 work-related fatalities. For more information on preventive and corrective measures, please see page 37. • No customer complaints related to employee cleanliness. |
| Supplier health and safety, such as safety equipment availability | Business partners and suppliers | <ul style="list-style-type: none"> • The company has a safety contractor management system that reflects the nature of the work carried out by suppliers and contractors. • Prepared a safety equipment checklist for at-risk suppliers. • Required existing and new suppliers as well as contractors to attend the training courses related to safe work practices. • Required all suppliers to complete a safety self-assessment. | <ul style="list-style-type: none"> • 100% of suppliers and contractors acknowledged work safety standards and manuals. • 100% of suppliers and contractors received safety training • No suppliers or contractors had work-related fatalities. • 100% of suppliers passed the online supplier self-assessment. • 100% of critical tier 1 suppliers passed the onsite audit. |

HUMAN CAPITAL MANAGEMENT

(GRI 102-41, 102-43, 102-44, 103-1, 103-2, 103-3, 401-1, 401-2, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-9, 404-1, 404-2, 404-3, 405-1)

TARGET 2020

- Achieve **71.0%** employee engagement and satisfaction
- Achieve an average of **20** hours of training per employee per year



PERFORMANCE 2020

- Achieved **71.1%** employee engagement and satisfaction
- Achieved an average of **24.65** hours of training per employee per year



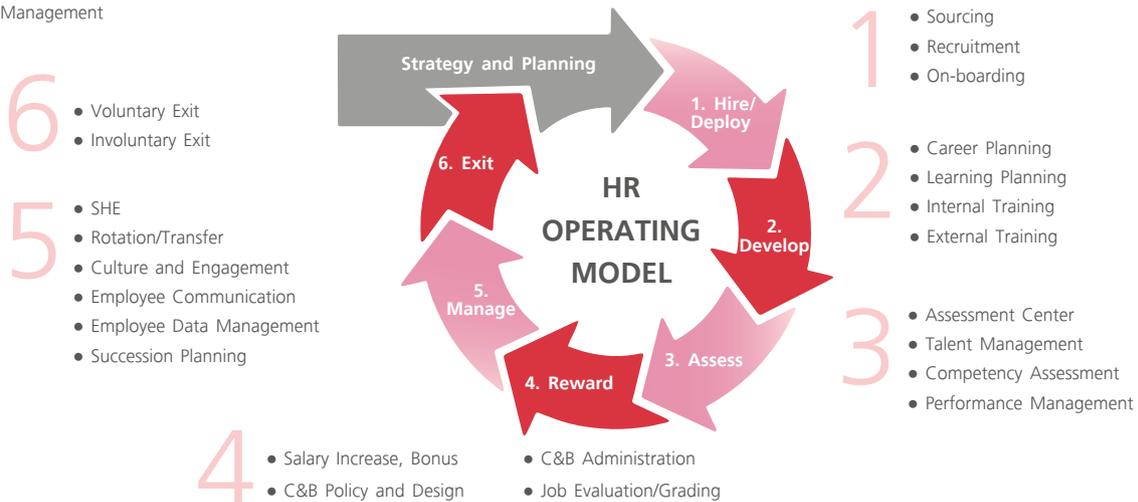
MANAGEMENT APPROACH

True Group has established the People Committee to be responsible for workforce planning and productivity, as well as employee promotion and upgrading. The committee has set the human capital management framework to align with the employee journey or HR 6 CYCLE, aiming to use new technologies and innovations to improve employee performance and efficiency, as

well as to create a positive work experience and prepare employees for changes caused by internal and external factors. For example, during the COVID-19 pandemic, True Group has arranged for employees to work from home and followed up on their performance through the True Connect Application, making it easier for employees to work and keep the company functioning.

HUMAN RESOURCE MANAGEMENT FRAMEWORK

- Business Planning
- Organization Design
- BSC Management
- Risk & Change Management
- Program Management
- Policy Management
- Manpower Planning



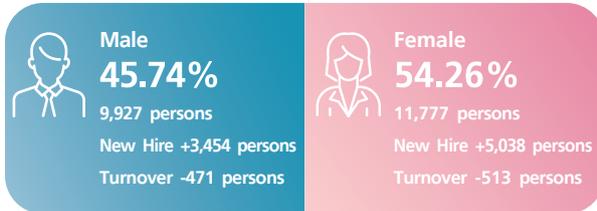
RECRUITMENT

True Group has a recruitment approach to attract a new generation of talented employees, with a focus on supporting both vocational and university students. We have founded the True Capability Center to design curricula that meet the needs of the telecommunications and digital sectors for three vocational institutions. In addition, True Academy initiated the Summer Internship Program to give students an opportunity to train and engage in special projects with the company. Students with

high evaluation scores will be selected to work in the company under the True Next Gen project. We have improved our recruitment methods to reach the new generation. For example, we developed online social media channels, such as a Facebook Fan Page and a LinkedIn profile to connect job seekers with recruiters. During the COVID-19 pandemic, True Group adopted a new normal job interview method through a VDO conference on True VROOM.

HUMAN RESOURCES INFORMATION IN 2020

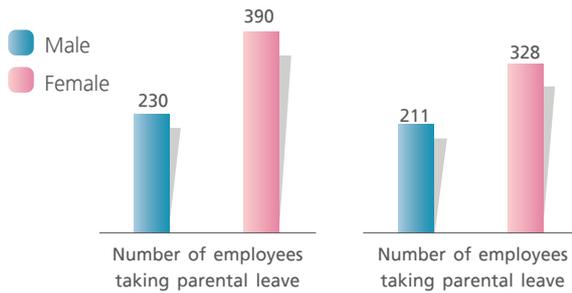
TOTAL EMPLOYEE



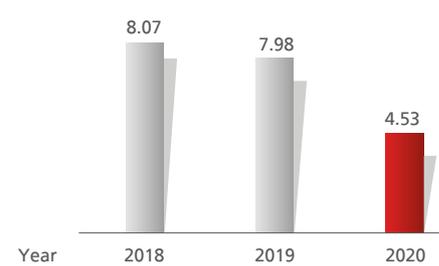
TOTAL EMPLOYEE BY AGE



PARENTAL LEAVE (PERSONS)



PERMANENT EMPLOYEE TURNOVER RATE (%)



EMPLOYEE DEVELOPMENT

CAREER PATH PLANNING

True Group developed the Individual Development Plan (IDP) feature on the True Connect Application to allow employees to make their own development plans that match their job responsibilities. Employees meet with their superiors who will give them advice about individual development planning at least twice a year. Moreover, we have conducted a Psytech Personal Insights Test and Psychometric Test to help employees discover what they are good at and in what areas they should improve in order to plan their career path appropriately.

The company has initiated the True Next Gen program to select and develop talented employees to become the new generation of corporate leaders through 18 months of hands-on training and experience under the supervision of senior management. In 2020, there were 124 employees selected to participate in this program.

In addition, we held True Career Day 2020 to help employees plan their career development and allow them to make a request to transfer to different units that better match their skills so that they can grow their career choices.

MODULAR & CROSS FUNCTIONAL TEAM DEVELOPMENT

Strategic Project & Leadership Development (SPLD) aims to develop leadership and promote teamwork through action-based learning projects that align with True Group's strategies. Project participants will learn beyond the scope of their routine work under the coaching of management. In 2020, the project reduced operating costs and increasing revenue by up to 1,911 million baht.

customer satisfaction using Lean Six Sigma tools. In 2020, these programs saved up to 832 million baht in operating costs.

Black Belt and Green Belt programs aim to build personnel capacity in problem analysis and work improvement to reduce cost, enhance productivity, increase revenue, and improve

True Group also pioneered new leadership development programs such as the Customer Life Style Management (CLM) program, enabling customer-centric analysis of customer needs. Able to offer products and services that respond to their needs appropriately, and the Functional Training (Onboarding Program) allows employees to develop their potential by using the knowledge gained from their actual work. Causing the income to increase up to 66 million Baht.

INTERNAL AND EXTERNAL CAPACITY DEVELOPMENT TRAINING

True Group strives to develop employee capacity in management, leadership, and digital knowledge relevant to the company's business operations, as well as sustainable business. In 2020, employees received an average training time of 24.65 hour per person, with an average training cost of 2,043 baht per person. All employees (100%) received the sustainability training.

In addition, the company has founded True Digital Academy to help employees, organizations, and the general public build practical skills in response to the needs for digital personnel in the technology and innovation driven business world. In 2020, there were 1,657 people participating in training classes, with participant satisfaction up to 70.3%.



24.65 Employee Average Training Hours per person/year in 2020

100% Employee were trained in sustainability courses in 2020

2,043 Baht Average Training Cost per person

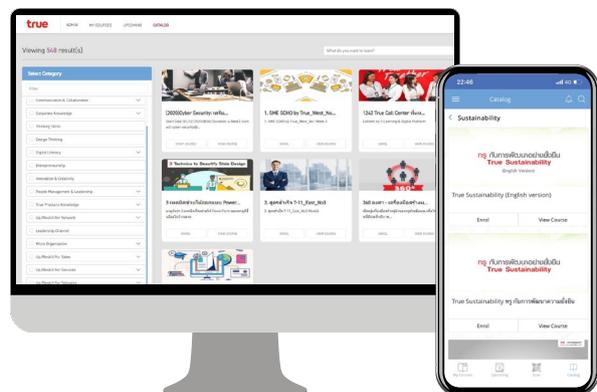
1,657 Persons Employee and executives were trained from True Digital Academy

70.3 % Satisfaction to the training duration



LEARNING ECOSYSTEM DEVELOPMENT

Due to the COVID-19 pandemic, the company developed a microlearning platform to streamline employee training. It allows employees to access educational video clips in diverse subjects from any device in response to the idea of "work from anywhere" and the need for a new learning model. In 2020, the platform contained 604 pieces of educational content and had 205,910 visits.



360-DEGREE PERFORMANCE APPRAISAL

All employees (100%) are required to undertake an annual performance appraisal in the Performance Management System (PMS). This 360-degree or multidimensional performance appraisal is based on a set of measurable goals agreed upon by employees and their superiors or supervisors. The

performance results will be calibrated to ensure accuracy and achieve agreement on performance appraisal ratings. They will be used to support remuneration and promotion consideration and will be disclosed to employees directly through the True Connect Application.

EMPLOYEE SAFETY AND WELL-BEING

True Group has established the Occupational Health Safety and Working Environment Committee to be responsible for investigating and analyzing causes of accidents and to assess risks and prevent recurrences in addition to ensuring compliance with safety measures.

In 2020, the company organized safety training for 1,802 employees to reduce the number of work-related accidents and prepare for unexpected incidents. Despite proactive safety measures, there were 12 work-related accidents, representing 236 lost working days, and two fatalities (work-related fatality rate of 0.05%) due to a road accident and short circuit while performing duties. Corrective and prevent actions have been taken as follows:

1. Send a risk alert to supervisors asking them to communicate to employees about the dangers and ways to prevent the accident from reoccurring.
2. Notify all units to check, evaluate, correct, and improve work areas with similar risks and inform employees about the dangers in each area.
3. Urge every unit to inspect personal protective Equipment (PPE), protective devices against electrical shock, and equipment and tools in vehicles and those used by mechanics to ensure they are in good condition.

4. Provide safety training, such as safety when working at height and working with electricity.

5. Require supervisors to check licenses and permits needed to perform duties such as a driver’s license and a professional safety officer license.

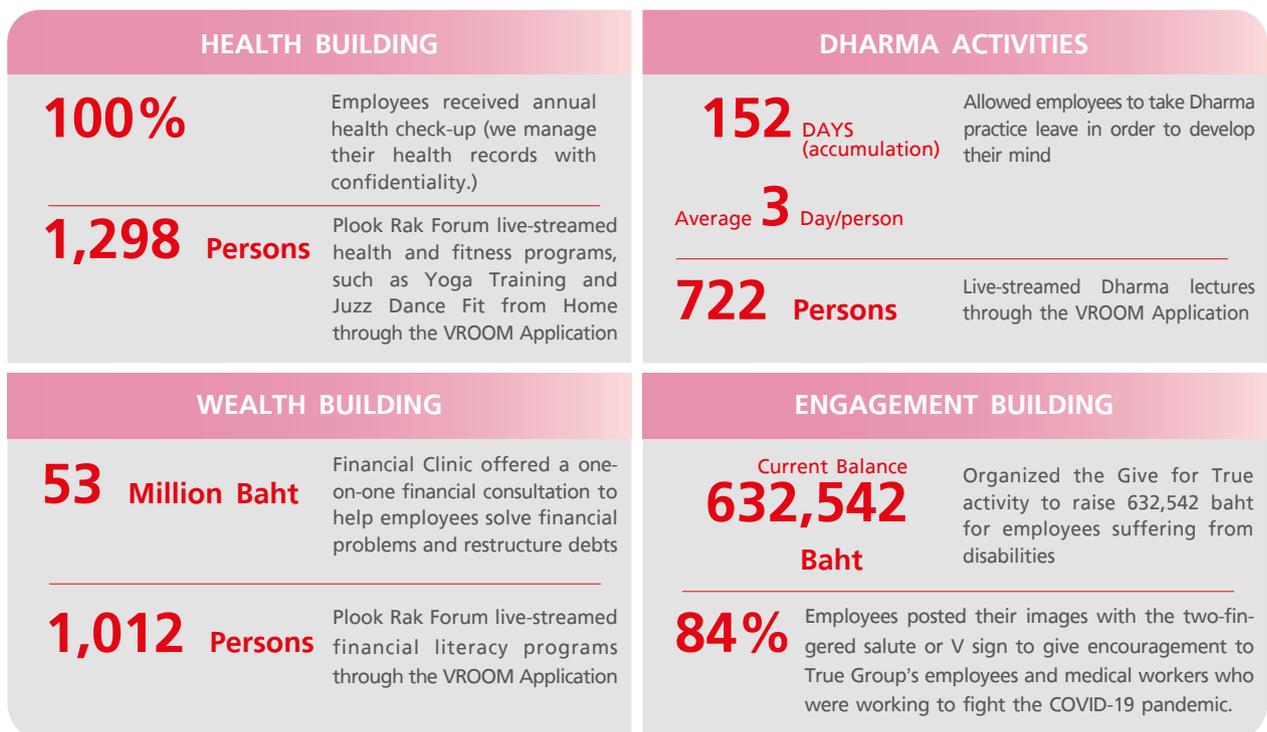
6. Require staff and/or service teams to make a plan and assess dangers before every operation and comply with work procedures and safety rules.

7. Units in charge of work inspection and acceptance must check to ensure conformity with required standards. If the work fails to meet the requirements, reject it and order the contractor to make corrections.

8. Require supervisors to inspect performance at work sites more frequently.



EMPLOYEE HEALTH PROGRAMS



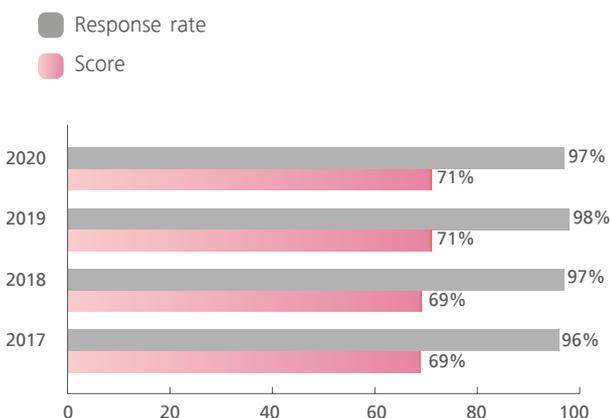
EQUITABLE TREATMENT OF EMPLOYEES

True Group 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 the required skills in accordance with a clear and transparent internal process. The company has also adopted the Diversity Management and Acceptance 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. Moreover, we have put in place guidelines to prevent all forms of harassment and threat and to ensure equal pay.

RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN



OVERALL ENGAGEMENT AND SATISFACTION SCORE (%)



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 five 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.

129 PERSONS DISABLED EMPLOYEE



COMMUNICATION CHANNELS BETWEEN THE COMPANY AND EMPLOYEES

True Group has set up communication channels to allow employees to report comments, complaints, 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.



True Connect :

People > HR Care Center > Select Chat or More > Discover > Press follow HR Care Center



E-mail :

HRcarecenter@truecorp.co.th



HR Web > Mail to HR Care > Add detail and contact number

CARING FOR EMPLOYEES DURING THE COVID-19 PANDEMIC

As COVID-19 has dramatically changed our lifestyles, True Group has adapted to these changes by adopting digital technologies and platforms to help our employees to work from anywhere in the new normal through the True Connect Application. We have communicated with our BU Heads to make work from anywhere arrangements, limiting the number of employees working in the office to not more than 25 percent of the total number of

office employees.

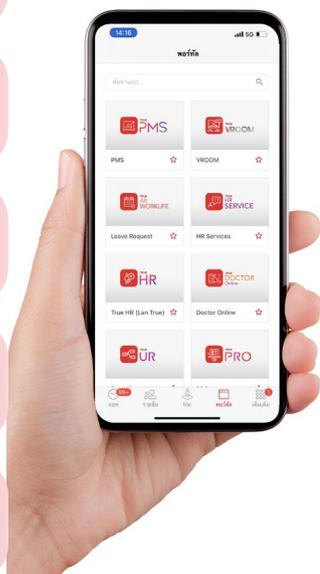
Moreover, we have developed True VROOM, a virtual meeting room able to hold an online meeting on a computer and mobile phone running on both iOS and Android operating systems. This application is secure, protected against data breaches, and free of charge.

TRUE VROOM APPLICATION



TRUE CONNECT'S FEATURES.

- Online conference through voice call or video call
- Communicate important corporate news
- Create online forms, such as an approval request and job sheet
- Assign work and track work progress
- Cloud storage
- Prepare a guideline for frontline employees to prevent COVID-19 infection



EMPLOYEE CARE MEASURES DURING THE COVID-19 PANDEMIC

- The company announced a no layoff policy due to the COVID-19 crisis.
- Provided health insurance for all employees to protect them against COVID-19.
- Paid medical expenses for employees infected with COVID-19.
- Initiated the COVID-19 Employee Assistant Program to allow employees to register to get assistance.
- Handed out SIM cards to allow employees to use unlimited internet.
- Prepared lunch for all employees every day, Monday – Friday.



CUSTOMER RELATIONSHIP MANAGEMENT

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

TARGET 2020

- Achieve **90%** score in the customer satisfaction survey (iCSAT)



PERFORMANCE 2020

- **91.5%** score in the customer satisfaction survey (iCSAT)



MANAGEMENT APPROACH

True Group is committed to service excellence while striving to create the highest-level customer satisfaction in accordance with the management framework set by the Thailand Quality Award (TQA), True Quality Excellence Framework (TQEF), and service standards of the Customer Operation Performance Center for Customer Service Provider (COPC CSP). Our senior management and relevant functions work together to quickly follow up and address customer problems, making sure that our customers receive the highest service standards that meet their needs. Our customer relationship management approach is customer-centric, aligning services with the needs of different

customer groups to ensure inclusive access. We have also adopted a micromanagement approach to better reach customers and offer the right products and services to meet their needs, in addition to identifying key performance indicators (KPIs) to evaluate customer service supervisors. Moreover, the company has set up customer service channels such as True shops, True agents, call center services, online sales and services, and digital self-services, which are managed by the Chief Customer Service Officer under the Customer Service Department.

CUSTOMER RELATIONSHIP MANAGEMENT FRAMEWORK BASED ON CUSTOMER-CENTRICITY



CONTINUOUS CUSTOMER SERVICE DEVELOPMENT AND IMPROVEMENT

TRUE SHOP

Continuously improved to provide faster and more convenient services for True Shop's customers.

- Developed and set up a Smart Quality Management System (SQMS) that connects a video call service system, centralized queue management system, and other equipment in 250 True Shops.
- Developed the Q Display True Card & True Point feature on the queue kiosk to inform customers about privileges from True Points.
- Developed the online appointment feature on TMH Web and QueQ Application to allow customers to make an appointment in advance by selecting a branch, date and time, and showing the E-Ticket (QR Code) at the selected True Shop branch to receive services.

- Developed the video call service system that is able to interact with customers in seven languages, including Thai, Chinese, English, Russian, Japanese, Khmer, and Burmese, with fast and clear video streaming. The system has been installed at 394 True Shop branches and will be installed for True partners in the future.

- Developed the kiosk machine to be able to provide sales and after-sales services, such as SIM swapping, changing promotions and services, bill payments, and mobile number portability.

- Developed the vending machine to sell products to customers in three True Shop branches at Central World, CPF Pak Chong, and ICON SIAM, which reduces contact with cash and responds to the new normal lifestyles.

TRUE SHOP DEVELOPMENT



Smart Quality Management System (SQMS)



Kiosk Machine



Vending Machine

CALL CENTER SERVICE

We improved our 1242 One Number All Services by adding a welcome customer name message and privilege notification, as well as planning to develop 100 percent of call center staff to be able to offer assistance with all products and services to customers by 2021. In 2020, 52 percent of our call center staff were able to take care of customers for every product and service, up from 2019 by 25 percent, and we plan to achieve 65 percent by 2022.

- Developed a network performance monitoring tool connected to the IVR system to notify customers when poor signal strength is detected, allowing them to make a technician appointment through the IVR system without having to contact the call center.
- Developed the MARI AI to automate the call center in eight service areas and the MARI Chat to provide answers to inquiries on the 26 topics most commonly asked about by customers.

- Developed a network problem notification system via SMS to inform affected customers about network problems and when they will be solved.

- Offered basic troubleshooting advice for technical problems over the phone to allow customers to fix the problems themselves.

- Offered a VDO chat service with a sign language interpreter for customers who have hearing impairment.

- Developed a system to support work from home arrangements during the COVID-19 pandemic to allow employees to provide customer service from their home while still maintaining service efficiency and customer satisfaction level.

SERVICE REQUEST IMPROVEMENT (CASE MANAGEMENT)

To boost service quality and customer satisfaction, we have improved our pre and post-sales service request processes. This type of services cannot be provided immediately upon request but there are procedures that must be followed. Not only did we make it possible for our service staff to perform customer services in conjunction with other support units of the company, we also reduced work process, replaced human labor with automated systems, and increased the decision-making power of service staff to reduce service time. Moreover, we determined control and traceability methods in every work process in accordance with the company's operating standards and held a case management daily town hall to summarize issues and propose guidelines for how to best deliver services to customers. We also sent a link via SMS to ask customers to rate their satisfaction on iCSAT and used the results to improve our services.

In 2020, the company was able to deliver up to 85 percent of services within 24 hours and 96 percent within 72 hours of the total number of service requests. We aim to deliver 90 percent of services within 24 hours and 100 percent within 72 hours of request in 2021.

SERVICES DURING THE COVID-19 PANDEMIC

True Group cares about the safety and health of customers during the COVID-19 pandemic that has been dramatically affecting our livelihoods. We have prepared the COVID-19 response manual which was made available for customer service

SPECIAL PRODUCT DESIGN DURING THE COVID-19 PANDEMIC

In addition to Deaf SIM for hearing impaired persons and Blind SIM for visually impaired persons, True Group has designed the following products in response to customer needs during the COVID-19 pandemic.

- SIM for Self-Quarantine, which was given, free of charge, to patients who were under investigation for COVID-19 and needed to self-isolate for observation. We also offered special privileges to our existing postpaid and prepaid customers, who were patients under investigation for COVID-19 to allow them to use more internet data in addition to that offered from their current packages.
- SIM@Home, which was given, free of charge, for use to communicate, call emergency numbers, study, and work through the True VROOM application and access websites of more than 4,500 educational institutions nationwide with no data usage charges.
- We also offered smartphones that supported both 3G and 4G at a price ranging from 1,000 to 3,000 baht, plus basic packages to promote internet access and digital learning across the country.

staff to study on the True Connect application to assure customers that our services, whether at True Shops or from technicians across the country, are safe and will continue without disruption.

SERVICE MEASURES AT TRUE SHOP DURING THE COVID-19 PANDEMIC



- Screened customers visiting True Shop.
- Measured body temperature.
- Scanned Thai Chana QR code.
- Provided alcohol-based hand sanitizers for customers.
- Arranged seating in a waiting area to be more than one meter apart.
- Installed transparent acrylic barriers on the counter.
- Cleaned high-touch surfaces with disinfectant every hour.
- Wore a surgical mask, face shield, and gloves when performing duties.

Employees returning from at-risk countries or having been in contact with infected people must take leave and practice self-quarantine for 14 days and must show a medical certificate on the day of returning to work.

TRUE MECHANIC SERVICE MEASURES DURING THE COVID-19 PANDEMIC

To boost customer confidence in the safety of our repair and installation services during the COVID-19 pandemic, we have set measures for our technicians Technician who perform

services at customer's homes in order to prevent any impacts on the customers and technicians themselves.



- Measure body temperature and keep a daily body temperature record, together with an employee card.



- Show a daily body temperature record together with an employee card to customers.
- Wear a surgical mask and face shield or goggles.



- Keep a distance of at least 1.5-2 meters from a customer.



- Always clean tools and equipment with alcohol before and after installation.



- At-risk customers under observation at home:
- Furnish customers with equipment and provide advice over the phone.
 - Wear personal protective equipment (PPE) when performing services at customer home.

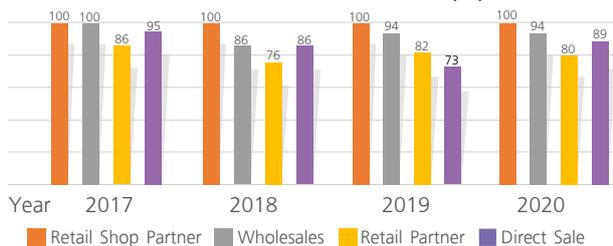
ONLINE SALES AND SERVICES

In 2020, due to the COVID-19 pandemic, customers could access our services online as if they were receiving services at True Shop. They could also access online entertainment without leaving home through the True iService, TrueMoney, and TrueID applications. Last year, the company's e-services accounted for 56.52% of the total number of payments, up from 2019 by 48.88%, and accounted for 48.96% of the total amount paid. Digital after sales services accounted for 66.26% of the total after-sales services.

SERVICE STANDARDS FOR TRUE DEALERS AND AGENTS

To ensure that services provided to customers by True dealers and agents are of the same standards as they are provided from True Shop, we have audited services of our True dealers and agents in accordance with ISO 9001: 2015, ISO14001: 2015, and ISO45001: 2018 standards to create a positive image and build customer confidence about our services.

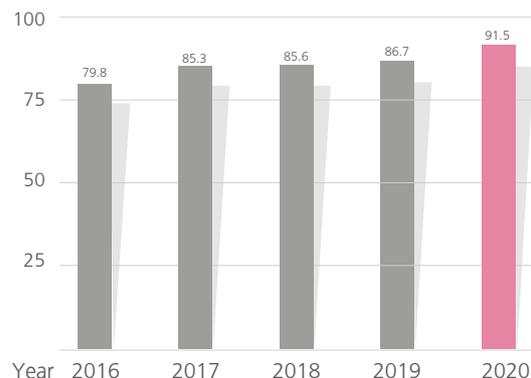
TRUE DEALERS AND TRUE AGENTS AUDIT (%)



CUSTOMER SATISFACTION ASSESSMENT

To understand the needs of customers and improve service efficiency and satisfaction, the company conducted a customer satisfaction survey through the iCSAT system. The results of the survey conducted in 2020 shows that customers were satisfied, up to 91.5%. The top three areas that customers with True Shop services were most satisfied with are 1) staff services, 2) fast and efficient counter services, and 3) waiting times. The areas that needed improvement are 1) promotion information, 2) service networks information and service charge shown on bills, and 3) service times to take longer than it should be. Customer feedback is important for improving service processes. We hold a meeting every day to address and follow up service problems. Moreover, we have improved the queue system and set service performance indicators, as well as monitoring customer satisfaction levels for continuous improvement.

CUSTOMER SATISFACTION ASSESSMENT (%)



DATA PRIVACY AND CYBERSECURITY

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

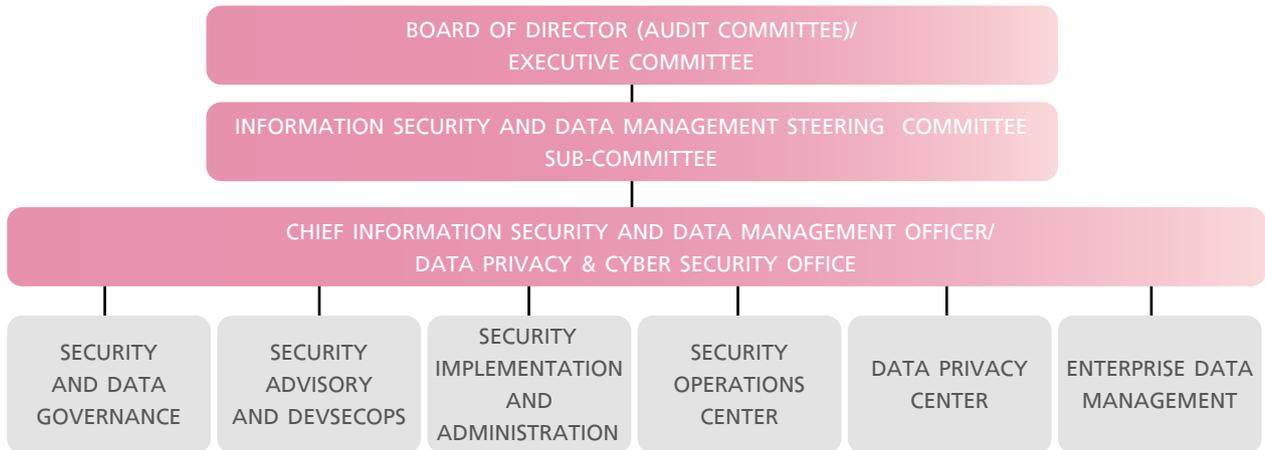
| | |
|---|--|
| <p>TARGET 2020</p> <ul style="list-style-type: none"> ● 100% Data breach prevention  | <p>PERFORMANCE 2020</p> <ul style="list-style-type: none"> ● 100% Data breach prevention  |
|---|--|

MANAGEMENT APPROACH

True Group pays a lot of attention to cybersecurity and personal data protection and has declared these issues a corporate agenda. As a telecommunications and digital service provider, we collect a large amount of personal customer information. While internet data usage significantly increased as a result of the COVID-19 pandemic, a rise in cyber threats and privacy breaches inevitably followed. The company has a management approach through a management structure under

the supervision of the Audit Committee, which is responsible for the internal control system, risk management, internal audit system, cybersecurity, and personal data protection.

In addition, we have set up the Information Security and Data Management Steering Committee to be in charge of cybersecurity management to protect personal data against cyber-attacks and data breaches.



CYBERSECURITY AND PERSONAL DATA PROTECTION MEASURES

| | | | |
|---|---|---|---|
| ✓ | True Group has put information security policies in place, including the True Information Security Policy, True Enterprise Data Policy, and Personal Data Protection Policy, effective from 1 August 2020 onward. | ✓ | The US National Institute of Standards and Technology (NIST) Cybersecurity Framework. |
| ✓ | The Personal Data Protection Policy can be viewed by visiting https://www3.truecorp.co.th/new/privacy-policy?ln=th . | ✓ | ISMS Information Security Management System. |
| ✓ | The Cybersecurity Act B.E. 2562 and Personal Data Protection Act B.E. 2562. | ✓ | ISO27001 Information Security Management Standard. |
| ✓ | The CIA Triad encompassing confidentiality, integrity, and availability. | ✓ | The EU General Data Protection Regulation (GDPR). |

CYBERSECURITY MANAGEMENT

True Group has a cybersecurity management approach that is in line with the US National Institute of Standards and Technology's (NIST) Cybersecurity Framework.

NIST Cybersecurity Framework*



*NIST

1. **Identify** develop the organizational understanding to manage cybersecurity risk to systems, assets, data, and capabilities.
2. **Protect** develop and implement the appropriate safeguards to ensure delivery of critical infrastructure services.
3. **Detect** develop and implement the appropriate activities to identify the occurrence of a cybersecurity event.
4. **Respond** develop and implement the appropriate activities to take action regarding a detected cybersecurity event.
5. **Recover** develop and implement the appropriate activities to restore any systems that were impaired due to a cybersecurity event.

CYBERSECURITY IMPLEMENTATION

- Prepared a disaster recovery plan (DRP) twice a year for high availability and active-active systems connected to two sites without affecting the 24/7 service system to prevent downtime.
- Conducted a data classification and put a data management process, data request process, and data sharing process in place.
- Conducted a user access review at the local user level on 282 servers to ensure that users were properly authorized to access personal data.
- Assessed the cyber and IT risks to systems containing personal data and corrective actions to deal with these risks.
- Conducted a vulnerability scan test of newly developed applications and applications that contain personal data, and fixed the vulnerabilities before releasing the applications.
- Improved the vulnerability scan test to detect vulnerabilities in real time on 700 servers associated with personal data.
- Developed and installed the data loss Prevention (DLP) system for 800-1,000 personal data-related devices, which is expected to be completed in May 2021.
- Conducted an external audit and verification with two of the world's leading consulting firms, PricewaterhouseCoopers (PwC) and TuV NORD, in accordance with the ISO 27001 standard.

SUPPORT FOR WORK FROM HOME DURING THE COVID-19 PANDEMIC

The company takes employee safety seriously and supports government policies during the COVID-19 pandemic. Employees who have no direct contact with customers and do not work in relation to customers may work from home or from other places. Online data must be accessed through a virtual private network (VPN), which is an encrypted connection over the internet from a device to a network to prevent unauthorized people from eavesdropping on the traffic and ensure that data is safely transmitted.

True Group has also promoted video conferencing via TRUE VROOM and established the Cyber Security Clinic to give advice and guidance to employees.



PERSONAL DATA PROTECTION

True Group has complied with the Personal Data Protection Act and managed company and customer information in accordance with the CIA Triad to ensure that sensitive customer and employee data is protected as follows:

- Revised the Privacy Notice so as to be in line with the recent personal data protection law.
- Improved the consent approval and withdrawal recording, reviewing, reporting, and related systems, to be completed by 25 May 2021.
- Set the guidelines for handling personal data for employees in affiliated companies, including personal data access and sharing, so as to be in line with the personal data protection law.
- Assessed the risk factors not covered by the company's policies and/or procedures to put in place measures to avoid or reduce their impacts on customers, the company, employees, and suppliers.
- Assessed and audited the privacy protection procedures and measures for both internal and external parties involved annually.
- Currently working with the Legal Department to prepare 3,000 Data Processing Agreements between affiliated companies and/or suppliers.

CUSTOMER REQUEST TO USE, EDIT, DELETE, OR TRANSFER PERSONAL DATA

Customers, as personal data owners, have the right to their personal data pursuant to the Personal Data Protection Act B.E. 2562. The company has prepared to support the exercise of these rights before the act comes into force on 1 June 2021. Customers can exercise their rights at any True Shops and via the True iService application.



In 2020, there were 479,579 requests to use, edit, delete, or transfer personal data, including 77,885 requests to edit data and 401,699 requests to transfer data.

The company uses 100% customer data for secondary purposes as described in the Personal Data Protection Policy consented to by customers. In the past year, the company did not receive a request from any government agency to investigate its use of customer data.

GOVERNMENT REQUEST TO USE CUSTOMER DATA

True Group is subject to legal requests for customer data by government authorities. We have 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. In 2020, we received 47,562 of such requests, 100% of which were scrutinized to ensure that they met a legal standard and the company's internal policies before giving the requested data to government authorities.

Complaint Channel

E-mail : cyberincidentresponse@truecorp.co.th

| Case | Year 2020 |
|---|-----------|
| 1. Number of complaints of privacy infringement for marketing purposes from customers/external organizations. After investigation, they did not violate customer privacy. | 3 |
| 2. Number of substantiated cases of privacy infringement for marketing purposes from customers/external organizations. | 0 |
| 3. Number of complaints of privacy infringement from government agencies. | 0 |
| 4. Number of data breaches, losses, destruction, and thefts. | 0 |
| 5. Loss due to data breaches, losses, destruction, and thefts (baht). | 0 |

BUILDING DIGITAL AWARENESS, SKILLS, AND INTERNAL COMMUNICATION

As information is our important asset, employees are the first line of defense against all forms of cyber-attacks to keep data safe and secure. To build confidence among stakeholders who have paid a lot of attention to cybersecurity and personal data management, we strive to raise digital awareness and promote digital understanding for our employees through:

- Seminars and workshops,
- e-Learning,
- Game-based activities, and internal communication materials.

HIGHLIGHTS 2020

5,550
persons

Received the training on Cybersecurity Awareness e-Learning 2020 Platform from October 2020 to December 2020.

3,000
persons

Received the online training on the Digital Literacy Series to prepare employees for the world of future. The course consists of nine topics, such as cybersecurity, big data, data analytic, and digital marketing.

145
persons

Received the online workshops on Data Classification, Data Sharing, and Data Loss Prevention for employees directly responsible for data in each department.

115
persons

Attended classes and lab skill tests on Security for System Administrators and Security for Software Developer by security experts in CISSP, CCLP, CISM, and CCNA.

57
times

Cybersecurity Awareness Infographic via e-mail to communicate and educate employees across the company.

VIOLATION AND DISCIPLINARY ACTIONS

True will not tolerate any failure to comply with True Privacy Policy or any deliberate violation of the rules set in the policy. Any violation of True Privacy Policy will result in the immediate investigation, disciplinary action and any other action which may be appropriate to the circumstances. Depending on the severity of the case and violation, the employee may be given a verbal warning, written warning, suspension, and/or termination of employment.

COOPERATE WITH NBTC AND CP ALL TO DEVELOP A MOBILE ID TO REPLACE A NATIONAL ID CARD, EXPECTING A PRODUCT TRIAL AT CP ALL BRANCHES IN THE FIRST QUARTER OF 2021



TrueMove H Universal Communication Co., Ltd. joined the Office of the National Broadcasting and Telecommunications Commission (NBTC) and CP All to develop a Mobile ID solution and apply it to various activities of the organizations. This project has two objectives:

1. To promote convenient and safe e- transactions and protect personal data.
2. To support the government policy that promotes the use of digital ID in the development of the country’s digital infrastructure.

JOINTLY ESTABLISHED THE THAILAND TELECOMMUNICATION CERT (TTC-CERT)

On 14 December 2020, True Group, in collaboration with the Office of the National Broadcasting and Telecommunications Commission (NBTC), Telecommunications Association of Thailand under the Royal Patronage, and leading telecommunication operators, established the Thailand Telecommunication CERT or TTC-CERT, under the support of the Broadcasting and Telecommunications Research and Development Fund for Public Interest (BTFFP). The missions of TTC-CERT are:

1. To promote and build awareness of cybersecurity in line with rapid development in digital technology.
2. To enable the Threat Intelligence Feed with internationally recognized standards.
3. To educate the public and organize training to improve knowledge and skills of personnel in the telecommunications industry.



DIGITAL INCLUSION FOR EDUCATION

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

TARGET 2020

- **4,000,000** people to gain access to learning resources and information(cumulative).



PERFORMANCE 2020

- **5,639,371** people gained access to learning resources and information (cumulative).



MANAGEMENT APPROACH

True Group uses our expertise in digital technology to develop innovations that can help drive social and environment sustainability of the country. The Company aims to enhance education of the Thai people by distributing opportunities to access various types of learning resources.

EDUCATION ENHANCEMENT STRATEGY

5

EDUCATION ENHANCEMENT STRATEGIES

- ✓ TRANSPARENCY
- 📊 MARKET MECHANISMS
- 👤 HIGH QUALITY PRINCIPALS & TEACHERS
- 😊 CHILD CENTRIC & CURRICULUM
- 🌐 DIGITAL INFRASTRUCTURES

PERFORMANCE RESULTS

CONNEXT ED FOUNDATION

5,639,371 PERSONS
STUDENTS, TEACHERS, AND FAMILIES
HAVE ACCESS TO LEARNING MEDIA
AND INFORMATION

333 PERSONS
SCHOOL PARTNER

5,567 SCHOOLS
SCHOOLS ARE SUPPORTED
THROUGH THE PROGRAM.

42 ORGANIZATIONS
PRIVATE ORGANIZATION
MEMBERS

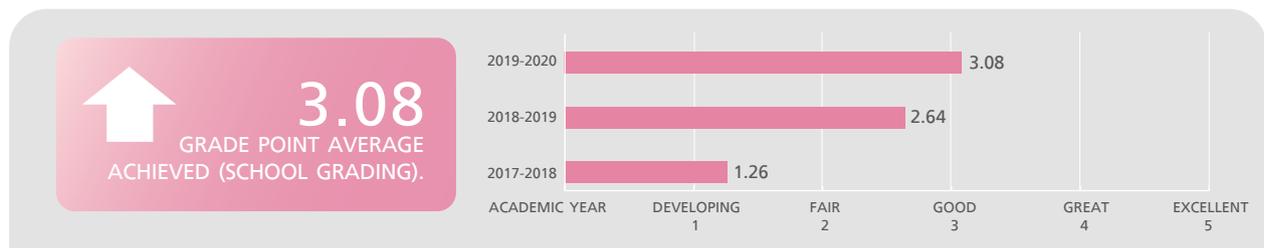
3,351 SCHOOLS
SCHOOLS ARE INSTALLED
ICT MEDIA AND DEVICES.

9 COMMUNITY LEARNING CENTERS
5 REGIONS

True Group was one of the 12 private sector organizations that initiated the Public-Private Partnership for Basic Education and Leadership Development Project (E5) in 2016, which was continually developed to become the CONNEXT ED Foundation in 2020. The Foundation aims to build a culture of partnership to improve the quality of education to international standards and promote equal and inclusive education through Leadership Program for Sustainable Education. This program selects qualified volunteer employees from participating companies to work as “school partners” to raise educational standards of schools under the Office of the Basic Education Commission (OBEC).



Moreover, the Foundation initiated the ICT Talent Project to select employees graduated in related fields or interested in ICT to work with the schools to promote the use of technology to support and further improve learning in schools and communities. More than 500 teachers from public schools have also been selected to attend ICT Talent training courses.



TRUE PLOOKPANYA PROJECT

Through the True Plookpanya Project, we use our capacity in communication technology and innovation to support social development activities, especially in areas of education and improvement of the quality of life of disadvantaged people, under the concept of Growing Knowledge, Growing Virtue, Growing Environmental Awareness. This project provides opportunities for schools in remote areas to access learning resources through digital media and equipment for education.

To promote equal access to information and knowledge, we have developed a website www.trueplookpanya.com that contains more than one million multimedia educational contents



in all subjects and at all levels. It is the largest online knowledge warehouse in the country. We also developed the True Plookpanya Application to allow learners to learn on their terms and at their own pace anytime, anywhere.

TRUE CLICK LIFE

True Group promotes child-centered learning by developing five curricula with innovative teaching materials for kindergarten to Grade 12 levels. The educational contents were developed by expert scholars and educators to help young students build their learning capacity and reduce teacher workload.

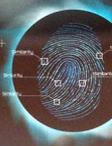


CROWDFUNDING FOR EDUCATION

In 2020, the CONNEXT ED Foundation developed a crowdfunding platform for education to allow donors to choose to support areas of educational development of their interest. Schools in need of support will submit school development projects, which will be scrutinized by the Project Screening Committee to ensure that the projects will provide the right answer and solution to the problems facing the schools. The school development projects may require support of teaching equipment, teacher development, occupational promotion, or school infrastructure repair and improvement. In 2020, a total of 31 projects were selected.

true
HEALTH

Doctor Online



HEALTH

BUILDING A SUSTAINABLE
SOCIETY

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



NETWORK AVAILABILITY AND RELIABILITY

(GRI 103-1, 103-2, PA1, PA2, PA4, PA5)

TARGET 2020

- Achieve more than **96.60** percent network reliability
- Achieve an Acceptable System Average Interruption Duration Index (SAIDI) of less than **1.5** hours/consumer/year
- Achieve an Acceptable System Average Interruption Frequency Index (SAIFI) of less than **1.10** time/consumer/year



PERFORMANCE 2020

- Network reliability was **99.78** percent
- Average interruption duration index was **0.05** hours/year (2.81 minutes/consumer/year)
- Average interruption frequency index was **0.02** time/consumer/year



MANAGEMENT APPROACH

True Group is committed to developing an efficient and effective communication network to meet the needs of customers and achieve the highest level of customer satisfaction under reasonable cost management. We place importance on network availability as one of our core strategies to deliver a superior customer experience in terms of speed and smooth performance and offer service coverage to serve more than 98 percent of the nation's population. The Network Engineering and Operation is responsible for network management under the supervision of

the Chief Network Officer. The short term operations strategy is to be a leader in network installation, efficiency and development as well as to be the country's first 5G service provider of the low frequency band 700 MHz and the high frequency band 2600 MHz. Its long term operational strategy is to develop innovations for network readiness to provide any new vertical business in the future, aiming to develop the 26GHz frequency band and the new transformation network in order to become the first operator that can build the truly end-to-end 5G network for the country.

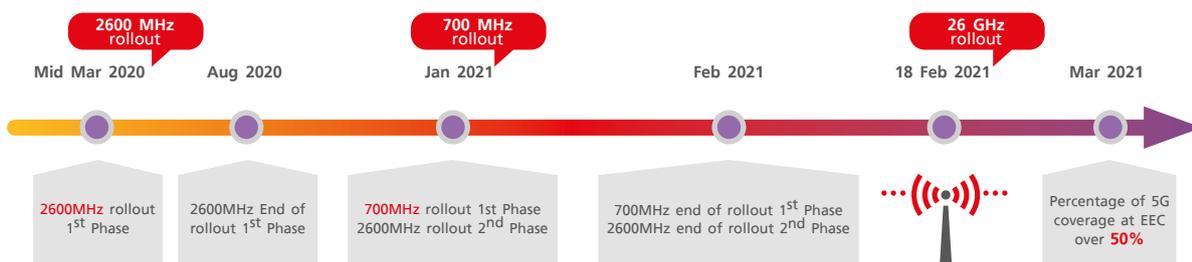
IMPROVEMENT OF NETWORK AVAILABILITY

5G NETWORK DEVELOPMENT

True Group has a strategic network investment plan to drive Thailand toward a smart city. We have partnered with China Mobile to test 5G networks since 2016. With our recent successful bid for 2600MHz and 26GHz bands, True Group is the service provider with the most coverage of seven frequency bands

including mid-band and low band. The 2600MHz is our main band for providing 5G services in all 77 provinces, equipped with the Massive MIMO technology that offers multi-fold capacity improvements, which has been tested since 2017.

5G Network Rollout Milestone



True Group is the first operator that can expand its 5G network of low band spectrum 700MHz. As a result, it has the most diverse frequency bands in the country, making it possible to provide wider 5G network coverage and greater penetrating power to meet the needs for high speed. Moreover, the dynamic spectrum sharing technology is used to enable a base station to provide both 4G and 5G services, which means that the expansion of the 5G network also helps to improve 4G service quality. We have also developed a standalone 5G network (5G SA) to unleash 5G's true potential with faster speed, lower latency, and massive connectivity. In 2020, we expanded our networks and installed more than 6,000 cell sites and base stations to improve network availability for all of our core services.

NETWORK INTERRUPTION PREVENTION

The company has taken steps to prevent network interruption, especially during the COVID-19 pandemic, as more people are required to work from home. In addition to the backup data route and fiber optic network to automatically manage traffic routing, we have also developed various monitoring systems to effectively reduce the risk of impact on network services 24/7, 365 days a year, thus keeping network interruption within the System Average Interruption Duration Index (SAIDI).

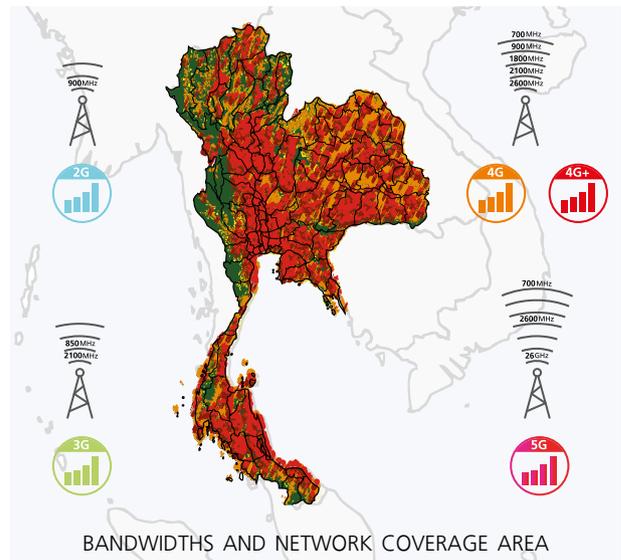
DEVELOPMENT OF DASHBOARD AND AUTO BOT

True Group has developed a dashboard to be able to display the entire network and, when a failure occurs, show the affected route, enabling us to quickly fix the problem before it causes damage. The dashboard can display the following:

- Display results by regions
- Display parameters for each route
- Display the failure location (alarm) in green, yellow, orange, and red, depending on failure status
- Display results through the application with a Chat Bot that can answer any queries



Dashboard and Auto Bot System Display



DEVELOPMENT OF ALARM MONITORING AND AUTO DISPATCH TICKET SYSTEM

True Group has used artificial intelligence to help investigate network failures, making it possible to examine failures on multiple equipment at the same time and automatically dispatch tickets to relevant parties. Since October 2020, the system has been able to automatically report failures up to 95.15 percent (the remaining failure alarms of 4.85 percent are done manually by staff) and dispatch tickets to recover the network to its normal condition. We aim to achieve a 100 percent alarm automation to ensure efficient and uninterrupted network performance.

ALARM MONITORING AND AUTO DISPATCH TICKET SYSTEM FUNCTIONING



Filtering

Screen out unimportant alarms so that only alarms with an impact on or pose a risk to customers remain.



Flapping

Select alarms to clear quickly, most of which are power outages that cause equipment to run on batteries



Correlation

Group related alarms together to reduce the amount of alarms that require monitoring and prioritize alarms.



Diagnose

Examine and fix problems. Currently, this is done by the monitoring unit, but a full automation system will be put in place in the future.



Dispatch

Dispatch tickets to units responsible for equipment maintenance, such as the Network Operation or Platform Operation, to fix problems.

● STORM AND FLOOD RESPONSE PLANNING

The company is prepared to address any network failures caused by storms and floods according to the levels of priority of the affected areas such as hospitals, schools, and government offices. There are three steps that we follow to deal with a storm or flood crisis causing wide-area disruption.

| | |
|-------------------|---|
| STEP 1 | <ul style="list-style-type: none"> Before the crisis, set up a war room in monitored areas. |
| STEP 2 | <ul style="list-style-type: none"> During the crisis, set up a team to fix the affected TX Node and Node B and to find a solution to recover the down sites as quickly as possible, as well as installing the COW unit if a cell site falls. |
| STEP 3 | <ul style="list-style-type: none"> Set up a Commissioning Team to resume services as quickly as possible, set up a store management center, collect scrap and debris, and summarize equipment damages. |

NETWORK AVAILABILITY IN VARIOUS SITUATIONS

The company has 108 Cell-on-Wheels (COW) units across the country to provide fully functional service to difficult-to-access areas and areas affected by disasters. These mobile base stations can be installed within an hour to build customer confidence in our network availability in any situation.

● NATURAL DISASTERS

The company set up a war room to closely monitor the flood situation in Pak Chong District, Nakhon Ratchasima Province between 12 and 23 October 2020. In addition to dispatching a team of engineers to the switching center and delivering fuel to the base station in the flooded area, the company installed the COW units in the areas where electricity was cut off to help flood victims communicate during the disaster. We also provided 300 codes for free calls and free internet for TrueMove H customers and volunteers working to help flood victims.



● COVID-19 PANDEMIC

True Group strives to develop the best network technologies to facilitate communication, especially during situations like the COVID-19 pandemic when people need to adjust their daily lifestyles and work practices to be in line with social distancing guidelines. We have taken steps to ensure network availability to support all forms of communication, including mobile internet and fixed-line internet to enable our customers to communicate at any time without interruption, as follows:

1. Added equipment to optimize network performance in 20 public and private hospitals.

2. Installed the cell-on-wheels or COW units at three field hospitals in Samut Sakhon Province and other field hospitals that may be established in the future.

3. Increased bandwidth by three-fold, including domestic bandwidth connecting to the domestic gateway and international bandwidth to support access to entertainment content, news, and video conferencing



NETWORK COVERAGE

True Group strives to provide the best quality services with the most extensive coverage and fast signals in order to reduce inequality with regards to access to the internet.

- True The First Mover and Best User Experience at Hot Spots: This first mover project aims to expand cell sites into areas that have never had phone signals before. It will install cell sites in remote and difficult-to-access areas to expand the 4G and 5G networks from TrueMove H and broadband internet signals from TrueOnline remote communities, sub-district hospitals, schools, and tourist sites, allowing the previously closed areas to communicate with the outside world.

- @TH Wi-Fi by TRUE: True Group has collaborated with the Office of the National Digital Economy and Society Commission (ONDE) and Office of the National Broadcasting and Telecommunications Commission (NBTC) in the @TH Wi-Fi by TRUE Project Phase 2. This project allows the general public to access free Wi-Fi with 2Mbps/512Kbps speed from the @TH Wi-Fi by TRUE network at service points nationwide. It has about 30,000 users per month. By making the internet free of charge, the project provides equal opportunities for everyone to access to knowledge and communications.

- High Speed Broadband Development in Remote Areas (Zone C): This project was initiated by the Office of the National Broadcasting and Telecommunications Commission (NBTC) to develop high-speed broadband internet in 15,732 villages nationwide in response to the government policy to promote equal and inclusive access to high-speed internet services for all. True Group is responsible for providing equipment and installing more than 5,000 service points, as well as for five-year management and maintenance in two sub-projects in the upper northern and eastern regions, which have been open for services since January 2020. In addition, we have also managed three sub-projects since 2019 under the Mobile Service and High-

Speed Broadband Development in Marginal Areas (Zone C+) Project to provide access to broadband internet and mobile services for people living in marginalized areas

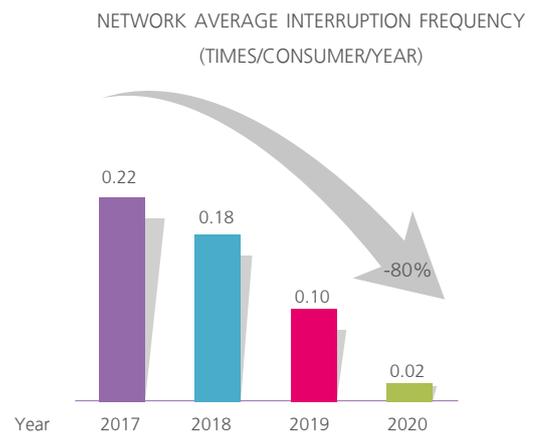
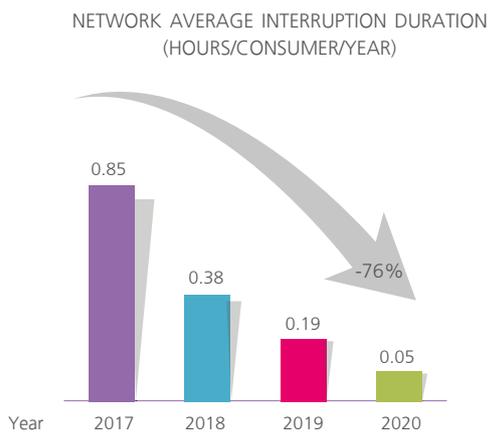


High-speed Internet Center in Remote Area

NETWORK AVAILABILITY SURVEY

True Group has divided the severity of service affected and non-service affected incidents into four levels to form a basis for setting response and recovery times to bring back the network as quickly as possible. Moreover, besides continuous network maintenance, we hold a daily meeting of senior management and relevant departments to follow up on customer problem-solving

progress to ensure signal quality and network availability. We have also conducted a network availability survey every year. In 2020, the results of the network availability survey showed that True Group's network availability was at 99.78 percent, which is higher than the 96.6 percent benchmark set by the US Federal Communication Commission (US FCC Rules).



INNOVATION MANAGEMENT

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

TARGET 2020

- Achieve a **50%** increase in the value of new and innovative products and services in 2020 (compared to the base year 2015)
- Register up to **15** petty patents



PERFORMANCE 2020

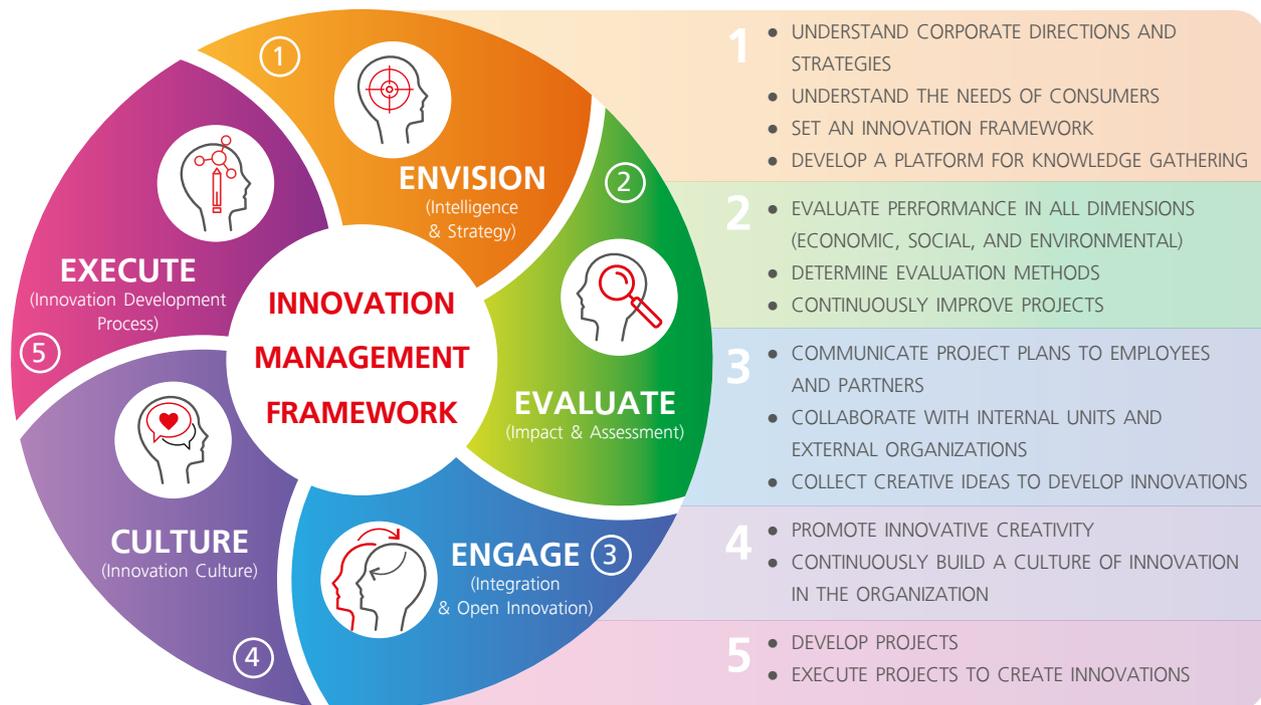
- Increased value of new and innovative products, services, and processes by **51%** (compared to the base year 2015)
- Registered **17** petty patents



MANAGEMENT APPROACH

True Group is committed to becoming an innovative organization that uses the open innovation management strategy to develop new products and services and improve customer satisfaction. We continue to reduce operating costs, increase revenue, and effectively manage risks, while taking our social and environmental responsibilities seriously. Through True Innovation Center, we have collaborated with both internal units and external organizations, such as educational institutions,

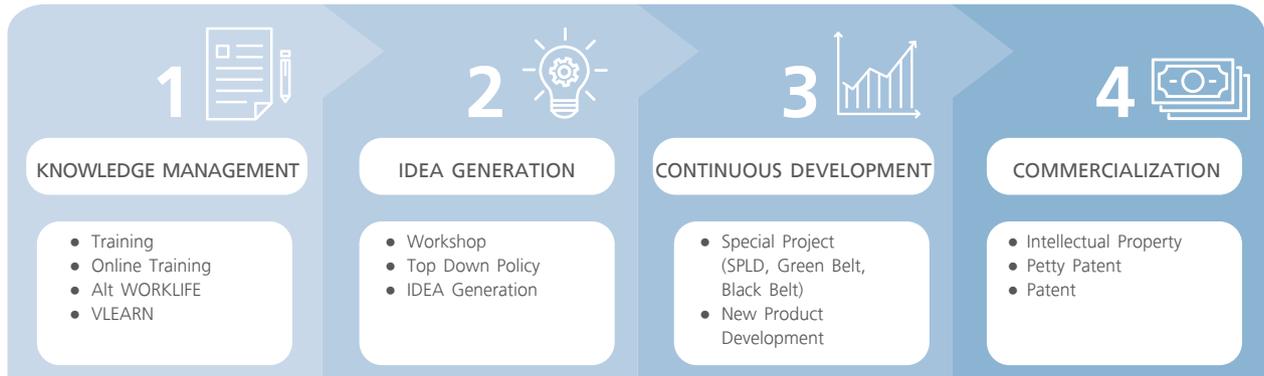
affiliated companies, and suppliers, to develop new products under the innovation management framework, encompassing envision, evaluate, engage, culture, and execute. The Innovation and Sustainability Committee is responsible for setting innovation policies, directions, and frameworks to ensure that our innovation management is in line with the company's short and long-term strategies and goals.



True Group is transitioning from a connectivity provider to a technology provider to become a fully digital organization amidst the rapidly changing world. We strive to develop new

innovations and technologies under the concept of creating innovation for a sustainable society and to commercialize them to generate revenue for the organization.

INNOVATION DEVELOPMENT PROCESS



Effective innovation management is the key to increasing competitiveness to drive the company toward becoming a business leader. As such, True Group strives to develop innovations that include business innovations, social innovations, and environmental innovations to not only improve organizational processes, but also meet customer needs according to the

convergence strategy that merges products, services, and networks into a unified whole in order to deliver the best value and benefit to consumers. Moreover, we encourage our internal units to develop innovations through in-house activities such as the True Innovation Award Contest and One Day Satisfaction Project.

INNOVATION DEVELOPMENT PROGRESS

● ORGANIZATIONAL INNOVATION

In 2020, True Innovation Center held the True Innovation Award Contest, which has been organized for 11 years in a row to allow employees to showcase their innovations. There were 405 innovations developed by 1,198 inventors from various units within the company that participated in the contest, creating up to 3,397 million baht in value.

● OPEN INNOVATION

Not only has True Group established True Lab to support innovation research and development in nine universities, we have also collaborated with educational institutions in 18 research projects. Furthermore, True Incube has invested in 15 startup companies to help them build innovative businesses while True Robotics is involved in seven robotic research and development projects focused on artificial intelligence (AI) for commercialization.

INNOVATION PERFORMANCE (Y2016-2020)

| | | | |
|---|--|---|--|
| <p>TRUE INNOVATION CENTER</p> <ul style="list-style-type: none"> • 4,019 Innovators • 1,495 Innovation projects • 133 Intellectual properties • 7,650 MB Value added from innovative products and services | <p>trueLAB</p> <ul style="list-style-type: none"> • 9 Universities • 48 Research and development projects | <p>trueINCUBE</p> <ul style="list-style-type: none"> • Invested in 42 startup companies | <p>true ROBOTICS</p> <ul style="list-style-type: none"> • Temi Robot Bootcamp in 20 universities • 38 Robotic research and development projects |
|---|--|---|--|

OUTSTANDING INNOVATIONS

ECONOMIC INNOVATIONS



● **TRUE HEALTH** : A platform for digital life in an aging society and to reduce the congestion in hospitals. TRUE HEALTH is a teleclinic platform developed to help hospitals provide online treatment or consultation. Its application is not limited to during the COVID-19 pandemic, but this platform can help screen patients and provide treatment for common symptoms that do not require hospital care. It also helps patients make an appointment with a doctor if they are found to need hospital treatment and monitor their symptoms.

true VWORLD

True Group has developed the TRUE VIRTUAL WORLD platform to manage online communication within an organization allowing government agencies, private companies, and educational institutions to effectively manage their remote employees. As such, it is a platform for work from home that responds to the lifestyle changes during the COVID-19 pandemic.

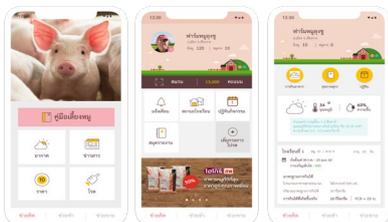
VWORK

TRUE VIRTUAL WORKPLACE (VWORK): This platform supports business organizations of all sizes to facilitate work from home for their employees as if they were working in an office. It can connect to the work system in the company, assign jobs, send or receive files, approve jobs, support internal communication, set up chat groups, and hold online meetings for up to 1,500 people per meeting.



- **SERVICE ROBOT :** This mobile robot platform is developed under the “service robot plug & play” concept for service businesses such as restaurants, coffee shops, advertising, and hospitals. The robot has accessories that allow it to perform various service functions such as serving food and drinks, taking orders, moving a shopping cart, and following customers.

- **HOMEY ROBOT :** This mobile robot platform is developed under the “service robot plug & play” concept for service businesses such as restaurants, coffee shops, advertising, and hospitals. The robot has accessories that allow it to perform various service functions such as serving food and drinks, taking orders, moving a shopping cart, and following customers.



- **Livestock Assistant:** This application collects data about livestock farming, feeding, and treatment to analyze costs, sell prices, and profits. It helps improve livestock farming practices, promotes effective livestock farming, and provides access to technology and information needed to develop smart farmers.

- **True Digital Cow :** This smart cow ear tag is connected to the application on a mobile phone, tablet, and computer. Not only does it detect estrus, allowing farmers to determine optimal timing of insemination and increase milk production, it also provides alerts when a cow is ill and tracks treatment, minimizing losses associated with cow diseases. Moreover, the tag helps increase efficiency of dairy farm management and reduces costs for Thai cattle farmers.



VLEARN

TRUE VIRTUAL LEARN (VLEARN): This platform supports educational institutions in managing and arranging online classes to allow students to learn from anywhere and at any time. It also facilitates access to educational information required by curricula and effective measurement and evaluation of student learning.

VLIVE

TRUE VIRTUAL LIVE (VLIVE): This platform helps promote quality and limitless living, whether it is in terms of health, entertainment, e-commerce, or any other benefits.

- **Online Interactive Concert Showcase trueID & VROOM Platform** : This product combines the distinctive features of the VROOM and TrueID platforms to provide a virtual concert solution to enable interactive communication between artists and the audience. It uses the extended reality (XR) and motion capture technologies to create a virtual reality in which an artist is transformed into a real-time virtual avatar, giving the audience an experience that is beyond a conventional concert.



SOCIAL INNOVATIONS

- **Cloud Managed Hospital Bed** : True Lab collaborated with the Faculty of Engineering, Chulalongkorn University, to develop a cloud-based hospital bed management system. This medical and public health innovation helps prevent patients from falling out of bed and improves the efficiency of healthcare professionals when it comes to taking care of a large number of patients. It also collects data on a patient's posture in bed to allow doctors to analyze and determine treatment effectively.

- **SA Blind Social** : This social application integrates the vibration assistant, voice assistant, and content to help visually impaired people access materials and media that promote cognitive development and imagination. Users can control the application by shaking their device according to a voice instruction.



ENVIRONMENTAL INNOVATIONS

- **Sensor for All** : True Group has collaborated with the Faculty of Engineering, Chulalongkorn University, to develop an air quality sensor to address PM2.5 problems in a sustainable manner. True's NB-IoT chip is used to produce the sensor that can measure PM2.5, PM10, temperature, humidity, and AQI and display the results on a dashboard in real time. The sensor has been installed across the country to analyze and forecast PM2.5 pollution.



- **We Grow Application**: This application promotes tree planting and is the largest tree data warehouse. It has supported more than 30 tree growing projects since 2016, providing a space to share information and track tree growth to create an online social network among tree growers. To date, 6,078,495 trees have been planted and shared via this application, achieving the target of six million trees planted within five years.

- **Battery Regeneration** : This project regenerates cell tower batteries that have reached the end of their use-life but still retained their electrical properties using the TDLS-3RE technology for reuse. Of the 3,738 batteries regenerated in 2020, 2,936 batteries or 78 percent could be reused. We plan to regenerate expired batteries for reuse every year in the future.



SOCIAL IMPACT MANAGEMENT

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

TARGET 2020

- Improve the quality of life of **10,000** vulnerable people



PERFORMANCE 2020

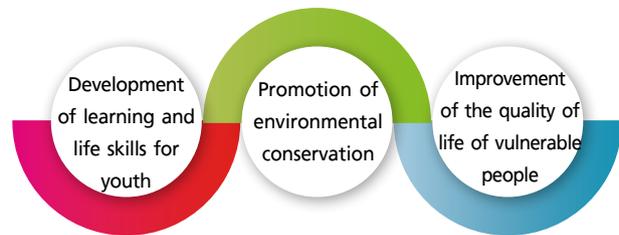
- Improved the quality of life of **31,303** vulnerable people (2016-2020)



MANAGEMENT APPROACH

True Group strives to deliver value to society and the environment through CSR activities. In 2020, we established the CSR Working Team to create positive social impacts in three areas: improvement of the quality of life of vulnerable people, promotion of environmental conservation, and the development of learning and life skills for youth. We also organized the True Volunteer project to encourage 1,192 employees to participate in various CSR activities.

DRIVING POSITIVE SOCIAL IMPACTS STRATEGY



POSITIVE SOCIAL IMPACTS PERFORMANCE



16,520 Persons

Youth participated in learning and life skills development projects.



11,946 Persons

People participated in environmental conservation projects.



11,457 Persons

Vulnerable people participated in the quality of life improvement projects.



1,192 Persons

Employees participated in the True Volunteer project.

DEVELOPMENT OF LEARNING AND LIFE SKILLS FOR YOUTH

To lay a strong foundation for youth, True Group has organized activities to help young people reach their full potential. In 2020, there were 16,520 young people who participated in learning and life skills development projects.

True Young Producer Award

Organized a social advertising film contest under the topic "Smart Use of Plastics" at the student-level for the royal cup of HRH Princess Maha Chakri Sirindhorn.



2,500 project participants

True Junior Golf Tour

Organized a golf tournament to promote the development of golf skills for Thai children and youth and awarded scholarships to allow them to further their education in leading universities both at home and abroad.



900 project participants

Anti-Corruption through Folk Arts Contest

Provided opportunities for students across the country to submit video clips to promote anti-corruption through folk performing arts to win the royal cup of HRH Princess Maha Chakri Sirindhorn.



3,120 project participants

True Children's Day Project

In collaboration with the Secretariat of the Prime Minister, the company organized a children's day event for the 18th consecutive year at the Government House to give young children the opportunity to experience True Group's communication technologies to expand their horizon in line with the "Growing Knowledge, Growing Virtue, Growing Environmental Awareness" concept.



10,000 project participants

PROMOTION OF ENVIRONMENTAL CONSERVATION

True Group is aware of environmental problems and has therefore supported activities to conserve natural resources and the environment, build awareness, and restore the environment both at the community and national levels. In 2020, there were 11,946 people who participated in True Group's environment conservation projects.

ELEPHANT SMART EARLY WARNING



6 PROVINCES 294 VILLAGES

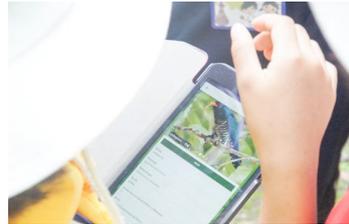
Covering an area of Prachuap Khiri Khan, Chachoengsao, Chonburi, Rayong, Chanthaburi and Sa Kaeo

120,336 Persons in communities have benefited.

Elephant Smart Early Warning System is a smart camera alert system that detects the movements of wild elephants along the jungle seams as soon as the elephants invade farmers' areas. The system transmits data and coordinates from the incident point to the operator in real time. In order to be able to push of wild elephants back to the forest in a timely manner. In the year 2020, the system has been expanded to cover more coverage from the Kuiburi National Park. Prachuap Khiri Khan Province in the eastern area Under the name of the project "Patcharasutha Kachanurak"" to reduce conflicts between people and wild elephants and prevent wild elephants out of the forest to cause distress to the lives and properties of more than 119,136 people. Rayong, Chanthaburi and SA Kaeo. Her Royal Highness Princess Bajrakitiyabha Narendradebyavati is the president of the project. The aforementioned project is the solution to the problem that causes it according to the principle of the work of His Majesty King Bhumibol Adulyadej The Great leads to a sustainable coexistence between people and natural resources

WE GROW AND DOO NOK APPLICATIONS TRAINING

Organized training to teach young children to use the We Grow application to promote tree planting to create green spaces across the country and the Doo Nok application to encourage birdwatchers, tourists, children, and the general public to watch over 900 species of birds and report bird encounters through the app. In 2020, there were 9,946 people who participated in the training.



12.15 MILLION BAHT

Employee Volunteering in Corporate Responsibility Activities

70.9 MILLION BAHT

Management overhead of CSR and Education & Academic Affairs teams

WILDLIFE AND FOREST PHOTO CONTEST

Organized a photo contest to encourage children and the public to communicate the value of wildlife and forest resources, as well as ecosystems, through photographs. This contest was held for the 26th consecutive year and there were more than 2,000 participants.



CORPORATE CITIZENSHIP AND SUPPORT FOR SOCIAL CONTRIBUTION PROJECTS

| SOCIAL CONTRIBUTION | AMOUNT (MB) | GOODS (MB) | PERCENT (%) |
|---------------------------|-------------|------------|-------------|
| 1. Community Investment | 44.82 | 34.01 | 35 |
| 2. Commercial Initiatives | 10.20 | 72.11 | 37 |
| 3. Donation | 60.91 | 0.54 | 28 |
| Total | 115.93 | 106.67 | 100 |

IMPROVEMENT OF THE QUALITY OF LIFE OF VULNERABLE PEOPLE

True Group believes that every human being can realize their potential if they are properly developed. Under the concept of Creating a Better Life for Vulnerable Groups, we strive to help vulnerable people, especially the disabled, the disadvantaged, and the

elderly, to become self-reliant in a sustainable manner. We use our technologies and facilities to help develop their capabilities and create opportunities and careers. In 2020, there were 11,457 people in vulnerable groups are able to develop quality of life.

Established the Autistic Community Bank to provide loans to members at a low interest rate to allow them to further careers, become self-reliant, and reduce dependence on external finance.

2,271,920 BAHT
Autistic Community Bank Fund.



1,300 Persons
Patients suffering from dementia received wristbands from the Hai (Mai) Huang Project

9 Persons
helped missing persons back to their families.

518 PERSONS
Pondok students and teachers received ICT training.

5,553 PERSONS
Students and teachers of the Mae Sot Learning Center received ICT training.



16,201,000 BAHT
Generated income for the Art Story Group (social enterprise for autistic children and people).

3,146 PERSONS
Developed potential and improved the quality of life for autistic people.

494 PERSONS
Improved the quality of life for children at juvenile detention homes.

280 PERSONS
Helped farmers earn income by selling organic rice online through the True Smart Merchant system.

166 Persons
Helped children with cleft palate get a surgery.





pH



NPK



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, 302-3, 303-1, 303-3, 305-1, 305-2, 305-3, 305-4, 306-2, 307-1)

TARGET 2020

- Reduce greenhouse gas emissions under Scope 1 & 2 per service revenues by **10%** in 2020, compared to 2016.
- Reduce water withdrawal per service revenues by **10%** in 2020, compared to 2016.



PERFORMANCE 2020

- Greenhouse gas emissions under Scope 1 & 2 per service revenues was reduced by **10.58%** compared to 2016.
- Water withdrawal per service revenues was reduced by **28.44%** compared to 2016.

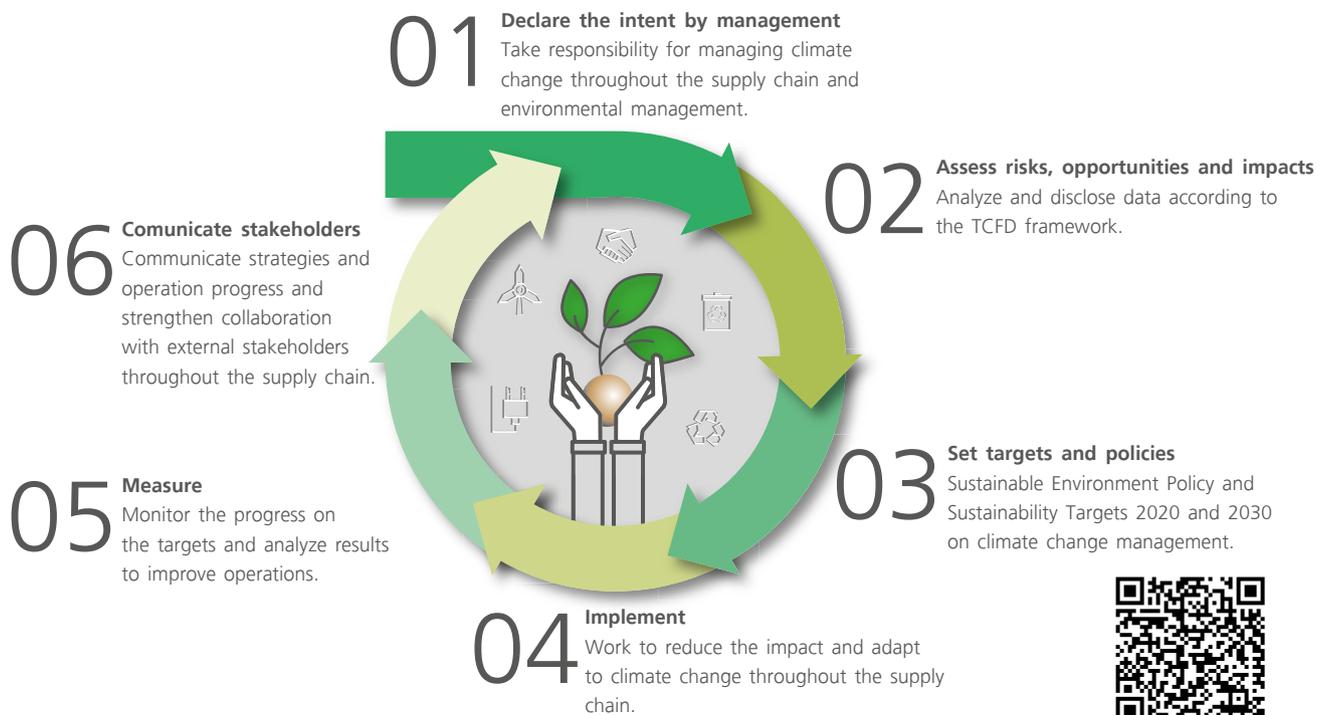


MANAGEMENT APPROACH

True Group is committed to operating business to achieve a balance between economy, society, and environment under the principles of circular economy. We strive to use available natural resources efficiently and minimize environmental impacts of our business activities through the 5Rs Strategy and in compliance with the Climate Change and Environmental Management Framework. In addition, we have set environmental

policies and targets, including greenhouse gas emissions, water withdrawal, and waste management, and developed the environmental management system (EMS) according to ISO 14001: 2015 standard. We also have the Innovation and Sustainability Committee and Working Group on Environmental Management who are responsible for ensuring that the company's environmental management practices achieve the targets.

CLIMATE CHANGE AND ENVIRONMENTAL IMPACT MANAGEMENT FRAMEWORK



Environmental Policy

ENERGY AND CLIMATE CHANGE MANAGEMENT

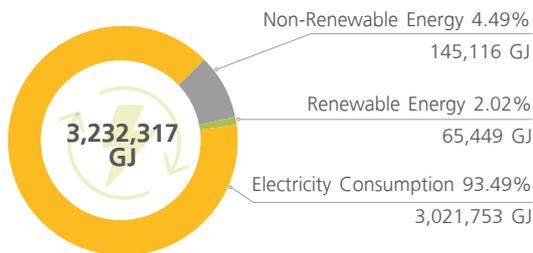
Increase in energy consumption and climate change are challenging issues that attract enormous global attention. To take part in the efforts to address these problems and mitigate climate change impacts, True Group has set targets for greenhouse gas emissions reduction in 2020 and aimed to achieve a carbon neutral by 2030 in line with the Paris Agreement and the UN Sustainable Development Goals (SDGs).

In addition to quantifying greenhouse gas emissions from business activities, in 2020, we disclosed climate change information which won us the A- score (Leadership Level) from the Carbon Disclosure Project (CDP) participated by more than 9,000 organizations worldwide. This achievement attests to our transparent disclosure and commitment to climate change management.

ENERGY CONSUMPTION AND CLIMATE CHANGE PERFORMANCE

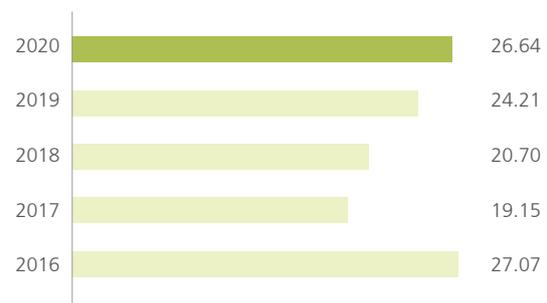
Share of Energy Consumption in 2020

Unit: GJ



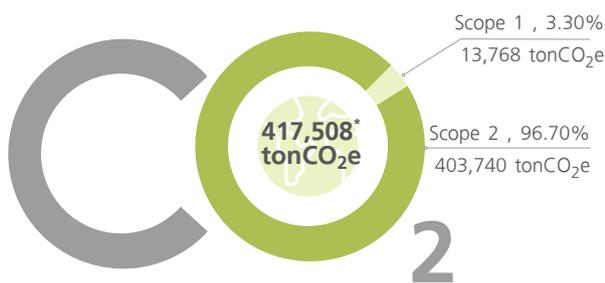
Energy Consumption per Revenue

Unit: GJ/MB



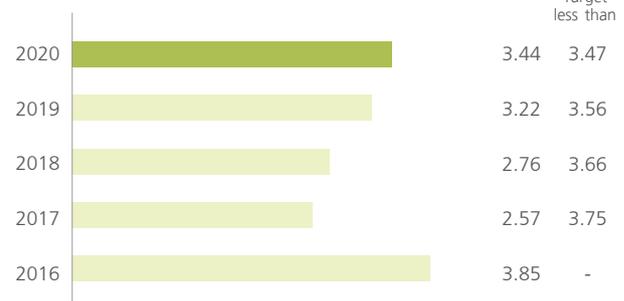
Share of Greenhouse Gas Emission in 2020

Unit: tonCO₂e



Greenhouse Gas Emission per Revenue

Unit: tonCO₂e /MB



*GHG Emissions 2020 are not include carbon offset from Thailand Voluntary Emission Reduction Program (T-VER): Hydropower Plant of EGAT 28,661 tonCO₂e

Total Other Indirect GHG Emissions (Scope 3)

Unit: tonCO₂e

Purchase of Goods and Services (Water & Paper Consumption)



314 tonCO₂e (2020)
4,703 tonCO₂e (2019)

Corporate Waste Management



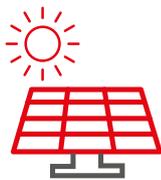
266 tonCO₂e (2020)
1,510 tonCO₂e (2019)

ENERGY AND GREENHOUSE GAS MANAGEMENT ACTIVITIES



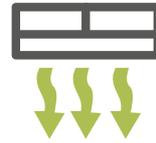
Carbon Label

- We have assessed an organization's carbon footprint to understand our sources of greenhouse gas emissions for effective greenhouse gas reduction management planning.
- In 2020, our 2019 report of greenhouse gas emissions of 458,831 tonCO₂e for all three scopes was verified by the Thailand Greenhouse Gas Management Organization (Public Organization).



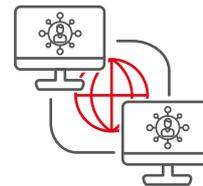
Solar Power Generation

- True Group has produced and consumed electricity from solar power, which is a clean energy and helps reduce greenhouse gas emissions.
- In 2020, we installed solar cell panels at base stations and major exchange of 2,814 sites, saving more than 15,127 MWh/Year and reducing greenhouse gas emissions up to 7,276 tonCO₂e/Year.
- To date, solar cell panels have been installed at 3,238 sites with a combined capacity of 18,180 MWh/Year and can reduce greenhouse gas emissions up to 8,745 tonCO₂e.



Energy Efficiency

- We installed energy saving equipment or change some equipment to improve energy efficiency such as the inverter air conditioning system at the transmission nodes and chillers which saved up to 6,157 MWh/Year of electricity and reduced 2,962 tonCO₂e/Year of greenhouse gas emissions.
- Moreover, we upgraded the air conditioning system to a variable refrigerant volume (VRV) or variable refrigerant flow (VRF) system and changed to use the elevator regenerative drives, which saved up to 5,015 MWh/Year of electricity and reduced 2,412 tonCO₂e/Year of greenhouse gas emissions.



Innovation in Greenhouse Gas Emissions Reduction

- Replaced paper-based billing with the True e-billing and True e-Tax Invoice systems, which reduced paper consumption up to 167 million sheets equivalent to 1,762 tonCO₂e of greenhouse gases emissions reduction.
- Promoted the use of True Virtual World or True VWORLD for conference calls with internal units and external organizations to save fuel consumption needed for traveling.
- Provided customer services through True iService, including online troubleshooting and balance check to reduce fuel consumption customers need to travel to True Shop.



Internal Carbon Pricing (ICP)

We are aware that greenhouse gas emissions can impact business expansion, we have used an internal carbon pricing (ICP) to support our project and investment decision making, especially in projects that may cause a large amount of greenhouse gas emissions.

WATER MANAGEMENT

Although the telecommunications business does not primarily use water in its operations, we pay attention to increasing demand for water, which may lead to water shortage.

To take part in addressing water shortage problems, we use the aqueduct tools developed by the World Resource Institute (WRI) to evaluate water risks, including water supply quantity and water stress.

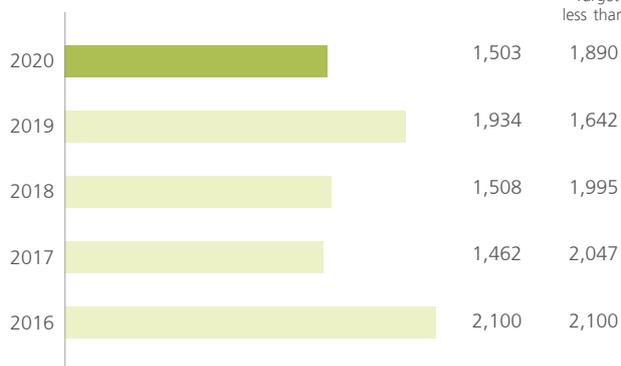
In 2020, the company used 182.31 million liters of tap water and it is found that 8.39 percent of the total amount of water consumed was from units located in high-risk areas and 0.59

percent was located in extremely high-risk areas. Nonetheless, we have developed and implemented a water management plan, setting a water consumption target, improving water use efficiency, and promoting water saving in accordance with ISO 14001: 2015 standard. In addition to establishing the Working Group on Environmental Management to monitor water consumption of the organization. We have also work with building manager to ensure that wastewater discharged from the office building are treated to the standard required by law.

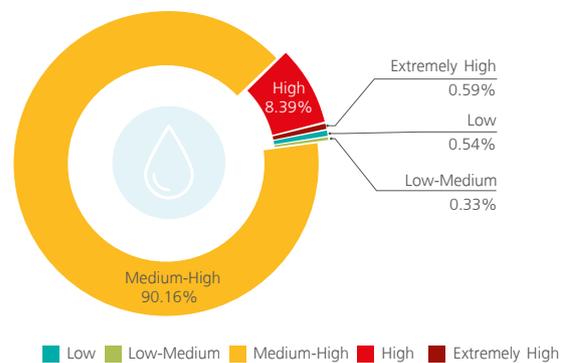
WATER MANAGEMENT PERFORMANCE

Water Withdrawal per Revenue

Unit: Liter/MB



Share of Water Withdrawal with Water Stress in 2020 (%)



Water Management Plan



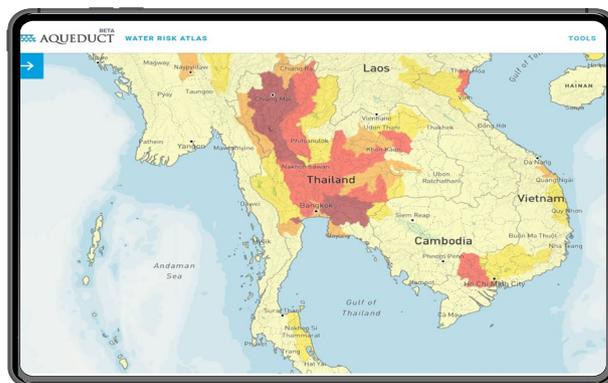
Set target for water consumption and water management planning.



Continuously monitor water consumption.



Water efficiency.



The Aqueduct Tools Developed by the World Resource Institute (WRI) To Evaluate Water Stress.

WATER MANAGEMENT ACTIVITIES



Air Conditioning System Improvement Project

True Group upgraded the air conditioning system in True Tower 1 in Bangkok to a variable refrigerant volume (VRV) or variable refrigerant flow (VRF) system, in which a cooling tower is air cooled instead of water cooled. The project was operated between 2016 - 2020 and saved up to 8,262 cubic meters of water.

WASTE MANAGEMENT

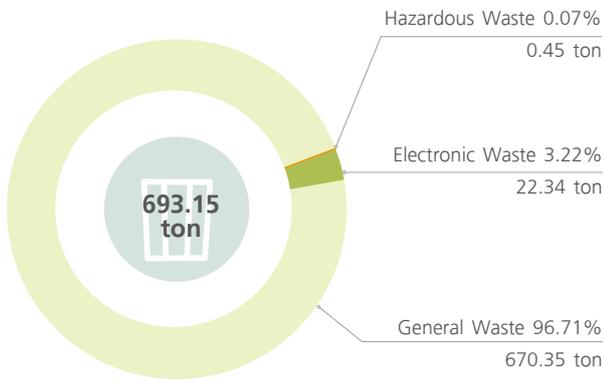
As technology continues to rapidly develop and consumers are replacing their digital devices faster than before to keep up with the trend, electronic waste or e-waste is increasing, which will cause serious health and environmental impacts if disposed of improperly. True Group has thus strived to manage waste, especially electronic waste from telecommunication

products in accordance with the principles of circular economy and 5Rs Strategy as well as promoting proper waste separation according to the ISO 14001: 2015 standard. As a result, the amount of general waste and hazardous waste needed to be disposed of in 2020 decreased considerably.

WASTE MANAGEMENT PERFORMANCE

Share of Waste Generated in 2020

Unit: ton



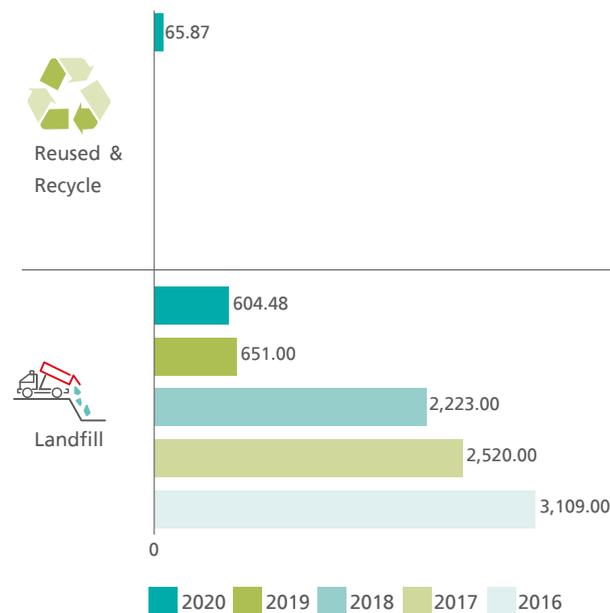
5Rs of the Circular Economy



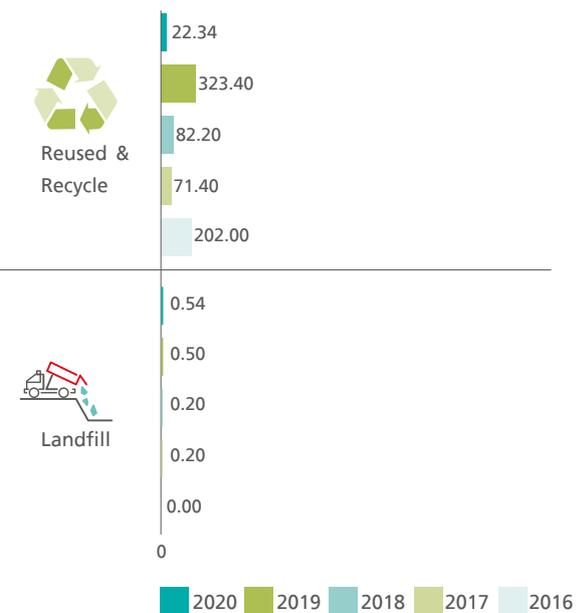
Waste disposal method

Unit: ton

General Waste



Hazardous Waste and Electronic Waste



WASTE MANAGEMENT PERFORMANCE



Easy Swap Project

The company initiated a project to allow consumers to exchange their old mobile phones at home or True Shops for discount coupons on product purchases in order to collect electronic waste for utilization. In 2020, a total of 912 pieces of e-waste was collected. However, in 2021, we will continue to implement this project to collect more electronic waste for further utilization or suitable disposal methods.



True e-Bill and True e-Tax Project

We replaced paper-based receipt and invoice system with True e-Tax Invoice/e-Receipt to send these documents to customers via SMS or e-mail, which reduced more than 167 million sheets or 838 tons of paper.



No Plastic Bags

We used recycled paper bags at True Shop instead of plastic bags, which is not only environmentally friendly but also helps promote environmental attitudes among consumers. In 2020, this project reduced plastic bag consumption up to 1.8 million bags.

ENVIRONMENTAL COMPLIANCE

Our implementation of environmental management system takes relevant laws and regulations into consideration and our operations are in compliance with environmental laws and requirements.

In addition, True Group has set up a process to listen to



Green Digital Uniform

We designed and developed green digital uniforms for customer service staff at True Shop under the concept of "From Waste to Wear." These uniforms are made of 80% cotton and 20% polyethylene terephthalate (PET) which is a highly recyclable plastic resin.



True Bag-vertising Project

We reused our advertising vinyl by transforming them into reuse fashion items in accordance with the circular economy concept. The project was launched in 2020 and a total of up to 1,000 fashionable bags were designed and created from old vinyl.



RESPONSIBLE SUPPLY CHAIN MANAGEMENT

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

TARGET 2020

- Conduct an onsite audit of **100%** of critical tier 1 suppliers.



PERFORMANCE 2020

- **100%** of critical tier 1 suppliers were audited.



MANAGEMENT APPROACH

True Group manages its supply chain in a responsible and sustainable manner. We have established the Sustainable Supply Chain Working Team to define strategies and assess supply chain risks, as well as setting standards for supplier business conduct in the Supplier Code of Conduct and Procurement Code of Conduct encompassing environmental, social, and governance (ESG) issues.

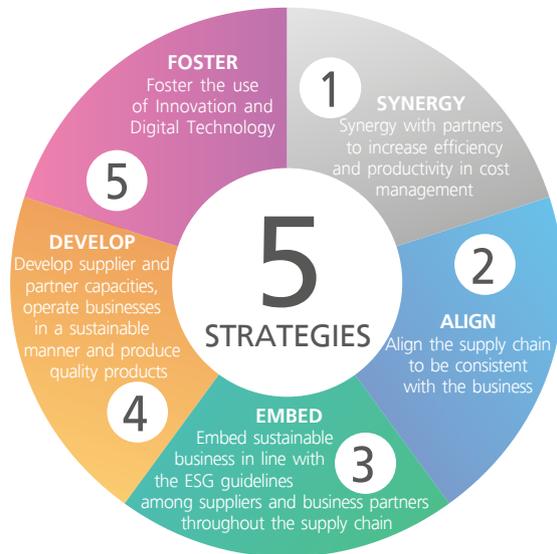


Supplier Code of Conduct



Procurement Code of Conduct

RESPONSIBLE SUPPLY CHAIN MANAGEMENT STRATEGY



STRATEGY 1: SYNERGY WITH PARTNERS TO INCREASE EFFICIENCY AND PRODUCTIVITY IN COST MANAGEMENT

True Group has collaborated with suppliers and business partners such as Charoen Pokphand Group and China Mobile to exchange knowledge on technology, innovation, and responsible supply chain management. Such collaboration helps improve product and service procurement to internationally accepted standards and promote fair and transparent business conduct which save cost 466.30 million baht in 2020.



STRATEGY 2: ALIGN THE SUPPLY CHAIN TO BE CONSISTENT WITH THE BUSINESS

True Group strives to create positive environmental impacts in every area in which we operate business. We have integrated social, environmental, and governance sustainability or ESG into our business operations throughout the supply chain from upstream to downstream to reduce risks and enhance competitiveness. For example, we replaced lead batteries on 5G cell sites across the country with lithium batteries, which not only have longer use-life but also help reduce waste from batteries and lead smelting.

100%

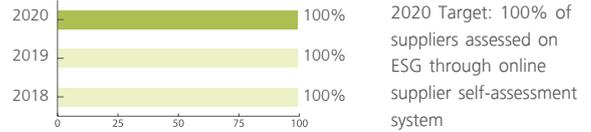
OF THE 5G CELL SITES USE LITHIUM BATTERIES WHICH ARE SAFE FOR HEALTH AND THE ENVIRONMENT.

STRATEGY 3: EMBED SUSTAINABLE BUSINESS IN LINE WITH THE ESG GUIDELINES AMONG SUPPLIERS AND BUSINESS PARTNERS THROUGHOUT THE SUPPLY CHAIN.

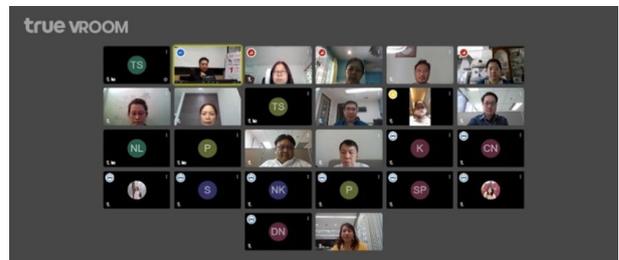
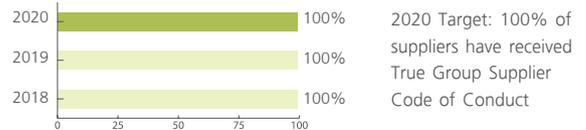
We endeavor to encourage our suppliers and business partners throughout the supply chain to integrate sustainable development into their business operations. We have developed the Supplier Code of Conduct and require every supplier to pass an online supplier sustainability self-assessment before they can engage in transactions.

Furthermore, we organized the True Supplier Day 2020: Sustainability Together. Due to the COVID-19 pandemic, the supplier meeting was held online via TRUE VROOM virtual conference with the aim of demonstrating to suppliers our commitment to responsible supply chain management. Moreover, the meeting also provided information to suppliers about an onsite audit and how to prepare before the audit to help them grow stronger and more sustainably.

% Suppliers Assessed on ESG through Online Supplier Self-Assessment System



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



True Supplier Day 2020: Sustainability Together Conference via True VROOM Application

62%

CRITICAL TIER 1 SUPPLIERS ATTEND THE CONFERENCE ON ONSITE AUDIT PREPARATION

90%

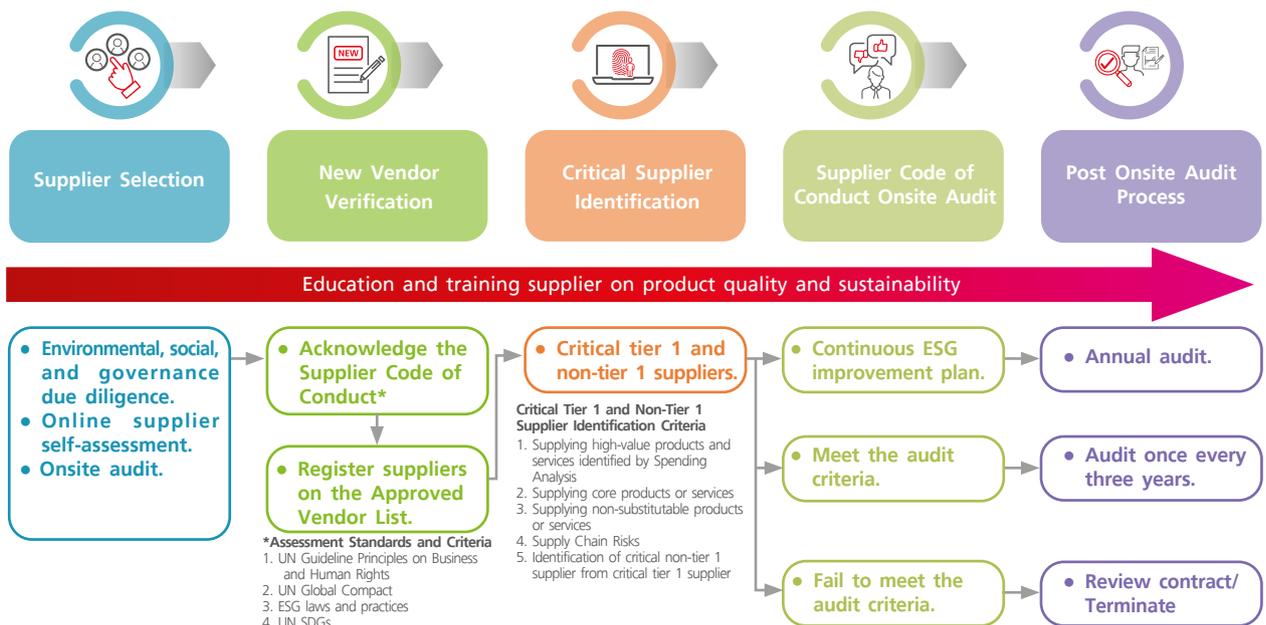
SUPPLIERS SATISFACTION SCORE WITH THE CAPABILITY ACTIVITIES

STRATEGY 4: DEVELOPING SUPPLIER AND PARTNER CAPACITIES, OPERATING BUSINESSES IN A SUSTAINABLE MANNER AND PRODUCING QUALITY PRODUCTS.

We build the capacity of our suppliers and business partners to operate responsibly and strictly comply with laws, regulations, and international standards in order to deliver high quality and safe products and services. We have also conducted a sustainability

audit of suppliers and business partners to help them improve their business operations so as to in compliance with True Group’s sustainability guidelines.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT GUIDELINES



ONSITE AUDIT IN 2020

The company has conducted a supplier onsite audit to evaluate risks and ensure that suppliers comply with the established plans. If a significant ESG risk is found, we will work together with the supplier to investigate the cause and determine a corrective action, as well as conducting an evaluation after implementing the corrective action, to ensure compliance with minimum requirements of the labor law, environmental law, and management standards such as ISO 14001 and SA8000 standards.

New Vendor Verification in 2020

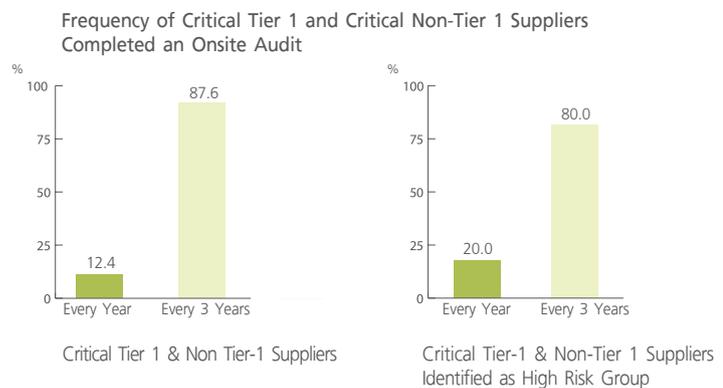
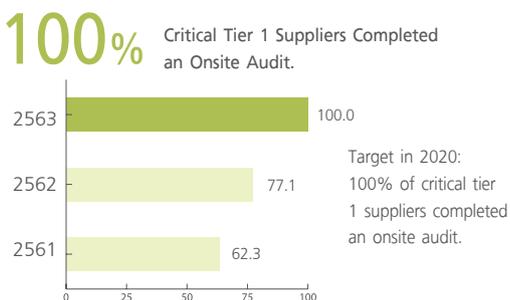


344
new suppliers
were verified.

Critical Tier 1 and Non-Tier 1 Suppliers Identification and Supply Chain Risk Assessment



Onsite Audit Result in 2020



| SUPPLIER AUDIT | ECONOMIC IMPACT ASSESSMENT | SOCIAL IMPACT ASSESSMENT | ENVIRONMENTAL IMPACT ASSESSMENT |
|---|----------------------------|--------------------------|---------------------------------|
| Number of critical suppliers needed an onsite audit | 74 | 74 | 74 |
| Number of critical suppliers needed the corrective action to reduce negative impact | 0 | 5 | 0 |
| Number of critical suppliers already implemented the corrective action | 0 | 5 | 0 |
| Number of contract reviews | 0 | 0 | 0 |

GREEN PRODUCT DEVELOPMENT AND RESEARCH IN COLLABORATION WITH SUPPLIERS

True Group has collaborated with suppliers in China to research and develop green product quality standards including identifying product specifications, green procurement methods, and environmental management standards, rules, or systems to be complied with by suppliers. For example, a battery for all True’s new mobile phones must meet the Restriction of Hazardous Substances or ROHS standards.



True Super Hero 4G mobile phone uses a battery that has certified to ROHS standards.

STRATEGY 5: FOSTER THE USE OF INNOVATION AND DIGITAL TECHNOLOGY

The company has developed technologies to make the procurement process faster and more efficient. We have put the e-procurement system in place to manage the supply chain in a transparent and fair manner and reduce work processes and paper consumption. Moreover, we improved the supplier selection system by replacing the conventional methods of quotation request and approval (email and phone) with the electronic request (e-RFX). In 2020, the number of quotations processed through the e-RFX increased from 2019 by 4,103 or 183.60 percent.

In addition to encouraging suppliers to use the TRUE VROOM application developed by True Group for virtual meetings to reduce face-to-face contact and travel expenses, we have set up the True Procurement website as a means of communicating sustainability information to suppliers and providing inquiries or suggestions about procurement.



E-Procurement: the electronic request (e-RFX)

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

True Group has established the safety management system for suppliers, contractors, and subcontractors. We require suppliers and contractors to attend training courses related to safe work practices, such as work tools and personal protective equipment requirements and safety form filling. In 2020, we provided training for contractors to help them build understanding and properly comply with the company’s safety management system and conduct an audit to ensure that contractors complied with the safety regulations and to promote effective contractor management.



GRI AND UN SDGS CONTENT INDEX

(GRI 102-55)

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| | 102-2 Activities, brands, products, and services | | | |
| | 102-3 Location of headquarters | | | |
| | 102-4 Location of operations | | | |
| | 102-5 Ownership and legal form | | | |
| | 102-6 Markets served | | | |
| | 102-7 Scale of the organization | Sustainability Performance Data | | 6 |
| | 102-8 Information on employees and other workers | Human Capital Development, Sustainability Performance Data | b) is omitted since True's operations is only in Thailand | 35, 85-90 |
| | 102-9 Supply chain | Responsible Supply Chain Management | | 70-73 |
| | 102-10 Significant changes to the organization and its supply chain | - | There are no significant changes | |
| | 102-11 Precautionary Principle or approach | Risk & Crisis Management, Environmental & Climate Management | | 30, 64 |
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| | 102-18 Governance structure | | | |
| | 102-19 Delegating authority | Sustainability at True, Corporate Governance & Business Ethics and Code of Conduct | | 14, 26 |
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| GRI STANDARD | GRI DISCLOSURE | CHAPTER | OMISSION | PAGES |
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| | 102-31 Review of economic, environmental, and social topics | Sustainability at True | | 14 |
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| | 102-43 Approach to stakeholder engagement | Stakeholder Engagement, Human Capital Development, Customer Relationship Management, Responsible Supply Chain Management, Sustainability Performance Data | | 18-19, 34-39, 40-43, 70-73, 87 |
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| | 102-46 Defining report content and topic Boundaries | About this Report, Materiality | | 12, 20 |
| | 102-47 List of material topics | Materiality | | 20 |
| | 102-48 Restatements of information | About this Report | No restatements | |
| | 102-49 Changes in reporting | About this Report | No changes in reporting on material topics and topic boundaries | 12 |
| | 102-50 Reporting period | About this Report | | 12 |
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| | 406 Non-discrimination | | |
| | 408 Child Labor | | |
| 406 Non-discrimination | 406-1 Incidents of discrimination and corrective actions taken | | |
| 408 Child Labor | 408-1 Operations and suppliers at significant risk for incidents of child labor | | |
| 409 Forced or Compulsory Labor | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | | |
| 411 Rights of Indigenous Peoples | 411-1 Incidents of violations involving rights of indigenous peoples | | |
| 412 Human Rights Assessment | 412-1 Operations that have been subject to human rights reviews or impact assessments | | |
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| 401 Employment | 401-1 New employee hires and employee turnover | 35, 86, 87 | |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 38, 39 | |
| 403 Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | 37-39 | |
| | 403-2 Hazard identification, risk assessment, and incident investigation | | |
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| | 403-9 Work-related injuries | | |
| | 403-10 Work-related ill health | | |
| | GRI eIecommunications Sector Supplement : Providing Access | | IO 3 Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shock, exposure to EMF and radio frequency fields, and exposure to hazardous chemicals. |
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| GRI Telecommunications Sector Supplement : Providing Access | PA 1 Policies and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas | 54 |
| GRI Telecommunications Sector Supplement : Providing Access | PA 2 Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age. Include an explanation of business models applied | 54-55 |
| GRI Telecommunications Sector Supplement | PA 4 Quantify the level of availability of telecommunications products and services in areas where the organization operates | 54-55 |
| 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 | 54-55 |
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| 201 Economic Performance | PA 11 Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use. | 58-59 |
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THIRD PARTY VERIFICATION

(GRI 102-56)



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 for the calendar year 2020. This assurance engagement was conducted against the Global Reporting Initiative Standards and AA1000 AS Version 3 Protocol (Type 2, Moderate Level). The Report covers TRUE's sustainability information for the period 1st January 2020 to 31st December 2020. The remote verification was conducted in Feb 2021. In addition, desk review was carried out for other sites which are parts of report boundary.

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 Report content, principles as mentioned in the GRI Standards,
- 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
- Verification of the reliability of the GRI Standards Disclosure on economic, environmental and social and GRI's sector guidance - TELECOMMUNICATION SECTOR SPECIFIC INDICATORS (disclosures are tabulated below)
- Specified information was based on the materiality determination and needs to be meaningful to the intended users;
- Confirmation of the fulfilment of the GRI Standards; 'in accordance' with the Core criteria, as declared by the management of TRUE.

The reporting boundary is based on the internal and external materiality assessment. The reporting aspect boundaries are set out in the Report covering the sustainability performance of 4 main businesses (brands) of True Corporation Plc (in line with Company's Annual Report 2020), comprising

True Move 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

True Online (12): True Corporation Plc, Asia Wireless Communication Co., Ltd., True Multimedia Co., Ltd., True Internet Corporation Co., Ltd., True Life Plus Co., Ltd., KSC Commercial Internet Co., 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.

True Visions (12): True Visions Group Co., Ltd., True Visions Plc, Cineplex Co., Ltd., True Visions Cable Plc, 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 AA1000 AS Version 3. 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 AA1000 ASSURANCE STANDARD Version 3;
- 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 verification;
- 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.

There is only one Opportunity as follows:

- Emission Factor, should refer to IPCC fifth Assessment Report; AR5 according to Greenhouse Gas Protocol as GWP recommend

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 303-3 (2018) |
| Direct (Scope 1) GHG emissions | GRI 305-1 |
| Energy indirect (Scope 2) GHG emissions | GRI 305-2 |
| Energy indirect (Scope 3) GHG emissions <ul style="list-style-type: none"> • Purchased Goods and Service • Waste Generate from Operation | GRI 305-3 |
| 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 |
| Work-related injuries | GRI 403-9 (2018) |
| 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. 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 identification and engagement is carried out by TRUE on a periodic basis to bring out key stakeholder concerns as material aspects of significant stakeholders. The materiality assessment process 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. The Report has fairly disclosed the General and Specific Standard Disclosures, and adequately captured the impact of its business on the community and environment and has taken several measures to reduce the impact including the Disclosure on Management Approach, covering the sustainability strategy, management approach, monitoring systems and sustainability performance indicators against the GRI Standards. It was reported in a neutral tone, in terms of content and presentation. The majority of the data and information was verified by TUVT's assurance team by remote technic. In our view, the Report could be adherence to Inclusivity, Materiality, Responsiveness, Impacts, Completeness, Neutrality, Relevance, Sustainability context, Accuracy, Reliability, Comparability, Clarity and Time frame.

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.

TUVT'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.

Ms. Numfon Sangeamruk
Lead Verifier
TÜV NORD (Thailand) Ltd.
Bangkok 10260 Thailand



AA1000
Licensed Assurance Provider
000-286

Date: 15 March 2021
Place: Bangkok, Thailand
Project Reference No: TUVN/TRUE/SA/2020

PERFORMANCE SUMMARY

| GRI | DATA DESCRIPTION | UNIT | 2017 | 2018 | 2019 | 2020 | |
|--------------------|--|---|---------------------------------------|--------------|--------------|--------------|--------------|
| ECONOMIC | | | | | | | |
| 201-1 | การสร้างมูลค่าทางเศรษฐกิจโดยตรง | Direct Economic Value Generated | | | | | |
| | สินทรัพย์รวม | Total assets | Million Baht | 459,182 | 495,569 | 523,993 | 617,548 |
| | รายได้จากการดำเนินงานทั้งหมด | Total revenue | Million Baht | 141,290 | 162,773 | 140,943 | 138,212 |
| | รายได้จากการให้บริการโทรศัพท์เคลื่อนที่และบริการอื่น | Revenue from telephone and other services | Million Baht | 117,624 | 119,138 | 120,926 | 121,326 |
| | การกระจายมูลค่าทางเศรษฐกิจ | Economic Value Distributed | | | | | |
| | ค่าใช้จ่ายเกี่ยวกับการพนักงาน | Staff Costs | Million Baht | 13,417 | 13,806 | 15,012 | 12,289 |
| | ต้นทุนการให้บริการรวม | Total cost of providing services | Million Baht | 84,058 | 85,335 | 87,242 | 81,984 |
| | การจ่ายสำหรับผลการดำเนินงาน | Payment to Provider of Capital | | | | | |
| | การจ่ายเงินปันผล | Dividend payments | Million Baht | 1,641 | 1,034 | 3,003 | 3,003 |
| | ดอกเบี้ยจ่าย | Interest expense | Million Baht | 5,917 | 5,325 | 7,489 | 9,227 |
| | งบกำไรขาดทุน | Consolidated Income Statement | | | | | |
| | กำไรสุทธิ สำหรับส่วนที่เป็นของบริษัท | Net profit (loss) to equity shareholders of the Company | Million Baht | 551 | 7,035 | 5,637 | 1,048 |
| | กำไรก่อนดอกเบี้ยภาษีค่าเสื่อมและค่าตัดจำหน่าย | EBITDA | Million Baht | 39,912 | 56,001 | 33,850 | 52,654 |
| ENVIRONMENT | | | | | | | |
| 302-1 | ปริมาณพลังงานทั้งหมดที่ใช้ | Energy consumption | GJ | 2,252,679.90 | 2,466,712.82 | 2,927,336.81 | 3,232,317.05 |
| | ปริมาณพลังงานที่ใช้แล้วหมดไป | Energy consumption from non-renewable fuels | GJ | 263,050.66 | 222,032.59 | 231,494.52 | 145,115.81 |
| | - น้ำมันดีเซล (ทุกประเภท) | - Diesel | GJ | 192,832.77 | 173,825.71 | 179,194.16 | 137,901.55 |
| | - น้ำมันเบนซิน (ทุกประเภท) | - Gasoline | GJ | 66,438.94 | 47,611.46 | 50,925.19 | 7,214.26 |
| | - ก๊าซธรรมชาติ | - CNG | GJ | 3,778.95 | 595.42 | 0.00 | 0.00 |
| | - เชื้อเพลิงปิโตรเลียมเหลว | - LPG | GJ | 0.00 | 0.00 | 1,375.17 | 0.00 |
| | ปริมาณพลังงานหมุนเวียน (โซลาร์เซลล์) | Energy consumption from renewable energy (Solar cells) | GJ | NA | NA | 2,008.47 | 65,448.59 |
| | ปริมาณพลังงานไฟฟ้า (ซื้อ) | Electricity consumption (purchased) | GJ | 1,989,629.24 | 2,244,680.23 | 2,693,833.81 | 3,021,752.64 |
| 302-3 | การใช้พลังงานต่อรายได้ | Energy Intensity | GJ per Million Baht | 19.15 | 20.70 | 24.21 | 26.64 |
| 305-1 | การปล่อยก๊าซเรือนกระจก (ขอบเขตที่ 1 และ 2) | Greenhouse Gas Emissions (Scope 1 and 2) | Ton of CO ₂ e | 301,923.48 | 328,542.61 | 388,938.30 | 417,508.17 |
| | การปล่อยก๊าซเรือนกระจกทางตรง (GHG ขอบเขตที่ 1) | Total Direct GHG emissions (GHG Scope 1) | Ton of CO ₂ e | 18,953.98 | 16,157.94 | 17,039.57 | 13,768.45 |
| | - การเผาไหม้เชื้อเพลิง | - Fuel combustion | Ton of CO ₂ e | 18,953.98 | 16,157.94 | 16,807.28 | 10,306.80 |
| | - การรั่วไหลของสารทำความเย็น | - Fugitive Emissions | Ton of CO ₂ e | NA | NA | 232.29 | 3,461.65 |
| | การปล่อยก๊าซคาร์บอนไดออกไซด์จากเชื้อเพลิงชีวภาพ | Biogenic CO ₂ emissions | Ton of CO ₂ e | 524.30 | 361.00 | 404.90 | 623.42 |
| 305-2 | การปล่อยก๊าซเรือนกระจกทางอ้อม (GHG ขอบเขตที่ 2) | Total Indirect GHG emissions (location based) (GHG Scope 2) | Ton of CO ₂ e | 282,969.49 | 312,384.67 | 371,898.72 | 403,739.73 |
| 305-3 | การปล่อยก๊าซเรือนกระจกทางอ้อม (GHG ขอบเขตที่ 3) | Total Indirect GHG emissions (GHG Scope 3) | Ton of CO ₂ e | NA | NA | NA | 580.01 |
| | - การซื้อสินค้าและบริการ | - Purchased goods and services | Ton of CO ₂ e | NA | NA | 4,703.00 | 313.71 |
| | - การจัดการของเสียที่เกิดจากการดำเนินงานธุรกิจ | - Waste generated in operations | Ton of CO ₂ e | NA | NA | 1,510.00 | 266.30 |
| 305-4 | การปล่อยก๊าซเรือนกระจกต่อรายได้ | GHG Intensity | tonCO ₂ e per Million Baht | 2.57 | 2.76 | 3.22 | 3.44 |

| GRI STANDARD | DATA DESCRIPTION | | UNIT | 2017 | 2018 | 2019 | 2020 |
|-----------------|---|---|-------------|-------------|----------|--------|--------|
| 303-3 (2018) | ปริมาณการนำน้ำมาใช้ทั้งหมด | Water withdrawal | Mega liter | 171.94 | 179.70 | 233.84 | 182.31 |
| | น้ำประปา (น้ำจืด: Total Dissolved Solids ≤ 1,000 mg/L) | Municipal water supply (Freshwater: Total Dissolved Solids ≤ 1,000 mg/L) | Mega liter | 171.94 | 179.70 | 233.84 | 182.31 |
| | ปริมาณการนำน้ำจากพื้นที่ที่มีความเครียดน้ำมาใช้ | Total Water Withdrawal from Water Stress Areas | Mega liter | NA | NA | NA | 16.37 |
| 306-2 | ปริมาณของเสียทั้งหมด | Total Waste | Metric tons | 2,591.60 | 2,305.40 | 883.90 | 693.15 |
| | ปริมาณของเสียไม่อันตราย | Non-Hazardous Waste | Metric tons | 2,520.00 | 2,223.00 | 651.00 | 670.35 |
| | - นำไปฝังกลบ | - Landfill | Metric tons | 2,520.00 | 2,223.00 | 651.00 | 604.48 |
| | - ทำปุ๋ย | - Composting | | NA | NA | NA | 0.00 |
| | - นำไปเป็นอาหารสัตว์ | - Used as animal feed | | NA | NA | NA | 0.00 |
| | - นำกลับมาใช้ใหม่ | - Recycling | | NA | NA | NA | 65.87 |
| | ปริมาณของเสียอันตรายและของเสียอิเล็กทรอนิกส์ | Hazardous Waste and Electronic Waste | | Metric tons | 71.60 | 82.40 | 232.90 |
| | - นำไปฝังกลบ | - Landfill | Metric tons | 0.20 | 0.20 | 0.50 | 0.45 |
| | - นำไปใช้ซ้ำและนำกลับมาใช้ใหม่ | - Reused and recycled | | 71.40 | 82.20 | 232.40 | 22.34 |

Remarks:

- NA means not applicable or not available.
- Energy consumption (GJ) is the multiple of fuel consumption with Net Calorific Value (NCV) of each fuel type. Reference: Department of Alternative Energy Development and Efficiency (DEDE), Ministry of Energy.
- Total energy consumption within the organization is the total fuel consumption and total electricity consumption.
- Energy consumption per Revenue (Energy Intensity) covers all consumed of non-renewable energy, renewable energy and electricity purchased externally per revenue from telephone and other services (Million Baht).
- Greenhouse gas emissions (tCO₂e) are the multiple of activity data with emission factors. Reference: Intergovernmental Panel on Climate Change (IPCC) and Energy Policy and Planning Office, Ministry of Energy.
- Due to the sources of emission factors for annual electricity consumption have been changed as per the Energy Policy and Planning Office, we have recalculated GHG emissions from 2016 (base year) to 2020. In 2016, Grid EF = 0.539 kgCO₂e/kWh. Therefore, the total greenhouse gas emissions in 2016 (Scopes 1 and 2) = 415,211.38 tCO₂e.
- Direct greenhouse gas emissions (Scope 1) are emissions from fuel combustion and fugitive.
- Indirect energy greenhouse gas emissions (Scope 2) are emissions from electricity purchased externally.
- Other indirect greenhouse gas emissions (Scope 3) are emissions from operations that are not controlled by the organization.
- Greenhouse gas emissions per revenue (GHG Intensity) covers all direct (Scope 1) and indirect energy (Scope 2) per revenue from telephone and other services (Million Baht).
- All water withdrawal is supplied from the municipal water. The water withdrawal in areas with water stress is assessed using the Aqueduct Water Risk Atlas developed by the World Resources Institute (WRI).

| GRI STANDARD | DATA DESCRIPTION | | UNIT | 2017 | 2018 | 2019 | 2020 |
|------------------------|---|---|---------|--------|--------|--------|--------|
| LABOR PRACTICES | | | | | | | |
| | จำนวนพนักงาน | Total employees | Person | 23,921 | 23,366 | 22,697 | 21,704 |
| | - พนักงาน ชาย | Male | Person | 11,059 | 10,967 | 10,554 | 9,927 |
| | | | Percent | 46.23 | 46.94 | 46.50 | 45.74 |
| | - พนักงาน หญิง | Female | Person | 12,862 | 12,399 | 12,143 | 11,777 |
| | | | Percent | 53.77 | 53.06 | 53.50 | 54.26 |
| | คณะกรรมการบริษัท Board of Directors | Board of Directors/Supervisory Board | Person | 18 | 18 | 16 | 16 |
| | - พนักงาน ชาย | - Male | Person | 17 | 17 | 15 | 15 |
| | - พนักงาน หญิง | - Female | | 1 | 1 | 1 | 1 |
| 405-1 | ความหลากหลายของพนักงาน | Employee Diversity | | | | | |
| | จำแนกตามระดับ | By Level | | | | | |
| | ผู้บริหาร ตำแหน่งผู้อำนวยการ และสูงกว่าผู้อำนวยการ รวม | Total Management - Director and Director up Level | Person | 97 | 101 | 111 | 100 |
| | - พนักงาน ชาย | - Male | | 77 | 80 | 91 | 81 |
| | - พนักงาน หญิง | - Female | | 20 | 21 | 20 | 19 |
| | ผู้บริหาร ตำแหน่งผู้ช่วยผู้อำนวยการ และรองผู้อำนวยการ รวม | Total Management - Assistant Director and Deputy Director Level | | 950 | 922 | 941 | 748 |
| | - พนักงาน ชาย | - Male | | 535 | 524 | 527 | 418 |
| | - พนักงาน หญิง | - Female | | 415 | 398 | 414 | 330 |
| | ผู้บริหารระดับต้น ตำแหน่งผู้จัดการ | Junior Management - Manager Level | | 2,306 | 2,405 | 2,379 | 2,111 |
| | - พนักงาน ชาย | - Male | | 1,156 | 1,248 | 1,219 | 1,080 |
| | - พนักงาน หญิง | - Female | | 1,150 | 1,157 | 1,160 | 1,031 |
| | ระดับพนักงานปฏิบัติการ | Operation Level | | 20,565 | 19,938 | 19,266 | 18,745 |
| | - พนักงาน ชาย | - Male | | 9,288 | 9,115 | 8,717 | 8,348 |
| | - พนักงาน หญิง | - Female | | 11,277 | 10,823 | 10,549 | 10,397 |
| | จำแนกตามเพศ | By Gender | | | | | |
| | - ผู้บริหารสายงานที่เป็นเพศหญิง | Women in all management positions | | Person | 1,585 | 1,576 | 1,594 |
| | | | Percent | 47.27 | 45.97 | 46.46 | 46.64 |
| | - ผู้บริหารสายงานระดับสูงที่เป็นเพศหญิง | Women in top management positions | Person | 435 | 419 | 434 | 349 |
| | | | Percent | 41.55 | 40.96 | 41.25 | 41.16 |
| | - ผู้บริหารสายงานระดับต้นที่เป็นเพศหญิง | Women in junior management positions | Person | 1,150 | 1,157 | 1,160 | 1,031 |
| | | | Percent | 49.87 | 48.11 | 48.76 | 48.84 |
| | - ตำแหน่งพนักงานระดับปฏิบัติที่เป็นเพศหญิง | Women in workforce (Operation) | Person | 11,277 | 10,823 | 10,549 | 10,397 |
| | | | Percent | 54.84 | 54.28 | 54.75 | 55.47 |
| | จำแนกตามเชื้อชาติ | By Ethnicity | | | | | |
| | - ไทย | - Thai | Percent | NA | NA | NA | 98.22 |
| | - เอเชีย | - Asian | | NA | NA | NA | 0.79 |
| | - ชาวต่างชาติ | - Foreigner | | NA | NA | NA | 0.99 |

| GRI STADARD | DATA DESCRIPTION | | UNIT | 2017 | 2018 | 2019 | 2020 |
|---|--|--|--|--------|--------|--------|--------|
| 405-1 | จำแนกตามช่วงอายุ | By Age | | | | | |
| | < 30 ปี | < 30 years | | 8,216 | 8,407 | 7,829 | 8,137 |
| | - พนักงาน ชาย | - Male | | 3,578 | 3,724 | 3,431 | 3,492 |
| | - พนักงาน หญิง | - Female | | 4,638 | 4,683 | 4,398 | 4,645 |
| | 30-50 ปี | 30-50 years | | 14,649 | 13,785 | 13,875 | 12,408 |
| | - พนักงาน ชาย | - Male | Person | 6,848 | 6,573 | 6,585 | 5,799 |
| | - พนักงาน หญิง | - Female | | 7,801 | 7,212 | 7,290 | 6,609 |
| | > 50 ปี | > 50 years | | 1,056 | 1,174 | 993 | 1,159 |
| | - พนักงาน ชาย | - Male | | 633 | 670 | 538 | 636 |
| | - พนักงาน หญิง | - Female | | 423 | 504 | 455 | 523 |
| | ความหลากหลายอื่นๆ (จำนวนพนักงานที่เป็นผู้พิการ) | Other Diversity (Employees with disabilities) | Person | 128 | 161 | 140 | 129 |
| | - พนักงาน ชาย | Male | Person | 89 | 91 | 88 | 83 |
| | - พนักงาน หญิง | Female | | 39 | 70 | 52 | 46 |
| | 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 | 0.92 | 0.95 | 0.94 |
| - ระดับผู้บริหาร (เงินเดือนมูลฐาน) | | - Management level (base salary only) | | 0.95 | 0.93 | 0.95 | 0.99 |
| - ระดับผู้บริหาร (เงินเดือนมูลฐาน และ ค่าตอบแทนอื่นๆ) | | - Management level (base salary + other cash incentives) | | 0.96 | 0.94 | 0.94 | 0.88 |
| - ไม่ใช่ระดับผู้บริหาร (เงินเดือนมูลฐาน) | - Non-management level (base salary only) | | 0.96 | 1.01 | 0.89 | 0.95 | |
| 401-1 | การว่าจ้างพนักงาน | Recruitment | | | | | |
| | ค่าใช้จ่ายในการสรรหาพนักงาน โดยเฉลี่ยเทียบกับพนักงานประจำทั้งหมด | Average hiring cost / FTE | Baht | 25,122 | 27,243 | 48,544 | 34,327 |
| | การจ้างงานใหม่ | New Hires | Person | 7,529 | 7,597 | 7,705 | 8,492 |
| | | | Percent | 31.47 | 32.51 | 33.95 | 39.13 |
| | การโอนย้ายตำแหน่งภายใน | Open positions filled by internal candidates; | Person | 540 | 274 | 502 | 439 |
| | | | Percent | 46.35 | 37.03 | 60.92 | 47.98 |
| | จำแนกตามเพศ | By gender | | | | | |
| | - พนักงาน ชาย | - Male | Person | 3,179 | 3,435 | 2,910 | 3,454 |
| | | | Percent | 28.75 | 31.32 | 27.57 | 34.79 |
| | - พนักงาน หญิง | - Female | Person | 4,350 | 4,162 | 4,795 | 5,038 |
| | | | Percent | 33.82 | 33.57 | 39.49 | 42.78 |
| | จำแนกตามอายุ | By age | | | | | |
| | - น้อยกว่า 30 | < 30 years | Person | 5,824 | 5,509 | 5,673 | 6,111 |
| | | | Percent | 70.89 | 65.53 | 72.46 | 75.10 |
| | - 30 - 50 ปี | 30-50 years | Person | 1,662 | 2,088 | 1,994 | 2,346 |
| | | | Percent | 11.35 | 15.15 | 14.37 | 18.91 |
| | - มากกว่า 50 ปี | >50 years | Person | 43 | 0 | 38 | 35 |
| Percent | | | 4.07 | 0.00 | 3.83 | 3.02 | |
| การลาออกจากงาน (พนักงานประจำ) | Turnover (permanent) | | | | | | |
| จำนวนการลาออก | Employee turnover | Person | 1,815 | 1,886 | 1,812 | 984 | |
| | | Percent | 7.59 | 8.07 | 7.98 | 4.53 | |

| GRI STANDARD | DATA DESCRIPTION | | UNIT | 2017 | 2018 | 2019 | 2020 |
|---------------|--|---|---------------|-------|-------|-------|-------|
| 401-1 | จำแนกตามเพศ | By gender | | | | | |
| | - พนักงานชาย | - Male | Person | 826 | 891 | 879 | 471 |
| | | | Percent | 7.47 | 8.12 | 8.33 | 4.74 |
| | - พนักงานหญิง | - Female | Person | 989 | 995 | 933 | 513 |
| | | | Percent | 7.69 | 8.02 | 7.68 | 4.36 |
| | จำแนกตามอายุ | By age | | | | | |
| | น้อยกว่า 30 | < 30 years | Person | 531 | 703 | 480 | 305 |
| | | | Percent | 6.46 | 8.36 | 6.13 | 3.75 |
| | 30 - 50 ปี | 30-50 years | Person | 1,231 | 1,065 | 1,206 | 582 |
| | | | Percent | 8.40 | 7.73 | 8.69 | 4.69 |
| มากกว่า 50 ปี | >50 years | Person | 53 | 118 | 126 | 97 | |
| | | Percent | 5.02 | 10.05 | 12.69 | 8.37 | |
| | อัตราการลาออกจากงานของพนักงานโดยสมัครใจ | Voluntary employee turnover rate | Percent | 6.66 | 6.95 | 6.9 | 3.72 |
| 102-43 | การสำรวจความผูกพันของพนักงาน | Employee Engagement Survey | | | | | |
| | ความผูกพันและความพึงพอใจของพนักงานทั้งหมด | Total Employee engagement and satisfaction rate | | 69.0 | 69.3 | 70.9 | 71.1 |
| | - พนักงานชาย | - Male | Percent | 67.4 | 69.1 | 72.4 | 71.8 |
| | - พนักงานหญิง | - Female | | 62.2 | 72.0 | 69.5 | 71.4 |
| | ร้อยละของพนักงานที่เข้าร่วมการสำรวจผูกพันของพนักงาน | Employees participating in employee engagement and satisfaction survey | | 96 | 97 | 98 | 97 |
| 404-3 | การประเมินผลการปฏิบัติงานพนักงาน | Individual Performance Appraisal | | | | | |
| | การใช้เป้าหมายที่สามารถวัดได้และที่ได้รับการตกลงร่วมกันกับผู้บังคับบัญชา/ หัวหน้างาน (ร้อยละของพนักงานทั้งหมด) | Systematic use of agreed measurable targets by line superior (% of all employees) | Percent | 100 | 100 | 100 | 100 |
| | การประเมินผลการปฏิบัติงานพนักงานจากหลายมิติ (ร้อยละของพนักงานทั้งหมด) | Multidimensional performance appraisal (% of all employees) | | 68 | 88 | 98 | 100 |
| | การเปรียบเทียบและการจัดลำดับพนักงานภายในหมวดหมู่เดียวกันอย่างเป็นระบบ (ร้อยละของพนักงานทั้งหมด) | Formal comparative ranking of employees within one employee category (% of all employees) | | 100 | 100 | 100 | 100 |
| 102-41 | เสรีภาพในการสมาคม/ ข้อตกลงการเจรจาต่อรอง | Freedom of Association / Collective Bargaining Agreements | | | | | |
| | % ของพนักงาน ที่อยู่ในข้อตกลงการเจรจาต่อรองร่วมผ่านคณะกรรมการสวัสดิการของทรู | % of employees covered by collective bargaining agreements through True Welfare Committee | Percent | 100 | 100 | 100 | 100 |
| 404-1 | การฝึกอบรมพนักงาน | Training & Development | | | | | |
| | จำนวนชั่วโมงโดยเฉลี่ยของการฝึกอบรมต่อปีต่อพนักงานหนึ่งคน | Average hours per FTE on training and development | Hours/ Person | 12.88 | 17.81 | 20.7 | 24.65 |
| | จำแนกตามระดับ | By Level | | | | | |
| | - ผู้บริหาร | - Executive Level | Hours/ Person | 14.7 | 25.36 | 27.26 | 41.45 |
| | - พนักงานทั่วไป | - Staff Level | | 12.59 | 16.51 | 19.52 | 20.92 |
| | จำแนกตามเพศ | By Gender | | | | | |
| | - พนักงาน ชาย | - Male | Hours/ Person | 12.52 | 19.16 | 20.78 | 26.82 |
| | - พนักงาน หญิง | - Female | | 13.2 | 16.63 | 20.63 | 19.88 |
| | จำแนกตามกลุ่มอายุ | By Group Age | | | | | |
| | < 30 ปี | < 30 years | Hours/ Person | NA | 17.97 | 14.68 | 17.45 |
| | 30-50 ปี | 30-50 years | | NA | 17.63 | 21.38 | 25.08 |
| | > 50 ปี | > 50 years | | NA | 19.18 | 18.53 | 29.67 |

| GRI STADARD | DATA DESCRIPTION | | UNIT | 2017 | 2018 | 2019 | 2020 |
|-------------|--|---|---------|------|-------|-------|-------|
| 404-2 | จำนวนพนักงานที่ผ่านการฝึกอบรมเพิ่มทักษะและความก้าวหน้าของพนักงานในสายอาชีพ | Number of employees attended programs for upgrading employee skills and transition assistance programs (Career Development) | Person | 248 | 1,638 | 1,254 | 2,247 |
| | พนักงานหญิงในตำแหน่งที่เกี่ยวข้องกับ Science Technology Engineering and Mathematics (STEM) | Woman in STEM-related positions | Target | NA | NA | NA | 50 |
| | | | Percent | NA | NA | NA | 36 |
| 404-3 | การใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร | Parental Leave | | | | | |
| | จำนวนพนักงานที่ใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร | Number of employees taking parental leave | Person | 368 | 492 | 617 | 620 |
| | - ชาย | - Male | Person | 163 | 239 | 254 | 230 |
| | - หญิง | - Female | | 205 | 253 | 363 | 390 |
| | จำนวนพนักงานที่กลับมาปฏิบัติงานหลังจากใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร | Number of employees returning to work after parental leave | Person | 368 | 444 | 548 | 539 |
| | - ชาย | - Male | Person | 163 | 233 | 231 | 211 |
| | - หญิง | - Female | | 205 | 211 | 317 | 328 |
| | จำนวนพนักงานที่กลับมาปฏิบัติงานหลังจากใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร และยังทำงานต่อหลังจากนั้นอีก 1 ปี | Number of employees returning to work after parental leave who are still employed for the next 12 months | Person | 368 | 444 | 548 | 539 |
| | - ชาย | - Male | Person | 163 | 233 | 231 | 211 |
| | - หญิง | - Female | | 205 | 211 | 317 | 328 |
| | อัตราพนักงานกลับมาทำงานหลังใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร | Employees returned to work after parental leave (retention rate) | Percent | 100 | 90 | 100 | 100 |

Remarks:

- NA means not applicable or not available.
- In 2017-2019, the company has recalculated the employee turnover rates.

OCCUPATIONAL HEALTH & SAFETY

| GRI STADARD | DATA DESCRIPTION | | UNIT | 2017 | 2018 | 2019 | 2020 |
|-------------------|---|--|--------------------------|-------|-------|-------|-------|
| 403-9 2018 (a) | พนักงาน | Employees | | | | | |
| | จำนวนพนักงานที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในงาน) | The number of fatalities from work-related injury | Person | 0 | 2 | 0 | 2 |
| | - ชาย | - Male | | 0 | 2 | 0 | 2 |
| | - หญิง | - Female | | 0 | 0 | 0 | 0 |
| | อัตราการเสียชีวิตจากอุบัติเหตุจากการทำงาน | Rate of fatalities from work-related injury | No. per million man-hour | 0.00 | 0.04 | 0.00 | 0.05 |
| | - ชาย | - Male | No. per million man-hour | 0.000 | 0.088 | 0.000 | 0.098 |
| | - หญิง | - Female | | 0.000 | 0.000 | 0.000 | 0.000 |
| | จำนวนผู้บาดเจ็บรุนแรงจากการทำงาน | The number of high-consequence work-related injury | Person | NA | NA | NA | 0 |
| | - ชาย | - Male | Person | NA | NA | NA | 0 |
| - หญิง | - Female | NA | | NA | NA | 0 | |

| GRI STADARD | DATA DESCRIPTION | | UNIT | 2017 | 2018 | 2019 | 2020 |
|--------------------|--|---|----------------------------|------------|------------|------------|------------|
| 403-9 2018 (a) | อัตราการบาดเจ็บรุนแรงจากการทำงาน | Rate of high-consequence work-related injury | No. per million man-hour | NA | NA | NA | 0 |
| | - ชาย | - Male | No. per million man-hour | NA | NA | NA | 0 |
| | - หญิง | - Female | | NA | NA | NA | 0 |
| | จำนวนผู้บาดเจ็บจากการทำงานทั้งหมด | The number of recordable work-related injury | Person | NA | NA | NA | 12 |
| | - ชาย | - Male | Person | NA | NA | NA | 12 |
| | - หญิง | - Female | | NA | NA | NA | 0 |
| | อัตราการบาดเจ็บจากการทำงานทั้งหมด | Rate of recordable work-related injury | No. per million man-hour | NA | NA | NA | 0.30 |
| | - ชาย | - Male | No. per million man-hour | NA | NA | NA | 0.59 |
| | - หญิง | - Female | | NA | NA | NA | 0.00 |
| | จำนวนชั่วโมงทำงานทั้งหมด | Total Employee Work Hours | Hours | 49,755,680 | 48,601,280 | 47,209,760 | 40,543,215 |
| | - ชาย | - Male | Hours | 23,002,720 | 22,811,360 | 21,952,320 | 20,471,480 |
| | - หญิง | - Female | | 26,752,960 | 25,789,920 | 25,257,440 | 20,071,735 |
| 403-10 2018 (a) | จำนวนผู้เสียชีวิตจากโรคที่เกิดจากการทำงาน | The number of fatalities as a result of work-related ill health | Person | 0 | 0 | 0 | 0 |
| | - ชาย | - Male | Person | 0 | 0 | 0 | 0 |
| | - หญิง | - Female | | 0 | 0 | 0 | 0 |
| | จำนวนผู้เจ็บป่วยจากการทำงาน | The number of cases of recordable work-related ill health | Person | 0 | 0 | 0 | 0 |
| | - ชาย | - Male | Person | 0 | 0 | 0 | 0 |
| | - หญิง | - Female | | 0 | 0 | 0 | 0 |
| 403-2 2016 | อัตราความรุนแรงจากอุบัติเหตุการทำงาน | Injuries Severity Rate(ISR) base 1,000,000 Hrs | Days per million man-hours | 2.30 | 13.80 | 5.00 | 3.97 |
| | อัตราการขาดงาน | Absentee Rate | Percent | 0.80 | 0.90 | 0.24 | 0.66 |
| | - ชาย | - Male | Percent | 0.87 | 1.00 | 0.26 | 0.53 |
| | - หญิง | - Female | | 0.75 | 0.84 | 0.22 | 0.79 |
| | ผู้รับเหมา | Contractors | | | | | |
| | จำนวนผู้รับเหมาที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในงาน) | The number of fatalities from work-related injury | Days | 2 | 1 | 2 | 0 |
| | - ชาย | - Male | Days | 2 | 1 | 2 | 0 |
| | - หญิง | - Female | | 0 | 0 | 0 | 0 |

| GRI STADARD | DATA DESCRIPTION | | UNIT | 2017 | 2018 | 2019 | 2020 |
|-------------------|--|---|---------------------------|------|------|------|------------|
| 403-9 2018 (b) | อัตราการเสียชีวิตจากอุบัติเหตุจากการทำงาน | Rate of fatalities as a result of work-related injury | No. per million man-hours | NA | NA | NA | 0.00 |
| | - ชาย | - Male | No. per million man-hours | NA | NA | NA | 0.00 |
| | - หญิง | - Female | No. per million man-hours | NA | NA | NA | 0.00 |
| | จำนวนผู้บาดเจ็บรุนแรงจากการทำงาน | The number of high-consequence work-related injury | Person | NA | NA | NA | 2 |
| | - ชาย | - Male | Person | NA | NA | NA | 2 |
| | - หญิง | - Female | | NA | NA | NA | 0 |
| | อัตราการบาดเจ็บรุนแรงจากการทำงาน | Rate of high-consequence work-related injury | No. per million man-hours | NA | NA | NA | 0.05 |
| | - ชาย | - Male | No. per million man-hours | NA | NA | NA | 0.06 |
| | - หญิง | - Female | No. per million man-hours | NA | NA | NA | 0.00 |
| | จำนวนผู้บาดเจ็บจากการทำงานทั้งหมด | The number of recordable work-related injury | Person | NA | NA | NA | 3 |
| | - ชาย | - Male | Person | NA | NA | NA | 3 |
| | - หญิง | - Female | | NA | NA | NA | 0 |
| | อัตราการบาดเจ็บจากการทำงานทั้งหมด | Rate of recordable work-related injury | No. per million man-hours | NA | NA | NA | 0.08 |
| | - ชาย | - Male | No. per million man-hours | NA | NA | NA | 0.08 |
| | - หญิง | - Female | No. per million man-hours | NA | NA | NA | 0.00 |
| | จำนวนชั่วโมงทำงานทั้งหมด | Total Employee Work Hours | Hours | NA | NA | NA | 36,416,952 |
| | - ชาย | - Male | Hours | NA | NA | NA | 36,092,992 |
| | - หญิง | - Female | | NA | NA | NA | 323,960 |
| 102-17 | การร้องเรียนผ่านช่องทาง Whistle Blower | Grievance | | | | | |
| | อีเมล | E-mail: auditcommittee@truecorp.co.th | Number | 0 | 0 | 0 | 0 |
| | จดหมาย | Letter | Number | 0 | 5 | 2 | 2 |
| | การเข้าร่วมสหภาพโดยสมัครใจ | Freedom of Association | | | | | |
| | % ของพนักงาน ที่อยู่ในข้อตกลงการเจรจาต่อรอง ร่วมผ่านคณะกรรมการสวัสดิการของทรู | % of employees covered by collective bargaining agreements through True Welfare Committee | Percent | 100 | 100 | 100 | 100 |
| | กรณีที่มีการปรึกษาหารือ/การเจรจา กับสหภาพแรงงานเรื่องการเปลี่ยนแปลงภายในองค์กร | Number of consultations/negotiations with trade unions over organizational changes | Percent | 0 | 0 | 0 | 0 |

Remarks:

- NA means not applicable or not available.
- High-consequence work-related injuries rate (excluding fatalities) = number of work-related injury that results in an injury which the worker cannot be expected to recover fully to pre-injury health status within 6 months during the reporting period x 1,000,000 (work hours) / total hours worked during the reporting period.
- Recordable work-related injuries rate = number of occupational injuries resulting in fatality, lost time, job transfer, medical care beyond first aid, or unconsciousness (including fatality) during the reporting period (including non-lost time, medical care beyond first aid, lost time, disability, and fatality) X 1,000,000 (work hours) / total hours worked during the reporting period.
- ISR= Number of lost working day x 1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee), 2020 Target: 10.00

CORPORATE SOCIAL RESPONSIBILITY

| | | | | | | | |
|-------|------------------------------------|--|--------------|--------|--------|--------|--------|
| 201-1 | รวมเงินสมทบ | Total Contribution | | | | | |
| | การสนับสนุนกิจกรรมเพื่อสังคม | Funding for activities benefiting society | Million Baht | 275.89 | 356.66 | 427.32 | 222.60 |
| | การอาสาของพนักงานในกิจกรรมทางสังคม | Volunteering by employees in social activities | | 18.68 | 22.33 | 11.66 | 12.15 |

OPINION SURVEY ON TRUE SUSTAINABILITY REPORT 2020

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

4. Please provide feedback for this Sustainability Report 2020

| Feedback to Sustainability Report 2020 | Rating Score | | | | |
|---|--------------|-----|----------|------|---------|
| | Lowest | Low | Moderate | High | Highest |
| <input type="radio"/> Use as guideline for your corporate Sustainability Report | | | | | |
| <input type="radio"/> The information is easy to understand and interesting. | | | | | |
| <input type="radio"/> The information is reliable. | | | | | |
| <input type="radio"/> The report size and design are appropriate. | | | | | |
| <input type="radio"/> 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 aded:.....

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/>



YOU MAY PROVIDE YOUR OPINION ONLINE
BY SCANNING THIS QR CODE

true | **SUSTAINABILITY**

Together, creating a sustainable life



THIS REPORT IS PRINTED
WITH ENVIRONMENTALLY FRIENDLY SOY INK
ON RECYCLED PAPER THAT IS SAFE FOR READERS.



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