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Sustainability Award
Gold Class 2022
S&P Global

true
together

Sustainability Report 2021

TRUE TO TECH,
TOGETHER FOR SUSTAINABLE FUTURE

True to Tech, Together for Sustainable Future

True No.1

World Class Sustainability Leader

The one and only telecommunication brand

with DJSI's highest scores in all dimensions*,

bringing Thais to step into the global stage.

*The world's highest average score from all dimensions in the telecommunication industry

TABLE OF CONTENTS

ABOUT TRUE

4 Message from the Chairman of the Executive Committee
5 Message from the Co-Presidents
6 True Sustainability Performance 2021
8 Sustainability Awards and Achievements 2021
12 Getting to Know True
14 Business Performance & Growth Capability
16 Sustainability at True
20 Corporate Governance and Risk & Crisis Management
24 Stakeholders Engagement
28 Sustainability Material Issue

HEART: LIVING RIGHT

32 Digital Inclusion for Education
34 Cyber Security and Data Privacy
38 Human Capital Development
44 Human Rights Management

HEALTH: LIVING WELL

48 Corporate Responsible Management
52 Network Availability & Reliability
56 Customer Relationship Management
60 Innovation Management

HOME: LIVING TOGETHER

66 Environmental and Climate Change Management
74 Responsible Supply Chain Management

APPENDIX

78 GRI, UN SDGs, COP21 and TCFD Content Index
85 Third Party Verification
88 Performance Summary
96 About this Report
97 Opinion Survey on Sustainability Report Year 2021

MESSAGE FROM THE CHAIRMAN OF THE EXECUTIVE COMMITTEE

(GRI 102-14)

"Although COVID-19 poses a major threat to the health and wellbeing of people all over the world, climate change is a global crisis of no less importance. To respond to climate change, not only do we need to embrace digital transformation and move towards becoming a tech company to further our business, but we must also aim and strive to become a carbon-neutral organization and sustainability leader"

MR. SUPHACHAI CHEARAVANONT
CHAIRMAN OF THE EXECUTIVE COMMITTEE

Businesses are facing three key global challenges: 1. to create a more inclusive capital market that addresses inequality; 2. to harness the potential of a digital transformation; and 3. to address sustainability issues including climate change. These intertwined challenges have forced business organizations worldwide to adapt to be able to operate under the new normal. In response to these situations, True Group is reforming itself into a tech company that delivers the best digital infrastructure, services, and ecosystem to all customers and stakeholders and invests in Thai tech startups to help them grow. We also develop and support the new generation of "intrepreneurs" through the Strategic Project for Leadership Development (SPLD) program, empowering them with the knowledge and skills in technology and sustainability, as well as business acumen. True Group is determined to serve as a key mechanism to drive the transformation of Thailand into a regional and global technology hub.

During the COVID-19 pandemic in the past year, we remained committed to conducting business under the sustainable development framework, aligning with the 17 Sustainable Development Goals (SDGs) and 10 Principles of the UN Global Compact to achieve business growth while contributing to economic, social, and environmental sustainability. We implemented a comprehensive enterprise risk assessment and identified material sustainability issues that affected our business operations and were of concern to stakeholders. By integrating mobile networks, internet signals, IoT, digital solutions, and service platforms, we not only enabled students to continue their studies but also facilitate the public's access to vaccination services and treatment and ensured the continuity of medical services.

Although COVID-19 poses a major threat to the health and wellbeing of people all over the world, climate change is a global crisis of no less importance. To respond to climate change, not only do we need to embrace digital transformation and move towards becoming a tech company to further our business, but we must also aim and strive to become a carbon-neutral organization and sustainability leader. We have streamlined our energy consumption by switching to clean and renewable energy and developing a plan to reduce greenhouse gas emissions. In addition, we have integrated the circular economy concept into our business operations and waste management, which will not only help mitigate environmental problems, but also drive the economy on a more sustainable path and improve the quality of life of people in the country.

Because of our commitment to maintaining a high standard of service quality, TrueMove H was awarded the Best Mobile Network Performance in Thailand for the sixth consecutive year by nPerf and the 5G Global Leader in the 5G Availability and Gaming Experience Categories from Opensignal in 2021. TrueOnline also won Best Broadband Performance in Thailand and Best Fiber Performance in Thailand from nPerf for the second consecutive year. Furthermore, True Group was awarded the Best Companies to Work for in Asia from New Zealand-based HR Asia for the second consecutive year and the National Innovation Honorary Award 2021 from the National Innovation Agency (Public Organization). We were, once again, named DJSI Industry Leader with the highest score in the Telecommunications Service sector for the fourth consecutive year, the longest streak among telecommunications companies receiving this recognition over the past 15 years. We are proud to be recognized and make our name on the global sustainability stage.

On behalf of every employee at True Group, I thank all stakeholders for their continued support and trust in our organization. Together, we will continue to drive the sustainability agenda for a better future.

MESSAGE FROM THE CO-PRESIDENTS

(GRI 102-14)

In 2021, True Group once again faced major challenges brought about by new waves of COVID-19 cases, forcing us to fully embrace the new normal in work and everyday life. These circumstances accelerated society's digital transformation, leading to changes in consumer behavior. Guided by the 'First Mover and Game Changer" strategy, and our mission to become a Digital Excellence Organization, we leveraged technologies & innovation to develop solutions that enhanced the value of products and services, serving our customers' digital lifestyle. At the same time, we remained committed to our social and environmental responsibilities. We worked toward the True Sustainability Goals 2030 under the 3Hs strategy, which consists of Heart, Health, and Home. Our performance highlights in 2021 include:

"With commitment to become
a digital excellence organization,
we adopted technology and innovation
to create solutions to enhance
the value of products and services
that meet the digital lifestyle of customers
while continuing to operate the business with
social and environmental responsibilities"

MR.NATWUT AMORNVIVAT MR.MANAT MANAVUTIVETH DR.TEERADET DUMRONGBHALASITR
CO-PRESIDENT

HEART: to operate with sustainability at heart. We received excellent corporate governance scoring from the Thai Institute of Directors and conducted a human rights risk assessment throughout the value chain. In addition to improving our personal data protection system to prevent data breaches up to 100 percent, we supported 5.7 million people in accessing learning and information resources to reduce educational inequality.

HEALTH: to build a sustainable society. We developed the True Smart 5G Network with excellent signal quality and a system average interruption duration index of 2.68 minutes/person/year. Not only did we improve the quality of life for 122,860 people in vulnerable groups through career development program, we also organized activities to engage with over 3,600 people in communities across the country. During the COVID-19 outbreak, we supported and helped Thai people and Thailand to get through the crisis together. We used our technologies to assist affected people, including improving communication efficiency for 217 hospitals, field hospitals, and 934 non-hospital vaccination centers across the country. We also assigned a team of engineers to monitor networks in real time 24/7 and increased bandwidth threefold to facilitate work and study from home in addition to extending the Internet data cap and service payment period.

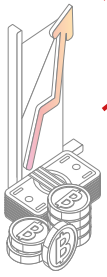
HOME: to create a sustainable environment. We strove to achieve carbon neutrality, reducing net greenhouse gas emissions for Scope 1 and 2 to zero by 2030. Not only did we install solar panels at 3,481 base stations and Mobile Switching Center, we initiated the We Grow Project to plant trees in order to mitigate global warming, and we adopted internal carbon pricing to support low-carbon investment decision making. We reduced greenhouse gas emissions per revenue by 19 percent and implemented responsible waste and wastewater management throughout the supply chain.

True Group will continue to leverage its network technologies and innovative digital solutions to bring Thai society fully into the digital age, while committing to sustainable business practices, creating long-term values and contributing to sustainable development for both Thai and global communities.

TRUE SUSTAINABILITY PERFORMANCE 2021

(GRI 102-7)

ECONOMIC



120,370 Million Baht — Revenues from telephone and other services

143,655 Million Baht — Total revenue

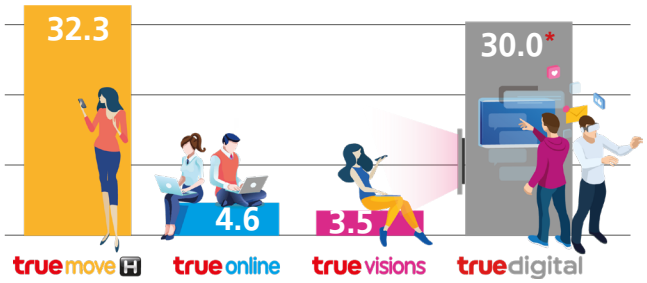
57,761 Million Baht — EBIDA

BENEFITS TO STAKEHOLDERS (Million Baht)

2,334
Dividend payment to shareholders

196
Funding for activities benefiting society

11,484
Salary, wages, and employees' benefits



Customer Base (Million)

*Monthly active users

HEART

CORPORATE GOVERNANCE EXCELLENT SCORE
Assessed by
the Thai Institution of Directors

100%
Data Security and Data Privacy

100%
of Business periodically conduct Human Rights Impact Assessment throughout the Supply Chains

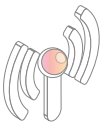
32 Million
Number of Thai people nationwide gained access to learning resources and information technology (2016-2021)

125 Person
Employees with disability

0 Person
Work-related death and high-consequence work-related injury of Employee

HEALTH

122,860 Person
No. of the agriculturist SME, vulnerable people throughout the supply chain who have the Improved quality of life



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

58 Innovations
No. of intellectual properties (2018-2021)

3,890 Person
No. of innovators (2018-2021)

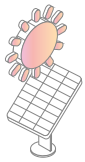
253.7 Million Baht
Support the R&D Projects

99.81%
Customer satisfaction with the network availability

91.87%
Excellent iCSAT Customer service Satisfaction

51.7%
Increase in value of new innovative products and services (compared to the base year 2015)

HOME



3,481 Sites
No. of Solar Cell base stations and Mobile Switching Center (MSC)

19%
Greenhouse gas emissions intensity was reduced (compared to the base year 2020)

36%
Water withdrawal intensity was reduced (compared to the base year 2020)

90%
Recyclable or Biodegradable Packaging (compared to the base year 2020)

213 Million Paper Sheets
No. of paper sheets saved from True E-Bill & True E-Tax

100%
Suppliers passed Online Suppliers' ESG self-assessment

100%
Suppliers acknowledged Supplier's Code of Conduct

100%
Critical Tier-1 Suppliers received and passed an audit arranged by True

AWARDS

AND ACHIEVEMENTS 2021

CERTIFICATE
OF MEMBERSHIP
TRUE Corp
FTSE4Good
SUSTAINABILITY DISCLOSURE AWARD
Presented to
true
TRUE CORPORATION PUBLIC COMPANY LIMITED
5G 2021
5G Global
LEADER
AVAILABILITY
OPENSIGNAL
true online
BRAND OF THE YEAR
BROADBAND ISP
THAILAND
KENSINGTON PALACE
2021-2022
WORLD BRANDING AWARDS
No.1 BROADBAND PERFORMANCE
nperf AWARDS
2021
SET
THAILAND
SUSTAINABILITY
INVESTMENT
2021
TRUE CORPORATION PCL

AWARDS AND ACHIEVEMENTS 2021

(GRI 102-12)

THAILAND TOP EMPLOYER AWARD 2022

from the Top Employers Institute, the Netherlands for the fourth consecutive year.

THE EUROPEAN AWARD FOR BEST PRACTICES 2020

The Gold Class award from the European Society Quality Research (ESQR), Switzerland for the organization with best practices in business operation.

LISTED ON THE FTSE4GOOD INDEX SERIES 2021

by FTSE RUSSELL for the fifth consecutive years with score higher than the average in the telecom industry sector in 2021.

BRAND OF THE YEAR 2020-2021

for Broadband Thailand from the World Branding Awards of the United Kingdom for the past four years.

JAN

MAR

JUL

SEP

5G GLOBAL LEADERS IN 5G AVAILABILITY AND 5G GAMES EXPERIENCE AWARDS

From the global 5G data usage survey conducted by Opensignal an independent global standard analyst of mobile user experience on every major network operator around the globe.

THE EXCELLENCE AWARD IN THE LOW CARBON AND SUSTAINABILITY BUSINESS INDEX (LCSI) 2021

from Thailand Greenhouse Gas Management Organization (TGO).

NATIONAL INNOVATION HONORARY AWARD FOR LARGE ORGANIZATION 2021
from the National Innovation Agency (Public Organization).

EXCELLENT COPORATE GOVERNANCE SCORING IN 2021
Listed in the Corporate Governance Report of Thai Listed Companies, published by the Thai Institute of Directors for fifth consecutive year.

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

DJSI NO.1 LEADER WITH HIGHEST SCORE IN THE TELECOMMUNICATION INDUSTRY FOR THE FOURTH CONSECUTIVE YEARS
by S&P Global and remains a membership for five years in a row.

THE RISING STAR SET SUSTAINABILITY AWARDS 2021
from the Stock Exchange of Thailand in collaboration with the Money and Banking Magazine.

THAILAND SET SUSTAINABILITY AWARD 2021
Listed in the Thailand Sustainability Investment Index (THIS) by the Stock Exchange of Thailand for the fourth consecutive year.

BEST COMPANIES TO WORK FOR IN ASIA 2021
from HR ASIA, New Zealand for the second consecutive year.

OCT

NOV

DEC

TRUEMOVE H WAS AWARDED BEST MOBILE NETWORK PERFORMANCE IN THAILAND 2021 BY nPerf
based on the results of mobile internet connection tests, for the sixth consecutive year.

TRUEONLINE WAS AWARDED BEST BROADBAND PERFORMANCE IN THAILAND 2021 BY nPerf
based on the results of fixed-line internet connection tests, for the second consecutive year.

THE CARBON DISCLOSURE PROJECT (CDP) CLIMATE CHANGE DISCLOSURE AWARD 2021 from the CDP.

SUSTAINABILITY DISCLOSURE AWARD 2021
The highest award category received from the Thaipat Institute for the third consecutive year.

ABOUT TRUE

(GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-9, 102-16, 102-45, 102-46)

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 preparing to become a technology company in response to Thailand 4.0 and the country's goal of becoming a regional tech hub.

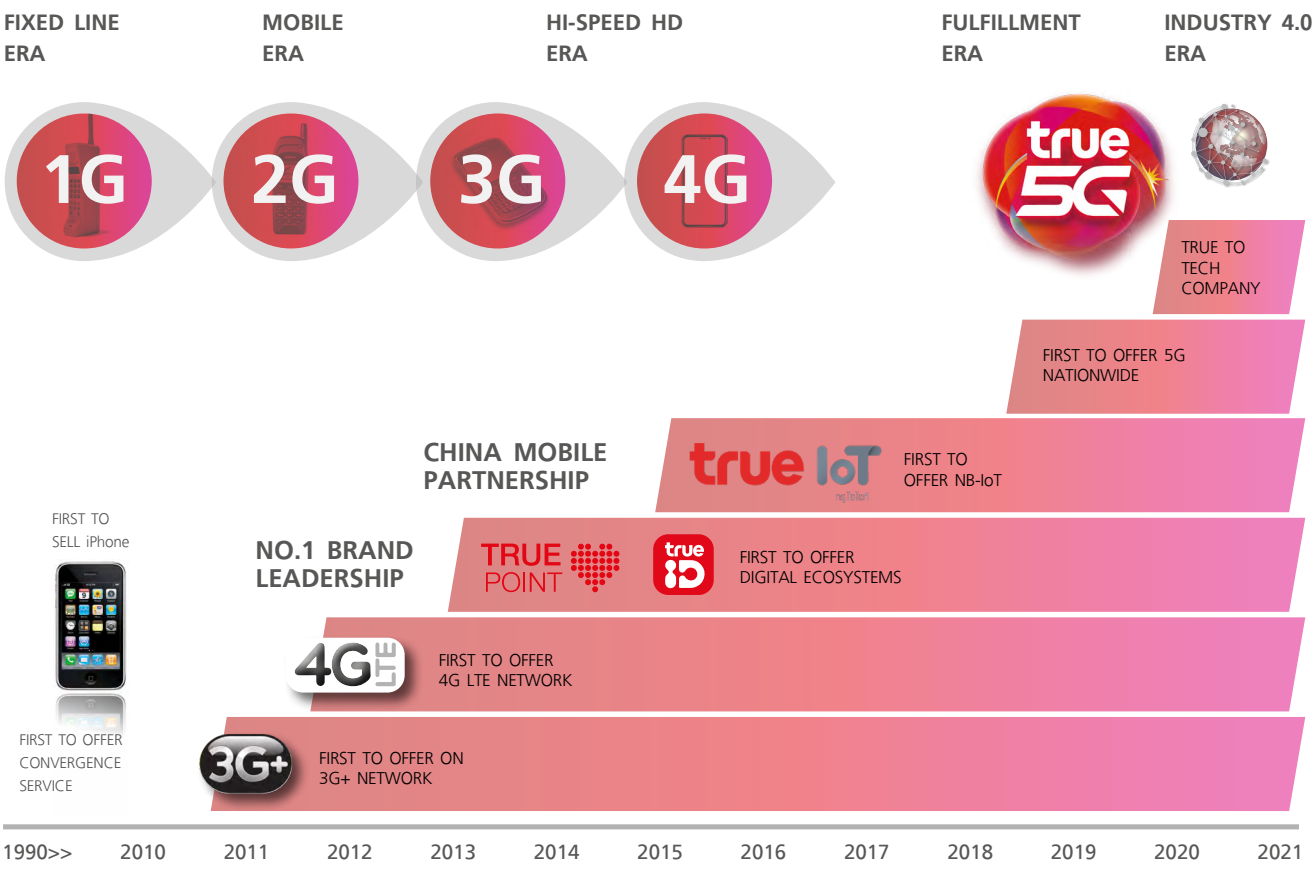
True Corporation Public Company Limited was established on November 13, 1990 as Telecom Asia Corporation Limited Company. It became a public company, listed on the Stock Exchange of Thailand in December, 1993 as Telecom Asia Corporation Limited Public Company with official abbreviation "TA". In April, 2004 the Company changed its name to True Corporation Public Company Limited or "TRUE". Currently, the Company has its headquarters in Bangkok, Thailand. It has been in operations for more than 31 years.

True Group's core businesses are divided into four 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.

KEY MILESONES

TRUE "THE FIRST MOVER"



VISION

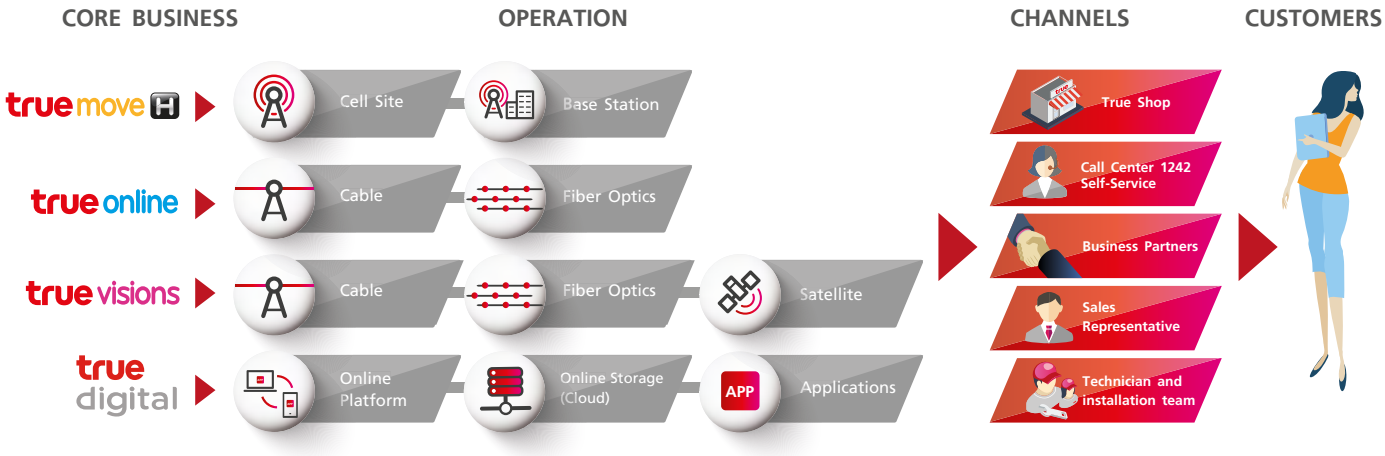
To be the leading digital infrastructure that fully connects people, organizations, economies and societies together to create sustainable value for life

MISSION

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

TRUE GROUP'S VALUE CHAIN

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 from upstream to downstream.



BUSINESS PERFORMANCE AND GROWTH CAPABILITY

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

MANAGEMENT APPROACH

True Group, as Thailand's leading digital lifestyle enabler, integrates digital telecommunications infrastructure and solutions to provide superior 5G NB-IoT and high-performance FTTx networks across the country. We help businesses boost their new s-curves through True Digital Group and offer comprehensive world-class content, media platforms, and data analytics to create an end-to-end customer experience.

True Group has established the Management Committee to be in charge of setting operating policies and directions, approving 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.

THE 5 KEY Corporate Strategies

NETWORK
Enhance quality of life through a high-performance, fast, and comprehensive network

DIGITAL TECHNOLOGY
Continuously improve services and make a difference and develop ecosystem for people in digital era

PARTNER
Create changes and added value for businesses through strong partnerships

EMPLOYEE
Move toward being a digital organization by developing employee competencies

SUSTAINABILITY
Adopt innovation to create value with responsibility to society and the environment for a more sustainable world

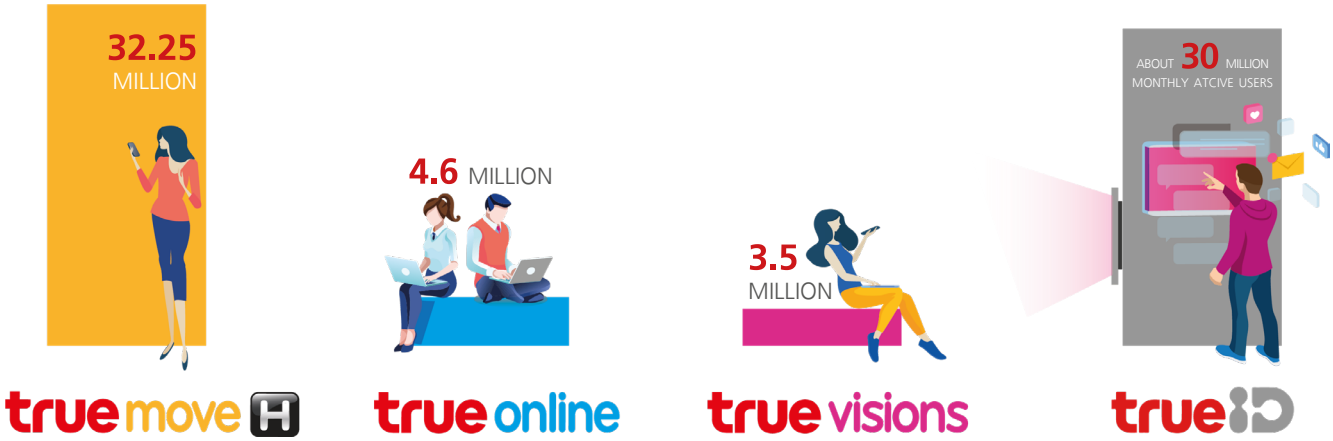
KEY HIGHLIGHTS

- Continued improvement of EBITDA and MARGIN to drive sustainable profitability
- Industry's highest mobile revenue and subscriber growth strengthened by 5G
- Broadband internet leader in both revenue and subscriber adding value through device innovation
- Digital media platform and solutions progress with accelerating growth and ecosystems
- Quality and exclusive international and local content combining strengths of on-demand, OTT and television platforms

CONSOLIDATED FINANCIAL RESULTS OF THE COMPANY AND SUBSIDIARIES

PERFORMANCE (MILLION BAHT)	YEAR 2019	YEAR 2020	YEAR 2021
Service revenues ex interconnection cost	105,807	107,240	106,256
Revenues from telephone and other services	120,926	121,326	120,370
Total revenues	140,943	138,212	143,655
EBITDA	33,850	52,654	57,761
Operating profit	7,104	10,646	12,413
Net profit (loss) to equity shareholders of the Company	5,637	1,048	(1,428)

CUSTOMER BASE AS OF YEAR END 2021



LOOKING FORWARD TO 2023

True Group is preparing to become a tech company that i ntegrates digital technology and innovation in all functions and uses AI and data science to streamline our processes to better meet the needs of both consumers and businesses, as well as respond to changes in market and business conditions. This will not only enable us to deliver products, services, and privileges to customers more efficiently, but also help us build end-to-end cost management and processes.

In addition, True Group continues to develop integrated digital services and IoT solutions for industries, forge strong collaborations with leading partners with country-wide networks, and better reach customers through digital and e-commerce channels. These, coupled with cost structure improvement, will be the key to generating profits for sustainable growth.

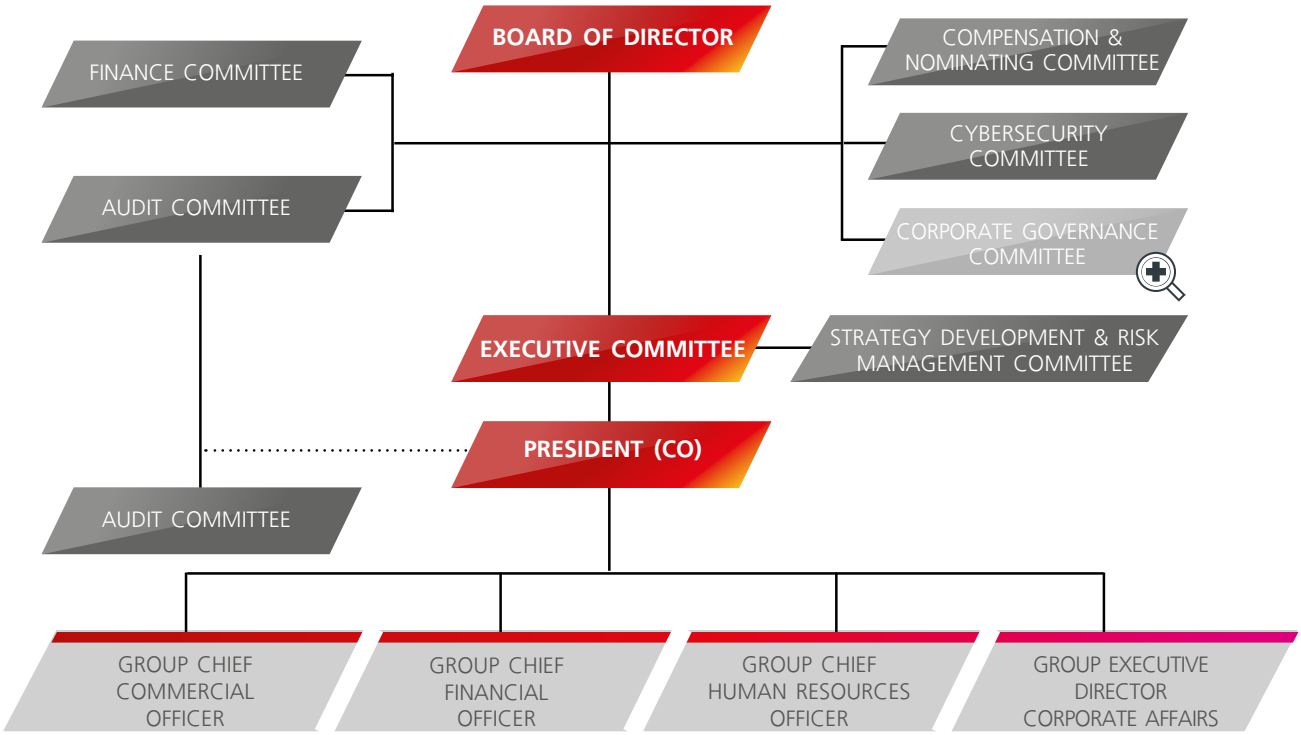
The corporate restructuring was aimed to change the organizational structure and create a new telecom-tech company in response to Thailand 4.0 and the country's goal of becoming a regional tech hub. The telecom business will still form the core of the our structure while greater emphasis is needed to develop our capabilities in new technologies, such as AI, cloud, IoT, smart devices, smart cities, and digital media solutions. The new structure will also support tech startup investment as we intend to raise venture capital to invest in promising Thai digital startups and foreign startups in Thailand, as well as exploring space technology to broaden our scope of innovation.

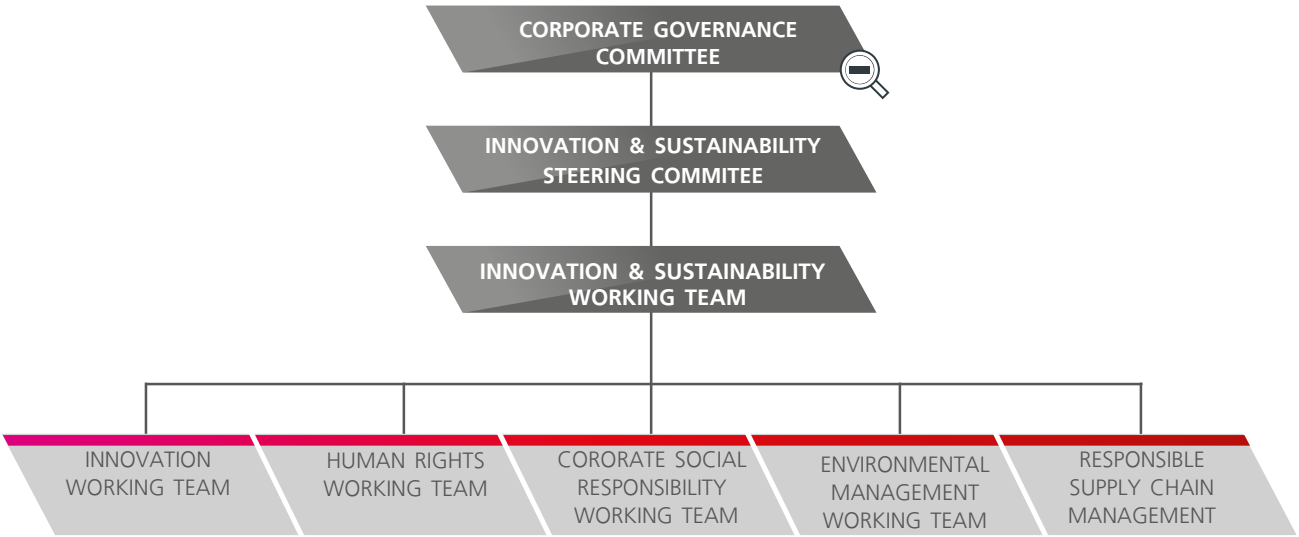
SUSTAINABILITY GOVERNANCE AND STRATEGY

(GRI 102-12, 102-18, 102-19, 102-20, 102-23, 102-29, 102-31, 102-32, 103-2)

True Group, as a leading complete digital lifestyle enabler, is determined to use digital technologies to create equal and inclusive access to information, knowledge, and economic opportunities, improve the quality of life of people in the country, and facilitate economic development in the Thailand 4.0 era. We also recognize our role in contributing to sustainable coexistence with nature as we strive to implement responsible business conduct that takes the impact of our operations on society and the environment into account.

SUSTAINABILITY MANAGEMENT STRUCTURE





SUSTAINABILITY STRATEGY

Our True Sustainability Goals 2030 are aligned with Charoen Pokphand Group's sustainability strategies and goals that focus on making a positive contribution to economic, environmental, and social progress. We also embrace responsible business conduct under the Ten Principles of the United Nations Global Compact in the areas of human rights, labor, environment, and anti-corruption, underpinned with the 17 Sustainable Development Goals (SDGs). Sustainability goals have been integrated into our corporate KPIs. This allows every executive and employee to take part in sustainable practices and drive progress towards achieving sustainability goals under continuous monitoring.

TRUE SUSTAINABILITY GOALS 2030

THREE-BENEFIT PRINCIPLE
COUNTRY – SOCIETY - COMPANY

SUFFICIENCY ECONOMY PHILOSOPHY	10 UNGC PRINCIPLE (17 SDGs)	C.P. EXCELLENCE MANAGEMENT APPROACH	REGULATIONS AND STANDARDS

HEART : LIVING RIGHT	HEALTH : LIVING WELL	HOME : LIVING TOGETHER
CORPORATE GOVERNANCE **100%** OF BUSINESS IMPLEMENT A CORPORATE GOVERNANCE ASSESSMENT	**HEALTH & WELL-BEING** **25%** OF TOTAL SALES VOLUME OF B2B AND B2C PRODUCTS AND SERVICES HELP PROMOTE HEALTH AND/OR WELL-BEING	**CLIMATE RESILIENCE** **CARBON NEUTRAL** ZERO CARBON EMISSION OF ORGANIZATION'S OPERATIONS (SCOPE 1 & 2)
HUMAN RIGHTS & LABOR RACTICES **100%** OF BUSINESS PERIODICALLY CONDUCT HUMAN RIGHTS IMPACT ASSESSMENT IN HIGH RISK OWN OPERATIONS AND TIER 1 SUPPLIER	**SOCIAL IMPACT** **500,000 PERSONS** JOBS SUPPORTED TO GENERATE INCOMES FOR PEOPLE IN NEED	**CIRCULAR ECONOMY** **100%** ACHIEVE ZERO E-WASTE TO LANDFILL, AND USE OF SUSTAINABLE PACKAGING
EDUCATION & INEQUALITY REDUCTION **36 MILLION** PEOPLE SUPPORTED THROUGH EDUCATION, LIFELONG LEARNING, AND UPSKILLING	**INNOVATION** **200 PATENTS** FOR INNOVATIONS OR INVENTIONS	**WATER STEWARDSHIP** **20%** REDUCTION IN WATER WITHDRAWALS PER UNIT REVENUE COMPARED TO BASELINE YEAR 2020
LEADERSHIP & HUMAN CAPITAL DEVELOPMENT **100%** EMPLOYEES ENGAGED IN LEARNING AND INITIATIVES	**STAKEHOLDER ENGAGEMENT** **80%** ENGAGEMENT SCORE OF MULTI-STAKEHOLDER PERCEPTION SURVEY	**RESPONSIBLE SUPPLY CHAIN MANAGEMENT** **100%** OF HIGH-RISK SUPPLIERS AUDITED
CYBERSECURITY & DATA PROTECTION **100%** OF BUSINESS CERTIFIED ON INTERNATIONAL STANDARD OF DATA SECURITY AND DATA PRIVACY	**NETWORK RELIABILITY & AVAILABILITY** **<0.10 HOUR/PERSON/YEAR** AVERAGE INTERRUPTION DURATION INDEX	

OPERATIONS TOWARD SUSTAINABLE DEVELOPMENT GOALS

We strive to drive our operations toward the 17 Sustainable Development Goals (SDGs), with an emphasis on the eight goals directly related to our business and relevant to our material sustainability aspects and goals.

True Group is one of the founding members of the Global Compact Network Thailand (GCNT), a national-level network with more than 80 member organizations.

The network aims to support sustainable economic development under the Ten Principles of the UN Global Compact in four key areas: human rights, labor, environment, and anti-corruption, and drive the UN Sustainable Development Goals (SDGs).

True Group declared the Joint Statement of GCNT members Global Compact Network Thailand in the GCNT Annual Forum 2021: Thailand's Climate Leadership Summit 2021: A New Era of Accelerated Actions, conducted by the Global Compact Network Thailand and United Nations in Thailand. All members committed to protect and prevent the issues caused by climate change, to operate the business with responsibilities in accordance with the UN SDGs, and to achieving Net-Zero Greenhouse Gas Emissions by 2050 or no later than 2070 at the latest. True Group has set to become carbon neutral (zero carbon emission of organization operation's scope 1 and 2) by 2030.

UN GLOBAL COMPACT

WE SUPPORT

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.

Manat Manavutiveth
Co-President

True Corporation Public Company Limited declared the Joint Statement of GCNT members Global Compact Network Thailand of accelerated actions to climate change and achieve carbon neutrality (zero carbon emission of organization operation's scope 1 and 2) by 2030.

SDGs	TRUE GROUP'S TARGETS	TRUE GROUP'S MATERIAL ASPECTS	TRUE SUSTAINABILITY GOALS
	• 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	• Achieve 25% of total sales from products and services that promote healthy lives and well-being
	• Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	• Create an equitable society and access to digital technology for the disadvantaged • Create good citizens and make positive impacts on society	• 36 millions of people in Thailand have equal and inclusive access to information and knowledge.
	• Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	• Use organization's technologies to support job creation and growing small enterprises.	• Promote work and boost income for 500,000 farmers, small entrepreneurs, and vulnerable people throughout the supply chain.
	• Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	• Promote digital-driven economic development	• Increase the number of innovation patents to reach 200 patents
	• Reduce income inequality within and among countries	• Create equal opportunities and reduce inequality	• Conduct a human rights risk assessment covering 100% of the organization and high-risk critical tier 1 suppliers
	• Ensure sustainable consumption and production patterns	• Reduce resource consumption through reuse and recycling. • Implement environmentally sound management of all types of waste.	• Reduce water consumption per revenue by 20%. • Achieve zero landfill e-waste. • Use 100% recyclable or biodegradable packaging.
	• Take urgent action to combat climate change and its impacts	• Address climate change issues • Carry out environmental activities	• Achieve net zero greenhouse gas emissions
	• Strengthen national and global partnership for sustainable development	True Group has cooperated with other organizations at the national and global levels to support sustainable development plans that are beneficial to the public. • 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, Department of National Parks, Wildlife, and Plant Conservation, Rights and Liberties Protection Department, and Thailand Carbon Neutral Network. • Global partnerships include the World Wildlife Fund (WWF), United Nations Educational, Scientific, and Cultural Organization (UNESCO), United Nations International Children's Emergency Fund (UNICEF), and United Nations Development Program (UNDP).	

CORPORATE GOVERNANCE AND RISK & CRISIS MANAGEMENT

(GRI 102-11, 102-12, 102-13, 102-15, 102-16, 102-17, 102-18, 102-19, 102-20, 102-26, 102-27, 102-28, 102-29, 102-30, 103-1, 103-2, 103-3, 205-2, 205-3, 206-1, 415-1)

TARGET 2021

100% EMPLOYEES ACKNOWLEDGE AND COMPLETE A CODE OF CONDUCT TEST

PERFORMANCE 2021

100% EMPLOYEES ACKNOWLEDGED AND COMPLETED A CODE OF CONDUCT TEST

MANAGEMENT APPROACH

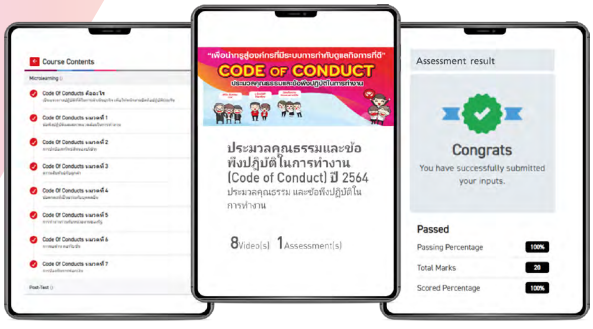
Corporate governance, code of conduct compliance, and anti-corruption are topics that gain much attention and interest from stakeholders. The government and civil society sectors, as well as investors, all expect management of a corporation to adhere to the principles of good governance. True Group has thus placed great importance on compliance with national and international standards of transparency, fairness, accountability, and public disclosure.

We comply with our Corporate Governance Policy, Code of Conduct, and Anti-Corruption Measures, as well as relevant laws and regulations.

Our management structure comprises the Corporate Governance Committee and Innovation and Sustainability Working Group, which is responsible for monitoring performance and reporting to the Corporate Governance Committee on a quarterly basis. You can view our sustainability management structure on page 16.

In addition, we include key performance indicators (KPIs) for code of conduct and anti-corruption compliance in our annual performance appraisal.

CODE OF CONDUCT AND ANTI-CORRUPTION COMPLIANCE PERFORMANCE



The Company regularly organized in-house training communication to all employees of True Group, its joint ventures and business partners to promote compliance to True's Code of Conduct and Anti-Corruption Measures continually. We required every employee of True Group, its joint ventures and business partners to complete the training and pass the annual code of conduct test with a full score of 100. In addition, we revised and updated the code of conduct training courses and test, for employees through micro-learning platform and multiple choice test.

COMPLAINT CHANNELS AND HANDLING PROCEDURES

True Group has set up channels for reporting information and complaints as shown in the figure and adopted a written Whistle-blowing Policy. Complaint information 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 and remedies have been put in place for related stakeholders.

Postal mail
To executives

02 858 2023

Company website

Auditcommittee@truecorp.co.th
Codeofconduct@truecorp.co.th

Social media

0 CASE IN THE PREVIOUS YEAR, NO SUITS RELATED TO FRAUD, CORRUPTION, BRIBERY, MONOPOLY, IMPEDIMENT TO TRADE, OR VIOLATION OF LABOR LAW WERE FILED AGAINST THE COMPANY

NO. OF CODE OF CONDUCT BREACHING IN 2021 AND DISCIPLINARY ACTION

Human Resources Department 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 the company's Code of Conduct and staff regulations, with transparency and fairness.

In 2021, the Company received 27 complaints from corporate available channels with damage value to the Company amounting to 411,843 Baht. Details of disciplinary actions were shown in the timetable below. There was no case under investigation at the year end.

EMPLOYEE BREACHING CODE OF CONDUCT COMPLAINTS	DISCIPLINARY ACTION			
	VERBAL WARNING	WRITTEN WARNING	SUSPENSION	DISMISSAL
1 Personal Conduct and Our Work Environment	-	1	-	-
Discrimination & Harassment	-	-	-	-
2 Protecting Our Company Assets	-	-	-	1
3 Customer Relations	5	17	-	1
4 Fair Dealings with Others	-	2	-	-
5 Working with the Government	-	-	-	-
6 Anti-Corruption		-	-	-
7 Anti-Money Laundering		-	-	-

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 the 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 all occasions.

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. We have continuously provided assistance and financial support to the civil society sector.

True Group declared the intent to fight against corruption and became certified as a member of the Thailand's Private Sector Collective Action Coalition Against Corruption (CAC) in 2017 and we are committed to taking part in solving anti-corruption issues.

The Company has continually supported the Anti-Corruption Foundation for 5 years to build anti-corruption awareness among young people and encourage communities and the public across the country to work together to build a corruption-free society in Thailand. In 2021, True co-hosted the TikTok Anti-Corruption Video Contest to encourage young people to show ideas through anti-corruption video clips.

In 2021, we did not provide monetary contributions or supports to any political campaign or any organization or person related to politics.

FINANCIAL CONTRIBUTION OVER THE PAST 4 YEARS (MILLION BAHT)	YEAR 2018	YEAR 2019	YEAR 2020	YEAR 2021
1. 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)	4.09	4.64	6.77	1.23
4. Other (e.g. spending related to ballot measures or referendums)	0	0	0	0
5 Total	4.09	4.64	6.77	1.23

TRADE ASSOCIATION OR TAX-EXEMPT ORGANIZATIONS WITH LARGEST FINANCIAL CONTRIBUTION IN 2021	MILLION BAHT
1. Global Compact Network Association of Thailand, a local network aimed at supporting the private sector to align its business practices with the human rights principles and 17 UN SDGs.	0.95
2. The Digital Council of Thailand, an organization committed to collaborating with the private, government, and people sectors to upgrade the digital industry in Thailand to the international level.	0.22
3. The Federation of Thai Industries, a non-profit organization acting as a representative of the industry/ private sector to coordinate with the government in terms of policy execution.	0.06

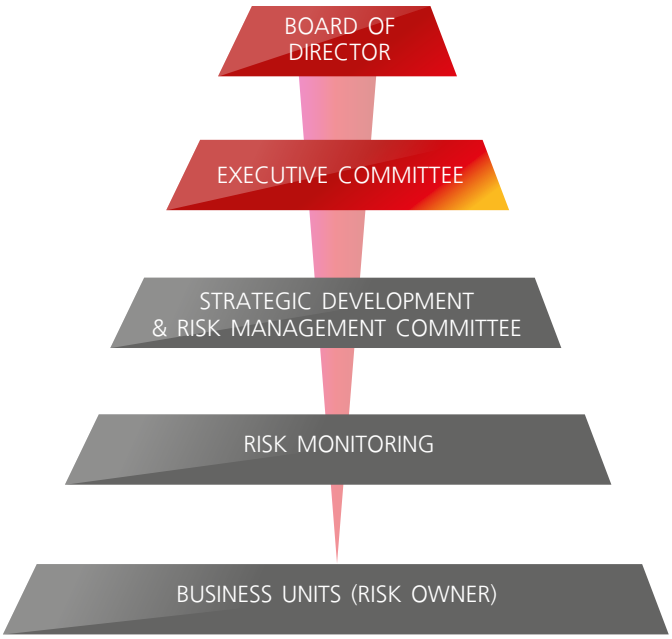
RISK AND CRISIS MANAGEMENT

MANAGEMENT APPROACH

Risk and crisis management is important to True Group and stakeholders. It is the tool for managing and making plans to respond quickly to changes in the business environment, including disruption in the Telecommunications industry, consumer demand for more connectivity, cybersecurity, market and political tensions, delays in the supply chain, loss of customers due to emerging diseases, and other emerging risks, which may have positive and negative impacts on the Company's business operations.

True Group has thus established an enterprise risk management structure and framework as follows: 1. Anti-risk supervision and culture, 2. Identifying risks affecting operations at the functional risk owner and management levels, 3. Setting measures for mitigating and controlling risks, 4. Reporting risk management results, and Communicating the risk management process to executives and employees, and 5. Monitoring and improvement.

MANAGEMENT STRUCTURE



ENTERPRISE RISK ASSESSMENT

True Group regularly assesses and reviews its enterprise risks twice a year in accordance with the COSO ERM 2017 – INTEGRATING WITH STRATEGY AND PERFORMANCE. We have defined risks that cover the following aspects: operation, finance, technologies, equipment, markets, customers, suppliers, business partners, regulations, laws, personnel, sustainability including climate change and social issues.

BUSINESS CONTINUITY MANAGEMENT

True Group implements business continuity management (BCM) and crisis management (CM) to actively respond to crises and minimize the impact of disruptive incidents. We developed a disaster and emergency preparedness plan in line with the ISO 22301 Standard and the 6Rs Execution Stage to ensure that critical business functions can continue before, during and after the crisis.

BUIDLING A RISK CULTURE

We encourage employees to recognize the importance of and learn about risk management, effective internal control, business continuity management, and crisis management. We have organized training courses for employees at all levels, continuously communicated knowledge through in-house media, set up RISK & BCM HUB and channels to receive and communicate risk information. All 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.

E-LEARNING

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

RISK & BCM HUB

A risk network for executives and all employees that gathers True colleagues who are interested in risk management on the True Connect platform, accessible from mobile phones and computers, to allow them to share knowledge and practices.

HEALTH & SAFETY RISK ALERT

A channel for reporting and communicating occupational safety risks is a chat group set up by Safety Team for operational staff across the country on the True Connect platform to allow them to report and communicate information about work health and safety, and sending safety alerts.

CRITICAL AND EMERGING RISKS

Critical risks in 2021 included the threat of the COVID-19 pandemic, changes in consumer behavior, and the country's economy, which continued to contract. Cybersecurity threats, privacy safeguards, and the Personal Data Protection Act B.E. 2562, which came into force in mid-2021, were also major risk factors affecting the Company's operations in many aspects.

In 2021, True Group analyzed and assesses risk impacts and probabilities according to the framework probabilities according to the framework provided by the Task Force on Climate-Related Financial Disclosures (TCFD). We integrated climate change issues into the enterprise risk assessment, taking into consideration the risk, likelihood, and impact of floods, droughts, global warming, and past events in order to develop proactive preventive measures and business continuity plans. The risk assessment results were also incorporated into business strategies and plans.

EMERGING RISK

1. PHYSICAL IMPACTS FROM CLIMATE CHANGE TO TRUE'S NETWORK EQUIPMENT AND FACILITIES

RISK CATEGORY :
Environment

RISKS SOURCE :
Natural factor, Extreme weather

As a result of global climate change, the maximum ambient temperature will continue to rise every year. With this inevitable pathway, Thailand is expected to face higher surface temperatures and an increased in frequency and intensity of severe weather events such as floods and tropical cyclone.

Therefore, these climate change-related risks will impact nearly all organizations including the telecom industry and the well-being and security of the general public. The Company expected such impacts would emerge over longer term, approximately 3-5 years.

IMPACT:

- These climate change-related risks can cause impact to True's network equipment and facilities located throughout the country to suffer failures. True has experienced network failure due to several damages to their base stations and network facilities during the Thailand flood event in 2016.
- The higher surface temperature can lead to stress to network system and equipment therefore an increase in cooling system is needed and could lead to higher energy cost in the future.
- Additional replacement cost of Network facility back-up batteries due to the battery's lifespan is shortened via higher ambient temperature. Other equipment could also be affected.
- Increased risk of flooding may lead to higher insurance premium and other unforeseen impacts due to climate change are also possible.

Without appropriate measures, True estimate the disruption to their network services and additional cost due to these impacts will cost approximately 1.3 billion baht.

MITIGATING ACTIONS:

- Revising the design of its mobile signal base stations and network facilities to increase their resilience by ensuring all network equipment are at least 1.5 – 3 meters higher from the ground up to minimize impact, based on previous experiences with flood and risk assessments.
- Implementing Business Continuity Plan (BCP) to the critical functions. For Example, the BCP includes the Network Engineering Operations team to monitor impacts of temperature variations on equipment reliability and lifespan, and assess the need for specific management measures and selecting more resilient equipment to improve cooling systems.
- Developing climate change adaptation plan to identified climate change-related risk vulnerabilities across all relevant assets and operations. Mitigation measures can be planned ideally so that context-specific factors are considered.

2. INCREASING MAGNITUDE AND FORMS OF CYBERSECURITY ATTACKS

RISK CATEGORY :
Technological

RISKS SOURCE :
Adverse tech advances, cybersecurity failure

Rapid technological advances, including AI and quantum technologies, an emerging norm of remote work and virtual spaces, increasing online transactions in forms of cryptocurrencies and non-fungible tokens, and interconnected devices and platforms are developments that will continually evolve in scale and nature, globally.

They will increase the magnitude and complexity of cybersecurity threats, as the exponentially growing online population and services and interconnected IoT platforms appeal to attackers who can access multiple entry points to inflict system-wide failure, adversely using technologies such as AI to power more aggressive malware or quantum computing to break data encryption.

Cybersecurity is critical to TRUE Corp as an integrated telecom company, with TRUE Digital Group, covering 30 million active users/month, and continually extending digital services and platforms, including its Internet Data Centre which hosts data and online operations for a huge number of nationally and internationally significant businesses and organizations.

The evolving cybersecurity threats accompanying technological and digital developments with limited preparedness over the next 3-5 years would directly impact TRUE's businesses, unless adequate measures are in place.

IMPACT:

- As a gateway to a digital lifestyle for over 70 million users and data platform for four core businesses groups: mobile, internet, pay TV and digital media platform and solutions, cybersecurity failure resulting in personal data leakage, intellectual property and customers' intelligence compromise, data loss, malware attacks, and other emerging cybercrimes would incur tremendous damage for TRUE.
- These include causing reputational risk and reducing customers' and stakeholders' trust and future business prospects.
- Financial losses would also be detrimental- spanning costs related to system maintenance, data recovery, incident investigation, crisis management, disrupted businesses on a large scale as a single-point attack could lead to system-wide disruption, legal fines due to violation of relevant laws, including Thailand's Personal Data Protection Act which came into effect in June 2022, and compensation for customers' losses among others.

MITIGATING ACTIONS:

GOVERNANCE

- Personal data protection system and procedure, appointing Data Protection Officer and team to detect cybersecurity risks and monitor implementation
- In line with NIST Cybersecurity Framework

INFRASTRUCTURE AND TECHNOLOGIES

- Upgrade digital infrastructure according to ISO and CIS standard. For example, True Digital Cyber Security set up the Security Operation Center (SOC), certified ISO/IEC 27001:2013
- Apply advanced Security Operation Center (SOC) threat modeling to improve identification of cybersecurity threats, prioritize, and perform risk mitigation as well as to develop Incident Response (IR) procedures for handling incident types such as malware, business email compromise, phishing, and Advanced Persistent Threat (APT), etc.
- Adapt machine learning for incident detection
- Use Threat Intelligence Service to detect emerging threats in the wild
- Automated security checks: monthly Vulnerability Assessment scan is performed on internal and external systems, all findings to be tracked and mitigated in a timeframe according to its risk level.
- Perform penetration testing on the regular basis, all findings to be tracked and mitigated or remediated in accordance to its risk level.

CAPACITY AND CULTURE

- Capacity building for IT workforce about evolving cybersecurity, including advanced technologies such as AI, NFT, cryptocurrency payment
- Cybersecurity Clinic was set up to make sure all employees adhere to the policies and practices and comply with the personal data protection and other related laws. Employees can consult Data & Security Governance and Data Privacy Center teams
- Continue building a culture for cybersecurity and data privacy through internal communication media, cyber security hub, online and onsite training all staff

STAKEHOLDER ENGAGEMENT

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

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) with three major areas: 1. Materiality, 2. Inclusivity, and 3. Responsiveness. In addition, we aligned our stakeholder engagement according to the ISO 26000 Corporate Social Responsibility standards under seven principles:

1. Organizational Governance,
2. Human Rights,
3. Labor Practices,
4. The Environment,
5. Fair Operating Practices,
6. Consumer Issues, and
7. Community Involvement and Development

STAKEHOLDER ENGAGEMENT PROCESS

1 PLANNING
Gather concerns, expectations and suggestions from all groups of stakeholders, and analyze the issues by regional areas.

2 PREPARATION
Select the appropriate areas and activities per stakeholder's expectations

3 IMPLEMENTATION
Engage with stakeholders in accordance with the determined approaches and communicate with stakeholders

4 MONITORING & REPORTING
Monitor, assess and improve for better results

As 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 to meet their expectations as shown in the timetable below.

STAKEHOLDERS	STAKEHOLDER EXPECTATIONS	COMPANY RESPONSES	COMMUNICATION AND ENGAGEMENT CHANNELS
CUSTOMERS	• Quality products and services at reasonable prices • On-time delivery • Excellent after-sales service • Personal information security • Clear and accurate product information • Environmentally friendly products	• 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	• Customer Service Center • Direct contact with customers • Social media/email • Annual customer satisfaction survey Suggestions and complaints
EMPLOYEES	• Good welfare and compensation • Career stability and progression • Employee development • Employee participation and involvement • Support office equipment and technologies suitable for current situation	• 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	• 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	• Equal business opportunity • Transparency in business • Working to develop and grow together • Paying in full and on time • Participation and suggestion	• 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	• 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	• 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	• 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	• Quarterly investor briefing • Sustainability report (website) • Social media/email • Suggestions and complaints
GOVERNMENT AGENCIES	• Compliance with the law and uphold good governance • Fair competition • Cooperate in government activities • Handle complaints effectively	• 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	• Listen to and exchange opinions with government agencies on a regular basis • Organize activities with the public sector • Social media/email
COMMUNITIES AND SOCIETY	• Pay attention to feedback from communities and cell sites landlord • Take safety and the environment seriously • Handle complaints fairly • Support activities that benefit communities	• 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	• Sustainability report (website) • Social media/email • Suggestions and complaints • Organize activities with communities

STAKEHOLDER EXPECTATIONS

Thanyaporn Krittitayawut
Director
Global Compact Network Thailand

COMMUNITY AND SOCIETY

"True Group is a leader in reducing greenhouse gas emissions, promoting environmentally friendly behaviors among stakeholders, and researching and developing low or zero carbon innovations and products in line with the national development policy. But all this is still not enough. We need the business sector to join force to achieve the global climate target.

Global Compact Network Thailand is ready to support the Thai private sector to use their capabilities and strengths to help solve global problems, contribute to achieving the sustainable development goals (SDGs), and stand at the forefront as a sustainability leader that makes a difference for the world."

SUPPLIER

"I want True Group to leverage its customer base and platform development capability or existing platforms to connect customers, partners, and society in climate change mitigation efforts in a concrete manner. For example, to increase forest cover using digital coins, digital points, or digital donations, or to build a zero-carbon society by creating a personal carbon trading platform to raise public awareness and participation more sustainably.

I am pleased with many sustainability policies and activities implemented by True Group and hope that True Group will strive to become a leading telecom-tech company to set a good example for the private sector in the efforts to develop a better society and environment."

Jetsarit Chaovalitthawin
Manager
Wongpanit Lamlukka Partnership

Woraset Chatampaiwong
Human Resources
True Corporation

EMPLOYEE

"I expect True Group to promote human rights for LGBTQI+ people, to build understanding of gender diversity and support equal welfare and benefits for LGBTQI+ employees, such as providing restrooms for LGBTQI+ individuals, setting up forums to voice opinions, and promoting equal career advancement."

Anothai Sungthong
Director of Carbon Market
and Innovation Promotion Office
Thailand Greenhouse Gas Management Organization
(Public Organization)

GOVERNMENT AGENCY

"For Thailand to achieve the greenhouse gas reduction target under the Paris Agreement, all sectors must work together. True Group is one of the key mechanisms that drives sustainable and low-carbon business. It should promote low carbon procurement practices and create incentives to reduce greenhouse gases by setting an incentive and stakeholder participation in GHG reduction, all of which are vital for managing business and reducing greenhouse gas emissions to achieve national sustainable development goals. It shall inspire and be a concrete and good example for other businesses to participate in the country's GHG emission reduction plan further."

SHAREHOLDER

"SCB Asset Management Company Limited (SCBAM) recognizes opportunities and the capabilities of True Group in promoting sustainability in society and driving the country towards a digital economy. Not only is it able to introduce innovative technologies that enhance the competitiveness of businesses in Thailand, it also promotes sustainable learning, which is the key to sustainable business growth."

Woraphon Termsrithong
Senior Associates, Investment Research Department
SCB Asset Management Company Limited

Suthiphan Ketkul
Director of Sub-District Health Promoting Hospital
Phan District, Chiang Rai Province

CUSTOMER

"Today, access to technology is important in our daily lives. Communities expect quality phone and internet signals. We expect True Group to strive to become an excellence organization in the field of telecommunication and technology, to promote and support the use of applications that will facilitate our lives, whether for health, work, study, or online spending. For example, 1) True HEALTH, a smart self-care platform, 2) True VROOM, a virtual meeting room, and 3) TrueMoney Wallet, an electronic wallet that lets us pay phone, internet, water, or electricity bills, credit card fees, loans, and insurance premiums. We also expect True Group to organize activities with communities to continually engage with and build confidence for communities in a sustainable way."

MATERIALITY SUSTAINABILITY ISSUES

(GRI 102-15, 102-32, 102-40, 102-46, 102-47, 102-54, 103-1)

MANAGEMENT APPROACH

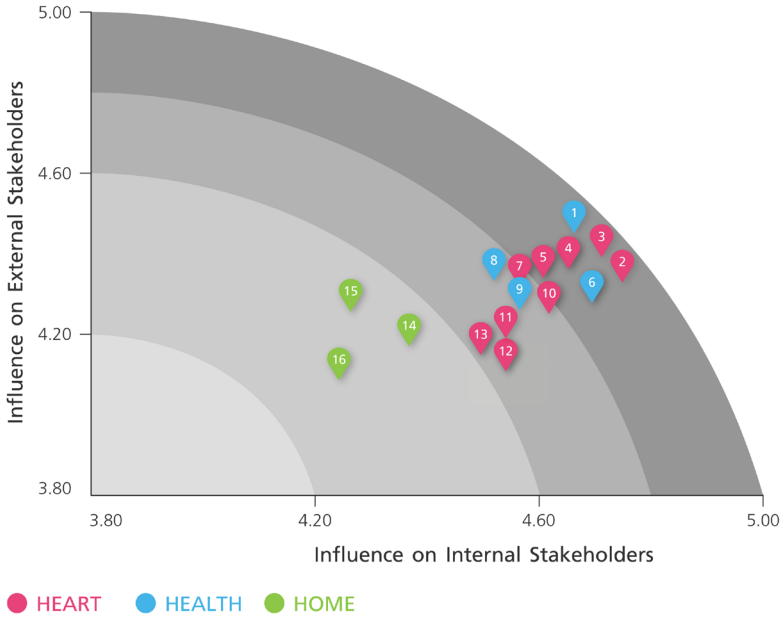
Every year, True Group conducts an assessment of material sustainability issues, which have economic, social, and environmental impacts on the organization's business operations and are important to internal and external stakeholders. We identify and prioritize sustainability topics to improve our performance and communicate performance results to all stakeholders, as well as review the organization's strategies.

We implement the Principles for Defining Report Content described in the GRI Standards, which consist of Sustainability Context, Materiality, Completeness, and Stakeholder Inclusiveness.

MATERIALITY ASSESSMENT PROCESS

RELEVANT MATERIAL ISSUES ANALYSIS & IDENTIFICATION	MATERIALITY PRIORITIZATION	VALIDATION	REVIEW
• Global sustainability indexes, such as DJSI, SASB, THSI, and the United Nations Sustainable Development Goals (UN SDG), • Leading telecommunications companies around the world, • Strategies and goals of the organization, • Current and future challenges, • Risks and opportunities from external and internal factors, and • Stakeholder expectations	• Online surveys to our stakeholders, • Interview with representatives of both internal and external stakeholders • Feedback, expectations, and suggestions analysis, assessment and material issues prioritization, and • Results summary with visualized materiality matrix	• The materiality matrix was submitted to the Executive Committee for validation • External assurance by third party was arranged	• The material sustainability issues were gathered for further strategic and operational development continually, and • Communicating such material issue to stakeholders and the public

TRUE MATERIALITY MATRIX 2021



1. Corporate Social Responsibility
2. Data Protection
3. Labor Practice and Employee Diversity & Inclusion, Health, Safety & Wellness
4. Cyber Security
5. Corporate Governance
6. Network Reliability and Availability
7. Digital Inclusion for Education
8. Innovation Management
9. Customer Relationship Management
10. Risk & Crisis Management
11. Business Performance & Growth Capability
12. Leadership & Human Capital Development
13. Human Rights Management
14. Responsible Supply Chain Management
15. Environmental Management: Energy, Waste & Water
16. Climate Change Management

TRUE'S MATERIALITY AND IMPACT & OPPORTUNITY BOUNDARY		STAKEHOLDER AND IMPACT & OPPORTUNITY BOUNDARY					
		INTERNAL		EXTERNAL			
MATERIAL ISSUES	REPORT CHAPTERS	EMPLOYEES	CUSTOMERS	BUSINESS PARTNERS & SUPPLIERS	SHAREHOLDER & CREDITORS	GOVERNMENT AGENCIES	COMMUNITY & SOCIETY
LEVEL : VERY HIGH							
1. Corporate Social Responsibility	Corporate Social Responsibility	✓	✓	✓	✓	✓	✓
2. Data Protection	Cyber Security and Data Privacy	✓	✓	✓	✓	✓	✓
3. Labor Practice and Employee Diversity & Inclusion, Health, Safety & Wellness	Human Capital Development	✓	✓	✓	n/a	✓	✓
4. Cyber Security	Cyber Security and Data Privacy	✓	✓	✓	✓	✓	✓
5. Corporate Governance	Corporate Governance and Risk & Crisis Management	✓	✓	✓	✓	✓	✓
6. Network Reliability and Availability	Network Reliability and Availability	✓	✓	✓	✓	✓	✓
LEVEL : HIGH							
7. Digital Inclusion for Education	Digital Inclusion for Education	✓	✓	✓	n/a	✓	✓
8. Innovation Management	Innovation Management	✓	✓	✓	✓	✓	✓
9. Customer Relationship Management	Customer Relationship Management	✓	✓	✓	✓	✓	✓
10. Risk & Crisis Management	Corporate Governance and Risk & Crisis Management	✓	✓	✓	✓	✓	n/a
11. Business Performance & Growth Capability	Business Performance & Growth Capability	✓	✓	✓	✓	n/a	n/a
12. Leadership & Human Capital Development	Human Capital Development	✓	✓	✓	n/a	✓	✓
13. Human Rights Management	Human Rights Management	✓	✓	✓	✓	✓	✓
LEVEL : MEDIUM							
14. Responsible Supply Chain Management	Responsible Supply Chain Management	✓	✓	✓	n/a	✓	✓
15. Environmental Management: Energy, Waste & Water	Environmental and Climate Change Management	✓	✓	✓	✓	✓	✓
16. Climate Change Management		✓	✓	✓	n/a	✓	✓

HEART

OPERATING BUSINESS WITH A SUSTAINABILITY-ORIENTED MINDSET

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

- Digital Inclusion for Education
- Cyber Secutiry and Data Privacy
- Human Capital Development
- Human Rights Management

TRUE POINT
true
true 5G
true 5G VR
CORPORATE

DIGITAL INCLUSION FOR EDUCATION

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

TARGET 2021

27 Million people to gain access to learning resources and information (cumulative).

PERFORMANCE 2021

32 Million people gained access to learning resources and information (cumulative).

MANAGEMENT APPROACH

We use our expertise in digital technology to raise the level of education in the country and enable inclusive access to information and learning resources for all. We develop innovations that can improve education efficiency, including promoting education personnel development, making learning resources and equipment available, and effective educational performance analysis.

EDUCATION ENHANCEMENT STRATEGY

- **TRANSPARENCY**
- **MARKET MECHANISMS**
- **HIGH QUALITY PRINCIPALS & TEACHERS**
- **CHILD CENTRIC & CURRICULUM**
- **DIGITAL INFRASTRUCTURES**

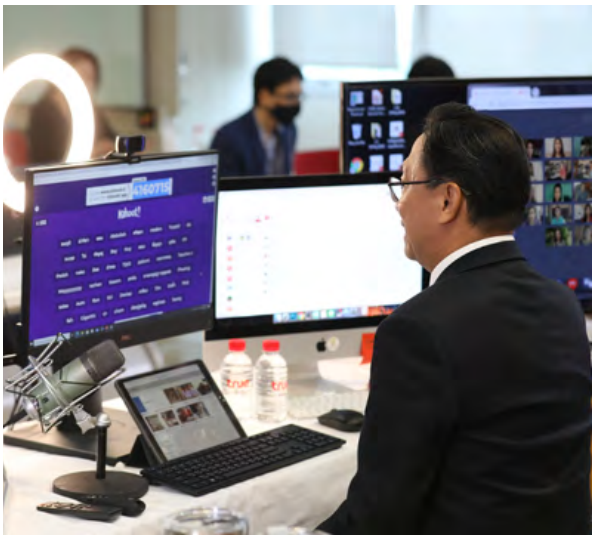
PERFORMANCE RESULTS

CONNEXT ED FOUNDATION

5,717,666 PERSONS
STUDENTS, TEACHERS, AND FAMILIES HAVE ACCESS TO LEARNING MEDIA AND INFORMATION.

5,567 SCHOOLS
ARE SUPPORTED THROUGH THE PROGRAM.

3,351 SCHOOLS
ARE INSTALLED ICT MEDIA AND DEVICES.



TRUE GROUP ORGANIZED TRAININGS TO EDUCATION PERSONNEL TO UNDERSTAND THE CHANGING TECHNOLOGIES

True group was one of the founding 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 2021 with an aim of building a sustainable education ecosystem. The foundation selects about 400 qualified volunteer employees from participating companies to work as "school partners" to share experiences and knowledge and development plan to raise the educational standards of schools. In addition, financial support and teaching materials to teach school personnel were provided to approximately 1,000 schools, aiming to deliver technology knowledge to teachers and students so that they can further use the ICT media and equipment to develop the quality of life for schools and the communities.

SCHOOL GRADING

3.15

GRADE POINT AVERAGE ACHIEVED (SCHOOL GRADING)

ICT TALENT PROJECT

The project selects employees interested in ICT to work with schools to promote the use of technology to support and further improve learning in schools and communities.

200 PERSONS ICT TALENT

+500 PERSONS ICT TALENT GOVERNMENT SECTOR

TRUE PLOOKPANYA PROJECT

The project gathers educational content in all subjects and at all levels to facilitate access to learning resources for young people, even if they are living in remote areas.

+60 MILLIONS PEOPLE CAN ACCESS TRUE PLOOKPANYA TELEVISION STATION.

TRUE CLICK LIFE

True group has developed an online knowledge base that contains multimedia educational content and easy-to-understand lessons for kindergarten to grade 12 levels, allowing students to access learning resources even if they are living in remote areas. In 2021, the project generated 13.1 million baht of revenue.

32 MILLIONS ACTIVE USERS ACCESSED TO TRUE PLOOKPANYA WEBSITE.

1,627 SCHOOLS PARTICIPATED IN PROJECT AND ACTIVITIES WITH TRUE PLOOKPANYA.

CONNEXT ED CROWDFUNDING

We have developed a crowdfunding platform on connexted.org for the CONNEXT ED foundation to allow donors to choose to support areas of educational development of their interest. Donations will go directly to schools to be used for development activities. To date, more than 15 million baht have been donated through the platform for 237 schools.

TRUE TALKS

"Becoming a True school partner allows me to learn and develop my potential in addition to helping the school to improve its educational efficiency. I feel satisfied every time I help school children in the province. I would like to thank the Foundation and our Chairman, Mr. Suphachai Chearavanont for giving us the opportunity to take part in the development of Thai education. I am very impressed."

DUANDARA SEEHAWONG
TRUE SCHOOL PARTNER

CYBER SECURITY AND DATA PRIVACY

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

TARGET 2021

100% DATA BREACH PREVENTION

PERFORMANCE 2021

100% DATA BREACH PREVENTION

MANAGEMENT APPROACH

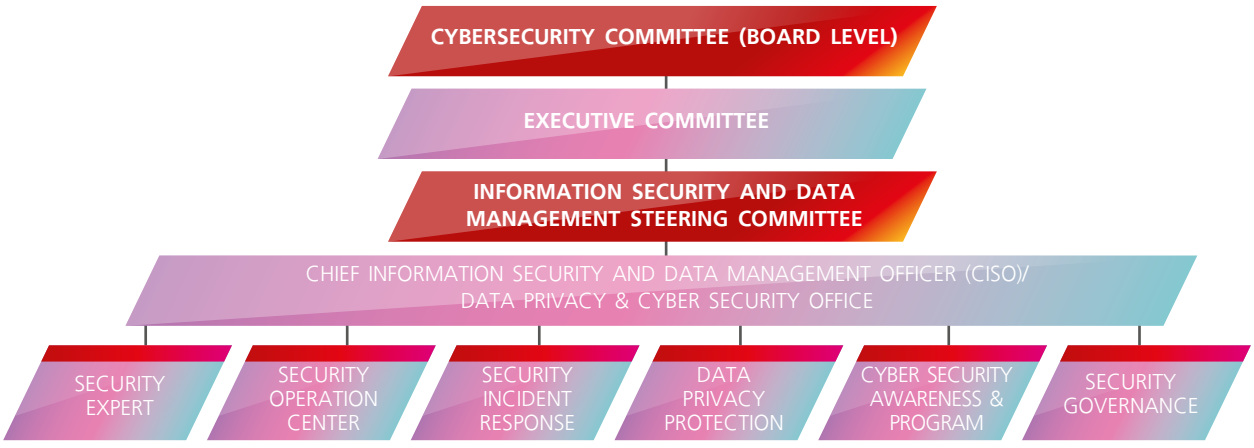
True Group has always paid great attention to cybersecurity and personal data protection as we have declared these issues in our corporate agenda. As a telecommunications and digital service provider, we collect large amount of personal customer information. While we see an unprecedented increase in internet data usage as a result of the recent COVID-19 pandemic, a rise in cyber threats and privacy breaches inevitably follows.

We managed both issues in accordance with the Cybersecurity Act B.E. 2562 and Personal Data Protection Act B.E. 2562 of Thailand and other global standards:

1. The CIA Triad encompassing confidentiality, integrity, and availability,
2. ISMS Information Security Management System
3. The US National Institute of Standards and Technology (NIST) Cybersecurity Framework,
4. ISO27001 Information Security Management Standard, and
5. The EU General Data Protection Regulation (GDPR)

MANAGEMENT STRUCTURE

The company has a management approach though the Cybersecurity Committee (Board level), which is responsible for oversight of the cybersecurity strategy and policy formulation, personal data protection, and other related matters. In addition, we have established the Information Security and Data Management Steering Committee to be in charge of managing information security activities and efforts. We have also defined key performance indicators for information and cybersecurity management to evaluate the performance of employees related to this function.



CYBESECURITY MANAGEMENT PROCESS

IDENTIFY
to manage cybersecurity risk to systems, assets, data, and capabilities

PROTECT
for the appropriate safeguards to ensure delivery of critical infrastructure services

DETECT
to identify the occurrence of a cybersecurity event

RESPOND
to take action regarding a detected cybersecurity event

RECOVER
to restore any systems that were impaired due to a cybersecurity event

CYBERSECURITY PERFORMANCE RESULTS

DATA CLASSIFICATION & USER ACCESS REVIEW

ANNUALLY

We conduct a data classification every year and set data management process and data sharing process in place.

>600 SERVERS

We conducted a user access review at the local user level on more than 600 servers.

100%

The application user level accounts on the Siebel CRM and shop service systems were assessed to be properly authorized to access personal data.

DATA LOSS PREVENTION (DLP)

100%

We have developed and completely installed a data loss prevention system as planned in 2021.

PENETRATION & VULNERABLE SCAN TEST

>1,000 SERVERS

A vulnerability scan test was carried out to detect vulnerabilities in real time on more than 1,000 servers associated with personal data.

A penetration test of newly developed applications and applications containing personal data was also conducted.

RISK ASSESSMENT / EXTERNAL AUDIT & VERIFICATION

ANNUALLY

We assess the cyber and IT risks to systems containing personal data and corrective actions to deal with these risks annually.

ANNUALLY

An ISO 27001 certification audit is conducted every year by two of the world's leading consulting firms, PricewaterHouse Coopers (PwC) and TUV NORD.

DISASTER RECOVERY PLAN (DRP)/ INCIDENT RESPONSE

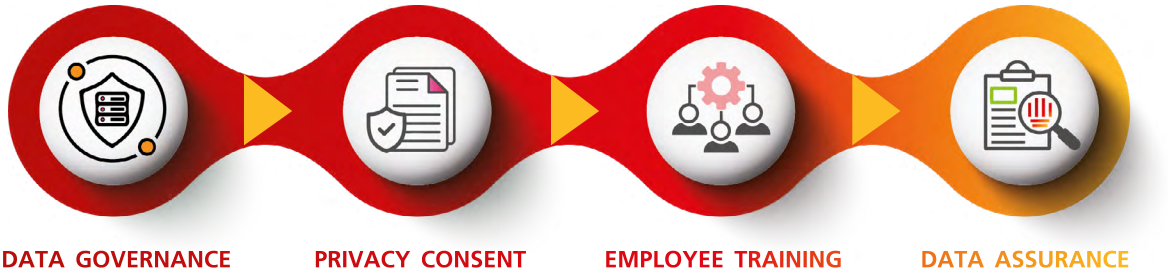
SEMI-ANNUALLY

We test DRP/ Incident Response in rotation every six months in high available systems to prevent downtime.

True Group, in collaboration with the Office of the National Broadcasting and Telecommunications Commission (NBTC) and Department of Children and Youth, organized an online safety course through the VLEARN digital classroom platform from November 1 to 10, 2021 for over 5,000 youths aged 11-18 free of charge. This activity aimed to raise awareness of online threats and prevention. The education covered various issues such as how to set a good password, think before you post, cyberbullying, cybersecurity, personal data protection, and offense against the Computer Crime Act.

External Collaboration: Online Safety Awareness e-Learning Project

PERSONAL DATA PROTECTION PROCESS



PRIVACY NOTICE & CONSENT | **RISK ASSESSMENT & AUDIT**

100%

PRIVACY NOTICE

Revised our Privacy Notice to align it with the recent personal data protection law

100%

CONSENT

Improved our consent management system to enable customers to give and withdraw consent conveniently through a variety of channels

100%

EMPLOYEE PERSONAL DATA

Set the guidelines for handling employee personal data to be in alignment with the personal data protection law, as well as communicating them to employees and creating a privacy notice

2,300
ISSUES

DATA PROCESSING AGREEMENTS

Worked with the Legal Department to revise data processing agreements between affiliated companies and/or suppliers

100%

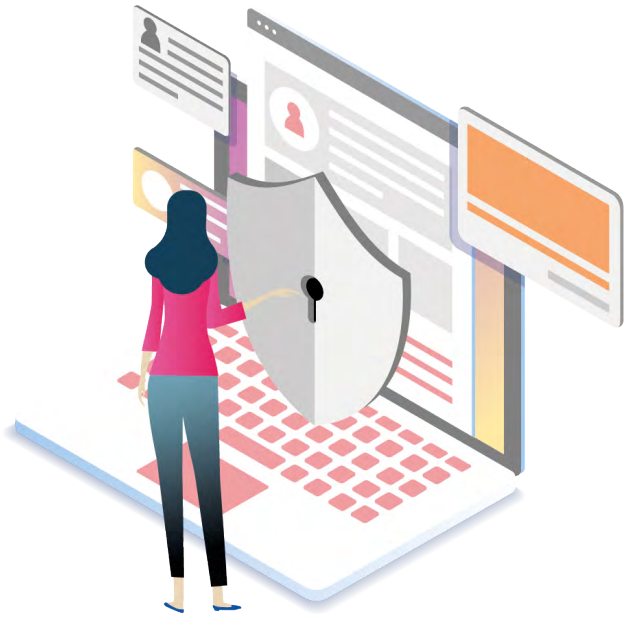
RISK ASSESSMENT

Assessed the risk factors not covered by our policies and/or procedures to set measures to avoid or reduce their impacts on customers, the Company, employees, and suppliers

ANNUALLY

AUDIT

Assess and review personal data sharing processes and practices of internal entities and third parties on an annual basis



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

Customers, as data subjects, have rights to their personal data pursuant to the Personal Data Protection Act B.E. 2562. They can exercise these rights at any True Shop or by contacting our Call Center 1242.

In 2021, there were 180,056 requests to use, edit, delete, or transfer personal data. We use customer data for the purposes described in the Privacy Policy consented to by customers.

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 2021, we received 44,244 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 REPORTING AND HANDLING

True Group has set in place various channels to receive complaints and suggestions about cybersecurity and personal data protection from customers and stakeholders through email, our Call Center 1242 and any True Shop.

When we receive a question or concern from a stakeholder, we will contact the stakeholder within a reasonable time to answer their question or concern. Any violation of true privacy policy will result in legal action. If True Group's employees violate the policy, they shall be punished as stated in the Company's Code of conduct and related laws.

COMPLAINTS/ DATA BREACHES AND REVENUE LOSS IN 2021	NO. OF CASES
1. Number of complaints of privacy infringement for marketing purposes from customers/external organizations. After investigation, they did not violate customer privacy	8
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

CYBERSECURITY CLINIC

116 PROJECTS

True Group's Data & Security Governance and Data Privacy Center provided advice on information security to 116 projects of internal entities to make sure they adhere to the same practices and comply with the personal data protection and other related laws.

E-LEARNING

11,913 PERSONS

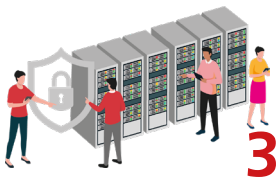
True Group organized 2021 CYBERSECURITY: NEW NORMAL training course for all executives and employees to help them review and understand how to safely use the information system and data.

CYBERSECURITY GUARDIAN

28 PERSONS

Cybersecurity guardian is any employee who reports suspicious emails to the Cybersecurity team, thus acting as a strong cyber shield to help the Company defend against cyber-attacks. In 2021, there were a total of 28 employees who were recognized as Cybersecurity Guardian.

CYBER SECURITY HUB



3,169 PERSONS

True Group established the Cybersecurity Hub for our employees to communicate and share information, knowledge, opinions, and suggestions related to cybersecurity and personal data.

TRUE TALKS

"I am in charge of inspecting, monitoring, and assessing data processing within the company to ensure compliance with the personal data protection law and prevent potential risks that may affect the company. The Data Privacy Center supports streamlining of relevant IT systems, and I am happy to help prepare our colleagues to perform in compliance with the Personal Data Protection Act B.E. 2562 that will come into effect on 1 June 2022."

PRATEEP ROJSIRIGULKITTI
IT SPECIALIST
DATA PRIVACY CENTER

HUMAN CAPITAL MANAGEMENT

(GRI 102-8, 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 2021

Achieve an average of **29** hours of training per employee per year

100% of employees receive sustainability training

PERFORMANCE 2021

Achieve an average of **37.7** hours of training per employee per year

100% of employees receive sustainability training

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

HUMAN RESOURCE MANAGEMENT FRAMEWORK

1. RECRUIT

304 STUDENTS
PARTICIPATED IN THE SUMMER INTERNSHIP PROGRAM OFFERED BY THE TRUE ACADEMY.

2. DEVELOPMENT

3,649 MILLION BAHT
PARTICIPATED IN THE SUMMER INTERNSHIP PROGRAM OFFERED BY THE TRUE ACADEMY.

1,791 MILLION BAHT
COST SAVING FROM THE LEAN SIX SIGMA PROGRAM.

15,000 EMPLOYEES
WERE TRAINED AND PASSED TRUE DIGITAL ACADEMY COURSES.

3. ASSESS

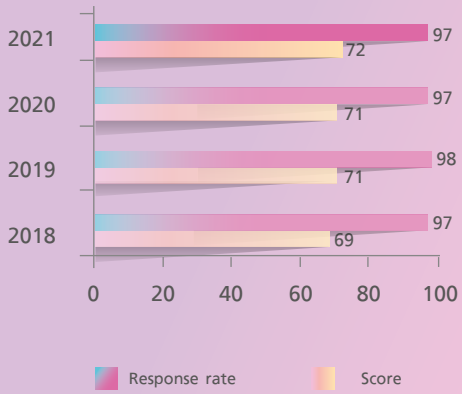
100%
OF EMPLOYEES PASSED THE 360-DEGREE PERFORMANCE APPRAISAL.

4. REWARD

14,231 EMPLOYEES
PARTICIPATED IN THE HEALTH PLOOK RAK, WEALTH PLOOK RAK, DHARMA PLOOK RAK, AND ENGAGEMENT PLOOK RAK PROJECTS.

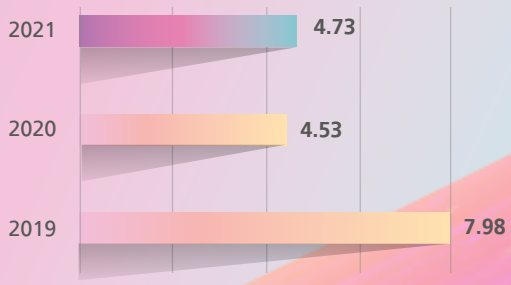
5. MANAGEMENT

OVERALL EMPLOYEE ENGAGEMENT AND SATISFACTION SCORE (%)



6. EXIT

PERMANENT EMPLOYEE TURNOVER RATE (%)



1. RECRUITMENT

True Group has a recruitment approach to attract a new generation of talented employees. We have founded the True Capability Center to design curricula that meet the needs of the telecommunications and digital sectors for three vocational institutions. True Academy initiated the Summer Internship Program to give more than 304 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. In addition, we support the community by employing local people as well as the under-privileged groups. We have hired 125 disabled employees.

2. 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.

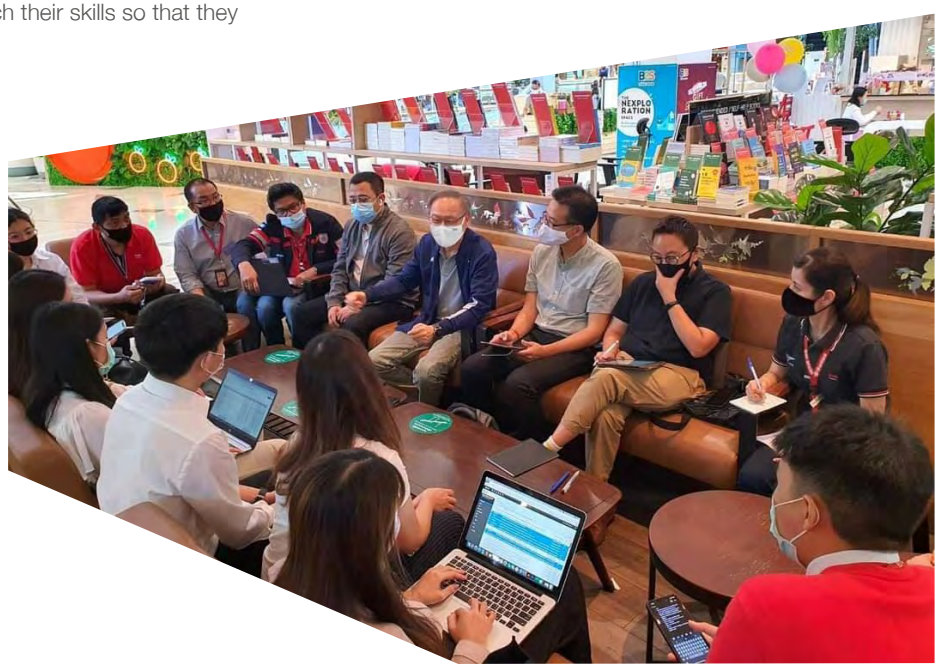
In addition, we held True Career Day 2021 to help employees plan their career development and allow them to make a request to transfer to different units that better match their skills so that they can grow their career choices.

PEOPLE ANALYTICS

We have developed a system to analyze genders, ages, needs, and lifestyles of employees, allowing us group employees according to their behaviors and interests. The information obtained will also be used to plan a personalized career path to make employees happy at work. In this way, we can develop employees in a desired direction while helping them to acquire future skills. In 2021, 100% of our employees were assessed. There were over 1,669 training courses.

TRUE NEXT GEN PROGRAM

The company has initiated the True Next Gen program to select and develop talented employees to become the new generation of corporate leaders. In 2021, there were 88 employees selected to participate in this program.



MODULAR & CROSS FUNCTIONAL TEAM

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 2021, a total of 1,134 employees participated in the project, reducing operating costs and increasing revenue by up to 3,649 million baht.

Lean Six Sigma Program aims to build personnel capacity in problem analysis and work improvement to reduce cost, enhance productivity, increase revenue, and improve customer satisfaction using Lean Six Sigma tools. In 2021, 172 employees participated in the project and saved up to 1,791 million baht in operating costs.

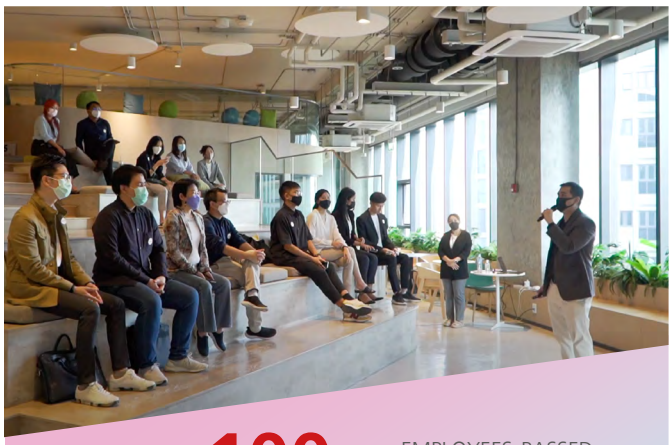
INTERNAL AND EXTERNAL CAPACITY DEVELOPMENT TRAINING

True digital academy aims to become the region's leading institution that empowers people with digital skills. At present, the academy offers diverse digital courses, such as digital foundations, data analytics, product management, software engineering, digital marketing, UX & design, and digital entrepreneurship. In 2021, the academy grew five-fold compared to 2020 and reached more than 30 corporate clients and partners. It provided courses and learning activities to over 15,000 people, representing more than 70,000 hours of learning.

MICROLEARNING 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. In 2021, the platform contained 957 educational contents and had 368,775 visits.

TRUE DIGITAL ACADEMY



100% EMPLOYEES PASSED SUSTAINABILITY

91% EMPLOYEES PASSED DIGITAL COURSE

1,500 Baht AVERAGE TRAINING COST PER HEAD

3. EMPLOYEE PERFORMANCE APPRAISAL

360-DEGREE OR MULTIDIMENSIONAL 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.

4. REWARD

EMPLOYEE CARE

True Group has initiated the Plook Rak Program, covering four aspects: Health Plook Rak, Wealth Plook Rak, Dharma Plook Rak, and Engagement Plook Rak.

During the COVID-19 outbreak, not only did we establish the COVID-19 War Room Working Team which reports directly to the Co-Presidents, we initiated the COVID-19 Employee Assistant Program to help employees, such as handing out e-coupons for food and beverages, offering loans for their children's tuition fees without interest, and allowing employees to borrow notebook computers for working from home. If work from home arrangements were not feasible, the company provided protection equipment, surgical masks, hand gel, and free food delivery services.

HEALTH PLOOK RAK

100%
EMPLOYEES RECEIVED ANNUAL HEALTH CHECK-UP. WE MANAGED THEIR HEALTH RECORDS WITH CONFIDENTIALITY.

1,500 PERSONS
EMPLOYEES JOINED HEALTH PLOOK RAK LIVE ACTIVITIES VIA THE VROOM PLATFORM SUCH AS YOGA, JUZZ DANCE, FIT FROM HOME, ETC.

WEALTH PLOOK RAK

614 PERSONS
EMPLOYEES JOINED THE "WE CAN SAVE" PROGRAM AND BUILT SAVINGS DISCIPLINE THROUGH THE TRUEMONEY WALLET APP.

50 PERSONS
EMPLOYEES PARTICIPATED IN THE HAPPY RETIREMENT PROGRAM PROVIDING ADVICE ON FINANCE/ INVESTMENT, PROVIDENT FUND, AND POST-RETIREMENT CAREERS.

DHARMA PLOOK RAK

158 DAYS
EMPLOYEES WERE ALLOWED TO TAKE DHARMA PRACTICE LEAVE IN ORDER TO DEVELOP THEIR MIND

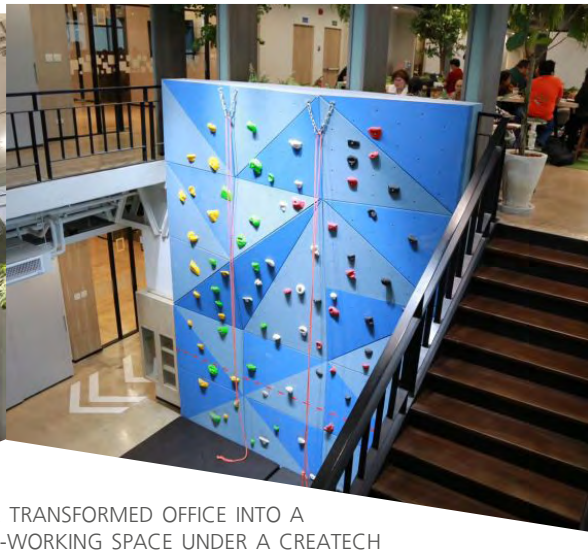
724 PERSONS
EMPLOYEES JOINED LIVE-STREAMED DHARMA LECTURES THROUGH THE VROOM APPLICATION

ENGAGEMENT PLOOK RAK

26,717 SETS
HANDING OUT CP MASKS AND CLOTH MASKS TO EMPLOYEES.

17,289 SETS
HANDING OUT FOOD BOXES TO FRONT OFFICE STAFF.

120,000 BAHT
ORGANIZING FUNDRAISING TO HELP FELLOW COLLEAGUES WHO ARE INJURED OR DISABLED AT WORK.



CO-WORKING SPACE

WE TRANSFORMED OFFICE INTO A CO-WORKING SPACE UNDER A CREATECH LIVING SPACE THEME TO ENHANCE WELLNESS AND QUALITY OF LIFE OF EMPLOYEES AND CREATE AN ENVIRONMENT CONDUCIVE TO INNOVATION.

EMPLOYEE CARE DURING COVID-19 SITUATION

- ADDED COVID-19 VACCINE HOSPITALIZATION AND SIDE EFFECTS COVERAGE IN ALL EMPLOYEE HEALTH INSURANCE PLANS
- SET UP HOTLINE WHERE EMPLOYEES COULD GET CONSULTATION FROM MEDICAL PROFESSIONALS
- GOT 100% EMPLOYEES VACCINATED

5. EMPLOYEE MANAGEMENT

We embraced HR digitization by adopting digital tools and platforms to manage human resource processes, from i-Contract to digitized HR forms and HR chatbot "Nu Jaja" that helps provide answers to employees' questions in response to the paper consumption reduction policy.

EQUITABLE AND NON-DISCRIMINATORY 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 shall 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. In 2021, there was no complaint regarding inequality or discrimination.

The overall employee engagement and satisfaction score of 2021 was 72.3% above the target of 71%. The Company has set proactive measures to build employee engagement based upon the employee survey result analysis through various employee engagement activities and the Plook Rak project, and the engagement progress has been monitored closely by management.

True Group has established the Welfare Committee, consisting of five members, who are employee representatives from the Company's key products and services. 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 funds, living wage, special privileges on the Company's products and services as well as LGBTQI+ restrooms for all gender, and Muslim prayer areas at work space.

ALL GENDER RESTROOMS

PROMOTING DIVERSITY, EQUITY AND INCLUSION (DE&I) AT WORKPLACE, WE PROVIDED LGBTQI+ RESTROOMS FOR ALL GENDERS

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 safety in order to assess risks and prevent recurrences in addition to ensuring compliance with safety measures.

In 2021, the company organized safety training for 12,982 employees (a total of 23,296 training hours) to help reduce risks from any work-related accidents and prepare for unexpected incidents. As a result, there was no work-related fatality. There were nine work-related injuries, representing 460 loss working days (45 million working hours). Corrective and prevent actions have thus 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 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 used by mechanics to ensure they are in good conditions.

4. Require supervisors to check staff's licenses and permits needed to perform duties and review the training programs they have received.

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

6. 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.

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

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

TRUE TALKS

"The COVID-19 crisis created a new normal way of working. True Group has adapted quickly to provide tools and applications to allow employees to work efficiently from anywhere, any time. It has also promoted connection, communication, and collaboration to make work convenient and safe."

MERISA BUOROD
TRUE NEXT GEN

HUMAN RIGHTS MANAGEMENT

(GRI 103-1, 103-2, 103-3, 409-1, 411-1, 412-1, PA 7)

TARGET 2021

100%

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

PERFORMANCE 2021

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 Nation Guiding Principles on Business and Human Rights (UNGPS), and International Labor Standards (ILO). 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 LGBTQI+ 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, and migrant labor.

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; covering occupational health and safety, working environment, freedom of association, bargaining and cybersecurity in order to ensure human rights compliance throughout the value chain. As a result, the company did not receive any human rights complaints from both internal and external parties.

100%

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

HUMAN RIGHTS DUE DILIGENCE RESULTS

According to the human rights due diligence assessment, two salient human rights risk issues were identified including 1. The employee health and safety such as road accidents, serious communicable diseases, and pandemics and 2. Supplier health and safety, such as safety equipment availability.

The company has determined measures to reduce risk as well as to prevent, monitor, check, correct and remedy. In case of any violation the human rights working team and safety working team to investigate, protect and correct and monitor continually.

HUMAN RIGHTS RISK	PREVENTIVE AND CORRECTIVE ACTIONS	RESULTS
1. Employee health and safety such as road accidents, serious communicable diseases, and pandemics	• 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 • Arranged the vaccination against Covid-19 for employees • Provided the ATK test conducted by medical personnel for employees	• 4,064 employees received road accident prevention training courses • No employee had work-related fatality (For more info, please refer to page 43) • 100% of employees received two doses of vaccine against Covid-19 • 100% of employees received ATK tested working
2. Supplier health and safety, such as safety equipment availability	• 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	• 100% of suppliers and contractors acknowledge work safety standards and manuals • 100% of suppliers and contractors received safety training • No suppliers or contractors had work-related fatality • 100% of suppliers and contractors passed the online supplier self-assessment • 100% of critical tier-1 suppliers passed the onsite audit

TRUE TALKS

"To promote safety behaviors, we encourage employees, contractors, suppliers, and business partners to be aware of and adhere to safety and hygiene practices. The company strives to develop safety leadership, foster safety awareness and attitudes, and reduce risky behaviors to build a sustainable safety culture in the organization."

SUPANNARAT POPHANTEE
SPECIALIST
SAFETY, HEALTH & ENVIRONMENT

HEALTH

BUILDING A SUSTAINABLE SOCIETY

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

- Social Impact Management
- Network Availability & Reliability
- Customer Relationship Management
- Innovation Management

หมอดี
MORDEE

CREATING POSITIVE SOCIAL IMPACTS

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

TARGET 2021

70,000 PERSONS

Improve the quality of life of vulnerable people.

PERFORMANCE 2021

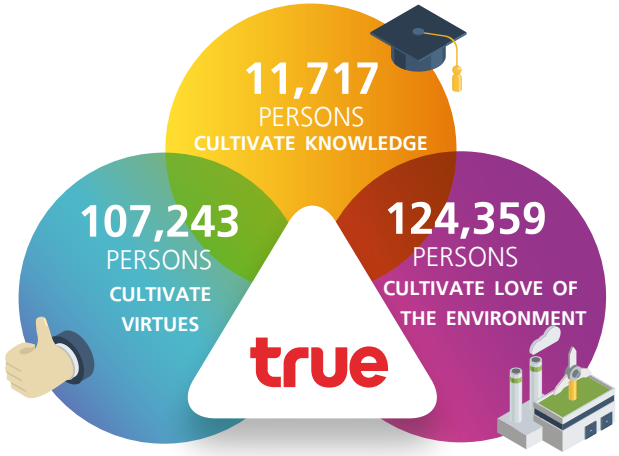
122,860 PERSONS

Improved the quality of life of vulnerable people.

MANAGEMENT APPROACH

True Group takes corporate social responsibility (CSR) seriously. We adopt the Stakeholders Engagement Policy covering every step throughout the value chain to ensure sustainable growth together with stakeholders. Our CSR Working Team is responsible for driving positive social impact 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 1,015 employees to participate in various CSR activities.

POSITIVE SOCIAL IMPACT PERFORMANCE



CORPORATE CITIZENSHIP AND SUPPORT FOR SOCIAL CONTRIBUTION PROJECTS

Social Contribution	Amount (MB)	Goods (MB)	Percent (%)
Community Investment	62.20	10.37	37
Commercial Initiatives	11.03	64.40	38
Donation	48.04	0.89	25
Total	121.27	74.86	100

11.91 MILLION BAHT EMPLOYEE VOLUNTEERING IN CORPORATE RESPONSIBILITY ACTIVITIES PAID HOURS

75.2 MILLION BAHT MANAGEMENT OVERHEAD OF CSR AND EDUCATION & ACADEMIC AFFAIRS TEAMS

CULTIVATE KNOWLEDGE PROJECTS

TRUE YOUNG PRODUCER AWARD

We organized the 17th social advertising film contest under the topic “Sharing Your Good Deeds” to encourage students to submit short films to win the royal cup of HRH Princess Maha Chakri Sirindhorn and scholarship. The films were broadcast on TrueVisions and social media.There were 250 teams and more than 750 students participating in the contest.

CULTIVATE VIRTUES PROJECTS

DEVELOPMENT OF POTENTIAL AND QUALITY OF LIFE OF VULNERABLE PEOPLE

The CP-True Autistic Thai Foundation Vocational Training Center was founded as a vocational training. It trained 1,920 with autism and helped find jobs for 125 people according to the Empowerment Of Persons With Disabilities Act, B.E. 2550 Section 33 and Section 35. The Company also set training session on using the autistic application for 815 persons in order to help develop their brain, body muscles and movement.

In addition, we in collaboration with the Mirror Foundation developed and gave out more than 781 tracking wristbands to help bring missing persons back to their families, which reduced the cost for tracking missing persons by up to 40,000 baht per month per person.

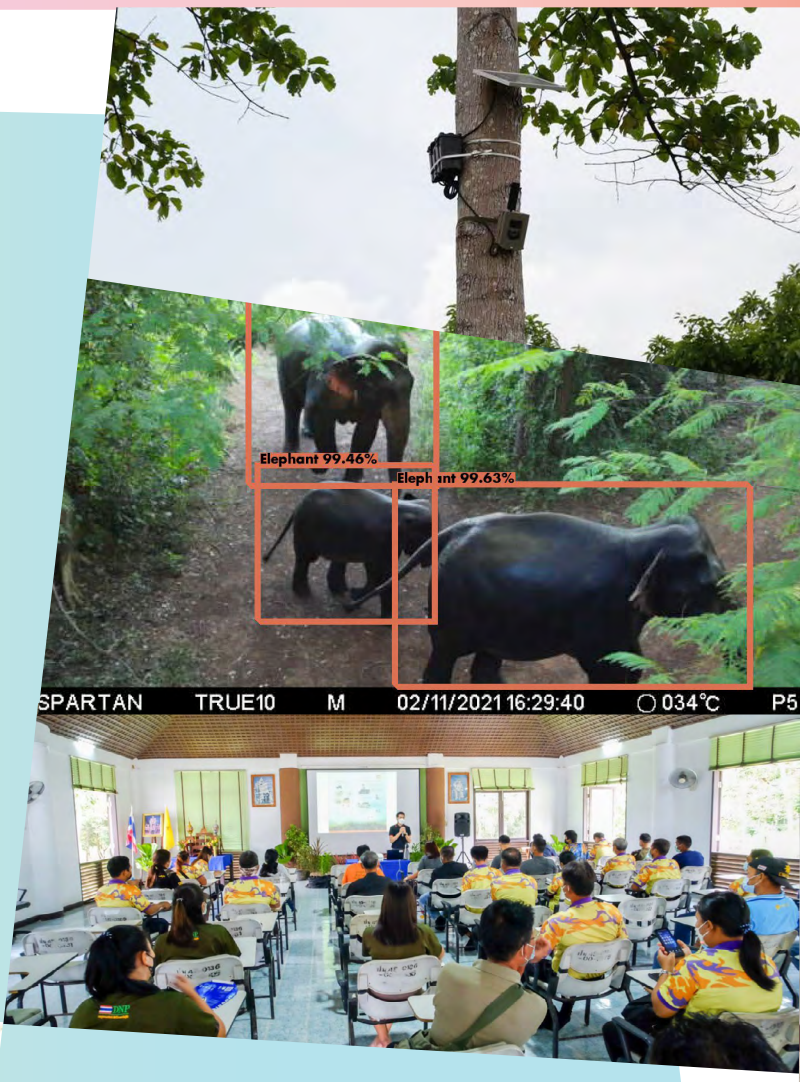
TRUE SMART MERCHANTS PLATFORM DEVELOPMENT

True Group developed the True Smart Merchant platform to provide a sales channel for all types of merchants, either with physical or online stores, to sell their products, such as consumer goods, equipment, and clothing, free of charge and commission (GP). In 2021, the platform helped merchants increase sales up to 2,000 million baht and support about 120,000 SMEs and small shops.

CULTIVATE LOVE OF THE ENVIRONMENT

PATCHARASUTHAKHACHANURAK PROJECT

True Group co-ordinate with the Faculty of Computer Science and Information Technology of Rambhai Barni Rajabhat University developed AI technology by applying the smart early warning system for wild elephants and creating Khachanurak application to monitor and identify only wild elephants together with location data, to send to a cloud storage, and then notify officers or responsible people in the communities. This project was effectively able to 90% capture wild elephant pictures.



SARUS CRANE CONSERVATION AND THE DOO NOK APPLICATION

We developed an application for reporting sarus crane sightings to promote conservation and propagation. In 2021, a total of 12 sarus cranes were freed to nature and we found additional 8 sarus cranes grow up. Our aim is to increase sarus cranes in the wild every year. To date, there are more than exceeding 120 sarus cranes. We also supported 80 farming households in their organic farms to expand food sources for cranes.

In addition, The Company supported the Sarus Crane Reintroduction Project Thailand in Buriram to develop and conserve the Huai Jorakae Mak freshwater reservoir for sarus cranes.

The Company in collaboration with The Zoological Park Organization of Thailand and other partners in 2019 signed the MOU to support the Wetland and Eastern Sarus Crane Conservation Center in Buriram province as a learning center and conservation of sarus cranes in order to promote biodiversity and ecosystem in the province.

SHARED KITCHEN PROJECT

True Group and 100 partners from all sectors joined forces to drive the Shared Kitchen Project, delivering food in 40 locations in the Bangkok Metropolitan Region, 1,000 food boxes per location a day for two months, two million food boxes in total. We also gave out CP surgical masks and True Coffee cup specialties to people in communities, volunteers, medical personel, and vulnerable people, such as persons with autism, bedridden patients, and people under home isolation.

A committee was established to screen restaurants in communities under the care of True Group and select 110 small restaurants to join this project, helping them to generate 3 million baht of income and keep their business running.

FIGHTNG AGAINT COVID-19 PROJECT

The Company supported 5 True 5G Temi robots to help take care of patients in the hospital to reduce the risk to medical personnel during the COVID-19 outbreak.

TRUE VOLUNTEER AND COMMUNITY ENGAGEMENT ACTIVITIES

The Company organized the True Volunteer Project activities in which 1,015 employees of True Group participated to grow trees and give out food to communities. In addition, we organized community engagement activities nationwide in response to requests for True Group to help provide knowledge and understanding of how to use social media during the COVID-19 pandemic and about 3,600 people participated in community engagement activities with us.

TRUE TALKS

"True Group uses its digital expertise to develop the autistic application that helps children with autism improve their physical, mental, and intellectual performance, reduce inequality, and enhances the quality of life of vulnerable people, giving them the opportunity to demonstrate the capabilities that enable them to live with others in society with dignity and grace."

SOMPOP SANJUY
SENIOR MARKETING EXECUTIVE
EDUCATION AND ACADEMIC AFFAIRS

NETWORK AVAILABILITY AND RELIABILITY

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

TARGET 2021

- Achieve more than **96.60%** 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 2021

- Network reliability was **99.81%**
- Average interruption duration index was **0.045** **hours/customer/year**
- Average interruption frequency index was **0.02** **time/consumer/year**

MANAGEMENT APPROACH

True Group, as a leader in total telecommunications services and digital solutions, is committed to developing effective communication networks to meet required standards and reach nationwide coverage. We adopt the "First Mover and Game Changer" strategy to manage networks while our network development strategy focuses on 1) Working with strong partners to continuously develop innovations, 2) Improving network performance to keep up with technology trends, 3) Listening to customer problems to provide timely solutions, 4) Regularly monitoring and inspecting networks to ensure uninterrupted performance, and 5) Ensuring service availability in any situation and designing networks that meet customer needs.

NETWORK DESIGN PROCESS

- Business Direction
- Core Competency
- Customer Requirement
- World Technology Trend
- World Class Standard
- Analysis, Benchmark and Forecasting
- Design Customer Experience
- Design Technology & Architecture
- POC, Pilot Test & Vendor Selection
- Network Development (Detail Design & Roll Out)
- Quality Compliance & Assurance
- On Service

5G NETWORK DEVELOPMENT

True Group has prepared to move forward in becoming a full tech company with stronger digital capabilities. We have integrated IoT, 5G, and innovative solutions into one digital ecosystem to drive Thailand toward a sustainable smart city and a leading techno hub.

NETWORK COVERAGE

True Group is the only 5G service provider in Thailand with the most coverage of seven frequency bands. In 2021, we expanded our networks and installed more than 10,000 cell sites and base stations to improve network availability in 77 provinces, covering 98 percent of the country's population, and 100 percent of the Eastern Economic Corridor (EEC). This is in compliance with the requirements of the Office of the NBTC to make 5G a key driving force of digital transformation in conjunction with existing 4G networks to enhance Thailand's competitiveness to keep up.

The Company strives to expand our phone and broadband networks into remote areas that have never had phone service before, such as high mountains, islands, and sparsely populated border zones to promote inclusive and accessible communications for all. We have also improved signal strength in strategic locations, such as communities, hospitals, educational institutions, and key tourist attractions to support smooth and uninterrupted network usage.

NETWORK INTERRUPTION PREVENTION

We continue to improve network monitoring to prevent and troubleshoot network outages. In addition to a dashboard and an auto bot, we developed the Intelligence Operation Center (IOC) 4.0, a command center that monitors network usage, customer complaints, and mobile applications. We have also developed the Alarm Monitoring & Auto Dispatch Ticket System that automatically reports 100 percent of failures. Thus, customers can be assured that they will be able to use networks smoothly and without interruption according to international standards and our network service goals.

In 2021, in-home data usage increased as more people were working from home due to COVID-19. Our 24/7/365 network availability monitoring system can reduce network disruption significantly, with a system average interruption duration index of 0.045 hours/person/year or 2.68 minutes/person/year and a system average interruption frequency index of 0.02 times/person/year, which are better than those required by international standards.

NETWORK PERFORMANCE

Performance	2018	2019	2020	2021
Network Average Interruption Duration (hours/consumer/year)	0.38	0.19	0.05	0.05
Network Average Interruption Frequency (times/consumer/year)	0.18	0.10	0.02	0.02

UNINTERRUPTED NETWORK SERVICE AVAILABILITY DURING EMERGENCIES

NETWORK SERVICE AVAILABILITY MONITORING SYSTEMS

We have developed a network interruption prevention system to ensure continuous services. In the event of emergencies or incidents beyond our control, such as natural disasters, our team will be on standby 24 hours per day to enter the affected area to ensure network availability and uninterrupted customer service.

The flash flood as a result of the Tropical Storm Dianmu in September in Umphang District, Tak Province, caused a signal transmission system to be inundated and fiber optic downed in many locations. After the flood waters receded, our team installed the cell-on-wheel units in the area and switched to microwave signal transmission according to True Group's emergency response guidelines, as well as implementing network recovery quickly as required by SLA. During the flood in Bang Ban District, Ayutthaya Province, our engineers and technicians drove jet skis and speedboats into the affected area to repair modem routers and communication equipment to help flood victims communicate during the disaster. During the last COVID-19 outbreak, True Group mobilized technologies and networks to support Thailand's fight against COVID-19, which was one of our four core missions to help the country get through the crisis. To facilitate communications to medical workers, patients, and people receiving vaccination services, we installed and expanded our 5G, 4G, and WiFi networks in 217 hospitals and field hospitals, and 934 non-hospital vaccination centers, and supported cell-on-wheel units to increase our network efficiency.

CELL ON WHEEL

As a result of our continuous cell on wheels development, we now have a variety of cell on wheel units, such as four-wheel units, six-wheel units, cell on trailer units, and 4WD units. In addition, we have developed rapid deployment signal towers to provide services in a variety of areas. Customers can be assured that they will be able to use our networks smoothly and without interruption at any time and in any place. At present, we have a total of 108 cell-on-wheel units and rapid deployment signal towers available in all regions.

NETWORK AVAILABILITY SURVEY

We monitor and improve network performance on a regular basis to ensure uninterrupted network availability and services. We have divided the severity of service affected and non-service affected incidents into five levels to form a basis for setting response and recovery times to bring back the network as quickly as possible. Moreover, we conduct a consumer satisfaction survey every year to gather feedback on network availability and outages to improve our network services. In 2021, the survey results showed customers were satisfied with True Group's network availability up to 99.81 percent of the time, which is higher than the 96.60 percent benchmark set by the US Federal Communication Commission (US FCC Rules).

NETWORK AVAILABILITY SATISFACTION

Performance	2018	2019	2020	2021
Network Satisfaction %	99.88	99.92	99.78	99.81

COOPERATION WITH REGULATORS AND REGULATORY COMPLIANCE

True Group supports providing people with access to to COVID-19 vaccines conveniently and quickly. We collaborated with the Ministry of Public Health to build herd immunity among Thai people by supporting vaccination appointment scheduling and registration through the USSD system, the vaccine.trueid.net website, and QR Code. Moreover, we organized a team of volunteers to facilitate the public in vaccination centers and installed True Smart 5G/4G and WiFi networks to enhance network performance for medical work and the public in the Bang Sue Central Vaccination Center, Bangkok.

We comply with network installation procedures and care about the impact on communities living near cell sites. Although there is presently no scientific evidence confirming that electromagnetic waves from cell sites have a negative impact on human health, we are concerned about this issue and provide education about electromagnetic waves to communities before installation.

We also comply strictly with the terms and conditions in the telecommunications business license and the regulations of the Office of the National Broadcasting and Telecommunications Commission (NBTC). In addition, we control electromagnetic emissions so that they are below 0.1 percent, which is the electromagnetic radiation safety level required by the NBTC and national organizations.

TRUE TALKS

"With our commitment to developing efficient and effective networks to meet the needs and expectations of customers, we have adopted various technologies, such as data analytics and AI machine learning, to manage networks. Our proactive network security allows us to quickly detect and fix vulnerabilities before they affect customers. We strive to keep our customers protected to deliver excellent customer experience throughout our services."

WANRUEDEE TAECHASUWAN
ASSOCIATE DIRECTOR
INTELLIGENT OPERATION CENTER

CUSTOMER RELATIONSHIP MANAGEMENT

(GRI 102-43, 102-44, 103-1, 103-2, 103-3, PA 2, PA 5)

TARGET 2021

Achieve **90.00%** score in the customer satisfaction survey (iCSAT)

PERFORMANCE 2021

91.87% score in the customer satisfaction survey (iCSAT)

MANAGEMENT APPROACH

True Group is committed to enhancing customer responsiveness and satisfaction in accordance with the Thailand Quality Award Framework (TQA), True Quality Excellence Framework (TQEF), and service standards set by the Customer Operations Performance Center for Customer Service Providers (COPC for CSP). We adopt a customer-centric approach to customer relationship management and manage the customer journey through our high-quality before and after-sales service channels, including True Shop, Direct Sales Team, Mobi Shop, Telesales, Online Services, and our Call Center

Moreover, we have developed artificial intelligence and adopted digital technology to improve our customer service across automated and online channels. Our customer champions in 116 sub-areas represent customers to ensure that they receive services that meet their needs in a timely manner. We also comply with the Personal Data Protection Act in providing customer services through video calls and require our customer care staff to receive customer service training according to the Service Blueprint.

In addition to identifying key performance indicators (KPIs) to evaluate customer service supervisors, we have established control points, quality assurance procedures, and an internal audit system to ensure that customers receive quality services that meet the required standards. Our executives have regularly reviewed customer service performance and experience to improve our operations to better meet customer needs, deliver superior customer experience, and achieve the highest level of customer satisfaction.

CUSTOMER RELATIONSHIP MANAGEMENT FRAMEWORK BASED ON CUSTOMER- CENTRICITY

- Customer Satisfaction & Engagement Survey
- Marketing/Product & Sales Channels Strategies
- Service Strategies
- Relationship Management Strategies
- Complaint Handling
- Customer Segmentation
- Customer Need Analysis

CONTINUOUS CUSTOMER SERVICE DEVELOPMENT

The Company has continuously applied technology to develop services for a good customer experience and customer satisfaction in terms of easy and fast services such as video call service at True Shop, Call Center and Telesales technologies, automated services as well as online services.

TRUE SHOP VIDEO CALL SYSTEM DEVELOPMENT

- Video Call Consent (PDPA): Video call services with a consent function to request that customers verify their identity and provide permission to record images and conversations before providing services.
- Video Call - AFS with VROOM: Providing sales and after-sales services through the VROOM platform developed by True Group improves customer service efficiency and reduces service errors by more than 50 percent.
- Video Call Integration with iService and MARI: Instead of queuing for video call service, customers can use the Mari Chat on i-Service to get responses to their inquiries for more convenient and faster after-sales services.

CALL CENTER TECHNOLOGIES

- Intelligence Fault System: This system helps analyze and solve problems for customer service staff. By reducing analysis time, our staff can provide timely and spot-on solutions for customers. Call Center 1242 is available 24/7 with language support in Thai, English, Chinese, Burmese, and Japanese.
- Service Tracking: Customers can track the status of their problem reports through the True iService application and can schedule a date and time for our technicians to come for repair services.
- Micro Organization Call Center: We have established a call center in every service area to help the area sales team better respond to customers and solve problems quickly and correctly.

TELESALES TECHNOLOGIES

- Chat & Shop: This digital platform allows customers to chat with our staff and buy products via Line@, thus enabling faster and more convenient service. We also plan to expand our sales channels through social commerce in the future.
- Connecting Voice Analytics and Voice Recording: We have analyzed conversations between customers and service staff to understand customer needs and developed a sales and after-sales service script.
- Outbound Sales Center: We have established a provincial telesales center in Ubon Ratchathani, Chiang Mai, Surat Thani, Phitsanulok, and Ayutthaya to reach more customers, as well as surveying online service areas to increase delivery efficiency and speed.

AUTOMATED SYSTEMS

For after Sale Smart Service Kiosk, we have added a new feature to the kiosk machine to allow customers to switch from a prepaid service to a monthly package. We plan to increase the number of kiosks to 51 in early 2022. The Company also developed software to assess customer satisfaction with services, SIM purchasing, package purchasing, topping up, and number purchasing.

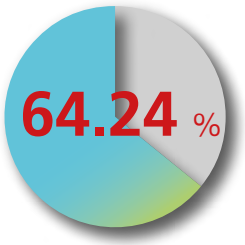
ONLINE SERVICES

TrueID an application that combines all True's applications in one place and offers 24/7 proactive customer support by our technician team using AI to predict risk factors for early inspection. Customers can check status through the application and continue to enjoy uninterrupted services.

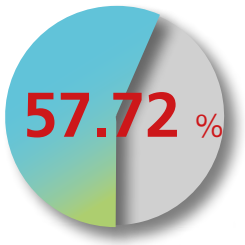
MARI

A smart personal assistant that is always ready to help customers with all topics covering all products and services from True Group. We have improved a chatbot script and added new words to make Mali more intelligent, able to recognize and understand messages up to 89 percent of the time and reply with numerical answers (service attempt). The chatbot platform helps accelerate processes to enable faster and more convenient customer services.

ONLINE SERVICES IN 2021



Ratio of digital services to total services



Ratio of Revenues from Digital Services to Revenue from Total Services

Online Channel Others

CUSTOMER ENGAGEMENT

- Customer Care During Disasters: In addition to ensuring 24/7 network availability, we send SMS alerts to customers in the event of a disaster to enable them to prepare for the upcoming disaster situation. In our efforts to alleviate the suffering of customers during floods, we do not cut off our internet signal. We also extend the payment period for monthly customers of TrueMove H, True-Online, and TrueVisions and extend the service period to 30 days for prepaid customers in a disaster area.
- Blocking Inappropriate SMS Messages: We are aware of SMS messages containing inappropriate and obscene language, spam texts, and online gambling links. We have always blocked these SMSs in compliance with the guidelines set by NBTC and set up an ad hoc call center 02 700 8085 to receive reports about inappropriate SMSs to protect customers against these messages.
- Services for customers who require special care: The Company has committed to develop the quality of life for the vulnerable people by provide appropriate packages to them such as Blind SIM for visually impaired persons and Deaf SIM for hearing impaired persons. The services include free calling within TrueMoveH, free using of Line application, Tap to Read, Read for the Blind for the visually impaired persons. In addition, the services for the hearing impaired persons include special pre-paid package with special services. All of these services were provided in order to help the vulnerable group to be able to communicate with others in society. The deaf can contact True via True Care Live for Deaf and video chat free of charge.

SERVICES DURING THE COVID-19 PANDEMIC

We have designed special packages in response to customer needs during the COVID-19 pandemic and opened True Pop-up Shop to provide services and get closer to people in communities to get more convenience.

SPECIAL PACKAGES TO FIGHT AGAINST COVID-19

We provided Learn@Home Sim to enable internet for learning free of charge and a special internet plan working from home. We also offer TrueID TV Box, notebooks, tablets, and wireless connection devices at a special price with home delivery services.

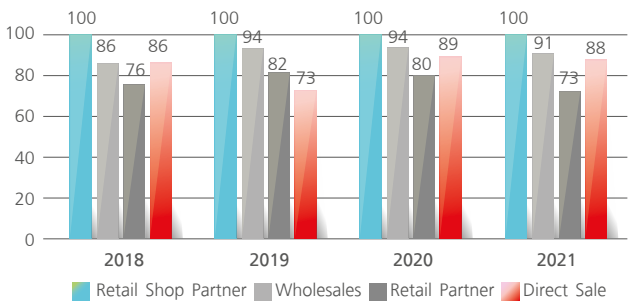
TRUE POP-UP SHOP AND MOBI SHOP

We have opened 30 True Pop-up Shops near communities in the Bangkok Metropolitan Region and other provinces to make our services more accessible for customers. We have also launched the Mobi Shop, our mobile True Shop, which provides similar services to True Pop-up Shop, including bill payments, changing personal data, mobile number portability, buying add-on packages, shopping, and making inquiries.

SERVICE STANDARDS

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.

SERVICES CHANNELS ASSESSMENT (%)



CUSTOMER SATISFACTION ASSESSMENT

We conduct a customer satisfaction survey through the iCSAT system on a regular basis. The results of survey conducted in 2021 show that customers were satisfied with True Group's services up to 91.87% compared to the target of 90%. The top three areas that customers were most satisfied with are 1) Shop staff services, 2) Fast and efficient counter services, and 3) Customer-waiting time. The areas that need improvement are 1) Call center queue time, 2) Follow-up and progress report, and 3) After-sales service process. We have used customer feedback to improve our service processes and set service performance indicators, as well as monitoring customer satisfaction levels for continuous improvement. The iCSAT target has been set to reach at 90% from 2020 until 2030.

CUSTOMER SATISFACTION ASSESSMENT (ICSAT)

Performance	2018	2019	2020	2021
Customer Satisfaction Assessment %	85.6	86.7	91.5	91.8

TRUE TALKS

"Adopting modern technologies such as the intelligence fault system and Mari AI helps the Call Center to respond to customer needs and analyze problems more accurately. The Mari AI can provide information and reply to customers immediately, making the service faster and reducing waiting time. The CRM operating system also enhances service efficiency and enables personalized offering, resulting in 90% customer satisfaction with services."

USAWASAN UDOMRAT
ASSOCIATE DIRECTOR
GROUP REGIONAL
CUSTOMER MANAGEMENT

INNOVATION MANAGEMENT

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

TARGET 2021

- Achieve a **50.0%** increase in the value of new and innovative products and services in 2021 (compared to the base year 2015)
- Register up to **15** petty patents

PERFORMANCE 2021

- Increased value of new and innovative products,services, and processes by **50.7%** (compared to the base year 2015)
- Registered **15** petty patents

MANAGEMENT APPROACH

True Group is moving toward becoming a tech company that uses the open innovation model to respond in a timely manner to the demands of consumers of all lifestyles. In addition to creating competitive advantages and increasing customer satisfaction by developing new products and services, we align innovation strategy with corporate goals to support economic, social, and environmental efforts in order to drive Thailand towards a fully digital society.

We build an innovative culture through a co-working office space that promotes creativity and we encourage our employees to showcase their potential through in-house activities such as the True Innovation Award Contest and One Day Satisfaction Project, which aim to empower and engage them to lead change and increase the country's competitiveness.

In developing products and services, we adopt the innovation management framework that encompasses envision, evaluate, engage, culture, and execute, and we use the innovation sprint to accelerate the development process. Emphasis is placed on cost reduction, revenue generation, controlling potential risks, and intellectual property rights. Our innovative leader, the chairman of the executive committee, continually drives innovation strategies to establish teams in various technological areas, such as True Robotics, True IoT, True Analytics, e-Commerce, and True 5G, allowing innovators to explore their creativity and create new inventions in line with the corporate strategy.

INNOVATION MANAGEMENT PROCESS

01 **KNOWLEDGE MANAGEMENT**

- Training
- Online Training
- ALT Worklife
- VLEARN

02 **IDEA GENERATION**

- Workshop
- Top Down Policy
- Idea Generation

03 **CONTINUOUS DEVELOPMENT**

- Special Project
- New Product Development

04 **COMMERCIALIZATION**

- Intellectual Property
- Petty Patent
- Patent

True Group is transitioning from a connectivity provider to a tech company to become a fully digital organization amidst a rapidly changing world. We strive to develop new innovations and technologies under the concept of creating innovation for sustainable society and to commercialize them in order to generate revenue for the organization. To drive the organization for success, we collaborated with internal units and external organizations, such as educational institutions, affiliated companies, suppliers, and partners in the new product development (NPD) process aligning with the envision, evaluate, engage, culture, and execute strategy of the innovation management framework.

INNOVATION ECOSYSTEM

TRUE INNOVATION CENTER

CLOSED INNOVATION BY BUSINESS UNIT TEAM

Innovations are developed solely by the company's business unit teams, either for internal use or market launch.

trueLAB

OPEN INNOVATION VIA TRUE LAB

True Lab promotes collaboration with external organizations to research, prototype, and test products or processes

trueINCUBE

STARTUPS

True Incube aims to nurture new startups, helping them find investments and providing opportunities to cooperate with businesses under True Group.

INNOVATION PERFORMANCE (Y2018 – 2021)

	trueLAB	trueINCUBE
• 3,890 Innovators • 1,268 Innovation projects • 58 Intellectual properties • 4,617 MB Value added from innovative products and services	• 9 Universities • 48 Research and development projects	• Invested in 14 startup companies • 511million baht investment

R&D EXPENSES IN 2021

239.5 MILLION BAHT
Economic R&D Investment

14.2 MILLION BAHT
Environmental R&D Investment

true ROBOTICS

Founded over three years ago, True Robotics is involved in robotic research and development, including hardware and software. In 2021, it organized the Temi Robot Bootcamp in 20 universities and created 25 robotic research and development projects. It also provides robots to assist medical personnel in taking care of patients during the COVID-19 pandemic.

OUTSTANDING INNOVATIONS

As part of our efforts to become an innovation leader, we organize the True Innovation Award Contest and One Day Satisfaction Project every year to promote innovation. development, including economic, social, and environmental innovations.

ECONOMIC INNOVATIONS

MORDEE PLATFORM

This platform helps Thai people to easily access health services, without traveling to or queuing at clinics or hospitals to keep them safe and reduce risk exposure to infection. It allows users to consult physicians and health professionals about physical or mental health issues covering over 20 fields, including pediatrics, internal medicine, surgery, orthopedics, dentistry, dermatology and anti-aging, office syndrome, traditional Chinese medicine, pharmacy, and nutrition.

TRUE ID TV BOX NEW VERSION

This latest design set-top box transforms ordinary TVs into smart ones with enhanced connectivity and display, such as 4K UHD, USB 3.0, HDMI, LAN connector, and Optical SPDIF. It allows users to install applications from Google Play Store on Android 10 and connect to their home Internet, or hotspots from mobile phones. It can work with all internet providers.

VIRTUAL REALITY MALL

Customers can create avatars to shop in the metaverse as if they were shopping in a retail or department store. They can ask store staff about products, and make new friends or catch up with old ones in a new virtual world. We plan to develop the platform to enable users to pay with digital non-fungible tokens (NFTs), TrueMoney, and TruePoint to prepare for a fully digital society in the future

SOCIAL INNOVATIONS

SCREENING TOOLS FOR SPECIAL NEEDS (STS)

A platform developed by True Group and the Autistic Thai Foundation helps screen children with autism for treatment and allow them to register in the public welfare system so that they can receive welfare benefits that meet their needs. It also collects basic information, number, and locations of autistic individuals across the country to be used for promoting careers that match their abilities and skills and for improving their quality of life.

ENVIRONMENTAL INNOVATIONS

TRUE DIGITAL PARK

True Digital Park is the largest digital innovation hub in Southeast Asia. it is equipped with a complete startup ecosystem and environmental management innovations, such as an AI-based energy management system for analyzing heat maps and turning electricity and air conditioning on and off, a hybrid air purifier tower connected to solar panels, a footstep power generation system, a waste management system, and a food composter

TRUE 5G WORLDTECH X

We have developed the True 5G Worldtech X aiming to create a new platform for national and international-level partnerships to drive social and economic progress for the first time in Thailand. It is the True 5G innovation hub that can transform Thai businesses in the digital era, including medical and public health, agriculture, education, retail, industry, and smart city management, and build a 5G ecosystem on which to lay a foundation for further development and move Thailand toward sustainable growth.

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TRUE TALKS

"During the COVID-19 pandemic, the True Robotics team has used robotic technology, face recognition thermo scan, and location-based service to assist medical workers. For example, robots were deployed to deliver water, food, and medicine to patients and to facilitate communication between patients and medical personnel. Robots, thermo-scan technology, and an automated patient screening system reduce contact with patients and the risk of exposure to infection. We hope to be a part in helping people get through this crisis together."

CHAROENSAK RATTANAWARAHA
IT SPECIALIST
INNOVATION CENTER

HOME

BUILDING A SUSTAINABLE ENVIRONMENT

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

- Environmental and Climate Change Management
- Responsible Supply Chain Management

Bookful
Powered by trueVISION

CLIMATE CHANGE AND ENVIRONMENTAL IMPACT MANAGEMENT

(GRI 103-1, 103-2, 103-3, 302-1, 302-3, 302-4, 303-1, 303-2, 303-3, 303-4, 305-1, 305-2, 305-3, 305-4, 305-5, 306-1, 306-2, 306-3, 306-4, 306-5, 307-1)

TARGET 2021

- Reduce Scope 1 and 2 greenhouse gas emissions per revenue by **1 percent** compared to the base year 2020.
- Reduce water consumption per revenue by **2 percent** compared to the base year 2020.
- Achieve zero landfill e-waste and **10 percent** recyclable or biodegradable packaging.

PERFORMANCE 2021

- Scope 1 and 2 greenhouse gas emissions per revenue were reduced by **19 percent** compared to the base year 2020.
- Water consumption per revenue was reduced by **36 percent** compared to the base year 2020.
- Zero landfill e-waste and **90 percent** recyclable or biodegradable packaging were achieved.

MANAGEMENT APPROACH

True Group embraces the digital era while operating the business to achieve a balance between economy, society, and the environment under the circular economy principles. 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 reuse, 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.

MANAGEMENT FRAMEWORK

DECLARE THE INTENT BY MANAGEMENT
Take responsibility for managing climate change throughout the supply chain and environmental management

ASSESS RISKS, OPPORTUNITIES AND IMPACTS
Analyze and disclose data according to the TCFD framework

SET TARGETS AND POLICIES
Sustainable Environment Policy and Sustainability Targets 2030

IMPLEMENT
Work to reduce the impact and adapt to climate change throughout the supply chain

MEASURE
Monitor the progress on the targets and analyze results to improve operations

COMMUNICATE STAKEHOLDERS
Communicate strategies and operation progress and strengthen collaboration with external stakeholders

ENVIRONMENT POLICY

ENERGY AND CLIMATE CHANGE MANAGEMENT

Our world is transitioning into the age of electro life, where 5G technology plays a major role and everything, such as AI and IoT, is powered by electric power. As a result, energy consumption and greenhouse gas emissions continue to increase, which in turn contribute to climate change, which can impact many businesses due to factors such as property damage due to floods and a shift towards low-carbon products. This is a challenging issue that attracts global attention.

True Group joined the Task Force on Climate-Related Financial Disclosures (TCFD) in July 2021and has adopted the TCFD Framework to assess the impact and disclose risk information and opportunities in various areas to prepare to adapt to and cope with climate change.

To take part in the efforts to mitigate climate change impacts, we have set a challenging goal to achieve a carbon neutral organization by 2030 and joined the Thailand Carbon Neutral Network (TCNN) to support the country in achieving its national emissions reduction target and we made a commitment with the Global Compact Network Thailand (GCNT) members to prevent and solve problems of climate change including the global warming crisis with the goal of achieving Net Zero by 2050 or at the latest by 2070.

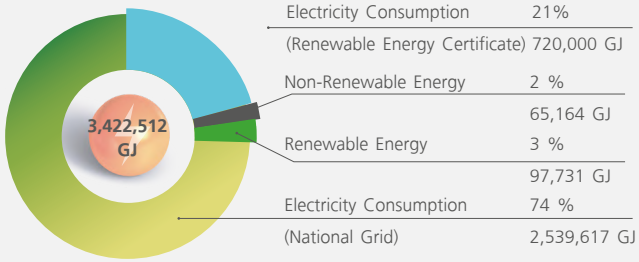
Additionally, we have participated in the Business Sector Emissions Reduction Science-Based Target Project sponsored by the Thailand Greenhouse Gas Management Organization (Public Organization) to reduce greenhouse gas emissions in an effort to keep the global average temperature increase below 2°C and limit global warming to below 1.5°C in line with the Paris Agreement and UN Sustainable Development Goal 13: Climate Action.

In 2021, we disclosed climate change information and were awarded a B score from the Carbon Disclosure Project (CDP), which had more than 13,000 organizations participating worldwide. This achievement attests to our transparent disclosure and commitment to climate change management.

SUMMARY OF ENERGY PERFORMANCE

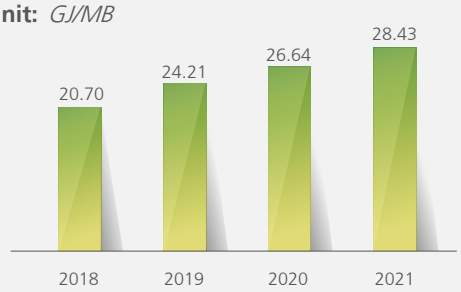
Share of Energy Consumption in 2021

Unit: *GJ*



Energy Consumption per Revenue

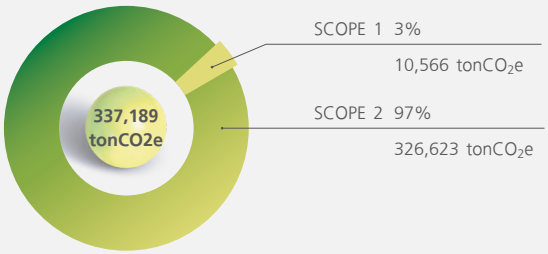
Unit: *GJ/MB*



SUMMARY OF CLIMATE CHANGE PERFORMANCE

Share of Greenhouse Gas Emission (Scope 1 & 2) in 2021

Unit: *tonCO₂e*



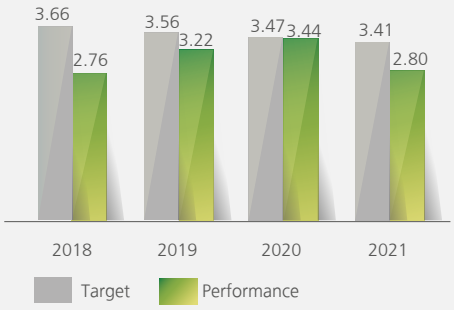
Greenhouse Gas Emission (Scope 3)

Unit: *tonCO₂e*

Source of Greenhouse	2019	2020	2021
Purchase of Goods & Services (Water & Paper Consumption)	4,703	314	226
Corporate Waste Management	1,510	266	144

Greenhouse Gas Emission per Revenue

Unit: *tonCO₂e/MB*



Remarks: *Scope 2 base on market-base method.*

ENERGY AND GREENHOUSE GAS MANAGEMENT ACTIVITIES

SOLAR POWER GENERATIONI

The Company continued to install solar cell panels at more base stations and Mobile Switching Center (MSC). In 2021, True install 667 additional solar cell base stations, saving more than 8,968 MWh/Year and reducing greenhouse gas emissions up to 4,152 tonCO_2e/Year. There were a total of 3,481 solar cell base stations, saving 27,148 MWh/Year and reducing greenhouse gas emissions up to 12,570 tonCO_2e/Year

ENERGY EFFICIENCY

We installed energy saving equipment or changed some equipment at base station and exchange nodes by changing network equipment that save more energy, closing unused network frequencies with no impact to customers, painting the exchange node buildings with thermal insulation coating and changing inverter air conditioning systems at the transmission nodes and chillers which saved up to 11,635 MWh/Year of electricity and reduced 5,387 tonCO_2e/Year of greenhouse gas emissions. For office buildings, 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 drivees, which saved up to 350 MWh of electricity and reduced 162 tonCO_2e of greenhouse gas emissions.

INNOVATION IN GREENHOUSE GAS EMISSIONS REDUCTION

We adopt digital platform for both internal and external operation such as reducing internal paper usage by switching to digital approval platform via True Connect application and replacing customer paper-based billing with the True e-billing and True e-Tax Invoice systems, which reduced paper consumption up to 213 million sheets, equivalent to 2,242 tonCO_2e of greenhouse gases emissions reduction. We also provided customer services through True iService, including online troubleshooting and other services such as balance check to reduce fuel consumption of customers needing to travel to True Shop. In addition, we promoted the use of True Virtual World or True VWORLD for internal and external conference calls with internal units and external organizations to save fuel consumption needed for traveling.

RENEWABLE ENERGY CERTIFICATE (REC)

Apart from implementing measures to reduce greenhouse gas emissions from corporate activities, we have also actively supported the use of renewable energy. In 2021, we purchased the renewable energy certificates (market-based) to offset 200,000 MWh of electricity consumption from the Hydropower Plant of the Electricity Generating Authority of Thailand.

SAY NO TO PLASTIC BOTTLES CAMPAIGN

The project was initiated to raise employee awareness to reduce using plastic water bottles. The Company has prepared to set up an in-house RO Water system which is up to world class standards for its employee at True Tower. We expect to reduce about 400,00 plastic bottles of drinking water annually and save about 54 tonCO_2e of greenhouse gas emissions reduction.

WE GROW TOGETHER PROJECT

Creating a digital society and promoting planting trees through the We Grow application, which allows users to monitor tree growth and carbon dioxide adsorption. In 2021, we provided small economic trees to employees participating in the We Grow Together Project to plant them in the total area of 165 rai, which is expected to absorb about 2,400 tonCO_2 of carbon dioxide by 2030.

INTERNAL CARBON PRICING (ICP)

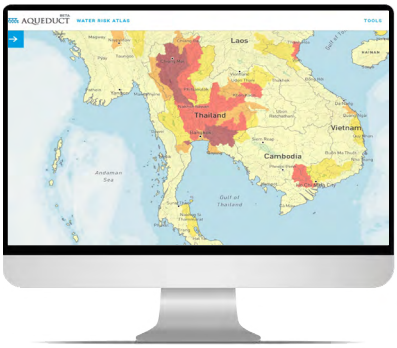
We adopted internal carbon pricing (ICP) to set a shadow price at 600 THB/tonCO_2e to support assessments and making decisions to invest in low-carbon projects at an initial phase. We conducted a training session and communicate it to employees to educate them for acknowledgement and understanding.

WATER MANAGEMENT

True Group recognizes the importance of water resources. Although the telecommunications business does not primarily use water in its operations, we pay great attention to water scarcity, which is a serious problem across many nations, and take part in driving the UN Sustainable Development Goal 6: Clean Water and Sanitation. We use the aqueduct tools developed by the World Resource Institute (WRI) to evaluate water risks, including water supply quantity and water stress. In 2021, we used 116.47 million liters of tap water and it is found that 8.13 percent of the total amount of water consumed was from units located in high-risk areas and 0.78 percent was located in extremely high areas.

Nonetheless, we have developed and implemented a water management plan, set a water consumption target, improved water use efficiency, and promoted water saving in accordance with the ISO 14001: 2015 standard, in addition to establishing the Working Group on Environmental Management to monitor the organization's water consumption. We have also worked with a building manager to ensure that wastewater discharged from the office building is treated according to the standard required by law.

WATER MANAGEMENT PLAN



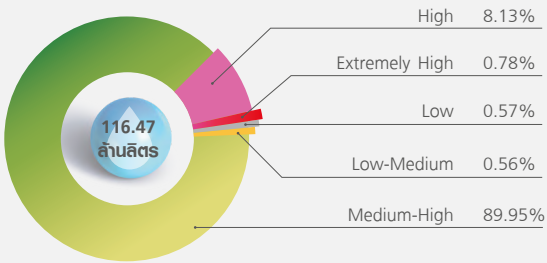
The Aqueduct Tools Developed by the World Resource Institute (WRI) to Evaluate Water Stress.

- Target setting for water withdrawal and water management planning
- Continuously monitoring water withdrawal
- Water efficiency

WATER MANAGEMENT PERFORMANCE

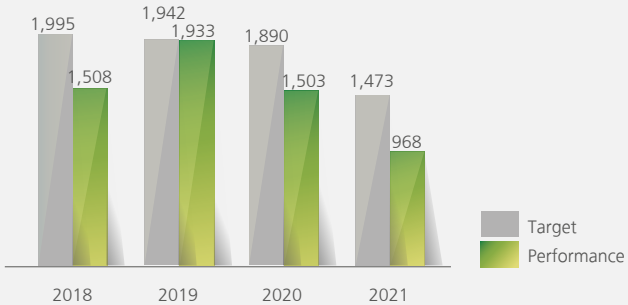
Water Stress

Proportion of Areas with Water Stress



Water Withdrawal per Revenue

Unit: *Liter/MB*



WATER MANAGEMENT ACTIVITIES

AIR CONDITIONING SYSTEM IMPROVEMENT

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. In 2020, this system saved up to 8,000 cubic meters of water.

RO WATER PLANT

The RO Water plant which is in line with the global NSF HACCP standards was under implementation at True Tower in order to provide clean water to employees for a good quality of life.

WASTE MANAGEMENT

As we are now living in the digital age where technology is rapidly changing, consumers are replacing their digital devices faster than before to keep up with the trends. As a result, the amount of electronic waste or e-waste is increasing, which will inevitably cause serious health and environmental impacts if not disposed of properly. To take part in tackling this issue, True Group has set a goal to reduce landfill waste from operations to zero and use 100% recyclable or biodegradable packaging by 2030. We have also supported the UN Sustainable Development Goal 12: Responsible Consumption and Production.

As a technology service provider, we continue to develop, improve, and expand our networks. Nevertheless, we take responsibility to manage waste, especially e-waste from business operations such as network equipment, computer, battery etc. In addition, we separate office waste including general waste such as plastic bottles, paper, food waste, and hazardous waste such as ink cartridges and chemical pens. We strives to manage waste in accordance with circular economy principles and the 5Rs Strategy to reduce the amount of waste to be disposed of, optimize resource use throughout the supply chain, and increase the proportion of environmentally friendly and biodegradable packaging.

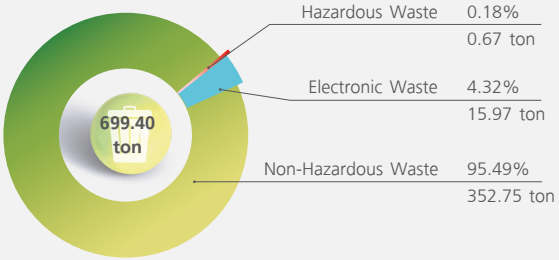
In addition, we have also implemented the ISO 14001: 2015 Environmental Management System to promote proper waste separation as part of our efforts to reduce landfill waste from operations to zero.

5R's OF THE CIRCULAR ECONOMY

WASTE MANAGEMENT PERFORMANCE

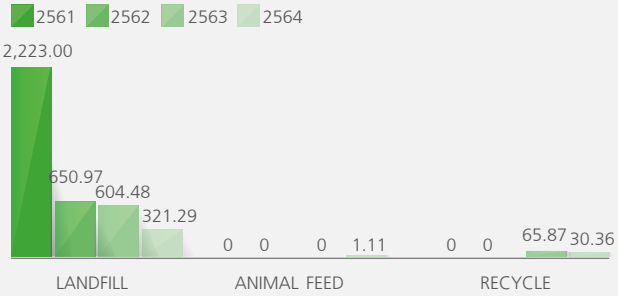
Share of Waste Generated in 2021

Unit: *Ton*



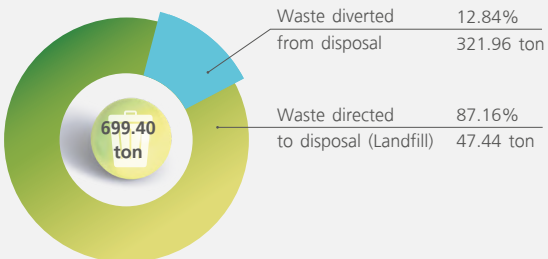
Non-Hazardous Waste disposal

Unit: *Ton*



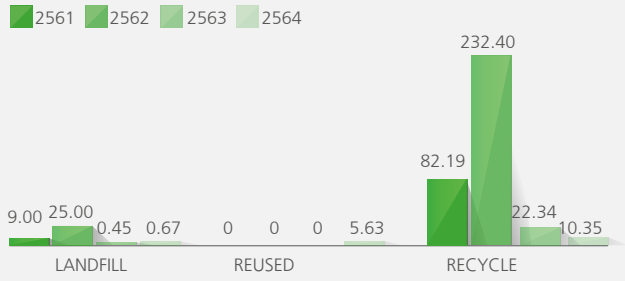
Share of Waste Disposal in 2021

Unit: *Ton*



Hazardous Waste and Electronic Waste disposal

Unit: *Ton*



Remark: *Total waste disposal was disposed offsite the company*

E-WASTE PROJECT: WASTE TO WONDERS

Promoting environmental awareness, especially about e-waste. We have created four series under the Waste to Wonders Project to communicate with our employees and the general public to help them be aware of the impact of e-waste and to learn how to discard them correctly for recycling or proper disposal.

OPERATIONAL E-WASTE MANAGEMENT

As a technology service provider, we continue to develop, improve, and expand our networks. Nevertheless, we uphold our responsibility to manage waste, especially e-waste, resulting from these activities, such as network equipment. Moreover, we separate office waste, including plastic bottles, paper, food waste, and hazardous waste such as ink cartridges and chemical pens for reuse and recycling. Waste that cannot be reused and recycled will be disposed of properly. We continue to switch to lithium-ion batteries. One lithium-ion battery can replace four conventional batteries. Lithium-ion batteries also have higher performance and last longer than conventional ones. In 2021, up to 2,000 tons of waste were reduced from switching to lithium-ion batteries.

NO PLASTIC BAGS

The Company has continually used recycled paper bags at True Shops to replace plastic bags, which is not only environmental friendly but also helps promote environmental attitudes among consumers. In 2021, this project reduced approximately 50,000 plastic bags.

EASY SWAP PROGRAM

The Easy Swap Project was initiated to allow consumers to exchange their old mobile phones so the e-waste was collected for further utilization. There were a total of 2,486 mobile handsets collected in 2021.

SAY NO TO PLASTIC BOTTLES CAMPAIGN

To encourage employees to reduce plastic bottle consumption, in 2021 we installed the Refun Machine at True Tower to collect plastic bottles for further recycling. The Company has also prepared to set up an in-house RO Water system which is up to the world class standards for its employee. We expect to reduce about 400,00 plastic bottles of drinking water annually which is about 8,950 kilogram/year. We aim to achieve zero plastic bottle brought in True Tower by 2022.

ENVIRONMENTALLY FRIENDLY UNIFORM

We segregated plastic and with innovative recycling process, the green digital uniform for frontline staff at True Shop was designed under the concept of FROM WASTE TO WEAR. These uniforms are made polyethylene terephthalate (PET). In 2021, we reduced 820 plastic bottles.

USE OF REUSABLE OR DECOMPOSABLE PACKAGING PROJECT

We strive to reduce plastic packaging by promoting the use of reusable or decomposable packaging. In 2021, 90 percent of our SIM card packaging was made of reusable or decomposable plastic.

INNOVATION ADOPTION TO REDUCE GREENHOUSE GAS

We adopted innovation to reduce greenhouse gas emissions such as replacing paper-based billing with the True e-billing and True e-Tax Invoice systems, which reduced paper consumption up to 213 million sheets, weighting about 1,066,000 kilogram.

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 stakeholder opinions concerning the company's environmental management. In 2021, there were no environmental concerns and no incidents that caused significant environmental impact. However, we encourage stakeholders to voice their opinions related to environment or other issues via True Call Center 1242.

TRUE TALKS

"As the company strives to become a tech company, we need to continually develop networks while taking into account the impact on the environment. In implementing projects, we always work with our partners to procure clean energy or find new methods to optimize energy consumption. In addition, the company has established the Environmental Management Working Team to analyze impacts holistically and ensure proper waste management and disposal. The team is also responsible for supervising, monitoring, driving, and supporting efforts to achieve environmental targets."

TEERAYOT UDOMMANEETANAKIT
ENGINEERING EXPERT
NETWORK ENGINEERING
& QUALITY ASSURANCE

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

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

TARGET 2021

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

PERFORMANCE 2021

100% of critical tier 1 suppliers Completed onsite audit

MANAGEMENT APPROACH

As suppliers are important to our business as we rely on equipment, materials and services sourcing from suppliers. The Company will then ensure that our suppliers comply with regulations and rules to achieve sustainable growth together. In addition to implementing responsible and sustainable supply chain management, 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.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT STRATEGIES

1. SYNERGY

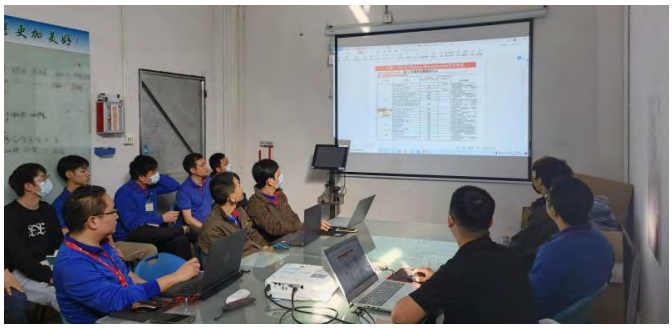
TO SYNERGIZE WITH SUPPLIERS AND BUSINESS PARTNERS TO MANAGE COSTS MORE EFFICIENTLY AND EFFECTIVELY.

True Group has partnered with China Mobile, the world's largest mobile operator, to raise cost management to internationally accepted standards, reducing expenses up to 429 million baht in 2021 as a result.

2. ALIGN

TO ALIGN SUPPLY CHAIN MANAGEMENT WITH SUSTAINABILITY AND BUSINESS DIRECTIONS.

True Group has set a sustainability goal for 2030 to reduce landfill e-waste to zero. In 2021, we collaborated with our suppliers to improve fiber optic cables to make them fire and weather-resistant, reducing up to 5.6 million tons of returned damaged fiber optic cables that need to be disposed of or 152-174 million baht.



Developing Fiber optic efficiency with suppliers in China

3. EMBED

TO PROMOTE SUSTAINABLE BUSINESS PRACTICES IN LINE WITH THE ESG GUIDELINES AMONG SUPPLIERS AND PARTNERS THROUGHOUT THE SUPPLY CHAIN.

We communicate our Supplier Code of Conduct to all suppliers (100 percent) to encourage them to integrate sustainable development into their business operations throughout the supply chain. Furthermore, we require every supplier to 100% pass an online supplier sustainability self-assessment before they can engage in transactions.

2021 TARGET	2021 PERFORMANCE
100 % SUPPLIERS ASSESSED ON ESG THROUGH ONLINE SUPPLIER SELF-ASSESSMENT SYSTEM	100 % SUPPLIERS ASSESSED ON ESG THROUGH ONLINE SUPPLIER SELF-ASSESSMENT SYSTEM
100 % OF SUPPLIERS HAVE RECEIVED AND AGREED TO COMPLY WITH TRUE GROUP SUPPLIER CODE OF CONDUCT	100 % OF SUPPLIERS HAVE RECEIVED AND AGREED TO COMPLY WITH TRUE GROUP SUPPLIER CODE OF CONDUCT
100 % NEW SUPPLIERS ASSESSED ON ESG THROUGH ONLINE SUPPLIER SELF-ASSESSMENT SYSTEM	100 % NEW SUPPLIERS ASSESSED ON ESG THROUGH ONLINE SUPPLIER SELF-ASSESSMENT SYSTEM

4. FOSTER

TO PROMOTE THE USE OF TECHNOLOGY AND INNOVATION IN OPERATIONS.

We build the capacity of our suppliers and business partners to enable them to operate responsibly in compliance with laws, international standards, and sustainable development guidelines and to deliver high-quality and safe products and services under a supply chain traceability system.

We engage a third party to conduct supplier on-site audits to assess critical economic, social, and environmental risks in order to ensure that our suppliers comply with the labor law, environmental law, and management standards, such as ISO 14001:2015 and SA8000 standards, as well as to follow up on actions taken to improve to meet the requirements.

Moreover, we have the policy of purchasing quality raw materials from reliable sources and reject raw materials from countries that violate human rights or face international trade sanctions, specifically tin (Sn), tantalum (Ta), tungsten (W), and gold (Au) from mines in African countries with human rights violations.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT GUIDELINES

New Supplier Selection

Sustainable Procurement
Environment I Society I Corporate Governance

	Critical Supplier Identification[2]	ESG Onsite Audit[3]	Supplier Code of Conduct Onsite Audit	Post Onsite Audit Process	Improvements and suggestions
• Online supplier self-assessment • Acknowledge the Supplier Code of Conduct[1] • Environmental, social, and governance due diligence. • Onsite Audit	Critical tier 1 Critical tier 1 High Risk Critical non-tier 1	3rd Party Auditor (ESG training and consulting to suppliers)	Low Risk Medium Risk High Risk Fail to pass the audit criteria	Audit once every three years. Audit once every three years. Annual Audit Review contract/ Terminate	• Audit results will be reviewed by Strategy and Sustainable Development Department and Procurement Department and send back report to suppliers. • ESG training and consulting to suppliers

1 Assessment Standards and Criteria
- UN Guideline Principles on Business and Human Rights
- UN Global Compact
- ESG laws and practices
- UN SDGs

2. Critical Tier 1 and Non-Tier 1 Supplier Identification Criteria
- Supplying high-value products and services identified by Spending Analysis
- Supplying core products or services
- Supplying non-substitutable products or services
- Supply Chain Risks
- Identification of critical non-tier 1 supplier from critical tier 1 supplier

3 Comply with supplier code of conduct

CRITICAL TIER-1 AND NON-TIER 1 SUPPLIERS IDENTIFICATION AND SUPPLY CHAIN RISK ASSESSMENT

CRITICAL TIER-1 SUPPLIERS

2,414
TOTAL TIER 1 SUPPLIERS IN 2021

43
CRITICAL TIER 1 SUPPLIERS

SUPPLIER CATEGORY

TELECOM CONSTRUCTION AND INSTALLATION SERVICES (SUBCONTRACTOR)	51.2%
TELECOM CORE NETWORK EQUIPMENT AND SERVICES	20.9%
MOBILE DEVICES AND ACCESSORIES	18.6%
FIBER OPTIC CABLE	7.0%
OTHER	2.3%

18.6%
(8 SUPPLIERS)
OF CRITICAL TIER 1 SUPPLIERS IDENTIFIED AS HIGH RISKS GROUP (ESG)

100%
OF CRITICAL TIER 1 SUPPLIERS COMPLETED ONSITE AUDITED

6
CRITICAL NON-TIER 1 SUPPLIERS

50.0%
(3 SUPPLIERS)
Critical Non-Tier 1 Suppliers Identified as High Risks Group (ESG)

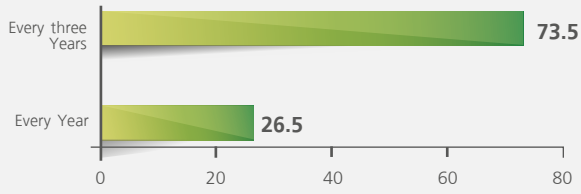
100%
CRITICAL NON-TIER 1 SUPPLIERS AND CRITICAL NON-TIER 1 HAVING HIGH RISKS GROUP COMPLETE ONSITE AUDIT

CRITICAL TIER 1 AND NON-TIER 1 SUPPLIER ON-SITE AUDIT IN 2021

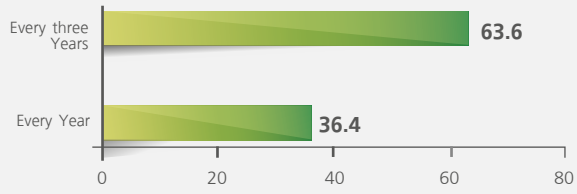
Critical tier 1 and non-tier 1 supplier on-site audits identified occupational health and safety issues, such as missing evidence of fire evacuation drills and annual health checkups. We thus required suppliers to put safety measures in place, including organizing fire evacuation drills and safety training and conducting hazard assessments before operations. True Group are willing to provide consultation and audit follow-ups were also conducted to verify compliance.

ESG Supplier Onsite Audit by External Auditor

FREQUENCY OF CRITICAL TIER 1 AND CRITICAL NON-TIER 1 SUPPLIERS COMPLETED AN ONSITE AUDIT



Critical Tier 1 & Non Tier-1 Supplier



Critical Tier 1 & Non-Tier 1 Suppliers Identified as High Risk Group

Number of critical suppliers an onsite audit (43 Suppliers)	Economic Impact Assessment	Social Impact Assessment	Environmental Impact Assessment
Number of critical suppliers needed the corrective action to reduce negative impact	1	13	7
Number of critical suppliers already implemented the corrective action	1	13	7
Number of contract reviews	-	-	-

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

100% CONTRACTORS ATTENDED TRAINING COURSES RELATED TO OCCUPATIONAL PRACTICES AND SAFETY

- ORGANIZING TRAINING COURSES ON OCCUPATIONAL PRACTICES AND SAFETY
- COMPLETING SAFETY FORMS
- AUDITING CONTRACTORS FOR COMPLIANCE WITH SAFETY REGULATIONS

9 Persons OCCUPATIONAL INJURIES

1.7 OCCUPATIONAL INJURY RATE

0 Persons SERIOUS OCCUPATIONAL INJURIES

0.00 SERIOUS OCCUPATIONAL INJURIES RATE

5 MILLION TOTAL WORK HOURS

1 Persons OCCUPATIONAL FATALITY

0.19 OCCUPATIONAL FATALITY RATE

5. DEVELOP

FOSTER THE USE OF INNOVATION AND DIGITAL TECHNOLOGY

5G Communication System and Service for the Power Generation Industry Research and Development Project

This project is a collaboration with the Provincial Electricity Authority (EGAT) to develop 5G networks and equipment for the EGAT Mae Moh, Lampang Province. It aims to support a digital power plant that is controlled and commanded by AI, equipped with energy storage technologies and a renewable energy forecast system to ensure national energy security and drive a regional electricity trading center. A True 5G Inspectech Drone will be used to inspect coalfields. The drone is equipped with a high-resolution thermal camera and can transmit video images in real-time, enabling analysis of hard-to-access or high-temperature areas of coalfields.

TRUE TALKS

"The Procurement Department has adopted the sustainable supply chain management from upstream to downstream. We select suppliers who care about product and service quality, the environment, society, and corporate governance. In particular, we conduct an on-site audit that covers 100% of our critical tier 1 and high-risk suppliers to help them achieve sustainability that aligns with True Group's sustainability directions."

CHOLTICHA KANJANA
SPECIALIST
SUSTAINABILITY
INTERNAL AUDITOR

GRI STANDARDS AND UN SDGS CONTENT INDEX

(GRI 102-55)

GRI DISCLOSURE	CHAPTER	OMISSION	PAGES
GRI 102 GENERAL DISCLOSURES			
102-1 Name of the organization	About True		12
102-2 Activities, brands, products, and services			12
102-3 Location of headquarters			12
102-4 Location of operations			12
102-5 Ownership and legal form			12
102-6 Markets served			13
102-7 Scale of the organization	Performance Highlight, About True		6, 12-13, 90
102-8 Information on employees and other workers	Human Capital Development, Sustainability Performance Data		41, 90
102-9 Supply chain	Responsible Supply Chain Management		74-77
102-10 Significant changes to the organization and its supply chain	-	No significant changes	
102-11 Precautionary Principle or approach	Corporate Governance and Risk & Crisis Management, Environmental & Climate Management		20, 22, 66
102-12 External initiatives	Awards & Recognition, Sustainability at True, Corporate Governance and Risk & Crisis Management		10-11, 18-19, 21, 29
102-13 Membership of associations	Corporate Governance and Risk & Crisis Management		18, 21,67
102-14 Statement from senior decision-maker	Message from Chairman of the Executive Committee, Message from the Group Co-Presidents		4-5
102-15 Key impacts, risks, and opportunities	Business Performance and Growth Capability, Corporate Governance and Risk & Crisis Management, Sustainability Material Issue		14-15, 22-23, 28-29
102-16 Values, principles, standards, and norms of behavior	About True, Corporate Governance and Risk & Crisis Management		13, 20-21
102-17 Mechanisms for advice and concerns about ethics	Sustainability at True, Corporate Governance and Risk & Crisis Management		20, website
102-18 Governance structure			16, 22, website
102-19 Delegating authority	Sustainability at True		16
102-20 Executive-level responsibility for economic, environmental, and social topics	Sustainability at True, Corporate Governance and Risk & Crisis Management		16, 22
102-21 Consulting stakeholders on economic, environmental, and social topics	Stakeholder Engagement,		24-27
102-22 Composition of the highest governance body and its committees	Corporate Governance and Risk & Crisis Management		16
102-23 Chair of the highest governance body	Sustainability at True		16
102-24 Nominating and selecting the highest governance body	Annual Report		-

GRI DISCLOSURE	CHAPTER	OMISSION	PAGES
102-26 Role of highest governance body in setting purpose, values, and strategy	Corporate Governance and Risk & Crisis Management		20
102-27 Collective knowledge of highest governance body	Corporate Governance and Risk & Crisis Management		20-21
102-28 Evaluating the highest governance body's performance	Corporate Governance and Risk & Crisis Management		20-21
102-29 Identifying and managing economic, environmental, and social impacts	Sustainability at True, Corporate Governance and Risk & Crisis Management		19, 22-23
102-30 Effectiveness of risk management processes	Corporate Governance and Risk & Crisis Management		22
102-31 Review of economic, environmental, and social topics	Sustainability at True		16-19
102-32 Highest governance body's role in sustainability reporting	Sustainability at True, Sustainability Material Issues		28
102-40 List of stakeholder groups	Stakeholder Engagement		24-25
102-41 Collective bargaining agreements	Human Capital Development, Sustainability Performance Data		42, 92
102-42 Identifying and selecting stakeholder	Stakeholder Engagement		24-25
102-43 Approach to stakeholder engagement	Stakeholder Engagement, Human Capital Development, Customer Relationship Management, Responsible Supply Chain Management, Sustainability Performance Data		24-25, 38, 56, 74, 88-95
102-44 Key topics and concerns raised	Stakeholder Engagement, Human Capital Development, Customer Relationship Management,		24-25, 38, 58
102-45 Entities included in the consolidated financial statements	About True, About this Report		12, 96
102-46 Defining report content and topic Boundaries	Sustainability Material Issues, About this Report,		28-29, 96
102-47 List of material topics	Sustainability Material Issue		28-29
102-48 Restatements of information	About this Report	No restatements	96
102-49 Changes in reporting	About this Report	No changes in reporting on material topics and topic boundaries	96
102-50 Reporting period	About this Report		96
102-51 Date of most recent report	About this Report		96
102-52 Reporting cycle	About this Report		96
102-53 Contact point for questions regarding the report	About this Report		96
102-54 Claims of reporting in accordance with the GRI Standards	Sustainability Material Issue, About this Report		28-29, 96
102-55 GRI content index	GRI Content Index		78-81
102-56 External assurance	Assurance Statement		85-87

GRI MATERIAL DISCLOSURE		PAGES
MATERIAL DISCLOSURES BY CHAPTER		
ABOUT TRUE		
BUSINESS PERFORMANCE AND GROWTH CAPABILITY		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	14, 29
	103-2 The management approach and its components	14-15
	103-3 Evaluation of the management approach	14-15
201 Economic Performance	201-1 Direct economic value generated and distributed	88
STRATEGY AT TRUE		
103 Management Approach	103-2 The management approach and its components	16-18
CORPORATE GOVERNANC AND RISK & CRISIS MANAGEMENT		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	20-21, 29
	103-2 The management approach and its components	20-21
	103-3 Evaluation of the management approach	20-21
205 Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	20
	205-3 Confirmed incidents of corruption and actions taken	21
206 Anti-competitive Behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	20
415 Public Policy 2016	415-1 Political Contribution	21
MATERIALITY		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	16, 28-29
HEART		
DIGITAL INCLUSION FOR EDUCATION		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 32
	103-2 The management approach and its components	32
	103-3 Evaluation of the management approach	32
201 Economic Performance	201-1 Direct economic value generated and distributed	32-33
413 Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	32-33
GRI Telecommunications Sector Supplement : Providing Access	PA2 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	32-33
CYBER SECURITY AND DATA PRIVACY		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 34
	103-2 The management approach and its components	34, 36
	103-3 Evaluation of the management approach	35-37
418 Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	37
HUMAN CAPITAL DEVELOPMENT		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 38
	103-2 The management approach and its components	38
	103-3 Evaluation of the management approach	39
401 Employment	401-1 New employee hires and employee turnover	90-95
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	38, 41-42
403 Occupational Health and Safety 2018	403-1 Occupational health and safety management system	29, 43
	403-2 Hazard identification, risk assessment, and incident investigation	43
	403-3 Occupational health services	42-43

GRI MATERIAL DISCLOSURE		PAGES
403 Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	42-43
	403-5 Worker training on occupational health and safety	43
	403-6 Promotion of worker health	42-43
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	42-43
	403-9 Work-related injuries	94
	403-10 Work-related ill health	94
GRI Telecommunications 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.	43
404 Training and Education	404-1 Average hours of training per year per employee	92-93
	404-2 Programs for upgrading employee skills and transition assistance programs	40-41
	404-3 Percentage of employees receiving regular performance and career development reviews	41
405 Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	42-43, 90
407 Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	44
HUMAN RIGHTS MANAGEMENT		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 44
	103-2 The management approach and its components	44
	103-3 Evaluation of the management approach	44
406 Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	45
408 Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	44-45
409 Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	44-45
411 Rights of Indigenous Peoples	411-1 Incidents of violations involving rights of indigenous peoples	44
412 Human Rights Assessment	412-1 Operations that have been subject to human rights reviews or impact assessments	44-45
GRI Telecommunications Sector Supplement : Providing Access	PA 7 Polices and practices to manage human rights issues relating to access and use of telecommunications products and services.	44
HEALTH		
SOCIAL IMPACT MANAGEMENT		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 48
	103-2 The management approach and its components	48
	103-3 Evaluation of the management approach	49
201 Economic Performance	201-1 Direct economic value generated and distributed	48
413 Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	49-51
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	49
NETWORK AVAILABILITY & RELIABILITY		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 52
	103-2 The management approach and its components	52
	103-3 Evaluation of the management approach	53, 55
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	53
	PA 3 Availability and reliability of telecommunications products and services	52
	PA 4 Quantify the level of availability of telecommunications products and services in areas where the organization operates	53-54
	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	58

GRI MATERIAL DISCLOSURE		PAGES
MATERIAL DISCLOSURES BY CHAPTER		
CUSTOMER RELATIONSHIP MANAGEMENT		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 56
	103-2 The management approach and its components	56
	103-3 Evaluation of the management approach	59
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	57-58
	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	57-58
INNOVATION MANAGEMENT		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 60
	103-2 The management approach and its components	60-61
	103-3 Evaluation of the management approach	60
GRI Telecommunications Sector Supplement : Providing Access	PA 11 Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	62-63
HOME		
ENVIRONMENTAL AND CLIMATE MANAGEMENT		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 66
	103-2 The management approach and its components	66-67
	103-3 Evaluation of the management approach	66
302 Energy	302-1 Energy consumption within the organization	67, 88
	302-3 Energy intensity	67, 88
	302-4 Reduction of energy consumption	68
303 Water and Effluents 2018	303-1 Interactions with water as a shared resource	70
	303-2 Management of water discharge-related impacts	70
	303-3 Water withdrawal	70, 89
	303-4 Water discharge	70
305 Emissions	305-1 Direct (Scope 1) GHG emissions	67, 88
	305-2 Energy indirect (Scope 2) GHG emissions	67, 89
	305-3 Other indirect (Scope 3) GHG emissions	67, 89
	305-4 GHG emissions intensity	67, 89
	305-5 Reduction of GHG emissions	68-69
306 Effluents and Waste 2020	306-1 Waste generation and significant waste-related impacts	71
	306-2 Management of significant waste-related impacts	71
	306-4 Waste diverted from disposal	71, 89
	306-5 Waste directed to disposal	71, 89
307 Environmental Compliance	307-1 Non-compliance with environmental laws and regulations	73
RESPONSIBLE SUPPLY CHAIN MANAGEMENT		
103 Management Approach	103-1 Explanation of the material topic and its Boundary	29, 74
	103-2 The management approach and its components	74
	103-3 Evaluation of the management approach	74-76
308 Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	74-77
	308-2 Negative environmental impacts in the supply chain and actions taken	74-77
414 Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	74-75
	414-2 Negative social impacts in the supply chain and actions taken	74-75

UNGC COMMUNICATION ON PROGRESS (COP)

COMMUNICATION ON PROGRESS — UN GLOBAL COMPACT

This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** amd supporting broader UN goals.

We welcome feedback on its contents.

UNGC COMMUNICATION ON PROGRESS (COP)	CHAPTER	PAGES
IMPLEMENTING THE TEN PRINCIPLES INTO STRATEGIES & OPERATIONS		
Criterion 1: The COP describes mainstreaming into corporate functions and business units	Corporate Governance and Risk & Crisis Management	20-23
Criterion 2: The COP describes value chain implementation	Responsible Supply Chain Management	74-77
ROBUST HUMAN RIGHTS MANAGEMENT POLICIES & PROCEDURES		
Criterion 3: The COP describes robust commitments, strategies or policies in the area of human rights	Human Rights Management	44-45
Criterion 4: The COP describes effective management systems to integrate the human rights principles	Stakeholder Engagement, Materiality, Human Capital Development, Human Rights Management	24-29, 38-45
Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration	Stakeholder Engagement, Materiality, Human Capital Development, Human Rights Management	24-29, 38-45
ROBUST LABOR MANAGEMENT POLICIES & PROCEDURES		
Criterion 6: The COP describes robust commitments, strategies or policies in the area of labor	Human Capital Development, Human Rights Management	38-45
Criterion 7: The COP describes effective management systems to integrate the labor principles	Human Capital Development, Human Rights Management	38-45
Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labor principles integration	Human Capital Development, Human Rights Management	38-45
ROBUST ENVIRONMENTAL MANAGEMENT POLICIES & PROCEDURES		
Criterion 9: The COP describes robust commitments, strategies or policies in the area of environmental stewardship	Environmental and Climate Change Management	66-73
Criterion 10: The COP describes effective management systems to integrate the environmental principles	Environmental and Climate Change Management	66-73
Criterion 11: The COP describes effective monitoring and evaluation mechanisms for environmental stewardship	Environmental and Climate Change Management	66-73
ROBUST ANTI-CORRUPTION MANAGEMENT POLICIES & PROCEDURES		
Criterion 12: The COP describes robust commitments, strategies or policies in the area of anti-corruption	Corporate Governance and Risk & Crisis Management	20-23
Criterion 13: The COP describes effective management systems to integrate the anti-corruption principle	Corporate Governance and Risk & Crisis Management	20-23
Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption	Corporate Governance and Risk & Crisis Management	20-23
TAKING ACTION IN SUPPORT OF BROADER UN GOALS AND ISSUES		
Criterion 15: The COP describes core business contributions to UN goals and issues	Sustainability at True, UN SDGs Content Index	20-23, 78-83
Criterion 16: The COP describes strategic social investments and philanthropy	Social Impact Management	48-51
Criterion 17: The COP describes advocacy and public policy engagement	Corporate Governance and Risk & Crisis Management	20-23
Criterion 18: The COP describes partnerships and collective action	Human Rights Management	44-45
CORPORATE SUSTAINABILITY GOVERNANCE AND LEADERSHIP		
Criterion 19: The COP describes CEO commitment and leadership	Message from Chairman of the Executive Committee, Message from the Co-Presidents	4, 5
Criterion 20: The COP describes Board adoption and oversight	Corporate Governance and Risk & Crisis Management	20-23
Criterion 21: The COP describes stakeholder engagement	Stakeholder Engagement, Materiality	24-29

UN SUSTAINABLE DEVELOPMENT GOALS

UN SDG	CHAPTERS/ PAGES
1 NO POVERTY	Social Impact Management (P.48-51)
2 ZERO HUNGER	Social Impact Management (P.48-51)
3 GOOD HEALTH AND WELL-BEING	Human Capital Development (P.38-43), Social Impact Management (P.48-51)
4 QUALITY EDUCATION	Digital Inclusion for Education (P.32-33), Social Impact Management (P.48-51)
5 GENDER EQUALITY	Corporate Governance (P.20-21), Human Capital Development (P.38-43), Human Rights (P.44-45)
6 CLEAN WATER AND SANITATION	Environmental and Climate Change Management (P.70)
7 AFFORDABLE AND CLEAN ENERGY	Environmental and Climate Change Management (P.66-73)
8 DECENT WORK AND ECONOMIC GROWTH	Business Performance & Growth Capability (P.14-15) ,Cyber Security & Data Privacy (P.34-37), Human Capital Development (P.38 - 43), Human Rights (P.44-45), Social Impact Management (P.48-51)
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Business Performance & Growth Capability (P.14-15), Digital Inclusion for Education (P.32-33), Cyber Security & Data Privacy (P.34-37), Network Management (P.52-54, Innovation (P.60-63)
10 REDUCED INEQUALITIES	Corporate Governance (P.20-21) Digital Inclusion for Education (P32-33), Human Capital Development (P.38 - 43), Human Rights (P.44-45), Social Impact Management (P.48-51)
11 SUSTAINABLE CITIES AND COMMUNITIES	Human Rights Management (P.44-45)
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Human Rights (P.44-45), Environmental & Climate Change Management (P.66-73)
13 CLIMATE ACTION	Environmental & Climate Change Management (P.66-73)
14 LIFE BELOW WATER	Social Impact Management (P.50, website)
15 LIFE ON LAND	Social Impact Management (P.50)
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Corporate Governance (P.20 - 23), Stakeholder Engagement (P.24-27), Human Rights P.44-45)
17 PARTNERSHIPS FOR THE GOALS	Corporate Governance (P.20-21), Stakeholder Engagement (P.24-27), Digital Inclusion for Education (P.48-51) Human Rights (P.44-45), Social Impact Management (P.48-51)

THE TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD)

TCFD RECOMMENDATION		PAGES
1. GOVERNANCE		
Disclose the organization's governance around climate-related risks and opportunities.	a) Describe the board's oversight of climate related risks and opportunities.	16, 22
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	16, 22
2. STRATEGY		
Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning where such information is material.	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	23
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	23
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	66-67
3. RISK MANAGEMENT		
Disclose how the organization identifies, assesses, and manages climate-related risks.	a) Describe the organization's processes for identifying and assessing climate-related risks.	22-23
	b) Describe the organisation's processes for managing climate-related risks.	22-23
	c) Describe how processes for identifying, assessing, and managing climate Welated risks are integrated into the organization's overall risk management.	22-23
4. METRICS & TARGETS		
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	17, 19, 69
	b) Disclose Scope 1, Scope 2, and if appropriate Scope 3 greenhouse gas (GHG) emissions, and the related risks.	67, 88
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	17, 66

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 "TUVN") 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 2021. 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 2021 to 31st December 2021. The desk review and remote verification were conducted in Feb 2021.

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 and group investment structure in line with True Corporation Plc(Company) 's Annual Report 2021

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

- TUVN reviewed the approach adopted by TRUE for the stakeholder engagement and materiality determination process. TUVN performed limited internal stakeholder engagement to verify the qualitative statements made in the Report;
- TUVN verified the sustainability-related statements and claims made in the Report and assessed the robustness of the data management system, information flow and controls;
- TUVN 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;

- TUVN conducted interviews with key representatives including data owners and decision-makers from different functions of the Company during the verification;
- TUVN performed sample-based reviews of the mechanisms for implementing the sustainability related policies, as described in TRUE's Sustainability Report;
- TUVN 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

There is not any observations and opportunities for improvement reported to the management of TRUE and are considered in drawing our conclusions on the this period Report.

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: TUVN 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: TUVN 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
Indirect (Scope 3) GHG emissions • Purchased Goods and Service • Waste Generate from Operation	GRI 305-3
GHG emissions intensity	GRI 305-4
Waste generated	GRI 306-3 (2020)
Waste diverted from disposal	GRI 306-4 (2020)
Waste detected to disposal	GRI 306-5 (2020)
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.

TUVN did perform any assurance of procedures on the prospective information, such as targets, expectations and ambitions, disclosed in the sustainability information. Consequently, TUVN 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.

TUVN 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 TUVN'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.

TUVN'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 TUVN by TRUE are complete and reliable.

TUVN expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement. The intended users of this assurance statement are the management of TRUE.

The management of the Company is responsible for the information provided in the Report as well as the process of collecting, analyzing and reporting the information presented in web-based and printed Reports, including website maintenance and its integrity.

TUV's Competence and Independence

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

Numfon S.

Ms. Numfon Sangeamruk
Lead Verifier
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AA1000
Licensed Report
000-286/V3-JTVZI

Date: 15 March 2022
Place: Bangkok, Thailand
Project Reference No: TUVN/TRUE/SA/2022

Sustainability Assurance Service

PERFORMANCE SUMMARY

GRI Standard	Data Description		Unit	2018	2019	2020	2021
	ECONOMIC						
201-1	การสร้างมูลค่าทางเศรษฐกิจโดยตรง	Direct Economic Value Generated					
	สินทรัพย์รวม	Total assets	Million Baht	495,569	523,993	617,548	624,915
	รายได้จากการดำเนินงานทั้งหมด	Total revenue	Million Baht	162,773	140,943	138,212	143,655
	รายได้จากการให้บริการโทรศัพท์เคลื่อนที่และบริการอื่น	Revenue from telephone and other services	Million Baht	119,138	120,926	121,326	120,370
	การกระจายมูลค่าทางเศรษฐกิจ	Economic Value Distributed					
	ค่าใช้จ่ายเกี่ยวกับการพนักงาน	Staff cost	Million Baht	13,806	15,012	12,289	11,484
	ต้นทุนในการให้บริการรวม	Total cost of providing services	Million Baht	85,335	87,242	81,984	81,634
	การจ่ายสำหรับผลการดำเนินงาน	Payment to Provider of Capital					
	การจ่ายเงินปันผล	Dividend payments	Million Baht	1,034	3,003	3,003	2,334
	ดอกเบี้ยจ่าย	Interest expense	Million Baht	(5,325)	(7,489)	(9,227)	(10,060)
	งบกำไรขาดทุน	Consolidated Income Statement					
	กำไรสุทธิ สำหรับส่วนที่เป็นของบริษัท	Net profit (loss) to equity shareholders of the Company	Million Baht	7,035	5,637	1,048	(1,428)
	กำไรก่อนดอกเบี้ยภาษีค่าเสื่อมและค่าตัดจำหน่าย	EBITDA	Million Baht	56,001	33,850	52,654	57,761

GRI Standard	Data Description		Unit	2018	2019	2020	2021
	ENVIRONMENT						
302-1	ปริมาณพลังงานทั้งหมดที่ใช้	Energy consumption	GJ	2,466,712.82	2,927,336.81	3,232,317.05	3,422,512.34
	ปริมาณพลังงานที่ใช้แล้วหมดไป	Energy consumption from non-renewable fuels	GJ	222,032.59	231,494.52	145,115.81	65,164.29
	- น้ำมันดีเซล (ทุกประเภท)	- Diesel	GJ	173,825.71	179,194.16	137,901.55	61,129.49
	- น้ำมันเบนซิน (ทุกประเภท)	- Gasoline	GJ	47,611.46	50,925.19	7,214.26	4,034.80
	- ก๊าซธรรมชาติ	- CNG	GJ	595.42	0.00	0.00	0.00
	- เชื้อเพลิงปิโตรเลียมเหลว	- LPG	GJ	0.00	1,375.17	0.00	0.00
	ปริมาณพลังงานหมุนเวียน (โซลาร์เซลล์)	Energy consumption from renewable energy (Solar cells)	GJ	NA	2,008.47	65,448.59	97,731.32
	ปริมาณพลังงานไฟฟ้า (ซื้อ)	Electricity consumption (purchased)	GJ	2,244,680.23	2,693,833.81	3,021,752.64	3,259,616.72
	- National Grid	- National Grid	GJ	2,244,680.23	2,693,833.81	3,021,752.64	2,539,616.72
	- Renewable Energy Certificate (REC)	- Renewable Energy Certificate (REC)	GJ	NA	NA	NA	720,000.00
302-3	การใช้พลังงานต่อรายได้	Energy Intensity	GJ per Million Bath	20.70	24.21	26.64	28.43
	การปล่อยก๊าซเรือนกระจก ขอบเขตที่ 1 และ 2 (Market-based)	Greenhouse Gas Emissions Scope 1 and 2 (Market-based)	Ton of CO_2e	328,542.61	388,938.30	417,508.17	337,188.68
305-1	การปล่อยก๊าซเรือนกระจกทางตรง (GHG ขอบเขตที่ 1)	Total Direct GHG emissions (GHG Scope 1)	Ton of CO_2e	16,157.94	17,039.57	13,768.45	10,565.75
	- การเผาไหม้เชื้อเพลิง	- Fuel combustion	Ton of CO_2e	16,157.94	16,807.28	10,306.80	4,559.82
	- การรั่วไหลของสารทำความเย็น	- Fugitive Emissions	Ton of CO_2e	NA	232.29	3,461.65	6,005.94
	การปล่อยก๊าซคาร์บอนไดออกไซด์จากเชื้อเพลิงชีวภาพ	Biogenic CO_2 emissions	Ton of CO_2e	361.00	404.90	623.42	325.69
305-2	การปล่อยก๊าซเรือนกระจกทางอ้อม (GHG ขอบเขตที่ 2)	Indirect GHG emissions (GHG Scope 2)	Ton of CO_2e				
	- Base on Location-based method	- Base on Location-based method	Ton of CO_2e	312,384.67	371,898.72	403,739.73	419,222.93
	- Base on Location-based method	- Base on Location-based method	Ton of CO_2e	312,384.67	371,898.72	403,739.73	326,622.93

GRI Standard	Data Description		Unit	2018	2019	2020	2021
305-3	การปล่อยก๊าซเรือนกระจกทางอ้อม (GHG ขอบเขตที่ 3)	Total Indirect GHG emissions (GHG Scope 3)	Ton of CO_2e	NA	NA	580.01	370.18
	- การซื้อสินค้าและบริการ (การใช้น้ำและกระดาษ)	- Purchased goods and services (Paper & Water Consumption)		NA	4,703.00	313.71	225.93
	- การจัดการของเสียที่เกิดจากการดำเนินธุรกิจ	- Waste generated in operations		NA	1,510.00	266.30	144.25
305-4	การปล่อยก๊าซเรือนกระจก (Scope 1 และ Scope 2) ต่อรายได้	GHG (Scope 1 and Scope 2) Intensity	tonCO_2e per Million Baht	2.76	3.22	3.44	2.80
303-3 (2018)	ปริมาณการนำน้ำมาใช้ทั้งหมด	Water withdrawal	Mega liter	179.70	233.84	182.31	116.47
	น้ำประปา (น้ำจืด: Total Dissolved Solids < 1,000 mg/L)	Municipal water supply (Freshwater: Total Dissolved Solids <1,000 mg/L)	Mega liter	179.70	233.84	182.31	116.47
	ปริมาณการนำน้ำจากพื้นที่ที่มีความเครียดน้ำมาใช้	Total Water Withdrawal from Water Stress Areas	Mega liter	NA	NA	16.37	10.38
	การนำน้ำมาใช้ต่อรายได้	Water withdrawal Intensity	liter per Million Baht	1,508	1,934	1,503	968
306-3 (2020)	ปริมาณของเสียทั้งหมด	Total Waste	Metric tons	2,305.40	883.90	693.15	369.40
	ปริมาณของเสียไม่อันตราย	Non-Hazardous Waste	Metric tons	2,223.00	651.00	670.35	352.75
	- นำไปฝังกลบ (ภายนอกหน่วยงาน)	- Landfill (Offsite)	Metric tons	2,223.00	651.00	604.48	321.29
	- นำไปเผาด้วยเตาเผา (ภายนอกหน่วยงาน)	- Incineration without Energy Recovery (Offsite)		NA	NA	NA	0.00
	- เผานำพลังงานกลับมาใช้ (ภายนอกหน่วยงาน)	- Incineration with Energy Recovery (Offsite)		NA	NA	NA	0.00
	- ทำปุ๋ย (ภายนอกหน่วยงาน)	- Composting (Offsite)		NA	NA	0.00	0.00
	- นำไปเป็นอาหารสัตว์ (ภายนอกหน่วยงาน)	- Used as animal feed (Offsite)		NA	NA	0.00	1.11
	- นำไปใช้ซ้ำ	- Reused		NA	NA	NA	0.00
	- ในพื้นที่หน่วยงาน	- Onsite		NA	NA	NA	0.00
	- นอกพื้นที่หน่วยงาน	- Offsite		NA	NA	NA	0.00
	- นำกลับมาใช้ใหม่ (ภายนอกหน่วยงาน)	- Recycling (Offsite)		NA	NA	65.87	30.36
	ปริมาณของเสียอันตรายและของเสียอิเล็กทรอนิกส์	Hazardous Waste and Electronic Waste	Metric tons	82.40	232.90	22.79	16.65
	- นำไปฝังกลบ (ภายนอกหน่วยงาน)	- Landfill (Offsite)	Metric tons	0.20	0.50	0.45	0.67
	- นำไปเผาด้วยเตาเผา (ภายนอกหน่วยงาน)	- Incineration without Energy Recovery (Offsite)		NA	NA	NA	0.00
	- เผานำพลังงานกลับมาใช้ (ภายนอกหน่วยงาน)	- Incineration with Energy Recovery (Offsite)		NA	NA	NA	0.00
	- นำไปใช้ซ้ำ	- Reused		NA	NA	NA	5.63
	- ในพื้นที่หน่วยงาน	- Onsite		NA	NA	NA	0.00
	- นอกพื้นที่หน่วยงาน	- Offsite		NA	NA	NA	5.63
	- นำกลับมาใช้ใหม่ (ภายนอกหน่วยงาน)	- Recycling (Offsite)		82.20	232.40	22.34	10.35
306-4 (2020)	ปริมาณของเสียทั้งหมดที่นำไปใช้ประโยชน์	Total waste diverted from disposal	Metric tons	82.20	232.40	65.87	47.44
306-5 (2020)	ปริมาณของเสียทั้งหมดที่นำไปกำจัด (ฝังกลบ)	Total waste directed to disposal (Landfill)	Metric tons	2,223.20	651.50	604.93	321.96

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.*
- *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	2018	2019	2020	2021
	LABOR PRACTICES						
102-8	จำนวนพนักงาน	Total employees	Person	23,366	22,697	21,704	20,618
	- พนักงาน ชาย	Male	Person	10,967	10,554	9,927	8,160
			Percent	46.94	46.50	45.74	39.58
	- พนักงาน หญิง	Female	Person	12,399	12,143	11,777	12,458
			Percent	53.06	53.50	54.26	60.42
	คณะกรรมการบริษัท Board of Directors	Board of Directors/Supervisory Board	Person	18	16	16	15
	- พนักงาน ชาย	- Male	Person	17	15	15	14
	- พนักงาน หญิง	- Female		1	1	1	1
405-1	ความหลากหลายของพนักงาน	Employee Diversity					
	จำแนกตามระดับ	By Level					
	ผู้บริหาร ตำแหน่งผู้อำนวยการ และสูงกว่าผู้อำนวยการ	Total Management - Director and Director up Level	Person	101	111	100	108
	- พนักงาน ชาย	- Male		80	91	81	89
	- พนักงาน หญิง	- Female		21	20	19	19
	ผู้บริหาร ตำแหน่งผู้ช่วยผู้อำนวยการและ รองผู้อำนวยการ	Total Management - Assistant Director and Deputy Director Level		922	941	748	893
	- พนักงาน ชาย	- Male		524	527	418	505
	- พนักงาน หญิง	- Female		398	414	330	388
	ผู้บริหารระดับต้น ตำแหน่งผู้จัดการ	Junior Management - Manager Level		2,405	2,379	2,111	2,327
	- พนักงาน ชาย	- Male		1,248	1,219	1,080	1,177
	- พนักงาน หญิง	- Female		1,157	1,160	1,031	1,150
	ระดับพนักงานปฏิบัติการ	Operation Level		19,938	19,266	18,745	17,290
	- พนักงาน ชาย	- Male		9,115	8,717	8,348	6,389
	- พนักงาน หญิง	- Female		10,823	10,549	10,397	10,901
	จำแนกตามเพศ	By Gender					
	- ผู้บริหารสายงานที่เป็นเพศหญิง	Women in all management positions	Person	1,576	1,594	1,380	1,557
			Percent	45.97	46.46	46.64	46.78
	- ผู้บริหารสายงานระดับสูงที่เป็นเพศหญิง	Women in top management positions	Person	419	434	349	407
			Percent	40.96	41.25	41.16	40.66
	- ผู้บริหารสายงานระดับต้นที่เป็นเพศหญิง	Women in junior management positions	Person	1,157	1,160	1,031	1,150
			Percent	48.11	48.76	48.84	49.42
	- ตำแหน่งพนักงานระดับปฏิบัติ หญิง	Women in workforce (Operation)	Person	10,823	10,549	10,397	10,901
			Percent	54.28	54.75	55.47	63.05
	จำแนกตามเชื้อชาติ	By Ethnicity					
	- ไทย	- Thai	Percent	NA	NA	98.22	99.83
	- อาเซียน	- Asian		NA	NA	0.79	0.05
	- ชาวต่างชาติ	- Foreigner		NA	NA	0.99	0.12

Remarks: *Share in all management positions, including junior, middle and senior management (as % of total management workforce) Thai = 96.18% Asian = 2.35% Other Foreigner = 1.47%*

405-1	จำแนกตามช่วงอายุ	By Age					
	< 30 ปี	< 30 years	Person	8,407	7,829	8,137	8,235
	- พนักงาน ชาย	- Male		3,724	3,431	3,492	2,844
	- พนักงาน หญิง	- Female		4,683	4,398	4,645	5,391

GRI Standard	Data Description		Unit	2018	2019	2020	2021
405-1	30-50 ปี	30-50 years	Person	13,785	13,875	12,408	11,238
	- พนักงาน ชาย	- Male		6,573	6,585	5,799	4,748
	- พนักงาน หญิง	- Female		7,212	7,290	6,609	6,490
	> 50 ปี	> 50 years		1,174	993	1,159	1,145
	- พนักงาน ชาย	- Male		670	538	636	568
	- พนักงาน หญิง	- Female		504	455	523	577
	ความหลากหลายอื่นๆ (จำนวนพนักงานที่เป็นผู้พิการ)	Other Diversity (Employees with disabilities)	Person	161	140	129	126
	- พนักงาน ชาย	Male	Person	91	88	83	92
	- พนักงาน หญิง	Female		70	52	46	34
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)	0.92	0.95	0.93	0.93
	- ผู้บริหารระดับสูง (เงินเดือนมูลฐาน และ ค่าตอบแทนอื่นๆ)	- Executive level (Base salary only + other cash incentives)		NA	NA	0.95	1.00
	- ระดับผู้บริหาร (เงินเดือนมูลฐาน)	- Management level (base salary only)		0.93	0.95	0.97	0.94
	- ระดับผู้บริหาร (เงินเดือนมูลฐาน และ ค่าตอบแทนอื่นๆ)	- Management level (base salary + other cash incentives)		0.94	0.94	0.97	0.95
	- ไม่ใช่ระดับผู้บริหาร (เงินเดือนมูลฐาน)	- Non-management level (base salary only)		1.01	0.89	0.92	0.83
401-1	การว่าจ้างพนักงาน	Recruitment					
	ค่าใช้จ่ายในการสรรหาพนักงานโดยเฉลี่ยเทียบกับพนักงานประจำทั้งหมด	Average hiring cost / FTE	Baht	27,243	48,544	34,327	36,691
	การจ้างงานใหม่	New Hires	Person	7,597	7,705	8,492	14,257
			Percent	32.51	33.95	39.13	69.15
	การโอนย้ายตำแหน่งภายใน	Open positions filled by internal candidates	Person	274	502	439	622
			Percent	37.03	60.92	47.98	32.65
	จำแนกตามเพศ	By gender					
	- พนักงาน ชาย	- Male	Person	3,435	2,910	3,454	4,788
			Percent	31.32	27.57	34.79	58.68
	- พนักงาน หญิง	- Female	Person	4,162	4,795	5,038	9,469
			Percent	33.57	39.49	42.78	76.01
	จำแนกตามอายุ	By age					
	- น้อยกว่า 30	< 30 years	Person	5,509	5,673	6,111	10,117
			Percent	65.53	72.46	75.10	122.85
	- 30 - 50 ปี	30-50 years	Person	2,088	1,994	2,346	4,059
			Percent	15.15	14.37	18.91	36.12
	- มากกว่า 50 ปี	>50 years	Person	0	38	35	81
			Percent	0.00	3.83	3.02	7.07
	การลาออกจากงาน (พนักงานประจำ)	Turnover (permanent)					
	จำนวนการลาออก	Employee turnover	Person	1,886	1,812	984	976
			Percent	8.07	7.98	4.53	4.73

GRI Standard	Data Description		Unit	2018	2019	2020	2021
401-1	จำแนกตามเพศ	By gender					
	พนักงานชาย	- Male	Person	891	879	471	442
			Percent	8.12	8.33	4.74	5.42
	พนักงานหญิง	- Female	Person	995	933	513	534
			Percent	8.02	7.68	4.36	4.29
	จำแนกตามอายุ	By age					
	น้อยกว่า 30	< 30 years	Person	703	480	305	563
			Percent	8.36	6.13	3.75	6.84
	30 - 50 ปี	30-50 years	Person	1,065	1,206	582	396
			Percent	7.73	8.69	4.69	3.52
	มากกว่า 50 ปี	>50 years	Person	118	126	97	14
			Percent	10.05	12.69	8.37	1.22
	อัตราการลาออกจากงานของพนักงานโดยสมัครใจ	Voluntary employee turnover rate	Percent	6.95	6.9	3.72	4.67
102-43	การสำรวจความผูกพันของพนักงาน	Employee Engagement Survey					
	ความผูกพันและความพึงพอใจของพนักงานทั้งหมด	Total Employee engagement and satisfaction rate	Percent	69.3	70.9	71.1	72.3
	- พนักงานชาย	- Male		69.1	72.4	71.8	72.5
	- พนักงานหญิง	- Female		72.0	69.5	71.4	72.2
	จำแนกตามกลุ่มอายุ						
	< 25 ปี	< 25 years	Percent	NA	NA	70.0	70.3
	25-34 ปี	25-34 years		NA	NA	70.0	70.4
	35-44 ปี	35-44 years		NA	NA	71.0	73.0
	45-54 ปี	45-54 years		NA	NA	73.0	76.0
	> 55 ปี	> 50 years		NA	NA	80.0	78.5
	ร้อยละของพนักงานที่เข้าร่วมการสำรวจผูกพันของพนักงาน	Employees participating in employee engagement and satisfaction survey		97	98	97	97.2
404-3	การประเมินผลการปฏิบัติงานพนักงาน	Individual Performance Appraisal					
	การใช้เป้าหมายที่สามารถวัดได้ และที่ได้รับการตกลงร่วมกันกับผู้บังคับบัญชา/ หัวหน้างาน (ร้อยละของพนักงานทั้งหมด)	Systematic use of agreed measurable targets by line superior (% of all employees)	Percent	100	100	100	100
	การประเมินผลการปฏิบัติงานพนักงานจากหลายมิติ (ร้อยละของพนักงานทั้งหมด)	Multidimensional performance appraisal (% of all employees)		88	98	100	100
	การเปรียบเทียบและการจัดลำดับพนักงานภายในหมวดหมู่เดียวกัน อย่างเป็นระบบ (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					
	% ของพนักงานที่อยู่ในข้อตกลงการเจรจาต่อรองร่วมผ่านคณะกรรมการสวัสดิการของกรู	% 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	17.81	20.7	24.65	37.74

GRI Standard	Data Description		Unit	2018	2019	2020	2021
404-1	จำแนกตามระดับ	By Level					
	- ผู้บริหาร	- Executive Level	Hours/ Person	25.36	27.26	41.45	63.44
	- พนักงานทั่วไป	- Staff Level		16.51	19.52	20.92	37.55
	จำแนกตามเพศ	By Gender					
	- พนักงาน ชาย	- Male	Hours/ Person	19.16	20.78	26.82	41.55
	- พนักงาน หญิง	- Female		16.63	20.63	19.88	33.97
	จำแนกตามกลุ่มอายุ	By Group Age					
	< 30 ปี	< 30 years	Hours/ Person	17.97	14.68	17.45	31.15
	30-50 ปี	30-50 years		17.63	21.38	25.08	40.24
	> 50 ปี	> 50 years		19.18	18.53	29.67	54.31
	จำแนกตามเชื้อชาติ	By Ethnicity					
	- ไทย	- Thai	Hours/ Person	NA	NA	98.22	99.83
	- อาเซียน	- Asian		NA	NA	0.79	0.05
	- ชาวต่างชาติ	- Foreigner		NA	NA	0.99	0.12
	ความหลากหลายอื่นๆ (จำนวนพนักงานที่เป็นผู้พิการ)	Other Diversity (Employees with disabilities)					
	- พนักงาน ชาย	Male	Hours/ Person	91	88	83	9.1
	- พนักงาน หญิง	Female		70	52	46	6.17
	พนักงานเข้าร่วมอบรมหลักสูตรความยั่งยืน						
	%พนักงานเข้าร่วมอบรมหลักสูตรความยั่งยืน		Target	100	100	100	100
			Percent	100	100	100	100
404-2	จำนวนพนักงานที่ผ่านการฝึกอบรมเพิ่มทักษะและความก้าวหน้าของพนักงานในสายอาชีพ	Number of employees attended programs for upgrading employee skills and transition assistance programs (Career Development)	Person	1,638	1,254	2,247	1,509
	พนักงานหญิงในตำแหน่งที่เกี่ยวข้องกับ Science Technology Engineering and Mathematics (STEM)	Woman in STEM-related positions	Target	NA	NA	35	35
			Percent	NA	NA	36	38
	พนักงานหญิงในระดับผู้บริหารที่อยู่ในหน่วยงานสร้างรายได้	Woman in management positions in revenue-generating functions	Target	NA	NA	50	50
			Percent	NA	NA	56	57
401-3	การใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Parental Leave					
	จำนวนพนักงานที่ใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Number of employees taking parental leave	Person	492	617	620	490
	- ชาย	- Male	Person	239	254	230	0
	- หญิง	- Female		253	363	390	490
	จำนวนพนักงานที่กลับมาปฏิบัติงานหลังจากใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Number of employees returning to work after parental leave		444	548	539	407
	- ชาย	- Male	Person	233	231	211	0
	- หญิง	- Female		211	317	328	407
	จำนวนพนักงานที่กลับมาปฏิบัติงานหลังจากใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร และยังทำงานต่อหลังจากนั้นอีก 1 ปี	Number of employees returning to work after parental leave who are still employed for the next 12 months		444	548	539	407
	- ชาย	- Male	Person	233	231	211	0
	- หญิง	- Female		211	317	328	407
	อัตราพนักงานกลับมาทำงานหลังใช้สิทธิ์ลาคลอด/ลาเลี้ยงดูบุตร	Employees returned to work after parental leave (retention rate)	Percent	90	100	100	83

Remarks: *- NA means not applicable or not available.*

GRI Standard	Data Description		Unit	2018	2019	2020	2021
	OCCUPATIONAL HEALTH & SAFETY						
	พนักงาน	Employees					
403-9 2018 (a)	จำนวนพนักงานที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในงาน)	The number of fatalities from work-related injury	Person	2	0	2	0
	- ชาย	- Male		2	0	2	0
	- หญิง	- Female		0	0	0	0
	อัตราการเสียชีวิตจากอุบัติเหตุจากการทำงาน	Rate of fatalities from work-related injury	No. per million man-hours	0.04	0.00	0.05	0.00
	- ชาย	- Male		0.088	0.000	0.098	0.000
	- หญิง	- Female		0.000	22.000	0.000	0.000
	จำนวนผู้บาดเจ็บรุนแรงจากการทำงาน	The number of high-consequence work-related injury	Person	NA	NA	0	0
	- ชาย	- Male		NA	NA	0	0
	- หญิง	- Female		NA	NA	0	0
	อัตราการบาดเจ็บรุนแรงจากการทำงาน	Rate of high-consequence work-related injury	No. per million man-hours	NA	NA	0	0
	- ชาย	- Male		NA	NA	0	0
	- หญิง	- Female		NA	NA	0	0
	จำนวนผู้บาดเจ็บจากการทำงานทั้งหมด	The number of recordable work-related injury	Person	NA	NA	12	9
	- ชาย	- Male		NA	NA	12	9
	- หญิง	- Female		NA	NA	0	0
	อัตราการบาดเจ็บจากการทำงานทั้งหมด	Rate of recordable work-related injury	No. per million man-hours	NA	NA	0.30	0.20
	- ชาย	- Male		NA	NA	0.59	0.47
	- หญิง	- Female		NA	NA	0.00	0.00
	จำนวนชั่วโมงทำงานทั้งหมด	Total Employee Work Hours	Hours	48,601,280	47,209,760	40,543,215	45,799,292
	- ชาย	- Male	Hours	22,811,360	21,952,320	20,471,480	19,316,349
	- หญิง	- Female		25,789,920	25,257,440	20,071,735	26,482,943
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	อัตราความรุนแรงจากอุบัติเหตุการทำงาน	Injuries Severity Rate(ISR) base 1,000,000 Hrs	Days per million man-hours	13.80	5.00	3.97	10.04
	อัตราการขาดงาน	Absentee Rate	Percent	0.90	0.24	3.97	0.50
	- ชาย	- Male	Percent	1.00	0.26	0.66	0.45
	- หญิง	- Female		0.84	0.22	0.53	0.54
	ผู้รับเหมา	Contractors					
	จำนวนผู้รับเหมาที่เสียชีวิตเนื่องจากอุบัติเหตุ (ในงาน)	The number of fatalities from work-related injury	Person	1	2	0	1
	- ชาย	- Male	Person	1	2	0	1
	- หญิง	- Female		0	0	0	0

GRI Standard	Data Description		Unit	2018	2019	2020	2021
403-9 2018 (b)	อัตราการเสียชีวิตจากอุบัติเหตุจากการทำงาน	Rate of fatalities as a result of work-related injury	No. per million man-hours	NA	NA	0.00	0.19
	- ชาย	- Male		NA	NA	0.00	0.22
	- หญิง	- Female		NA	NA	0.00	0.00
	จำนวนผู้บาดเจ็บรุนแรงจากการทำงาน	The number of high-consequence work-related injury	Person	NA	NA	2	0
	- ชาย	- Male		NA	NA	2	0
	- หญิง	- Female		NA	NA	0	0
	อัตราการบาดเจ็บรุนแรงจากการทำงาน	Rate of high-consequence work-related injury	No. per million man-hours	NA	NA	0.05	0.00
	- ชาย	- Male		NA	NA	0.06	0.00
	- หญิง	- Female		NA	NA	0.00	0.00
	จำนวนผู้บาดเจ็บจากการทำงานทั้งหมด (การบาดเจ็บจากการทำงานที่ส่งผลให้เกิดการเสียชีวิต, การขาดงาน, การย้ายงาน, การรักษาพยาบาลที่มากกว่าการปฐมพยาบาลเบื้องต้น หรือการบาดสติสัมปชัญญะ (รวมการเสียชีวิต)	The number of recordable work-related injury	Person	NA	NA	3	9
	- ชาย	- Male		NA	NA	3	9
	- หญิง	- Female		NA	NA	0	0
	อัตราการบาดเจ็บจากการทำงานทั้งหมด	Rate of recordable work-related injury	No. per million man-hours	NA	NA	0.08	1.70
	- ชาย	- Male		NA	NA	0.08	1.96
	- หญิง	- Female		NA	NA	0.00	0.00
	จำนวนชั่วโมงทำงานทั้งหมด	Total Employee Work Hours	Hours	NA	NA	36,416,952	5,291,096
	- ชาย	- Male	Hours	NA	NA	36,092,992	4,593,056
	- หญิง	- Female		NA	NA	323,960	698,040
403-1 2016	นโยบายและการฝึกอบรมด้านความปลอดภัยและอาชีวอนามัย	Health and Safety Framework and Training					
	ความครอบคลุมของกรอบการบริหารจัดการด้านความปลอดภัยและอาชีวอนามัย	Coverage of health and safety management framework	Person	134	130	82	92
	ความครอบคลุมในการฝึกอบรมด้านความเสี่ยงความปลอดภัยและ อาชีวอนามัย และการป้องกัน	Coverage of OHS health risks/prevention training		3,841	3,256	1,720	12,890
	ความครอบคลุมในการฝึกอบรมหรือมาตรการต่างๆ ที่ส่งเสริมสุขภาพและความเป็นอยู่ของพนักงาน	Coverage of special training and/or measures to foster employees' health and well-being		101,200	140,400	82,776	127,000
102-17	การร้องเรียนผ่านช่องทาง Whistle Blower	Grievance					
	อีเมล	E-mail: auditcommittee@truecorp.co.th	Number	0	0	0	0
	จดหมาย	Letter		2	0	2	0
	การเข้าร่วมสหภาพโดยสมัครใจ	Freedom of Association					
	% ของพนักงาน ที่อยู่ในข้อตกลงการเจรจาต่อรองร่วม ผ่านคณะกรรมการสวัสดิการของทรู	% 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		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), 2021 Target: 10.00*

	CORPORATE SOCIAL RESPONSIBILITY						
201-1	รวมเงินสมทบ	Total Contribution					
	การสนับสนุนกิจกรรมเพื่อสังคม	Funding for activities benefiting society	Million Baht	356.66	427.32	222.6	196.13
	การอาสาของพนักงานในกิจกรรมทางสังคม	Volunteering by employees in social activities		22.33	11.66	12.15	11.91

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 2021 (January 1, 2021 – December 31, 2021). 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 page 83-84.

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, TrueOnline, TrueVisions and True Digital Group. The reporting boundary is consistent with that of the financial statements of Company's Annual Report 2021. The information can be referenced from the Annual Report and Company Website.

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 page 85-87.

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:

Strategy & Sustainable Development Department

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

OPINION SURVEY ON TRUE SUSTAINABILITY REPORT 2021

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 ☐ Employees

☐ Government agencies ☐ 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 2021

Feedback to Sustainability Report 2021	Rating Score				
	Lowest	Low	Moderate	High	Highest
☐ Use as guideline for your corporate Sustainability Report					
☐ The information is easy to understand and interesting.					
☐ The information is reliable.					
☐ The report size and design are appropriate.					
☐ 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:.....

.....

YOU MAY PROVIDE YOUR OPINION ONLINE
BY SCANNING THIS QR CODE

true | SUSTAINABILITY

Together, creating a sustainable life

true
together

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