

EMPLOYEE HEALTH, SAFETY AND WELL-BEING



EMPLOYEE HEALTH, SAFETY AND WELL-BEING

The Company puts emphasis on management of employee safety and health as we recognize that safety, security, physical and mental wellbeing of employees are important to drive the business to success.

Managing the safety and health of employees is a cornerstone of True’s business operations. All senior executives adhere to the corporate culture in caring and promoting work with safety as well as promoting healthcare and the balance between work and family amongst employees.

HEALTH AND WELL-BEING PROGRAMS

■ PlookRak Project For Sustainable Well-Being

The company plans and designs good and stable welfare for everyone in the organization. according to the needs of each group of employees In the Plook Rak project, it covers all 4 areas. As follows:

<p>Dharma Plook Rak</p> <ul style="list-style-type: none"> • Invite employees to join in making merit by giving alms to monks. Offering Thai Dhamma regularly on the first Wednesday of the month and prayer and meditation activities every Thursday. 	<p>Wealth Plook Rak</p> <ul style="list-style-type: none"> • True Group Employees' Savings Cooperative Limited strengthens employees' finances by depositing money and holding shares. • Employee welfare loans for purchasing a new home, refinancing or making home repairs. At low interest rates with banks that have MOU agreements with True.
<p>Health Plook Rak</p> <ul style="list-style-type: none"> • Breast cancer screening using a mobile mammography vehicle. By Thanyarak Center, Siriraj Hospital • Discount on treatment fees in network hospitals Employees receive a 20-30% discount on medicine and a 10-15% discount on room rates. • True HEALTH MorDee Employees can find a doctor online from anywhere, receive treatment and deliver medicine to their home, no need to pay in advance. Can claim insurance With a 20-30% discount on medicine costs 	<p>Engagement Plook Rak</p> <ul style="list-style-type: none"> • Budget support and a place for employees to gather and form clubs based on their interests. Establish a New Year's gift giving club • Chinese New Year Red Envelopes

■ Comprehensive Health Benefits

We believe that a healthy workforce is a strong workforce. Therefore, in addition to statutory social security coverage, we go beyond the basics to provide proactive, preventive, and personalized health support for our employees in various ways, ensuring accessible and effective medical care. The company has also established a compensation fund to support employees in the event of work-related accidents, ensuring proper protection and timely care.

● Health Insurance

The company provides comprehensive health insurance coverage for all employees, including dental care, accident cases, outpatient care (OPD), inpatient care (IPD), and death, as well as life insurance. In addition to employee coverage, the company also extends special discounted health insurance packages for employees' family members, helping to support the overall well-being of their households. This reflects our commitment to not only care for our people but also to provide peace of mind for those they care about most.

HR สำหรับ
ทุกตำแหน่ง

true | dtac

ครอบครัวคุณ คือครอบครัว ของเรา
YOUR FAMILY. TRUE'S FAMILY.
เราใส่ใจดูแลและคุ้มครองด้วย
แผนประกันสุขภาพรายปี สำหรับครอบครัวพนักงานทรู
We care for you and your loved ones
annual health insurance for True employee's family.
Without coverage requirement / Without requirement for medical check up before screening health condition

เปิดรับสมัคร 25 ธ.ค. - 8 ม.ค. 67
Apply December 25th - January 8th, 2024

วิธีสมัคร HOW TO APPLY

- เปิดรับสมัครปีละ 1 ครั้ง / Application accepted once a year.
- ศึกษารายละเอียดสมัครได้ที่ SuccessFactors > HR Portal > สุขภาพ > Family Health Insurance / View information and apply on SuccessFactors > HR Portal > Health > Family Health Insurance
- สมาชิกครอบครัว ได้แก่ คู่สมรส บุตร บิดา มารดา ที่ถูกต้องตามกฎหมาย / Eligible family members include legal spouse, children, father, and mother.
 - คู่สมรส บิดา มารดา อายุไม่เกิน 85 ปี / Spouse, father, and mother must be under 85 years' old
 - บุตร อายุตั้งแต่ 14 วันขึ้นไป (หลังจาก พ.ร.บ.) ถึงอายุ 20 ปี ที่ยังไม่สมรส และกำลังศึกษาอยู่ (ยังไม่ทำงาน) / Children aged 14 days and older (discharged from the hospital) up to 20 years old, unmarried, and currently studying (not employed).

ความคุ้มครองกรมธรรม์ POLICY COVERAGE

- ความคุ้มครองเงินปันผลแบบประกันสุขภาพที่พนักงานสมัครไว้ / Coverage: identical to employee's health insurance plan.
- ความคุ้มครองเงิน 1 ม.ค. - 31 ธ.ค. 67 / Coverage period: January 1st to December 31st, 2024.

การชำระเงิน PAYMENT

- หักชำระเป็นจำนวนเงินเดือนละ เดือนเดียว ม.ค. 67 / One-time Pay deduction in January 2024 payroll.
- โอนเงินผ่านบัญชีธนาคาร ตั้งแต่วันที่ 11-20 ม.ค. 67 / Money transfer via bank account from January 11th to January 20th, 2024.

BETTER ∞ TOGETHER

ประกันสุขภาพครอบครัว
— แบบใหม่! — **ราคาเบาๆ**

Secure New Family's Health Insurance Plans!
Affordable, Instant Coverage, and Easy Application.
Worry-Free for your Family

สมัครง่าย คุ้มครองไว
สบายใจได้ทั้งครอบครัว

ไม่ต้องตรวจและตอบคำถามสุขภาพ***
Without the need for health checks and answering health questions

เปิดรับสมัครวันนี้ - 3 ก.พ. 68
The application period is from
today until February 3rd, 2025

ห้ามพลาด!!
จัดให้ตามค่าเรียกร้อง

วิธีสมัคร HOW TO APPLY

- เปิดรับสมัครปีละ 1 ครั้ง จนถึง 3 ก.พ. 68 / Accepting applications once a year, today - February 3rd, 2025.
- ดูข้อมูลและสมัครได้ที่ SuccessFactors > HR Portal > สุขภาพ > Family Health Insurance Lite Version / View information and apply at SuccessFactors > HR Portal > Health > Family health insurance Lite Version
- สมาชิกครอบครัว ได้แก่ คู่สมรส บุตร บิดา มารดา ที่ถูกต้องตามกฎหมาย / Family members include spouses, children, fathers, and mothers, as required by law.
 - *คู่สมรส บิดา มารดา อายุไม่เกิน 85 ปี / Spouse, father, and mother must be under 85 years' old.
 - **บุตร อายุตั้งแต่ 14 วันขึ้นไป (หลังจาก พ.ร.บ.) ถึงอายุ 20 ปี ที่ยังไม่สมรส และกำลังศึกษาอยู่ (ยังไม่ทำงาน) / Children aged 14 days and older (discharged from the hospital) up to 20 years old, unmarried, and currently studying (not employed).

ความคุ้มครองกรมธรรม์ POLICY COVERAGE

- ความคุ้มครองตามแบบประกันสุขภาพ Lite Version / Coverage under Health Insurance Lite Version.
- ความคุ้มครองเงิน 1 ก.พ. - 31 ธ.ค. 68 / Coverage starts from 1st February to 31st December 2025.

การชำระเงิน PAYMENT

- หักชำระเป็นจำนวนเงินเดือนละ เดือนเดียว ก.พ. 68 / One-time Pay deduction in February 2025 payroll.
- โอนเงินผ่านบัญชีธนาคาร ตั้งแต่วันที่ 10-17 ก.พ. 68 / Transferred money via bank account from 10th to 17th February 2025.

True's health insurance plan

- **Annual Health Check-Ups**

As part of our focus on employee well-being, the company offers annual health check-ups free of charge to support early detection and preventive care. The program is divided into the following categories:

- **Basic Check-up:** Covers general physical examinations and standard health screenings.
- **Age-Specific Check-up:** Tailored to different age groups—such as young adults, middle-aged individuals, and seniors—by including additional tests that are relevant to the health risks associated with each age range.
- **Gender-Specific Check-up:** Designed separately for male and female employees to include screenings related to gender-specific health concerns. For example, Pap smear and breast cancer screening for women, and prostate screening for men.

- **Breast Cancer Screening Program**

True Corporation, in collaboration with the Thanyarak Foundation under the Royal Patronage of Her Royal Highness Princess Srinagarindra, organized a practical training workshop to educate employees about breast cancer and provide instruction on breast self-examination techniques. The sessions were conducted by medical professionals or experts from the Thanyarak Foundation.

- **Free Vaccination Programs**

The company also promotes access to free and specially priced vaccines exclusively for True employees and their families, such as influenza vaccines, HPV (cervical cancer) vaccines, and hepatitis B vaccines. This initiative reflects the company's strong commitment to promoting health and well-being both within and beyond the workplace.

- **Exclusive Hospital Discounts**

True has signed Memorandums of Understanding (MOUs) with leading hospitals, including Ramathibodi Hospital, Siriraj Hospital, and King Chulalongkorn Memorial Hospital under the Thai Red Cross Society. These partnerships allow True employees to access both outpatient and inpatient medical services without the need for advance payment. In particular, King Chulalongkorn Memorial Hospital offers an integrated digital system through the Chula Care platform, enabling real-time eligibility checks, streamlined access to medical records, appointment scheduling, and complete management of billing documents—reducing paperwork and enhancing the efficiency of healthcare services.

- **24/7 Online Doctor Consultation App (True HEALTH MorDee)**

To enhance healthcare accessibility and convenience, the company offers access to the True HEALTH MorDee platform. This service allows employees to consult with licensed doctors online from anywhere, receive medical advice, treatment, and have prescribed medication delivered directly to their homes, all without the need for upfront payment. Employees can also claim expenses through their health insurance and benefit from a 20–30% discount on medication costs, making it a cost-effective and seamless healthcare solution.

- **Other Health Promotion Activities**

- **Healthy Policy & Health Campaign (New Year Gift From Ceo)**

As part of promoting a healthy well-being and ergonomic workplace, True employees received the New Year Gift from CEO which are a hand stretch and a yoga pull string with manual instructions for appropriate stretching positions to fully utilize the equipment. This is a gift for health.

WORKPLACE AND FACILITIES

The Company also emphasizes the importance of a good ergonomic workplace for all employees and towards their health and safety well-being. Therefore there are many approaches that True has taken to improve and maintain a good ergonomic workplace as follows:

- **HEALTH AND WELLNESS FACILITIES**

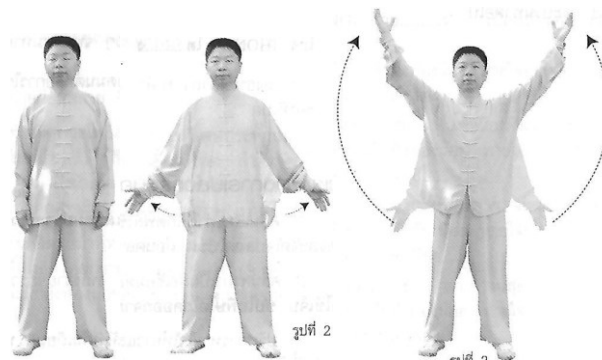
True supports employee well-being through a range of on-site health and wellness facilities, reflecting the company's commitment to fostering a healthy and supportive workplace. These facilities include the following features:

- **Therapeutic Yoga (On Chair) And Qigong**

As part of the Plook Rak Project, the Company has organized a Therapeutic Yoga (on chair) training session for employees to learn of different yoga postures and stretches that helps to avoid health issues e.g. back pain, joint pain, unhealthy postures. This is very beneficial and applicable to all employees as it is easy and accessible especially in an office environment.

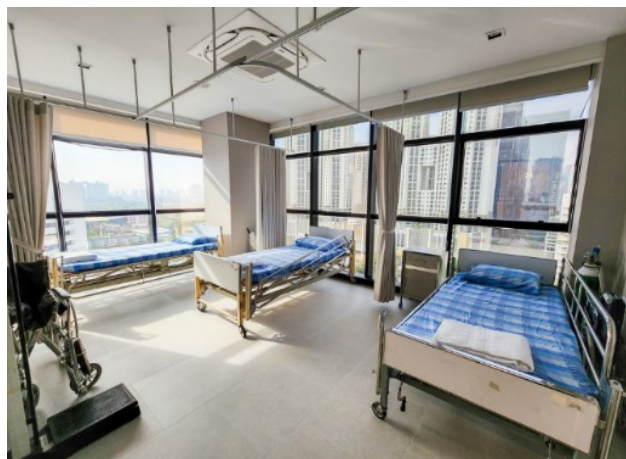


Qigong sessions have also been organized by the Company encouraging employees to participate in this martial arts that consists of coordinated body posture movement, breathing and the use of meditation that promotes a healthy body and mind for employees.



- **Nursing Room**

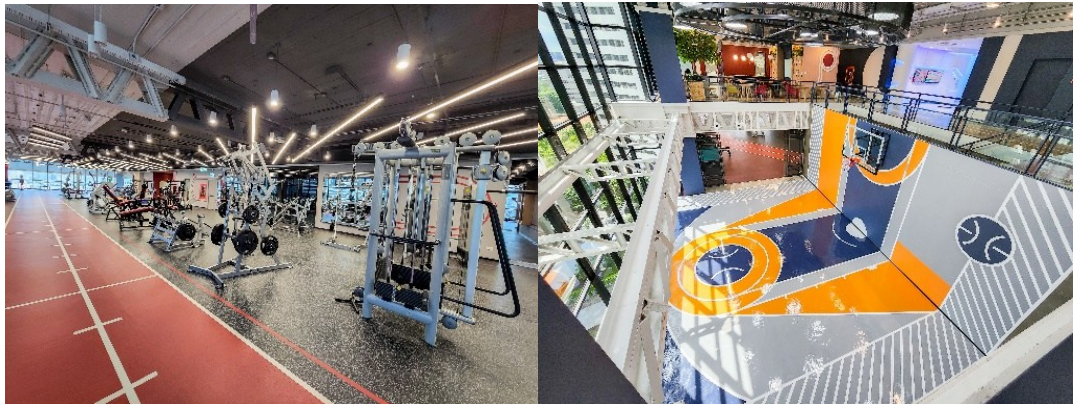
We have a fully equipped medical room with a doctor available at all times to provide continuous healthcare support. These initiatives aim to effectively manage workplace stress and prioritize the well-being of our employees, both mentally and physically.



Nursing Room

- **Fitness Facilities At True Tower 1 And 2**

Fitness facilities have been provided and accessible for all employees with gym facilities and trainers available. Other facilities have also been provided for more options and to suit the needs of employees e.g. badminton court, artificial football field. Lockers and showers are located on site for employee's convenience to store their equipment and valuables safely and also to enjoy their time at fitness facilities.



- **WORKPLACE STRESS MANAGEMENT**

Beyond physical well-being, True recognizes the importance of supporting employees' mental and emotional health. We have implemented a workplace stress management program. This includes the following features:

- **Doctor Online**

We provide counseling services through Doctor Online to support mental and physical well-being. Employees can receive personalized consultations and advice from expert doctors online via the VROOM platform.

- **Nap Room**

We have a designated room for employees to take restful naps and recharge. This helps reduce work-related stress and promotes relaxation.

- **Therapy Room**

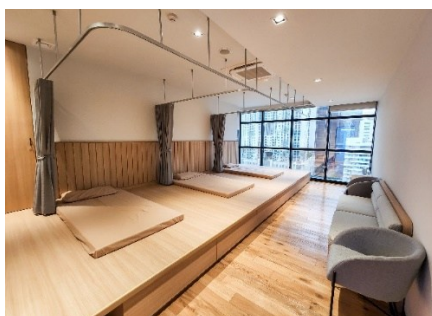
We have a dedicated room for physical therapy sessions. This helps employees alleviate stress from work and improve both mental and physical health.



Doctor Online



Nap Room



Therapy Room

- **PARENT SUPPORT FACILITIES**

To foster an inclusive and supportive work environment for working parents, and to help employees balance their professional and family responsibilities. True provides the following dedicated parent facilities:

- **Day Care @ True Tower 1 & 2 (Child Care Center) – True Hr**

The company provides assistance to parents who are True employees with children ages between 2-5 years old. This is to help facilitate and support to reduce pressure to True employees by providing child day care centers at head office and True Tower 2. Both sites can accommodate up to 30 children per site and managed by Yeamnuch Day Care which provide services by professionals on both a daily and monthly basis on weekdays from 7.30 AM – 5.30 PM. CCTV system where parents are able to monitor in the system on the internet.

- **Breastfeeding Rooms**

True supports breastfeeding and provides a lactation and pumping room with a maximum capacity of 2 employees, curtains, breastfeeding chairs, a refrigerator, hand washing gels, hand wash basins, as well as nursing staff.



FLEXIBLE WORK ARRANGEMENTS

- **Flexible Working Hours**

True provides flexible working schemes for employees. True allows employees to choose working hours from 4 different schedules in which all accumulate to 8 working hours per day as the following:

- 7.30 am – 4.30 pm
- 8.00 am – 5.00 pm
- 8.30 am – 5.30 pm
- 9.00 am – 6.00 pm

Employees are all allocated the default working schedules in the system. If the employee wishes to change working schedules. This can be done through HR system, allowing convenience of employees.

■ **Working From Home Arrangement**

True provides flexible working arrangements for employees in the case of unforeseen circumstances for business continuity. Employees may not be present at the office and may be needed elsewhere, they are able to request to work from home by getting permission from their line managers and also requesting to access LAN network from IT through Remote Access Services (RAS) which employees must request from the Security and Control Team for security reasons.

During the Covid-19 pandemic, the Company creates a better work environment under "Createch Living" concept and provides alternative to work from anywhere.

■ **PART TIME WORKING OPTION**

Employees can request to change their employment from full-time to part-time option. The request must be approved by direct supervisors, and director level executives. Employees still earn the same benefits except the annual salary increase and bonuses that shall be prorated according to the work period. They can choose the workday options as follows:

- Work 4 days per week
- Work 3 days per week
- Work 2 days per week

WORK-LIFE BALANCE (EMPLOYEE LEAVE AND TIME-OFF ENTITLEMENTS)

■ LEAVE/PAID ANNUAL LEAVE

We are committed to clearly communicating our leave policies and procedures to all employees and encouraging them to fully exercise their leave entitlements, such as annual leave, birthday leave, and public holidays, without any impact on their wages or social protection benefits. This is in accordance with applicable laws and company policies. Leave requests and tracking are managed through the SuccessFactors Application, which allows employees to monitor their used and remaining leave days and receive notifications about upcoming leave expirations.

■ PARENTAL LEAVE

Female employees are entitled to 180 days (26 weeks) of paid maternity leave, while male employees are entitled to 165 days (24 weeks) of leave, which includes 15 days of paid paternity leave, 30 days of gender reassignment surgery leave, and 120 days of Religious Leave.

■ PAID FAMILY CARE & PARENTAL LEAVE FOR SAME-SEX PARENTS

Employees are able to leave to take care family members who are seriously ill. This includes leave to care for the newborn child of the same sex parents that the other partner can take leave for taking care of the newborn child for 15 days.

■ LGBTQI+

True Corporation prioritizes gender equality and well-being for its LGBTQ+ employees, offering various leave benefits, including:

- Leave for Equal Marriage: 6 business days (for employees with 1+ year of service).
- Marriage leave: 6 days/year
- Funeral Leave (**attending same sex spouse's funeral): 15 days/years
- Child adoption leave (New born child includes the legal adoption of newborn child according to the law who are not older than 1 year): 7 day/year
- Gender reassignment surgery leave: 30 days.
- All-Gender Restrooms

- **Other leave days**

Additionally, there are various types of leave that employees can utilize to be absent from work, each with different purposes and conditions, such as Sick leave, sick leave: Non-work related, sick leave: work related, business leave, and compassionate leave.

FAIR AND EQUITABLE COMPENSATION

- **Living Wage-Based Pay (Living Wage Methodology)**

True is committed to providing a living wage to ensure its employees have a decent quality of life, covering essential basic needs such as food, housing, education, healthcare, transportation, clothing, and provisions for unexpected events. To ensure wage adequacy in line with the company's commitment to fair compensation, True regularly monitors living wage benchmarks from reliable sources and reviews whether employees' actual earnings meet or exceed this threshold.

In 2025, True evaluates its compensation structure by referencing The Anker Living Wage Reference Value for urban Thailand, which was THB 14,202 per month in 2022. True uses data from Anker to assess the base salary review for all employees, ensuring it is higher than the average living wage in Thailand. This allows True to set its starting pay at 15,000 baht, which complies with Thai law.

- **Market-Competitive Pay (Benchmarking Survey)**

True is committed to providing fair and equitable compensation to all employees. To ensure its pay practices remain competitive and aligned with industry standards, True actively participates in recognized compensation benchmarking programs, including Mercer's Total Remuneration Survey and Korn Ferry's market salary studies. By leveraging insights from these reputable sources, True is able to benchmark its compensation packages against those offered by other leading organizations in the country.

■ **Equitable Compensation (Gender Pay Review)**

To uphold equitable compensation, True ensures that pay is not influenced by gender, age, race, ethnicity, or any other personal characteristic. In line with this commitment, the company conducts an annual gender pay gap assessment as part of its remuneration review process.

The assessment covers management and non-management employees and compares compensation by employee level, covering base salary and other remuneration components where applicable.

True conducts both internal and external pay audits, which are performed by a third party to compare compensation between male and female employees, with the aim of identifying, monitoring, and addressing any potential disparities.

Where pay disparities are identified, Human Resources and relevant management functions review the findings and implement appropriate corrective actions.

The gender pay ratio is disclosed in the annual Sustainability Report as part of the company's commitment to equal remuneration.

In addition to internal analysis, True participates in well-recognized compensation benchmarking programs such as Mercer's Total Remuneration Survey and Korn Ferry's market salary studies. These programs incorporate gender pay comparison across the industry, enabling True to evaluate its compensation practices both internally and against external market standards.

■ **Pay Accuracy Assurance (Time Sheet System: TSS)**

True utilizes a Timesheet system within the SuccessFactors App that allows employees to record their work hours, efficiently apply for all types of leave, and request overtime (OT) online. The system is configured to ensure that weekly overtime hours do not exceed the limits set by Thai law. The overtime data is also seamlessly integrated into the payroll process, ensuring employees receive accurate overtime compensation and at a rate higher than the regular wage, as required by law.

Additionally, to promote employee well-being and work-life balance, the system tracks and displays leave days taken and remaining, while also comparing entitlements against legal requirements. This helps ensure employees fully benefit from and make use of their paid annual leave.

EMPLOYEE TALENT DEVELOPMENT

The company supports employee development through a wide range of courses and learning approaches designed to foster professional growth, including on-the-job learning, guidance from experienced executives and supervisors, as well as collaborative networks and colleague connections. Our comprehensive employee development programs are available to full-time, contractual, and part-time employees such as digital transformation, environmental sustainability, leadership development, cultural learning, and workplace safety, equipping employees with the skills and mindset needed for long-term growth and adaptability.

These training and reskilling programs support employees in strengthening relevant capabilities as business operations and workforce requirements evolve. Digital and AI-related training, such as .A.I. First, Sustainable Product, helps employees build future-ready skills and reduce the risk of skill redundancy arising from automation, artificial intelligence, and changing digital business models. Sustainability and climate-related training also helps employees understand transition-related business changes, including decarbonization, low-carbon operations, and evolving sustainability requirements, enabling them to adapt their roles and contribute to future business needs. In 2025, our human resource development program was successfully implemented, resulting in revenue increases of 7.5 billion THB.

■ Digital Transformation Program

True Digital Academy upskills and reskills True employee - full-time, contractual, and part-time to enhance work potential and adapt to labor market changes. Its key mission is to promote and develop skills in individuals and organizations in Thailand, ensuring they are aligned with current and future needs, enabling them to compete in international business and industry. This is done in collaboration with the global partner, General Assembly, to build digital knowledge for personnel in Thailand, preparing them for the digital transformation of organizations. The Program also supports employees through coaching and mentoring initiatives. True developed the capabilities of its personnel through 28 courses, both online and classroom-based, such as Digital Foundations, Data Champion, Digital Marketing, and Product Management. Additionally, True implemented a 4 Core Values (Compassion, Credibility, Co-creation, Courage) training program for all employees, which represents and enhances the diversity in our workplace.

LEARNING ORGANIZATION



COMPETENCY-BASED DEVELOPMENT

Regularly introduce the new courses to bridge identified gap from the individual development plan, equipping employees with essential future-focused human and power skills that foster digital and AI transformation

THOUGHT	RESULT	PEOPLE
INNOVATIVE IDEA TO MARKET <ul style="list-style-type: none"> Business Opportunity Assessment Product Market Fit Business Model Architecture Go To Market Strategies Product Development Planning with Milestones & Metrics Financial Modeling Pitching & Storytelling 	CRITICAL THINKING & COMPLEX PROBLEM SOLVING	PEOPLE MANAGER SERIES (In-House)
	EXCELLENT OPERATIONAL MANAGEMENT (PDCA, Belt, Lean & Six Sigma)	STAKEHOLDER MANAGEMENT
ON-DEMAND ONLINE MICRO-LEARNING COURSES		
Basic Design Thinking	Time Management	People Manager Series
		Fundamentals of Negotiation
		Basic Storytelling Presentation
Monthly Bitesize new Youtube, Articles & Books		
Monthly Digital, Leadership, and Plook Rak Forum		

Embracing a journey of becoming "AI-First Organization"



Partnership with True Digital Academy to develop over 4,235 of Digital Citizenship (vs target at 2,400) and 3,361 of GenAI Basic Practitioners

true digital academy	Digital Foundation	Digital 102	Digital Expert	Tech Talk Forum
<p>Digital Awareness Assessment</p>	12 Hrs. of E-Learning: <ul style="list-style-type: none"> Be Customer-Centric Experiment Practice Agile Methods Activate Growth Be Data Driven Evaluate Trend 	35 Hrs. of E-Learning: <ul style="list-style-type: none"> Data Analytic Lean, Efficiency & Automation Agile Way of Work User Experience Customer Experience Product Management Digital Marketing Prompting for Generative AI 	5 Tracks of Digital Expert: <ul style="list-style-type: none"> Data Analytics Business & Innovation Process Specialist Digital Marketing Customer Centricity 	20+ Forums Partnership with Leading Global Tech Companies to foster lifelong learning in technologies through best practices
<p>AI Awareness Assessment</p>	7 Hours via E-Learning: <ul style="list-style-type: none"> Basic AI Concepts Applications of AI Impact of AI AI Trends & Innovations AI Ethics & Governance 	2-Day Workshop : <ul style="list-style-type: none"> Data with AI Business & Innovation with AI Process Improvement & Automation with AI Digital Marketing with AI UX & CX with AI 	AI-Advanced	
			Action-Learning Program: <ul style="list-style-type: none"> Driving AI Business Case & AI Project Initiatives 	

■ **Sustainability Training**

True organizes mandatory sustainability training for 100% of its employees to ensure they understand the concept of sustainability, True's sustainability goals, and the approaches to drive these goals to success. In addition, there are two sub-courses:

- **Business and Human Rights Course**, focusing on basic human rights understanding and complaint channels; and
- **Climate Resilience Course**, designed to help employees understand environmental policies and prepare for climate change.

■ The Strategic Project & Leadership Development (SPLD) Program and the Thao-Kaek Program

A cross-functional teamwork development program aligned with True's strategic direction, aimed at nurturing future leaders by providing hands-on business experience. Participants are involved in every stage of a real project—from initiation, planning, execution, and control, to closure—while receiving coaching from senior executives. Regular progress updates are presented to top management to strengthen participants' capabilities and prepare them for future leadership roles.



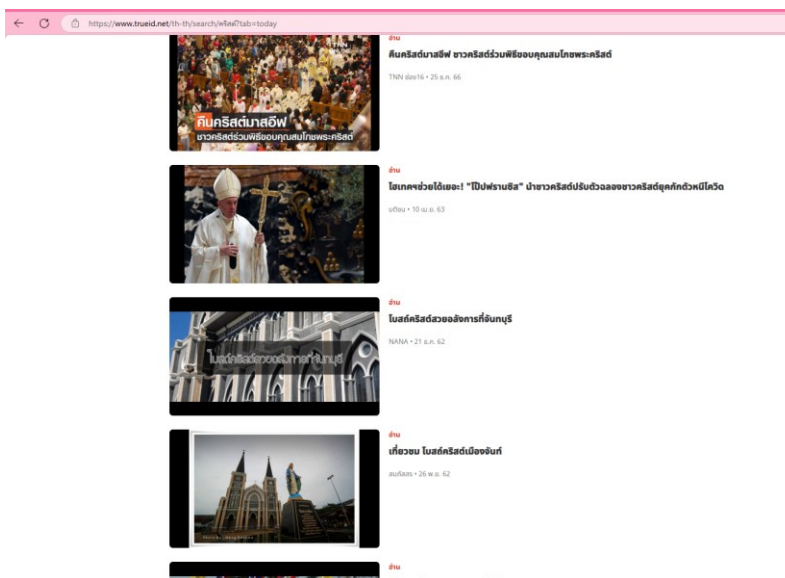
■ Leadership Acceleration Program

The program aims to develop strong leaders who are ready to drive the company's future success and maintain a competitive advantage in an ever-changing market. Leadership potential is enhanced through a cross-functional learning approach. True has partnered with Stanford Online to launch the Leadership Acceleration Program, designed to develop over 80 high-potential leaders who were selected through a rigorous process. This action-learning program focuses on generating innovative ideas and transforming them into concrete business proposals

■ **Cultural Learning**

True promotes social and cultural understanding by offering educational courses to employees and the public through its True Plookpanya and TrueID platforms. These courses aim to foster awareness of different religions and cultures, including Buddhism, Christianity, Islam, and various traditional practices.

In addition, the company provides related welfare benefits such as: Ordination Leave, Hajj Leave, Leave for other religious beliefs, and Meditation Leave, as well as Dharma teaching sessions.

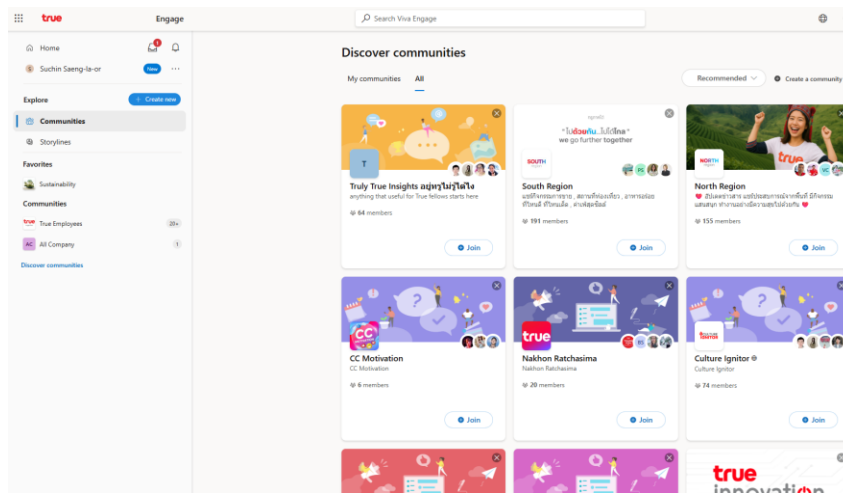


To promote and reflect diversity in the workplace, True offers internal e-learning courses on diversity and organizes annual Pride Month celebrations.



■ Learning Community (Microsoft Viva)

Microsoft Viva helps build a Learning Community at True by integrating learning resources from multiple platforms within Microsoft Teams, promoting learning through AI and gamification, and connecting employees via Viva Engage to share knowledge and create interest groups such as “Data for All,” “Digital Mindset,” and “Young Leader Club,” as well as True Business groups like Product Development, Culture Ignitor, and Innovation Center, thereby fostering an effective learning culture that comprehensively supports the organization’s goals.



■ Employee Safety Training Course

The Company implemented both online and onsite safety training programs to ensure all employees receive the necessary safety training in line with the set goals and participate in proactive safety awareness activities (Proactive Safety Culture). The training programs are divided into general safety training and risk-specific activities, covering executives, supervisors, and general employees.

■ **Transition Support Program**

Even after employees conclude their journey with True, we remain committed to their development. Our Transition Program provides retiring and departing employees with learning support and resources to ease their shift into the next phase of life or work.

● **Happy Retirement Program**

True prepares employees for a happy and secure retirement through its "Happy Retirement Program." This program offers training and guidance on effective saving, investment management, post-retirement spending plans, income distribution, and how to utilize benefits from the provident fund. In 2025, 12 employees participated in the program.

● **Career Transition Support Program**

True implements an Internal Hiring Program, offering existing employees priority to apply for or transition into other roles within the organization. This initiative effectively reduces training periods, thereby cultivating clear career advancement pathways and significantly enhancing employee engagement and retention.

● **Outplacement Program**

True provides an Outplacement Program to support terminated employees in smooth transitioning to new opportunities, offering services like career counseling, assistance with resume and LinkedIn profile writing, and access to job networks. Additionally, True provides full salary during the notice period, offers a severance package, pays out remaining vacation leave.

SUPPLIER DEVELOPMENT PROGRAM

The company recognizes the vital role of a strong and responsible supply chain in achieving sustainable business success. Beyond investing in our own workforce, we also support the development of our suppliers through targeted programs that enhance capabilities, ensure compliance, and promote long-term partnership. These initiatives reflect our commitment to growing together with our supply chain partners.

■ **Human Rights Due Diligence of Significant Suppliers**

True has expanded its human rights risk assessment to include significant suppliers by supporting the cost of hiring specialized consultants to assess risks, develop practices, and establish preventive and corrective measures. This ensures that the company's operations throughout the supply chain are based on the principle of respect for human rights. Five high-level (salient) risk issues have been identified, including: 1) Health and Safety in the Workplace for Significant Suppliers 2) Health and Safety in the Workplace for Subcontractors 3) Responsible Sourcing 4) Community Health and Safety from Production Pollution and 5) Customer Personal Data

Consultants have defined risk mitigation strategies, including prevention, monitoring, investigation, and remediation in case of violations. The safety, occupational health, and work environment departments, along with responsible units, ensure compliance with preventive and corrective measures and continuously monitor the implementation.

■ **Suppliers Safety Training Course**

Train subcontractors and training instructors on basic safety procedures, emphasizing safety processes before commencing work such as safety requirements in service contracts (Prequalification), hazard awareness and control (JSA), safe work at heights, electrical safety training for workers involved in electrical systems, and Lockout/Tagout procedures.

■ **True Supplier Forum**

In 2025, True organized the **True Suppliers Day 2025** seminar as part of its **Business Partner Audit Programs**, bringing together Significant Tier 1 suppliers to communicate the True's sustainability goals, policies, and operational guidelines. The seminar aimed to enhance mutual understanding and strengthen collaboration in responsible supplier management across the supply chain. The program focused on sharing key information, including annual targets related to Health, Safety and Security (HSS) and the Sustainable Corporate Supply Chain (SCS) framework, as well as updates on the Company's Business Partner Management (BPM) performance and supplier management approach for the year. The session also covered post-contract management processes and the scope of ESG assessments.

EMPLOYEE ENGAGEMENT AND RESOLUTION

■ **Employee Engagement Survey**

Our company regularly surveys employee engagement using the Gallup Engagement Survey, a globally recognized standard. Gallup utilizes "The Q12®" questionnaire, with questions divided into four main categories: BASIC NEEDS, INDIVIDUAL CONTRIBUTION, TEAMWORK, and GROWTH. These categories are designed to cover both the physical and mental well-being of employees, with relevant sub-questions within each. Additionally, there are supplementary "Q12+" questions that also cover these two aspects of well-being. The survey also includes questions related to the Values Index, Love Index, and Knowledge, allowing employees to effectively express their feelings regarding job satisfaction, purpose, happiness, and stress levels. Examples of related questions include: I feel proud to work for my organization., At work, I have the opportunity to do what I do best every day., The mission or purpose of my company makes me feel my job is important., My company cares about my overall well-being., I plan to be working at my organization two years from now.

The questionnaire uses a 5-point scale: 1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree The results from this analysis help the company develop and improve its operations to ensure employees can work happily.

■ **Welfare Committee (Workers' Representative)**

True has established a **Welfare Committee**, consisting of 5 employee representatives who are elected by their fellow employees, with a working term of 2 years. The committee holds quarterly meetings to fulfill its role of offering opinions, discussing, and providing advice to the company's executives on providing appropriate benefits for employees that are competitive within the industry. This includes benefits such as life insurance and health insurance, as well as protection in cases of disability and work-related injuries for both permanent and temporary employees. Other benefits include four months of paid parental leave based on actual leave, which exceeds legal requirements; a provident fund; living wage payments; special privileges from the company's products or services; ensuring working hours do not exceed legal limits: and providing prayer areas.

■ Grievance Mechanism / Whistleblowing

In addition to periodic engagement surveys and regular meetings with employee representatives, True provides employees with the opportunity to raise concerns or complaints through a formal grievance process that is always available. This mechanism ensures that employee voices are heard and addressed fairly and transparently.

For sensitive or confidential matters, a dedicated whistleblowing process is also in place, allowing employees to report issues securely and without fear of retaliation. True has established communication channels and a grievance mechanism, including the **Integrity Hotline system**, to seriously involve employees in overseeing the organization. Information about complainants is kept confidential through a standardized external service provider.



รู้หรือไม่ Integrity Hotline ... ไม่ได้มีแค่ Hotline...

Integrity Hotline
สายด่วนบรรณาภิบาล คืออะไร?

- ช่องทางรายงานเรื่องละเมิดบรรณาภิบาลของบริษัท (Code of Conduct)
- ปกป้องผู้ร้องเรียนโดยเก็บข้อมูลเป็นความลับผ่านผู้ให้บริการที่ได้มาตรฐานนอกเครือ

รายงานอะไรได้บ้าง?

- ยักยอก ลักขโมย
- การทุจริต
- ผลประโยชน์ทับซ้อน

ติดต่อได้ผ่านการโทรสายด่วน?

- รายงานได้ทันที ทุกที่ ทุกเวลา ผ่านช่องทางออนไลน์

<https://truecorp.integrityline.com/>





สแกน
เพื่อรายงาน
ข้อกังวลได้เลย!