

Welcome to your CDP Climate Change Questionnaire 2023

C0. Introduction

C0.1

(C0.1) Give a general description and introduction to your organization.

True Group is Thailand's leading integrated telecommunications and digital services provider and an enabler of convergence lifestyles offering mobile, broadband internet, television, content as well as digital platform and solutions.

We operate the business not only for profits but also for people in society and the planet and have committed to sustainable development according to the 10 Principles of the United Nations, the 17 UN SDGs and other best practices to create a long-term and sustainable value for life. True Group has committed to carbon neutrality by 2030 and Net Zero by 2050 according to the Science-Based Target Initiative (SBTi).

The climate change is considered as a corporate agenda, the major areas include network facilities, retail shops, and offices which are allocated throughout Thailand. These facilities are responsible for Scope 2 emissions through their electricity consumption. It also operates a fleet of motor vehicles, which are responsible for Scope 1 emissions. The Company also added up Scope 3 emissions disclosure.

C0.2

(C0.2) State the start and end date of the year for which you are reporting data and indicate whether you will be providing emissions data for past reporting years.

Reporting year

Start date

January 1, 2022

End date

December 31, 2022

Indicate if you are providing emissions data for past reporting years

Yes

Select the number of past reporting years you will be providing Scope 1 emissions data for

3 years

Select the number of past reporting years you will be providing Scope 2 emissions data for

3 years

Select the number of past reporting years you will be providing Scope 3 emissions data for

2 years

C0.3

(C0.3) Select the countries/areas in which you operate.

Thailand

C0.4

(C0.4) Select the currency used for all financial information disclosed throughout your response.

THB

C0.5

(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.

Operational control

C0.8

(C0.8) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?

Indicate whether you are able to provide a unique identifier for your organization	Provide your unique identifier
Yes, an ISIN code	Local : TH0375010Z06, Foreign: TH0375010Z14

C1. Governance

C1.1

(C1.1) Is there board-level oversight of climate-related issues within your organization?

Yes

C1.1a

(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.

Position of individual or committee	Responsibilities for climate-related issues
Board Chair	<p>The Chairman of the Board of Director has announced the Company's goals to become carbon neutral by 2030 and and Net Zero by 2050 according to the Science-Based Target Initiative (SBTi), as well as zero waste to landfill by 2030. The Chairman has the duties and responsibilities of the chief of the Board of Directors to supervise, follow up and monitor the due performance in climate-related issues of the Board of Directors and other Board-committees to achieve the objectives and plans.</p>
Chief Sustainability Officer (CSO)	<p>The company has established the "Innovation & Sustainability Committee" to oversee corporate-wide ESG & climate-related activities and reports to the Corporate Governance Committee. The committee has been overlooked by the Chief Innovation and Sustainability Officer. The Sustainability Committee oversees corporate-wide ESG & climate-related activities and reports to the Corporate Governance Committee. The Innovation and Sustainability Committee also have a Working Group on Environmental Management who are responsible for ensuring that our environmental management practices achieve the annual sustainability targets and contribute to the Sustainability Goals 2030.</p> <p>Chief Innovation and Sustainability Officer (also sits a chairperson of the Environmental Management System (EMS) Working Team is responsible for the EMS management including oversee, control, and monitor the EMS within the organization including greenhouse gas emissions, water withdrawal and waste management.</p>
Board-level committee	<ol style="list-style-type: none"> <li data-bbox="427 1507 1390 1697">1. The Corporate Governance (CG) Board Committee is responsible for assisting in establishing and reviewing the Company's corporate governance policy, compliance, including Sustainability Policy, which covers climate-related issues. The CG Committee oversees and monitors the progress of the corporate-level climate change strategy under the sustainability framework. <li data-bbox="427 1731 1390 1921">2. The Audit Board Committee is responsible for monitoring risk management activities under "Risk Management Policy and Framework" of the Company which was an integral part of business strategies and operations including climate-related issues to ensure continuous and effective risk management of the Company.

C1.1b

(C1.1b) Provide further details on the board’s oversight of climate-related issues.

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Please explain
Scheduled – all meetings	Reviewing and guiding annual budgets Overseeing major capital expenditures Overseeing acquisitions, mergers, and divestitures Reviewing innovation/R&D priorities Overseeing and guiding employee incentives Reviewing and guiding strategy Overseeing and guiding the development of a transition plan Monitoring the implementation of a transition plan	Chairman of the Board of Director Director has announced the Company’s goals to become carbon neutral by 2030 and and Net Zero by 2050 according to the Science-Based Target Initiative (SBTi), as well as zero waste to landfill by 2030. The CG Board Committee are responsible for sustainability (including climate-related issues) management whereas the Audit Board Committee are responsible for Corporate Risks (including the climate-related risks) management. Chief Innovation and Sustainability Officer (also sits a chairperson of the Environmental Management System (EMS) Working Team is responsible for the EMS management including oversee, control, and monitor the EMS within the organization.

C1.1d

(C1.1d) Does your organization have at least one board member with competence on climate-related issues?

	Board member(s) have competence on climate-related issues	Criteria used to assess competence of board member(s) on climate-related issues
Row 1	Yes	Chairman of the board has competence on climate-related issues in terms of his knowledge, experiences, attitudes and skills for business decisions to commit to carbon neutrality and Net Zero by 2050 according to the Science-Based Target Initiative (SBTi), as well as zero waste to landfill by 2030.

C1.2

(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.

Position or committee

Chief Sustainability Officer (CSO)

Climate-related responsibilities of this position

Managing annual budgets for climate mitigation activities
Managing major capital and/or operational expenditures related to low-carbon products or services (including R&D)
Managing climate-related acquisitions, mergers, and divestitures
Providing climate-related employee incentives
Developing a climate transition plan
Implementing a climate transition plan
Integrating climate-related issues into the strategy
Conducting climate-related scenario analysis

Coverage of responsibilities

Reporting line

Reports to the board directly

Frequency of reporting to the board on climate-related issues via this reporting line

More frequently than quarterly

Please explain

Chief Innovation and Sustainability Officer for Sustainability has overlooked the Innovation & Sustainability Committee to oversee the corporate-wide ESG & Climate related activities and report directly to the Corporate Governance Committee. The detail of climate related activities are as following,

- Assessing and managing climate-related risks and opportunities
- Advise the Board of Directors on matters concerning corporate wide-ESG and climate related issues.
- Review the corporate wide-ESG and climate-related issues, monitoring and propose recommendation for revision to the Corporate Governance committee to continuously ensure consistency and compatibility with the businesses of the Company

Position or committee

Sustainability committee

Climate-related responsibilities of this position

Managing annual budgets for climate mitigation activities
Managing major capital and/or operational expenditures related to low-carbon products or services (including R&D)
Managing climate-related acquisitions, mergers, and divestitures
Providing climate-related employee incentives

- Developing a climate transition plan
- Implementing a climate transition plan
- Integrating climate-related issues into the strategy
- Conducting climate-related scenario analysis

Coverage of responsibilities

Reporting line

- Other, please specify
 - Chief Innovation and Sustainability Officer

Frequency of reporting to the board on climate-related issues via this reporting line

- More frequently than quarterly

Please explain

Overlooked by Chief Innovation and Sustainability Officer, Innovation & Sustainability Committee oversees corporate-wide ESG & climate-related activities and reports to the Corporate Governance Committee. The Innovation and Sustainability Committee also have a Working Group on Environmental Management who are responsible for ensuring that our environmental management practices achieve the annual sustainability targets and contribute to the Sustainability Goals 2030.

C1.3

(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?

	Provide incentives for the management of climate-related issues	Comment
Row 1	Yes	<p>The compensation of all employees (staff and executives) is aligned with the corporate KPIs which include Sustainability Goals 2030 to become carbon neutral and zero waste to landfill.</p> <p>In addition, all employees (who have initiated or contributed to a successful projects or initiatives in efficiency enhancement including climate-related ones) would received innovation credits, or “iScores”, which qualify them for higher variable compensation.</p>

C1.3a

(C1.3a) Provide further details on the incentives provided for the management of climate-related issues (do not include the names of individuals).

Entitled to incentive

Board/Executive board

Type of incentive

Monetary reward

Incentive(s)

Bonus – set figure

Salary increase

Shares

Performance indicator(s)

Progress towards a climate-related target

Achievement of a climate-related target

Reduction in absolute emissions

Reduction in emissions intensity

Increased share of renewable energy in total energy consumption

Reduction in total energy consumption

Incentive plan(s) this incentive is linked to

Both Short-Term and Long-Term Incentive Plan

Further details of incentive(s)

The climate related-targets are the part of the company's corporate KPIs, which are tied to the variable compensation of Co-Presidents (equivalent to CEO position) and all the board members. The co-presidents (equivalent to CEO position) are responsible for the corporate KPIs, which include Greenhouse Gas Intensity targets. Second,

Explain how this incentive contributes to the implementation of your organization's climate commitments and/or climate transition plan

As True Corporation have set the target to become a carbon neutral organization by 2030 and net zero emission by 2050, the company have set the near term and long term target in GHG emission reduction, GHG intensity reduction from the base year 2020, in alignment with the Science-Based Target Initiatives (SBTi) standard. In parallel, the target also related to the energy consumption reduction and the increasing in renewable energy usage from base year 2020. All of these targets are the part of the company's corporate KPIs, which are tied to the variable compensation of Co-Presidents (equivalent to CEO position) and all the board members.

Entitled to incentive

Chief Sustainability Officer (CSO)

Type of incentive

Monetary reward

Incentive(s)

Bonus – set figure

Salary increase

Performance indicator(s)

Progress towards a climate-related target
Achievement of a climate-related target
Reduction in absolute emissions
Reduction in emissions intensity

Incentive plan(s) this incentive is linked to

Both Short-Term and Long-Term Incentive Plan

Further details of incentive(s)

GHG Emissions reduction and GHG intensity reduction targets are parts of the sustainability KPIs, which is tied to the variable compensation of Chief Innovation and Sustainability Officer.

Explain how this incentive contributes to the implementation of your organization's climate commitments and/or climate transition plan

The Climate-related KPIs have been set in alignment with the Science-Based Target Initiatives (SBTi) standard, in term of (1) Absolute number of Greenhouse Gas Emission target in reporting year and long-term climate target and (2) Greenhouse Gas Emission Intensity target in term of performance improvement.

The Chief Innovation and Sustainability Officer (who also chairs the EMS Working Team) acts as the climate change program champion to facilitate collaboration among relevant functions within True Group to integrate the climate change risks and opportunities into the Company strategy. His responsibilities include collaboration with Strategic Development & Risk Management Committee, as well as monitoring and reporting of sustainability performance (including climate change initiatives and GHG emissions) to the CG Committee at least on a quarterly basis.

To achieve the climate-related targets that have been set, The Environmental Management System (EMS) Working Team has the roles and responsibilities to:

- Assess and identify the risks related to the environmental impact throughout the supply chain
- Implement effective resources consumption including energy saving as well as GHG emission reduction
- Determine control mechanism and implement EMS system in the organization
- Provide initiatives and suggestion in working process
- Track and monitor in order to drive the project/ operations to meet the targets

Entitled to incentive

Other C-Suite Officer

Type of incentive

Monetary reward

Incentive(s)

Bonus – set figure
Salary increase

Performance indicator(s)

Energy efficiency improvement
Increased share of renewable energy in total energy consumption
Reduction in total energy consumption
Company performance against a climate-related sustainability index (e.g., DJSI, CDP Climate Change score etc.)

Incentive plan(s) this incentive is linked to

Both Short-Term and Long-Term Incentive Plan

Further details of incentive(s)

Two departments within the company, Network Operations and Regional Management, are specifically responsible for network electricity and fleet vehicle fuel consumption, respectively, as these two units are major users of energy. Their performance evaluation takes into account these indicators.

Explain how this incentive contributes to the implementation of your organization’s climate commitments and/or climate transition plan

- Chief Network Officer, Energy reduction target, Network Operations Team: network electricity consumption, as network operations account for nearly 90% the company’s total electricity consumption, electricity consumption within the network operations is a key performance indicator of the highest-ranking executive in network operations.
- Senior General Managing Directors of Regional Management, Energy reduction target, Regional Management and Network Maintenance Teams (under 3 Senior Group Managing Directors of Regional Management): fuel consumption, as these teams account for the largest portion of the company’s total fuel consumption through the operation of fleet vehicles, they are responsible for fuel consumption KPIs.

Entitled to incentive

All employees

Type of incentive

Monetary reward

Incentive(s)

Bonus – set figure
Salary increase

Performance indicator(s)

Energy efficiency improvement
Increased investment in low-carbon R&D

Incentive plan(s) this incentive is linked to

Both Short-Term and Long-Term Incentive Plan

Further details of incentive(s)

The compensation of all employees (staff and executives) is aligned with the corporate KPIS which include Sustainability Goals 2030 to become carbon neutral and zero waste to landfill.

Explain how this incentive contributes to the implementation of your organization’s climate commitments and/or climate transition plan

All employees are eligible and encouraged to submit projects and project ideas, in the area of energy savings and efficiency. Successful implementation of such projects will lead to allocation of i-Score, or innovation credits, which enables the employees to qualify for higher variable pay. Employees who have initiated or contributed to a successful projects or initiatives in efficiency enhancement received innovation credits, or “iScores”, which qualify them for higher variable compensation.

C2. Risks and opportunities

C2.1

(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?

Yes

C2.1a

(C2.1a) How does your organization define short-, medium- and long-term time horizons?

	From (years)	To (years)	Comment
Short-term	0	3	The time period of the assessment is designed in line with the Enterprise Risk Management (ERM) approach used to assess the risks and opportunities of the organization annually.
Medium-term	3	6	The time period of the assessment is designed in line with the Enterprise Risk Management (ERM) approach used to assess the risks and opportunities of the organization annually.
Long-term	6	10	The time period of the assessment is designed in line with the Enterprise Risk Management (ERM) approach used to assess the risks and opportunities of the organization annually.

C2.1b

(C2.1b) How does your organization define substantive financial or strategic impact on your business?

The Company manages its risk to achieve the organization's objectives by identifying risks and impacts affecting operations twice a year by Strategic Development & Risk Management Committee. Risks are categorized into eight groups that include climate-related issues. A risk matrix is created to identify or classify risks in eight areas. Impact severity and the likelihood of occurrence are taken into consideration when selecting material risks for developing a risk management plan. This is in line with the Committee of Sponsoring Organizations of the Treadway Commission (COSO) ERM - Integrated Framework 2017 and we have analyzed and assessed both potential risk and opportunities from climate-related issues according to the Task Force on Climate-related Financial Disclosures (TCFD) framework which includes four elements (Governance, Strategy, Risk Management, Metrics and Targets).

A substantive financial or strategic impact on our business is defined in our enterprise risk matrix & risk appetite as follows: the financial impact is over 2 billion baht or it impacts more than 15% of total customers or interrupt the business process more than 6 hours whereas the probability is more than 90%.

The strategic impact is a negative impact in terms of business operation, investment, and sustainability that require the Management Committee's direction.

The classification of risk and opportunities are depended on the impact as well as the likelihood/ probability of occurrence.

For further information, please refer to

- 1) True's Climate-Related Summary Report 2022 which is reported in accordance with the TCFD Framework that is available on website: https://www.true.th/true-corporation/site/assets/truecorp/pdf/en/Climate_Related_Risk_Management.pdf
- 2) True's Sustainability Report 2022: <https://www.true.th/true-corporation/site/assets/truecorp/pdf/en/true-sustainability-report-2022-en.pdf>

C2.2

(C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.

Value chain stage(s) covered

Direct operations

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

More than once a year

Time horizon(s) covered

Short-term

Medium-term

Long-term

Description of process

The Strategic Development and Risk Management Committee led the company's risks assessment twice a year, which covers climate-related risks and opportunities. The Risk Manager first gathers risk profiles from the Risk Owners (functional level), designs and develops risk management framework, controls factors that may lead to risks and report risks to the Executive Committee for review and approval.

We have process for identifying to climate-related risks and opportunities by conducting a physical risk assessment of climate related scenario analysis to identified climate change-related risk vulnerabilities across all relevant assets and operations.

We use the risk matrix for risk identification and assessment, covering companywide and the results from this assessment will then be used to develop a climate change adaptation plan with mitigation measures that are planned ideally so that context-specific factors are considered.

Example of important risk management of the company are as follows:

1. Physical Risk: A major climate related risk occurred in 2011 and 2016 when the Company's network equipment and facilities were affected by the heavy floods. As a result, the company has set in place the proactive preventive measure and incorporated the assessment results into the strategy and plan.

2. Transition Risk: To be in line with global and national concern with the climate change and higher temperature, Paris Agreement participation, and its 10-year period of Sustainability Goals 2030 to become Carbon Neutral, True has greatly focused on climate-related and opportunities within the organization.

Value chain stage(s) covered

Upstream

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

More than once a year

Time horizon(s) covered

Short-term

Medium-term

Long-term

Description of process

True manages climate change issues in its supply chain by attempting to mitigate greenhouse gas (GHG) emissions in their operations and supply chains where possible. Reducing the carbon footprint of our operations provide an opportunity to minimize the overall climate change impacts of our products and services.

True's upstream supply chain that is most relevant to climate change – is energy (electricity, which is vital for the operations of our network system) and delivery of energy (i.e. through the national grid) can be disrupted during storms and even wildfires, which can be attributed in part to climate change.

Imported products can experience delivery delay, supply chain shortage, or rise in transportation costs, as a result of climate impacts, which will affect our business operations and ability to meet our customers' needs. In addition, technological products that we use in our own operations as well as sell to customers at our retail shops, most of which are imported from overseas, we may experience price increase should the market and regulatory conditions lead to the implementation of the carbon tax.

We have process for identifying to climate-related risks and opportunities by assessing potential physical risks, the company conducted a physical risk assessment both of its operations, and True's all significant high risk suppliers in 2022 (in terms of spending) was also conducted at a provincial level based on factory location. This assessment results were then used to prepare the adaptation plan.

Value chain stage(s) covered

Downstream

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

More than once a year

Time horizon(s) covered

Short-term

Medium-term

Long-term

Description of process

True's downstream supply chain's components that are most relevant to climate change are our retail distribution channel, which involve physical transportation of our products, from a centralized warehouse to distribution centers and retail locations. These activities may be affected by severe weather events. Financially, these impacts can lead to higher logistic costs, insurance premium, and labor costs.

Apart from conducting climate transition risk assessment on its own operation, True also conduct for its upstream and downstream activities. We have process to identify the climate-related risks and opportunities for downstream according to the TCFD framework in two scenarios, in term of revenue from environmentally conscious customers increase.

However, our consumers have limited impact since they do not face any direct impact from carbon pricing. In addition, True works with its suppliers to ensure that its products are environmentally friendly, in order to meet customers expectation.

C2.2a

(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	<p>It is relevant as True has to comply with related regulation to operate the business. With respect to climate change, while there is no direct regulatory requirement regarding GHG management in Thailand or other Asian countries in which True has operations or plan for expansion, there are a number of regulations that might be indirectly related to climate change, such as energy management requirements for certain types of facilities that True operates.</p> <p>According to the COP26, Thailand has committed to reach carbon neutrality by 2050 and net zero greenhouse gas emissions by or before 2065. Thailand's Nationally Determined Contribution (NDC) has been ratified to reduce GHG emissions by 20-25% when compared to the business-as-usual (BAU) scenario in 2030. The reduction target will be allocated to each sector to meet (specific target for each industry has not been announced).</p> <p>True may be required to make contribution to the national GHG reduction target. Therefore, True set a long-term Sustainability Goals to become Carbon Neutral by 2030 and Net Zero by 2050.</p> <p>These would impact True's planned expansion of its operations in this region. The implications of these policies and regulations, however, is different country by country. Increasing global and national concerns on climate change can help drive operational efficiency through company's adaptation of its operation and products, and changing regulatory landscape can benefit the company in terms of more demand for low-carbon products and services and clearer requirements.</p>

		<p>True must ensure that it complies with applicable regulations in order to maintain its ability to operate its business, the Regulatory Department regularly review compliance with current regulations (as well as potential future regulations) and get ready for this.</p>
Emerging regulation	Relevant, always included	<p>It is relevant as True has to comply with the anticipated & future regulations. While there is no clear indication that the countries in which True operates, or has plans to operate within the near future, will put in place GHG emissions-related regulations or not. It will directly impact True's business within the foreseeable future, there is a potential for these countries to begin implementing policy that might have indirect impacts, namely, a carbon tax to mitigate GHG emissions from carbon-intensive energy sources.</p> <p>Any taxes related to carbon emissions would impact True's operating cost due to its current reliance on conventional energy sources (grid electricity) to power its network infrastructure. For the past several years, policy makers within the Thai Government have been considering carbon tax as a control measure for GHG emissions. Should this policy be put to practice, all industry sectors in Thailand will be affected by this policy.</p> <p>In addition, the government of Thailand has recently drafted a emission master plan of achieving zero-carbon emissions. If this policy is effective, all industry sectors in Thailand including True will be affected by this policy.</p> <p>True must ensure that it complies with applicable regulations in order to maintain its ability to operate its business, the Regulatory Department regularly review compliance with emerging regulations (as well as potential future regulations) and get ready for this.</p>
Technology	Relevant, always included	<p>This is relevant because the telecommunication and digital media industries rely heavily on fast-evolving technologies.</p> <p>True must continuously evaluate the technologies it plans to adopt. With respect to climate change, this includes considerations of technological components that may be sensitive to weather variability (e.g. extreme temperature and humidity levels), and how we can ensure that these assets operate smoothly in the face of more frequent and severe extreme weather events. On the other hand, newer technologies also bring opportunities of greater energy efficiency and thus lowering our climate impacts.</p>
Legal	Relevant, always included	<p>This is relevant unless there is no legal framework for regulating climate related issues presently. However, Thai government in March 2021 approved a draft of Thailand's first Climate Change Act for submission to the Cabinet to comply with the country's obligation under the Paris</p>

		<p>Agreement, with an aim for each sector to reduce its carbon.</p> <p>In September 2022, the Climate Change Act is in the process of drafting a range of important climate-relevant documents, including its Climate Change Act and National Energy Plan. This law will help the country get a better carbon footprint report and that will help all work in line with global action to reduce global warming.</p>
Market	Relevant, always included	<p>It is relevant as the climate change impacts can lead to market risks, including both higher and lower demand for our products and services. In extreme scenarios where consumers are so adversely impacted by climate change to the degree that they are less able to afford our products and services, this will affect our overall business performance.</p> <p>On the other hand, climate change impacts can lead to more demand for our key services, mobile data and voice communications and broadband high-speed internet, as physical travel becomes less desirable in the face of frequent severe weather events.</p> <p>In addition, the market may require more green services and products, including telecommunications services, that help consumers lower their overall energy consumption through physical transportation. For example, True has installed solar cells (clean energy) at base stations and transmissions to provide telecom services.</p>
Reputation	Relevant, always included	<p>It is relevant due to the climate change management which is globally required by by all parties. Failure to well management shall effect the corporate reputation.</p> <p>As Thailand has committed to UNFCCC on a voluntary basis to reduce its GHGs emissions by 20-25% by 2030, the reduction target will be allocated to each sector to meet. If True is not able to meet the reduction target allocated to telecommunication sector, the associated risks are reputation risk of being seen as a poor corporate citizen, as well as needing to buy carbon credits to maintain compliance.</p> <p>True is prepared and ready to fully cooperate and comply with the regulations. Originally, True has committed sustainability goals 2030 to become Carbon Neutral and Net Zero by 2050.</p>
Acute physical	Relevant, always included	<p>It is relevant. For regions where True operates, our observations of climate change over the past 30 to 50 years include an increase in temperature, an increase in rainfall in the wet season and decreases in the dry season, intensified flood and drought events, and sea level rise.</p> <p>According to the Company' assessment, natural hazards were identified as high hazard risk to True's operation in Bangkok and other top 10 provinces in terms of revenue: urban floods, riverine floods,</p>

		<p>coastal floods, and cyclones.</p> <p>The acute physical climate impacts associated are higher maximum temperature and more frequent flooding. These events affect the well-being of our employees, the continuity of our operations, our physical assets, supply chain, distribution chain, our customers, and the communities on which our operations depend. Some impacts will be direct (e.g., property damage due to flooding), while others will be indirect (e.g. reduced water availability due to increased demand from others). The impacts can affect our network infrastructure, office and retail facilities, employees' health and safety.</p> <p>To mitigate the flooding, True has improved its standard for new building and cell site to build 1.5-3 meters higher than ground level to avoid the flood, as well as other precautionary measures.</p>
Chronic physical	Relevant, always included	<p>It is relevant. The chronic physical impacts include higher average temperature, more frequent rainfall, and rising sea level. The potential impacts due to these physical risks may have financial implications for our business, such as shorten lifetime of equipment (most notably back-up batteries for our network facilities whose lifetime depend greatly on average temperature), higher energy consumption to maintain suitable operating temperature and humidity level for our network components, greater construction expense for protecting physical asset, more frequent maintenance service, and cost of replacement of such components.</p> <p>To mitigate this financial and operational impact, True's Network Engineering & Operations (NE&O) Team is conducting design improvement to enhance airflow in the network facility cabinets where the batteries are installed.</p> <p>In addition, True have in-place plans to change all lead-acid batteries into Lithium-ion batteries by 2030. Lithium-ion batteries are a significant technology in today's global green energy initiative because of their high energy density, longer lifetime (approximately 5-7 years) and affordable cost.</p>

C2.3

(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?

Yes

C2.3a

(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.

Identifier

Risk 1

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Reputation

Increased stakeholder concern or negative stakeholder feedback

Primary potential financial impact

Decreased revenues due to reduced demand for products and services

Company-specific description

Thailand has committed to UNFCCC on a voluntary basis to reduce its GHGs emissions by 20-25% by year 2030. The reduction target will be allocated to each sector to meet. If True is not able to meet the reduction target allocated to telecommunication sector, the associated risks are reputation risk of being seen as a poor corporate citizen, as well as needing to buy carbon credits to maintain compliance. True is prepared and ready to fully cooperate and comply with the regulations.

True has announced the sustainability goals 2030 to become carbon neutral and net zero per SBTi standard by 2050. Failure to reach such goals, the company has an inherent risk of critical negative corporate brand & reputation as well as revenue loss due to products & services ban from customers.

Time horizon

Long-term

Likelihood

Likely

Magnitude of impact

Medium-low

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

1,200,000,000

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

If True fails to reach the carbon neutrality goal by 2030, we assume 1% customer ban our products & service with 1% revenue loss impact of approximately 1.2 billion Baht.

Cost of response to risk

200,000,000

Description of response and explanation of cost calculation

In case True is not able to meet the target of GHG emissions allocated to telecommunication sector, the company may need to purchase REC and carbon credits from the carbon market to offset the amount in excess of the allocated quota, at an estimated cost of 200 million Baht that calculated by (amount of GHG emission reduction x price of REC) + (amount of GHG offsetting x price of carbon credit).

Comment

The cost of management includes reviewing and monitoring the development of the international agreements and national regulations. It also includes expenses for consulting services. However, other associated efforts such as collection, calculation, and reporting of GHG emissions data, are already included in the company's operating expenses and are not considered here.

Identifier

Risk 2

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Chronic physical

Changing temperature (air, freshwater, marine water)

Primary potential financial impact

Increased indirect (operating) costs

Company-specific description

According to the Intergovernmental Panel on Climate Change (IPCC) 5th Assessment Report (AR5), the global surface temperature increase by the end of the 21st century is likely to exceed 1.5 -2.0 °C relative to 1850 to 1900 for several scenarios. High ambient temperature could affect production, operation and climate severity around the world.

To prepare for these impacts, True since 2021 has conducted a physical risk assessment of climate related scenario analysis to identify climate change-related risk vulnerabilities across all relevant assets and operations; covering Bangkok and the top

10 provinces outside of Bangkok, by revenue, that True operates in. The results from this assessment will be used to develop a climate change adaptation plan with mitigation measures that are planned ideally so that context-specific factors are considered.

Without any action, True has inherent risk that servers and network equipment which are located throughout the country may suffer failures, shortened lifespan, or require more frequent maintenance services, leading to higher operating costs and investments. The physical risks of fire and floods due to severe weather events also increase, leading to higher insurance premium.

To address these risks, True has continually updated its equipment and facilities specifications, such as better cooling capability, more effective flood mitigation measure in their business contingency plan, more resilient devices, etc. True has in-place plans to change all lead-acid batteries into Lithium-ion batteries by 2030. Lithium-ion batteries are a significant technology in today's global green energy initiative because of their high energy density, longer lifetime (approximately 5-7 years) and affordable cost.

Time horizon

Medium-term

Likelihood

Very likely

Magnitude of impact

Medium-high

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

1,300,000,000

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

As a result of global climate change, there is a high possibility that the maximum ambient temperature continues to rise every year. Without any action, True servers and True's network equipment, located throughout the country esp. back-up batteries that are not air-conditioned, may suffer failures, shortened lifespan, or require more frequent maintenance services, leading to higher operating costs and investments. Risks of fire and flooding due to severe weather events also increase, which may lead to higher insurance premium.

Without appropriate measures, we estimate that the disruption to our network services

and additions will cost approximately 1.3 billion Baht calculated from the lost revenue from affected customers due to network disruption (1%), amounted 1.2 billion Baht & annual maintenance cost of network equipment (air conditioning system and battery) around 100 million Baht.

Cost of response to risk

48,000,000

Description of response and explanation of cost calculation

To address these risks, True has to continually update its equipment and facilities specifications, such as better cooling capability, more effective flood mitigation measure in the business contingency, more resilient devices, etc. We anticipate the costs of these measures for the next 1 – 3 years to be approximately 48 million Baht calculated from CAPEX to upgrade air conditioning system to VRV (Variable Refrigerant Volume) and air conditioning unit (Inverter).

Comment

True's operations can be affected, physically and financially, by impacts from climate change in a number of ways. True's Strategy & Sustainable Development Team and Risk Monitoring Team have undertaken sensitivity analysis to assess the magnitude of impacts on the durability of network equipment esp. back-up batteries, whose lifetime depend greatly on average temperature.

Identifier

Risk 3

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Acute physical
Flood (coastal, fluvial, pluvial, groundwater)

Primary potential financial impact

Increased capital expenditures

Company-specific description

As a result of global climate change, Thailand is expected to face more frequent and more severe flooding. Without any mitigation measure, True's network facilities, located throughout the country, may suffer flood damage leading to higher operating costs and investments. Increased risk of flooding due to severe weather events may lead to higher insurance premium. Based on previous experiences with flood and the physical risk assessment in 2022-2023, True Group has revised the design of its mobile signal base stations and network facilities to increase their resilience. True Group's Network Engineering Operations Team is responsible for monitoring and evaluating the situation around the clock to ensure service level stability. Moreover, as telecommunication services is vital to the well-being and security of the general public, True Group

coordinates with government agencies to assess the situation during severe weather events and to prepare contingency plans in order to minimize the impacts such as service disruption.

Time horizon

Long-term

Likelihood

Very likely

Magnitude of impact

Medium-high

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

1,333,000,000

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

The financial implications of the risk before taking action was amounted 1.2 billion calculated from the lost revenue from affected customers due to network disruption (1%) which is around 1.2 billion Baht, and physical damages due to flooding, based on the major floods in the northern and central parts in 2011 approximately 133 million Baht (damaged assets and flood protection cost).

Cost of response to risk

32,000,000

Description of response and explanation of cost calculation

True has further conducted detailed site survey to ensure that our network and equipment will not be adversely affected from those events and relocate some network facilities that were in possible effecting locations. We move and install our network and equipment higher from the ground up to 150 - 300 centimeters, in order to ensure that flood incident will not significantly impact to our infrastructure, equipment and business operation. The cost associated with these mitigation actions is estimated at 32 million Baht which is calculated from cost to aise the ground level & to revising the design of its mobile signal base stations at Mobile Switching Centers (MSCs), Central Switching Nodes (CSNs), and network facilities to increase their resilience by ensuring all network equipment are at least 1.5 – 3 meters higher from the ground up and to minimize impact, based on previous experiences with flood and risk assessments.

Comment

Should there be an incident that is considered to be a threat toward the company operation, a war-room is set up, and in some case BCPs and DRPs responding to the incident are activated. War-room manages the incident by monitoring the overall company, facilitating recovery teams, as well as providing support to BUs where needed, to ensure the effectiveness of the BCPs/DRPs, the safety of every employee, and the continuity of the company operations.

C2.4

(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?

Yes

C2.4a

(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.

Identifier

Opp1

Where in the value chain does the opportunity occur?

Direct operations

Opportunity type

Energy source

Primary climate-related opportunity driver

Use of lower-emission sources of energy

Primary potential financial impact

Reduced direct costs

Company-specific description

With the upcoming carbon tax consideration in Thailand aim to tackle climate change, to help reduce the regulatory impacts on True's operation cost in the future, True Group has started switching their electricity consumption to use solar power. In 2022, True install 40 additional solar cell base stations, saving more than 1,971 MWh/Year and reducing greenhouse gas emissions up to 877 tonCO₂e/Year. To date, 4,712 solar cells have been installed and 31,176 MWh/year generated, reducing greenhouse gas emissions by 13,905 tonCO₂e/year.

In addition, solar investments could provide long term return on investment, eventually making the electricity cheaper than purchasing from the grid. This also increases its independence from external electricity suppliers.

Time horizon

Medium-term

Likelihood

Very likely

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

1,221,641,550

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

True has developed several new projects and services which address issues related to climate change. Solar cells have been installed at base stations & transmission to reduce GHG as well as to save electricity costs (10 years). We estimate the value of 1.2 billion Baht cost calculated from the electricity generation from solar cell x avg. cost of electricity x 10 year.

Cost to realize opportunity

583,873,330

Strategy to realize opportunity and explanation of cost calculation

We estimated the investment of 583.87 million Baht, calculated from solar cell installation cost at base stations & transmission across the country.

Comment

True Group has produced and consumed electricity from solar power, which is a clean energy and helps reduce greenhouse gas emissions.

Identifier

Opp2

Where in the value chain does the opportunity occur?

Downstream

Opportunity type

Products and services

Primary climate-related opportunity driver

Development of new products or services through R&D and innovation

Primary potential financial impact

Increased revenues through access to new and emerging markets

Company-specific description

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

True has continued the development and trial of new products and services which address issues related to climate change, its VROOM (VDO conference service/ solution) can reduce fuel consumption from transportation to reduce Scope 3 emissions and attract more customers who need our services such as conference, training or work from home through the VROOM Application especially during the Covid-19 pandemic.

Time horizon

Medium-term

Likelihood

Likely

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

131,170,000

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

The development and trial of new products & services which address issues related to climate change:

1. "True VROOM" VDO conference service/ solution can reduce fuel consumption from transportation. We estimated revenue from providing VROOM service of at least 93.06 million Baht (Package price x No. of users).

2. e-Billing Program: We provide important information for customers to change their traditional billing invoices (hard copy) to e-Billing Program, which reduced paper up to 247 million sheets and cost saving 38.11 million Baht (paper cost x No. of sheets).

Cost to realize opportunity

64,550,000

Strategy to realize opportunity and explanation of cost calculation

True's Innovation Center who developed the application such as VROOM (VDO conference service/ solution) to reduce fuel consumption from transportation, to reduce telephone calls and transportation for both the Company and customers. True VROOM (VDO conference service/ solution) to reduce fuel consumption from transportation. These platform estimate value of 93.06 million Baht whereas the investment was 64.55 million Baht in development and related expenses.

Comment

True VROOM platform can reduce fuel consumption of both the company and customers. VROOM could save the corporate cost of VDO conference software licenses and R&D expenses.

In addition, the software allows cost reduction in operations e.g. from 50% reduction in office building rents and employee travel expenses are reduced by 60% due to the Work from Home (WFH) policy. Therefore, this implies the reduction of emissions from employees commuting, resulting in a positive environmental impacts.

Identifier

Opp3

Where in the value chain does the opportunity occur?

Upstream

Opportunity type

Products and services

Primary climate-related opportunity driver

Development of new products or services through R&D and innovation

Primary potential financial impact

Reduced indirect (operating) costs

Company-specific description

People are more concerned with the climate change, True therefore would like to encourage its suppliers to produce and provide environmentally friendly products that are save for consumers. The Battery of mobile phones for example should be free from hazardous substance, traceable and pass the international standards i.e. ROHS to ensure safety to users and to help extend mobile phone battery lifetime at least 1-2 years. Since 2019, True has been studying to collaborate with its battery suppliers in China to do R&D, design, produce the eco green battery and continuously implemented.

Time horizon

Medium-term

Likelihood

About as likely as not

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

Yes, a single figure estimate

Potential financial impact figure (currency)

55,324,675

Potential financial impact figure – minimum (currency)

Potential financial impact figure – maximum (currency)

Explanation of financial impact figure

Financial Impact: Total 55,324,675 Baht Cost Saving from:

1) Warranty for any manufacturing defect & hardware malfunction cost of 50,000 Baht per each handset x product sold x 0.05%. We assume the total of 47.5 million Baht shall be saved.

2) With the above, mobile phone battery lifetime will extend at least 1-2 years. In case the Draft of the Act of E-waste Mgt. in Thailand was approved, The Company as a distributor will be required to pay for the e-waste collection & transportation to the authorized e-waste disposal organizations. We then assume that we can save the cost of transportation of mobile phones and devices from the places where we receive from customers to the authorized vendors; about 7.8 million Baht (No. of mobile phone x cost of waste management).

Cost to realize opportunity

700,000

Strategy to realize opportunity and explanation of cost calculation

R&D investment cost to design Green eco-friendly Battery for TRUE is approx. 700,000 Baht.

Comment

The program can shorten the time to market of battery for vendors (from 4 to 2 months) while deliver the safe battery to customers .

C3. Business Strategy

C3.1

(C3.1) Does your organization's strategy include a climate transition plan that aligns with a 1.5°C world?

Row 1

Climate transition plan

Yes, we have a climate transition plan which aligns with a 1.5°C world

Publicly available climate transition plan

Yes

Mechanism by which feedback is collected from shareholders on your climate transition plan

We have a different feedback mechanism in place

Description of feedback mechanism

Climate change is a global context that investors and the general public are concerned and pay increasing attention to. True as a leading sustainable organization has been expected by the society and community.

We have mechanism to gather all expectations, interests and feedbacks of our stakeholders through 1) sustainability and climate-related global & local contexts study & analysis, 2) materiality prioritization survey and 3) stakeholder interview .

Voice of stakeholders are as follows:

1. The Stock Exchange of Thailand has requested Thai listed companies to disclose its GHG emission and climate-related initiatives.
2. ESG Raters such as DJSI, FTSE4Good, MSCI have requested business to report on climate change related issues.
3. The Thai government has committed in the COP26 Event to align with the 1.5°C world.
4. The Global Compact Network Thailand which True is a member has committed to climate actions in accordance with the UN SDGs.
5. True stakeholders say that climate change is one of the most material issues for the Company to manage.

Frequency of feedback collection

Annually

Attach any relevant documents which detail your climate transition plan (optional)

True Sustainability Report 2022, page 16-21 Sustainability Materiality 2022 and Stakeholder Expectation: <https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/true-sustainability-report-2022-en.pdf>

C3.2

(C3.2) Does your organization use climate-related scenario analysis to inform its strategy?

Use of climate-related scenario analysis to inform strategy

Row 1	Yes, qualitative and quantitative
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C3.2a

(C3.2a) Provide details of your organization’s use of climate-related scenario analysis.

Climate-related scenario	Scenario analysis coverage	Temperature alignment of scenario	Parameters, assumptions, analytical choices
Physical climate scenarios RCP 2.6	Company-wide		<p>To prepare for natural hazard impacts, a scenario analysis of climate-related physical risks to identify climate change-related risk vulnerabilities across True’s operations & upstream activities has been set. The RCP 2.6 (Very Stringent) scenario has been selected. It corresponds to a <2°C temperature rise by the end of the century due to global efforts to reduce emissions.</p> <p>As riverine floods were identified as a high likelihood hazard at baseline level with intensity projected to significantly-moderately increase in 2030 (short-term) and 2040 (medium-term). Also, there is significantly increase in 2050 (long-term). Historically, Thailand suffered from a major flooding event in 2011 which affected 65 provinces from October 2011 to January 2012.</p> <p>We have used the 2011 flood event to estimate the potential financial impact to our operations. In 2011, the flood impacted True’s operations by damaging True’s assets and consequently affecting the ability for True to fully provide services. This impact is reflected in True’s revenue from services in Q4 of 2011 which decreased by -0.6% (quarter on quarter) or about 86 million Baht as a result from the flood, mainly from impacts to pay TV and online segments.</p> <p>The service revenue loss estimated for 100% of our operations (True Move, True Online, True Visions), with the percentage change in rainfall was calculated based on 10 provinces that represent 55%. Impacts are also in line with our projected revenue to EBITDA growth. In line with our Enterprise Risk Management criteria these risks are all classified as “insignificant” in 2030, “insignificant” in 2040, and “minor” in 2050 in terms of financial impact. Details as per the link: https://www.true.th/true-corporation/site/assets/trucorp/pdf/en/Climate_Related_Risk_Management.pdf</p>

			<p>To align with the analysis & results above, we have then set target for Net Zero according to SBTi to reduce electricity consumption by 56% by 2030 for our own operation (GHG Scope 1&2). Initiatives include: solar cell installation at cell sites and base station, improve energy efficiency for company-wide operational sites and offices including data centers.</p> <p>As for GHG Scope 3, we have aimed at reducing carbon footprint from products of suppliers (through using low carbon products) for 25% in total by 2030 which shall be divided into 5% per year. Initiatives include: encourage suppliers to increasingly produce low carbon products through various collaboration programs.</p>
Physical climate scenarios RCP 8.5	Company-wide		<p>Apart from the RCP 2.6 scenario analysis, the RCP 8.5 (Business as Usual) scenario has also been selected. It corresponds to a 3.7 °C temperature rise by the end of the century due to minimal to no effort to reduce emissions.</p> <p>TRUE also complies with the TCFD recommendations, including 4 elements: governance, strategy, risk management and metrics and targets by working with related units such as finance, network, risk management & sustainability team.</p> <p>To align with the analysis & results above, we have then set target for Net Zero according to SBTi to reduce electricity consumption by 6% by 2030 for our own operation (GHG Scope 1&2). Initiatives include: solar cell installation at cell sites and base station, improve energy efficiency for company-wide operational sites and offices including data centers.</p> <p>As for GHG Scope 3, we encourage suppliers & customers to apply E-bills, E-Tax invoice system which reduced paper consumption up to 247 million sheets, equivalent to 2,592 tonCO₂e of greenhouse gases emissions reduction.</p>
Transition scenarios IEA STEPS (previously IEA NPS)	Company-wide		<p>STEPS has also been selected. The carbon price used in this scenario analysis was selected according to the International Energy Association (IEA) forecast report on world energy model. Even though Thailand has not yet approved the Carbon Tax Laws, we expect the carbon price shall be announced by the government in 3-5 years. Therefore, it has been used in our financial impact analysis.</p> <p>Sensitivity analysis is conducted for 2030 (short-term), 2040 (medium-term) and 2050 (long-term) to prepare True for the possible impact from the upcoming regulatory carbon price in Thailand.</p>

		<p>Assumptions: The carbon price used in this scenario analysis was selected according to the International Energy Association (IEA) forecast report on world energy model. The model forecast carbon price in 2 scenarios: Stated Policies (STEPS) and Sustainable Development (SDS). As the report did not forecast specifically for Thailand, the carbon price selected in this calculation is based on China's Carbon price scenario as China is the closest related country referred to by IEA.</p> <p>Impacts in baseline scenario (STEPS) : carbon pricing in baseline in line with IEA STEPS scenario are around 930 THB/tCO₂e in 2030 and 1,395 THB/tCO₂e in 2040 and 1,705 THB/tCO₂e in 2050.</p> <p>This has a relatively low impact to True because the total amount paid to carbon price is approximately 719 million Baht which is 0.31% compared to our projected EBITDA in 2030, and approx 1,255 million Baht which is 0.12% compared to our projected EBITDA in 2040, and approx 1,717 million Baht which is 0.04% compared to our projected EBITDA in 2050 .</p>
<p>Transition scenarios IEA SDS</p>	<p>Company-wide</p>	<p>Apart from the STEP scenario analysis, IEA SDS has scenario also been selected. The carbon price used in this scenario analysis was selected according to the International Energy Association (IEA) forecast report on world energy model. Even though Thailand has not yet approved the Carbon Tax Laws, we expect the carbon price shall be announced by the government in 3-5 years. Therefore, it has been used in our financial impact analysis.</p> <p>Sensitivity analysis is conducted for 2030 (short-term), 2040 (medium-term) and 2050 (long-term) to prepare True for the possible impact from the upcoming regulatory carbon price in Thailand.</p> <p>Assumptions: The carbon price used in this scenario analysis was selected according to the International Energy Association (IEA) forecast report on world energy model. The model forecast carbon price in 2 scenarios: Stated Policies (STEPS) and Sustainable Development (SDS). As the report did not forecast specifically for Thailand, the carbon price selected in this calculation is based on China's Carbon price scenario as China is the closest related country referred to by IEA.</p> <p>Impacts in SDS scenario: under SDS carbon prices are around 1,240 THB/tCO₂e in 2030 and 3,410 THB/tCO₂e in 2040 and</p>

			<p>4,960 THB/tCO₂e in 2050.</p> <p>This causes payment to government around 3 times higher than in baseline, therefore our costs are also increased around 3 times. In overall view, this has a relatively low impact to True because the total amount paid to carbon price is approx 959 million Baht which is 0.42% compared to our projected EBITDA in 2030, and approx 3,068 million Baht which is 0.29% compared to our projected EBITDA in 2040, and approx 4,994 million Baht which is 0.10% compared to our projected EBITDA in 2050.</p>
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C3.2b

(C3.2b) Provide details of the focal questions your organization seeks to address by using climate-related scenario analysis, and summarize the results with respect to these questions.

Row 1

Focal questions

What are potential physical risks to True's operations from natural hazards?

What are financial impacts of them?

How do we develop an adaptation plan for mitigation?

Results of the climate-related scenario analysis with respect to the focal questions

As riverine flooding was categorized as a high risk hazard, True has prepared a flood adaptation plan including response measures and implementation timescales for True's assets.

The % of service revenue loss and % of EBITDA are estimated for 100% of our operations, with the percentage change in rainfall calculated based on Bangkok and other 10 provinces that represent 55% revenues for the 2030, 2040 and 2050 timeframe.

We have to prepare a flood adaptation plan including response measures and implementation timescales for True's assets in accordance with the forecasted physical risk results.

For more information of the physical climate risk adaptation plan, please see pdf page 24 of the link below:

https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/Climate_Related_Risk_Management.pdf

C3.3

(C3.3) Describe where and how climate-related risks and opportunities have influenced your strategy.

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Yes	<p>Increasing global and national concerns on climate change and demand for low-carbon products & services, True has developed its strategy & targets to become Carbon Neutral and Zero Waste by 2030. According to global data forecasts, the IoT market has a compound annual growth rate (CAGR) of 13%.</p> <p>In 2022. TRUE develops new digital products & services (IoT, Cloud services) to optimize the resource usage to reduce the environmental impact & meet customer needs e.g. (1) True Smart Living Tech, Home devices for remote working via video/audio conferencing, cloud and connectivity services, reduce energy consumption and travel decrease such as smart light bulb, smart air purifier and smart plug. (2) MorDee Application, the intelligent health care platform that help Thai people access to health services and travel decrease.</p> <p>In 2022, True continued to implement green services to achieve Zero Waste (Circular economy) that 100% zero e-waste to landfill and use of sustainable packaging by 2030. The initiatives include:</p> <ul style="list-style-type: none"> - iService & E-Bill: replacing paper-based billing and payment system which reduced paper up to 247 million sheets. Total avoided GHG emission is 2,592 tonCO₂e. - No Plastic Bags: replacing plastic bags with recycled paper bags at True Shops. In 2022, we reduced about 320,000 plastic bags. - Use of reusable or decomposable packaging: promoting the use of reusable or decomposable packaging. In 2022, 57.35 % of our SIM card packaging were made of reusable or decomposable plastic. - Easy Swap Program: allowing consumers to exchange their old mobile phones with a new one for further utilization that 22,947 mobile handsets were collected in 2022. - E-Waste Management program named "Waste to

		<p>Wonders Project" , which setup the e-waste drop-off points at 60 True Shops throughout the Bangkok Metropolitan Region.</p> <p>To support our services, we installed 4,712 solar cell sites, saving 31,176 MWh and reducing GHG emission up to 13,905 tonCO₂e in 2022. As for GHG Scope 3, we have aimed at reducing carbon footprint from products of suppliers (through low carbon products) for 25% by 2030 which shall be divided into 5% per year by encouraging suppliers to produce low carbon products more through various collaboration programs.</p>
Supply chain and/or value chain	Yes	<p>The higher temperatures will exacerbate pressure on energy demand and supply, leading to increased likelihood of energy shortages/outages that disrupt production and increase costs thought our supply chain value.</p> <p>We have then set target for Net Zero according to SBTi to reduce electricity consumption by 56% by 2030 for our own operation (GHG Scope 1&2). Initiatives include: solar cell installation at cell sites and base station, improve energy efficiency for company-wide operational sites and offices including data centers. In 2022 we installed 4,712 solar cell sites, saving 31,176 MWh and reducing GHG emission up to 13,905 tonCO₂e.</p> <p>As for GHG Scope 3, we have aimed at reducing carbon footprint from products of suppliers (through using low carbon products) for 25% in total by 2030 which shall be divided into 5% per year. Initiatives include: encourage suppliers to increasingly produce low carbon products through various collaboration programs.</p> <p>We have plan to collaborate with our 12 key suppliers who supply mobile phones to support low carbon products, decrease GHG emission around 5% per year compare with 2022. Our target and strategy are in line with Apple commitment to become 100% carbon neutral for its supply chain and products by 2030 (reducing emissions by 75 percent by 2030 while developing innovative carbon removal solutions for the remaining 25 percent of its comprehensive footprint).</p>
Investment in R&D	Yes	<p>True's R&D in products and services has been designed to meet the needs of customers who need more environmental friendly products and services such avoided emission and</p>

		<p>low carbon products and services. We aim to attract new customers, generate additional revenues to the company and minimize impacts of climate change on our business operations.</p> <p>True would like to lower its GHG intensity further via the use of renewable energy, sustainable packaging and climate-related technology & innovation for new product & services.</p> <p>True is moving to become a tech company that uses the open innovation model to respond in a timely manner to the demands of consumers of all lifestyles. Apart from creating competitive advantages & increasing customer satisfaction by developing new products and services, we align innovation strategy with corporate ESG goals to help drive Thailand towards a fully digital society. Total 255.43 MB was invested in into R&D in 2022.</p> <p>Investment in R&D about climate-related projects as follows:</p> <ul style="list-style-type: none"> - Provided monetary contributions to startups for implement the energy management platform. To enhance the effectiveness of energy management by apply IoT sensor for control the temperature and air conditioning at True Digital Park, which is the largest digital innovation hub in Southeast Asia. it is equipped with a complete startup ecosystem and environmental management innovations. Therefore, we can reduce electricity consumption, which cost saving 20% per month. - Supported and Collaborated with the King Mongkut's University of Technology Thonburi (KMUTT) for feasibility study of install renewable energy (Wind Turbine) at base stations, we have plan to implement the pilot project, which will reduce GHG emission approx. 39 tonCO2e/year. - Collaborated with suppliers in China to research and develop green product quality standards including identifying product specifications, green procurement methods, and environmental management standards, rules, or systems to be complied with by suppliers. For example, a battery for all True's new mobile phones must meet the Restriction of Hazardous Substances or ROHS standards.
Operations	Yes	Currently, the network base stations are powered by electricity from Thailand's national grid, where electricity generations are mostly based on fossil-fuels (natural gas

		<p>and coal). While the cost of electricity has not been affected by GHG management measures such as cap and trade or carbon tax, we foresee that it might occur within a foreseeable future.</p> <p>True continued to implement the Greenhouse Gas (GHG) reduction projects which reduced 154,025 tonCO₂e in 2022 as follow:</p> <ul style="list-style-type: none"> - Renewable Energy : installing solar cell panels at more base stations and Mobile Switching Center (MSC). In 2022, True install 40 additional solar cell base stations, saving more than 1,971 MWh/Year and reducing greenhouse gas emissions up to 877 tonCO₂e/Year. To date, there were 4,712 solar cell base stations in total, saving 31,176 MWh/Year and reducing GHG emissions up to 13,905 tonCO₂e/Year - Energy Efficiency : In 2022, True continue the installment of energy saving equipment or changed some equipment at base station & exchange nodes, changing network equipment that save more energy, and changing inverter air conditioning systems which saved up to 5,077 MWh/Year of electricity and reduced 2,259 tonCO₂e/Year of GHG emissions. - Renewable Energy Certificate (REC) : using of renewable energy. In 2022, we purchased the renewable energy certificates (market-based) from the Hydropower Plant to offset 265,000 MWh of electricity consumption and reduced 132,474 tonCO₂e. - In 2022, True continue to do the energy efficiency projects, upgrade the cooling system in Production process and also conscious design which can help reduce 5,387 tonCO₂e/Year of GHG emissions. <p>Moreover, In 2022 we adopted internal carbon pricing (ICP) (setting a shadow price at 600 THB/tonCO₂e) to promote corporate low-carbon projects. We conducted training sessions on ICP to communicate with employees and set ICP as one criteria for project feasibility study for executive decision making.</p> <p>True continues to find new solutions for electricity reduction from national grid at least 56% of total of electricity consumption in 2030 in order to achieve the target to reduce</p>
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		42% Scope 1&2 emission target by 2030 according to the Science-Based Target Initiative (SBTi).
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C3.4

(C3.4) Describe where and how climate-related risks and opportunities have influenced your financial planning.

	Financial planning elements that have been influenced	Description of influence
Row 1	<p>Revenues</p> <p>Direct costs</p> <p>Indirect costs</p> <p>Capital expenditures</p> <p>Capital allocation</p> <p>Acquisitions and divestments</p> <p>Access to capital</p> <p>Assets</p>	<p>Revenues: New low carbon and avoided products and services can attract new customers and generate revenue. True has invested in R&D and continue to develop its products and services accordingly. The example of low carbon products include solar cells and True iServices application that customers can pay services fees and buy new product & services by mobile phones.</p> <p>Direct cost: Increased frequency and severity of severe weather events could impact fuel costs from transportation, electricity costs to resume the network and operational services.</p> <p>Indirect cost: Increased frequency and severity of severe weather events have resulted in higher operating costs, in terms of network operations and maintenance. Potential disruption to electricity supply from the national grid can also affect our operating costs through higher requirement of back-up generations. In order to remain cost-competitive, we have prepared to implement mitigation measures, making necessary investment in our physical assets to drive our operating costs down even while facing more severe climate-related impacts. We also need to increase our budget for replacement of back-up batteries, whose lifespan has been shortened by higher ambient temperature. In addition, we have to reserve budget for asset and fire network disruption insurance.</p> <p>Capital expenditures and Capital allocation: We foresee the carbon tax to occur in Thailand in the near future. In addition, we have planned within a couple years to consider the internal carbon pricing for investment decision making.</p> <p>Acquisitions and divestments: These would impact to some suppliers, facilities, or product lines. While True is currently not actively pursuing acquisitions of businesses that face strong direct positive or negative impacts from climate changes, climate risks are evaluated in acquisition decisions.</p>

		<p>Access to capital: This will impact to some suppliers, facilities, or product lines. The increasing availability of renewable energy projects funding, via private equity funds, vendor-funding, and conventional funding through financial institutions have opened up opportunities for us to explore greater investments on renewable energy projects to partially power our own operations and facilities. However, these projects are still in exploratory phase.</p> <p>Assets: We have allocated budget to help ensure our existing and new physical assets, e.g. our network facilities, are better prepared for more severe weather events and sustained high temperature, through investment in more efficient air-conditioning systems, more flood-proof housing for our network equipment, as well as preparation of backup sites. The Company have been concerned with these fixed asset depreciation value.</p> <p>Finally, as True has set its long-term sustainability goals to become a Carbon Neutral company by 2030, and Net Zero by 2050, we have a timeframe for financial planning through the investment in many energy efficiency initiatives including solar cell installation at base station and transmission.</p>
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C3.5

(C3.5) In your organization’s financial accounting, do you identify spending/revenue that is aligned with your organization’s climate transition?

Identification of spending/revenue that is aligned with your organization’s climate transition	
Row 1	Yes, we identify alignment with our climate transition plan

C3.5a

(C3.5a) Quantify the percentage share of your spending/revenue that is aligned with your organization’s climate transition.

Financial Metric

OPEX

Type of alignment being reported for this financial metric

Alignment with our climate transition plan

Taxonomy under which information is being reported

Objective under which alignment is being reported

Amount of selected financial metric that is aligned in the reporting year (unit currency as selected in C0.4)

10,865,000

Percentage share of selected financial metric aligned in the reporting year (%)

0.01

Percentage share of selected financial metric planned to align in 2025 (%)

0.1

Percentage share of selected financial metric planned to align in 2030 (%)

0.2

Describe the methodology used to identify spending/revenue that is aligned

For 2022, we spent around 11 million Baht to purchase REC certificate. It is equal to 0.01% of the cost of providing services in 2022 (82,502 million Baht).

For 2025, the estimated spending is accumulated for 2021-2025 at 0.1% of the cost of providing services in 2022, which is approximately 75 million Baht. Internal carbon pricing is a tool the Company has developed since 2021 to manage GHG emission cost. It is set at 600 Baht/tCO_{2e}.

For 2030, the estimated spending is accumulated 2021-2030 at 0.2% of the cost of providing services in 2022, which is approx. 200 million Baht, calculated from offsetting the GHG emission amount during 2021-2030.

The Company should reserve OPEX budget plan accordingly.

C4. Targets and performance

C4.1

(C4.1) Did you have an emissions target that was active in the reporting year?

Absolute target

Intensity target

C4.1a

(C4.1a) Provide details of your absolute emissions target(s) and progress made against those targets.

Target reference number

Abs 1

Is this a science-based target?

Yes, we consider this a science-based target, and the target is currently being reviewed by the Science Based Targets initiative

Target ambition

1.5°C aligned

Year target was set

2022

Target coverage

Company-wide

Scope(s)

Scope 1

Scope 2

Scope 2 accounting method

Market-based

Scope 3 category(ies)

Base year

2020

Base year Scope 1 emissions covered by target (metric tons CO2e)

13,768

Base year Scope 2 emissions covered by target (metric tons CO2e)

403,740

Base year Scope 3, Category 1: Purchased goods and services emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 2: Capital goods emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 4: Upstream transportation and distribution emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 5: Waste generated in operations emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 6: Business travel emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 7: Employee commuting emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 8: Upstream leased assets emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 9: Downstream transportation and distribution emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 10: Processing of sold products emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 11: Use of sold products emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 13: Downstream leased assets emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 14: Franchises emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 15: Investments emissions covered by target (metric tons CO2e)

Base year Scope 3, Other (upstream) emissions covered by target (metric tons CO2e)

Base year Scope 3, Other (downstream) emissions covered by target (metric tons CO2e)

Base year total Scope 3 emissions covered by target (metric tons CO2e)

Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

417,508

Base year Scope 1 emissions covered by target as % of total base year emissions in Scope 1

100

Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2

100

Base year Scope 3, Category 1: Purchased goods and services emissions covered by target as % of total base year emissions in Scope 3, Category 1: Purchased goods and services (metric tons CO2e)

Base year Scope 3, Category 2: Capital goods emissions covered by target as % of total base year emissions in Scope 3, Category 2: Capital goods (metric tons CO2e)

Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target as % of total base year emissions in Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

Base year Scope 3, Category 4: Upstream transportation and distribution covered by target as % of total base year emissions in Scope 3, Category 4: Upstream transportation and distribution (metric tons CO2e)

Base year Scope 3, Category 5: Waste generated in operations emissions covered by target as % of total base year emissions in Scope 3, Category 5: Waste generated in operations (metric tons CO2e)

Base year Scope 3, Category 6: Business travel emissions covered by target as % of total base year emissions in Scope 3, Category 6: Business travel (metric tons CO2e)

Base year Scope 3, Category 7: Employee commuting covered by target as % of total base year emissions in Scope 3, Category 7: Employee commuting (metric tons CO₂e)

Base year Scope 3, Category 8: Upstream leased assets emissions covered by target as % of total base year emissions in Scope 3, Category 8: Upstream leased assets (metric tons CO₂e)

Base year Scope 3, Category 9: Downstream transportation and distribution emissions covered by target as % of total base year emissions in Scope 3, Category 9: Downstream transportation and distribution (metric tons CO₂e)

Base year Scope 3, Category 10: Processing of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 10: Processing of sold products (metric tons CO₂e)

Base year Scope 3, Category 11: Use of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 11: Use of sold products (metric tons CO₂e)

Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO₂e)

Base year Scope 3, Category 13: Downstream leased assets emissions covered by target as % of total base year emissions in Scope 3, Category 13: Downstream leased assets (metric tons CO₂e)

Base year Scope 3, Category 14: Franchises emissions covered by target as % of total base year emissions in Scope 3, Category 14: Franchises (metric tons CO₂e)

Base year Scope 3, Category 15: Investments emissions covered by target as % of total base year emissions in Scope 3, Category 15: Investments (metric tons CO₂e)

Base year Scope 3, Other (upstream) emissions covered by target as % of total base year emissions in Scope 3, Other (upstream) (metric tons CO₂e)

Base year Scope 3, Other (downstream) emissions covered by target as % of total base year emissions in Scope 3, Other (downstream) (metric tons CO₂e)

Base year total Scope 3 emissions covered by target as % of total base year emissions in Scope 3 (in all Scope 3 categories)

Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100

Target year

2030

Targeted reduction from base year (%)

42

Total emissions in target year covered by target in all selected Scopes (metric tons CO₂e) [auto-calculated]

242,154.64

Scope 1 emissions in reporting year covered by target (metric tons CO₂e)

8,189.6

Scope 2 emissions in reporting year covered by target (metric tons CO₂e)

311,925.52

Scope 3, Category 1: Purchased goods and services emissions in reporting year covered by target (metric tons CO₂e)

Scope 3, Category 2: Capital goods emissions in reporting year covered by target (metric tons CO₂e)

Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions in reporting year covered by target (metric tons CO₂e)

Scope 3, Category 4: Upstream transportation and distribution emissions in reporting year covered by target (metric tons CO₂e)

Scope 3, Category 5: Waste generated in operations emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 6: Business travel emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 7: Employee commuting emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 8: Upstream leased assets emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 9: Downstream transportation and distribution emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 10: Processing of sold products emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 11: Use of sold products emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 12: End-of-life treatment of sold products emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 13: Downstream leased assets emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 14: Franchises emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 15: Investments emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Other (upstream) emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Other (downstream) emissions in reporting year covered by target (metric tons CO2e)

Total Scope 3 emissions in reporting year covered by target (metric tons CO2e)

Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

320,115

Does this target cover any land-related emissions?

No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

% of target achieved relative to base year [auto-calculated]

55.5409944811

Target status in reporting year

Underway

Please explain target coverage and identify any exclusions

In 2022, we continue our effort to reduce greenhouse gas emissions as we announced new climate change targets last year, for greenhouse gas emissions reduction (scope 1 & 2) 42% in absolute terms by 2030, and aimed to achieve a carbon neutral by 2030 and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050, according to the Science-Based Target Initiative (SBTi) which is in line with 1.5°C scenario of the Paris Agreement, the UN Sustainable Development Goals (SDGs).

As for the GHG emissions scope 1 and scope 2 indicators, our ambition distributed all 4 of True's main business groups (i.e. TrueOnline, TrueMobile (TrueMove H), TrueVisions and True Digital Group), which is 100% coverage of True's revenue stream in 2022.

Plan for achieving target, and progress made to the end of the reporting year

We apply Climate Change and Environmental Impact Management Framework throughout the supply chain and regularly assess risks, opportunities and impacts. We have then set strategy and sustainability targets, create policies, implement, measure and communicate stakeholders, accordingly.

The Company has implemented plans to reduce Greenhouse Gas (GHG) emissions and low carbon projects under the Projects or Activities such as install solar cell ,energy saving equipment and Innovation in GHG Emissions Reduction.

In addition, we adopted internal carbon pricing (ICP) to support assessments and making decisions to invest in low-carbon projects at an initial phase.

List the emissions reduction initiatives which contributed most to achieving this target

Target reference number

Abs 2

Is this a science-based target?

Yes, we consider this a science-based target, and the target is currently being reviewed by the Science Based Targets initiative

Target ambition

1.5°C aligned

Year target was set

2022

Target coverage

Company-wide

Scope(s)

Scope 3

Scope 2 accounting method

Scope 3 category(ies)

Category 1: Purchased goods and services

Category 2: Capital goods

Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

Category 4: Upstream transportation and distribution

Category 5: Waste generated in operations

Category 6: Business travel

Category 7: Employee commuting

Category 11: Use of sold products

Category 12: End-of-life treatment of sold products

Category 13: Downstream leased assets

Base year

2020

Base year Scope 1 emissions covered by target (metric tons CO₂e)

Base year Scope 2 emissions covered by target (metric tons CO₂e)

Base year Scope 3, Category 1: Purchased goods and services emissions covered by target (metric tons CO₂e)

129,474

Base year Scope 3, Category 2: Capital goods emissions covered by target (metric tons CO2e)

49,704

Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target (metric tons CO2e)

65,692

Base year Scope 3, Category 4: Upstream transportation and distribution emissions covered by target (metric tons CO2e)

3,301

Base year Scope 3, Category 5: Waste generated in operations emissions covered by target (metric tons CO2e)

266

Base year Scope 3, Category 6: Business travel emissions covered by target (metric tons CO2e)

771

Base year Scope 3, Category 7: Employee commuting emissions covered by target (metric tons CO2e)

8,096

Base year Scope 3, Category 8: Upstream leased assets emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 9: Downstream transportation and distribution emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 10: Processing of sold products emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 11: Use of sold products emissions covered by target (metric tons CO2e)

31,244

Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target (metric tons CO2e)

2,104

Base year Scope 3, Category 13: Downstream leased assets emissions covered by target (metric tons CO2e)

561

Base year Scope 3, Category 14: Franchises emissions covered by target (metric tons CO2e)

Base year Scope 3, Category 15: Investments emissions covered by target (metric tons CO2e)

Base year Scope 3, Other (upstream) emissions covered by target (metric tons CO2e)

Base year Scope 3, Other (downstream) emissions covered by target (metric tons CO2e)

Base year total Scope 3 emissions covered by target (metric tons CO2e)
295,299

Total base year emissions covered by target in all selected Scopes (metric tons CO2e)
295,299

Base year Scope 1 emissions covered by target as % of total base year emissions in Scope 1

Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2

Base year Scope 3, Category 1: Purchased goods and services emissions covered by target as % of total base year emissions in Scope 3, Category 1: Purchased goods and services (metric tons CO2e)
100

Base year Scope 3, Category 2: Capital goods emissions covered by target as % of total base year emissions in Scope 3, Category 2: Capital goods (metric tons CO2e)
100

Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target as % of total base year emissions in Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)
100

Base year Scope 3, Category 4: Upstream transportation and distribution covered by target as % of total base year emissions in Scope 3, Category 4: Upstream transportation and distribution (metric tons CO₂e)

100

Base year Scope 3, Category 5: Waste generated in operations emissions covered by target as % of total base year emissions in Scope 3, Category 5: Waste generated in operations (metric tons CO₂e)

100

Base year Scope 3, Category 6: Business travel emissions covered by target as % of total base year emissions in Scope 3, Category 6: Business travel (metric tons CO₂e)

100

Base year Scope 3, Category 7: Employee commuting covered by target as % of total base year emissions in Scope 3, Category 7: Employee commuting (metric tons CO₂e)

100

Base year Scope 3, Category 8: Upstream leased assets emissions covered by target as % of total base year emissions in Scope 3, Category 8: Upstream leased assets (metric tons CO₂e)

Base year Scope 3, Category 9: Downstream transportation and distribution emissions covered by target as % of total base year emissions in Scope 3, Category 9: Downstream transportation and distribution (metric tons CO₂e)

Base year Scope 3, Category 10: Processing of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 10: Processing of sold products (metric tons CO₂e)

Base year Scope 3, Category 11: Use of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 11: Use of sold products (metric tons CO₂e)

100

Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO₂e)

100

Base year Scope 3, Category 13: Downstream leased assets emissions covered by target as % of total base year emissions in Scope 3, Category 13: Downstream leased assets (metric tons CO2e)

100

Base year Scope 3, Category 14: Franchises emissions covered by target as % of total base year emissions in Scope 3, Category 14: Franchises (metric tons CO2e)

Base year Scope 3, Category 15: Investments emissions covered by target as % of total base year emissions in Scope 3, Category 15: Investments (metric tons CO2e)

Base year Scope 3, Other (upstream) emissions covered by target as % of total base year emissions in Scope 3, Other (upstream) (metric tons CO2e)

Base year Scope 3, Other (downstream) emissions covered by target as % of total base year emissions in Scope 3, Other (downstream) (metric tons CO2e)

Base year total Scope 3 emissions covered by target as % of total base year emissions in Scope 3 (in all Scope 3 categories)

100

Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100

Target year

2030

Targeted reduction from base year (%)

25

Total emissions in target year covered by target in all selected Scopes (metric tons CO2e) [auto-calculated]

221,474.25

Scope 1 emissions in reporting year covered by target (metric tons CO2e)

Scope 2 emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 1: Purchased goods and services emissions in reporting year covered by target (metric tons CO2e)

92,272

Scope 3, Category 2: Capital goods emissions in reporting year covered by target (metric tons CO2e)

31,346

Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions in reporting year covered by target (metric tons CO2e)

85,052

Scope 3, Category 4: Upstream transportation and distribution emissions in reporting year covered by target (metric tons CO2e)

4,773

Scope 3, Category 5: Waste generated in operations emissions in reporting year covered by target (metric tons CO2e)

172

Scope 3, Category 6: Business travel emissions in reporting year covered by target (metric tons CO2e)

1,066

Scope 3, Category 7: Employee commuting emissions in reporting year covered by target (metric tons CO2e)

8,138

Scope 3, Category 8: Upstream leased assets emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 9: Downstream transportation and distribution emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 10: Processing of sold products emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 11: Use of sold products emissions in reporting year covered by target (metric tons CO2e)

19,625

Scope 3, Category 12: End-of-life treatment of sold products emissions in reporting year covered by target (metric tons CO2e)

1,334

Scope 3, Category 13: Downstream leased assets emissions in reporting year covered by target (metric tons CO2e)

816

Scope 3, Category 14: Franchises emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Category 15: Investments emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Other (upstream) emissions in reporting year covered by target (metric tons CO2e)

Scope 3, Other (downstream) emissions in reporting year covered by target (metric tons CO2e)

Total Scope 3 emissions in reporting year covered by target (metric tons CO2e)

244,594

Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

244,594

Does this target cover any land-related emissions?

No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

% of target achieved relative to base year [auto-calculated]

68.6829281508

Target status in reporting year

Underway

Please explain target coverage and identify any exclusions

True increased the ambition of its Scope 3 target by increasing its ambition to ensure the targeted reduction aligned with the 1.5 °C pathway. We commit to reduce Greenhouse Gas Emissions Scope 3 to 25% (Near-term) by 2030 and Net Zero (long-term) by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs).

Target coverage is 100% of total base year emissions in Scope 3. This scope 3 relevant emission reduction target applies to our products & services, including Category 1 Purchase goods & services, Category 2 Capital Goods, Category 3 Fuel-and Energy-related activities (not included in Scopes 1 or 2), Category 4 Upstream transportation, Category 5 Waste generated in operations, Category 6 Business Travel, Category 7 Employee commuting, Category 11 Use of sold product and Category 12 End of life treatment of sold product and Category 13 Downstream led assets.

Plan for achieving target, and progress made to the end of the reporting year

To achieve this target, we apply Climate Change and Environmental Impact Management Framework throughout the supply chain and regularly assess risks, opportunities and impacts. We have then set strategy and sustainability targets, create policies, implement, measure and communicate stakeholders, accordingly.

Moreover, the Company has implemented plans to reduce Greenhouse Gas (GHG) emissions and low carbon products and services and Innovation in GHG Emissions Reduction.

List the emissions reduction initiatives which contributed most to achieving this target

C4.1b

(C4.1b) Provide details of your emissions intensity target(s) and progress made against those target(s).

Target reference number

Int 1

Is this a science-based target?

Yes, we consider this a science-based target, and the target is currently being reviewed by the Science Based Targets initiative

Target ambition

1.5°C aligned

Year target was set

2020

Target coverage

Company-wide

Scope(s)

Scope 1

Scope 2

Scope 2 accounting method

Market-based

Scope 3 category(ies)

Intensity metric

Metric tons CO2e per unit revenue

Base year

2020

Intensity figure in base year for Scope 1 (metric tons CO₂e per unit of activity)

13,768

Intensity figure in base year for Scope 2 (metric tons CO₂e per unit of activity)

403,740

Intensity figure in base year for Scope 3, Category 1: Purchased goods and services (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 2: Capital goods (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 4: Upstream transportation and distribution (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 5: Waste generated in operations (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 6: Business travel (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 7: Employee commuting (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 8: Upstream leased assets (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 9: Downstream transportation and distribution (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 10: Processing of sold products (metric tons CO₂e per unit of activity)

Intensity figure in base year for Scope 3, Category 11: Use of sold products (metric tons CO2e per unit of activity)

Intensity figure in base year for Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO2e per unit of activity)

Intensity figure in base year for Scope 3, Category 13: Downstream leased assets (metric tons CO2e per unit of activity)

Intensity figure in base year for Scope 3, Category 14: Franchises (metric tons CO2e per unit of activity)

Intensity figure in base year for Scope 3, Category 15: Investments (metric tons CO2e per unit of activity)

Intensity figure in base year for Scope 3, Other (upstream) (metric tons CO2e per unit of activity)

Intensity figure in base year for Scope 3, Other (downstream) (metric tons CO2e per unit of activity)

Intensity figure in base year for total Scope 3 (metric tons CO2e per unit of activity)

Intensity figure in base year for all selected Scopes (metric tons CO2e per unit of activity)

3.44

% of total base year emissions in Scope 1 covered by this Scope 1 intensity figure

100

% of total base year emissions in Scope 2 covered by this Scope 2 intensity figure

100

% of total base year emissions in Scope 3, Category 1: Purchased goods and services covered by this Scope 3, Category 1: Purchased goods and services intensity figure

% of total base year emissions in Scope 3, Category 2: Capital goods covered by this Scope 3, Category 2: Capital goods intensity figure

% of total base year emissions in Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) covered by this Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) intensity figure

% of total base year emissions in Scope 3, Category 4: Upstream transportation and distribution covered by this Scope 3, Category 4: Upstream transportation and distribution intensity figure

% of total base year emissions in Scope 3, Category 5: Waste generated in operations covered by this Scope 3, Category 5: Waste generated in operations intensity figure

% of total base year emissions in Scope 3, Category 6: Business travel covered by this Scope 3, Category 6: Business travel intensity figure

% of total base year emissions in Scope 3, Category 7: Employee commuting covered by this Scope 3, Category 7: Employee commuting intensity figure

% of total base year emissions in Scope 3, Category 8: Upstream leased assets covered by this Scope 3, Category 8: Upstream leased assets intensity figure

% of total base year emissions in Scope 3, Category 9: Downstream transportation and distribution covered by this Scope 3, Category 9: Downstream transportation and distribution intensity figure

% of total base year emissions in Scope 3, Category 10: Processing of sold products covered by this Scope 3, Category 10: Processing of sold products intensity figure

% of total base year emissions in Scope 3, Category 11: Use of sold products covered by this Scope 3, Category 11: Use of sold products intensity figure

% of total base year emissions in Scope 3, Category 12: End-of-life treatment of sold products covered by this Scope 3, Category 12: End-of-life treatment of sold products intensity figure

% of total base year emissions in Scope 3, Category 13: Downstream leased assets covered by this Scope 3, Category 13: Downstream leased assets intensity figure

% of total base year emissions in Scope 3, Category 14: Franchises covered by this Scope 3, Category 14: Franchises intensity figure

% of total base year emissions in Scope 3, Category 15: Investments covered by this Scope 3, Category 15: Investments intensity figure

% of total base year emissions in Scope 3, Other (upstream) covered by this Scope 3, Other (upstream) intensity figure

% of total base year emissions in Scope 3, Other (downstream) covered by this Scope 3, Other (downstream) intensity figure

% of total base year emissions in Scope 3 (in all Scope 3 categories) covered by this total Scope 3 intensity figure

% of total base year emissions in all selected Scopes covered by this intensity figure

100

Target year

2030

Targeted reduction from base year (%)

50

Intensity figure in target year for all selected Scopes (metric tons CO₂e per unit of activity) [auto-calculated]

1.72

% change anticipated in absolute Scope 1+2 emissions

42

% change anticipated in absolute Scope 3 emissions

0

Intensity figure in reporting year for Scope 1 (metric tons CO₂e per unit of activity)

0.06

Intensity figure in reporting year for Scope 2 (metric tons CO₂e per unit of activity)

2.31

Intensity figure in reporting year for Scope 3, Category 1: Purchased goods and services (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 2: Capital goods (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 4: Upstream transportation and distribution (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 5: Waste generated in operations (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 6: Business travel (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 7: Employee commuting (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 8: Upstream leased assets (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 9: Downstream transportation and distribution (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 10: Processing of sold products (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 11: Use of sold products (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 13: Downstream leased assets (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 14: Franchises (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Category 15: Investments (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Other (upstream) (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for Scope 3, Other (downstream) (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for total Scope 3 (metric tons CO₂e per unit of activity)

Intensity figure in reporting year for all selected Scopes (metric tons CO₂e per unit of activity)

2.37

Does this target cover any land-related emissions?

No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

% of target achieved relative to base year [auto-calculated]

62.2093023256

Target status in reporting year

Underway

Please explain target coverage and identify any exclusions

As for the GHG emissions scope 1 and scope 2 Intensity targets are 1.5 °C aligned, the disclosure boundary covered all 4 of True's main business groups (i.e. TrueOnline,

TrueMobile (TrueMove H), True Visions and True Digital Group), which is 100% coverage of our scope 1&2 emissions in the base year 2020.

Plan for achieving target, and progress made to the end of the reporting year

We apply Climate Change and Environmental Impact Management Framework throughout the supply chain and regularly assess risks, opportunities and impacts. We have then set strategy and sustainability targets, create policies, implement, measure and communicate stakeholders, accordingly.

Moreover, the Company has implemented plans to reduce Greenhouse Gas (GHG) emissions and low carbon projects under the Projects or Activities such as install solar cell , energy saving equipment and Innovation in GHG Emissions Reduction. In addition, we adopted internal carbon pricing (ICP) to support assessments and making decisions to invest in low-carbon projects at an initial phase.

List the emissions reduction initiatives which contributed most to achieving this target

C4.2

(C4.2) Did you have any other climate-related targets that were active in the reporting year?

- Target(s) to increase low-carbon energy consumption or production
- Net-zero target(s)
- Other climate-related target(s)

C4.2a

(C4.2a) Provide details of your target(s) to increase low-carbon energy consumption or production.

Target reference number

Low 1

Year target was set

2020

Target coverage

Company-wide

Target type: energy carrier

Electricity

Target type: activity

Consumption

Target type: energy source

Renewable energy source(s) only

Base year

2020

Consumption or production of selected energy carrier in base year (MWh)

857,556

% share of low-carbon or renewable energy in base year

2

Target year

2022

% share of low-carbon or renewable energy in target year

3.1

% share of low-carbon or renewable energy in reporting year

3.1

% of target achieved relative to base year [auto-calculated]

100

Target status in reporting year

Achieved

Is this target part of an emissions target?

Yes, its part of the target to reduce scope 2 emissions and of the carbon neutral target by 2030 and net zero by 2050. The electricity consumption is the Company's most significant contribution to climate change, as well as a major operating cost, we have set target to use renewable energy as a part of our Environmental Management System.

Is this target part of an overarching initiative?

Science Based Targets initiative

Please explain target coverage and identify any exclusions

The electricity consumption covered all 4 of True's main business groups i.e. TrueOnline, TrueMobile (TrueMove H), True Visions and True Digital Group , which is 100% coverage. True Group has set target to increase electricity consumption from renewable energy source, 3.1% of our electricity consumption by 2022.

Plan for achieving target, and progress made to the end of the reporting year

List the actions which contributed most to achieving this target

The Company continued to install solar cell panels at more base stations and Mobile Switching Center (MSC). 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. Moreover, we

collaborate with partner to find solutions or new technology for renewable energy projects.

C4.2b

(C4.2b) Provide details of any other climate-related targets, including methane reduction targets.

Target reference number

Oth 1

Year target was set

2022

Target coverage

Company-wide

Target type: absolute or intensity

Absolute

Target type: category & Metric (target numerator if reporting an intensity target)

Energy consumption or efficiency

GJ

Target denominator (intensity targets only)

Base year

2021

Figure or percentage in base year

23.89

Target year

2022

Figure or percentage in target year

25

Figure or percentage in reporting year

29.73

% of target achieved relative to base year [auto-calculated]

526.1261261261

Target status in reporting year

Achieved

Is this target part of an emissions target?

Yes, the target was set in coordination with the target of an overall absolute carbon reduction target.

Is this target part of an overarching initiative?

Science Based targets initiative - other

Please explain target coverage and identify any exclusions

The target is to increase the portion of Renewable Energy consumption to reach 25% per Total Energy Consumption in 2022.

Plan for achieving target, and progress made to the end of the reporting year

List the actions which contributed most to achieving this target

True have completely installed 4,712 solar cells for cell sites and data centers 31,176 MWh/year or 112,234.14 GJ generated for company-wide usage. True group also purchased the Renewable Energy Certificates (REC) to offset 265,000 MWh of electricity consumption from the Hydropower Plant of the Electricity Generating Authority of Thailand- which equal to 954,000 GJ. From these, Total energy consumption from renewable sources has reached 29.73% per total energy consumption in 2022.

C4.2c

(C4.2c) Provide details of your net-zero target(s).

Target reference number

NZ1

Target coverage

Company-wide

Absolute/intensity emission target(s) linked to this net-zero target

Abs1

Target year for achieving net zero

2050

Is this a science-based target?

Yes, we consider this a science-based target, and we have committed to seek validation of this target by the Science Based Targets initiative in the next two years

Please explain target coverage and identify any exclusions

The target covers the scope 1-3 emissions company-wide. GHG emission (Scope 1&2) covered all 4 of True's main business groups (i.e. TrueOnline, TrueMobile (TrueMove H), True Visions and True Digital Group), which is 100% coverage of own operation. For GHG scope 3 emission target coverage, we also aim at 80% of our supply chain.

We commit to achieve Carbon Neutral (Scope 1 & 2) by 2030 and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs).

True will reduce its scope 1 & 2 emissions up to 90% by 2050. In order to reduce the scope 3 emission True is actively addressing its suppliers to comply with our scope 3 emission reduction targets. Moreover, True also plans to encourage tree planting to absorb greenhouse gases and support purchasing carbon credits for offsetting.

Do you intend to neutralize any unabated emissions with permanent carbon removals at the target year?

Yes

Planned milestones and/or near-term investments for neutralization at target year

We plan to implement GHG reduction projects, carbon removals and support to purchase carbon credit to achieve Carbon Neutral by 2030 and Net Zero by 2050 according to the Science-Based Target Initiative (SBTi) as follow;

- Encourage Energy Efficiency activities annually (2021-2050), increase the proportion of renewable energy consumption, and create innovation towards sustainability by developing new platforms and technologies which will help to reduce energy consumption and greenhouse gas emissions.
- Encourage tree planting during 2021-2025 to absorb greenhouse gases and support purchasing carbon credits for offsetting.

Planned actions to mitigate emissions beyond your value chain (optional)

-

C4.3

(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Yes

C4.3a

(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	0
To be implemented*	2	3,000

Implementation commenced*	3	146,488
Implemented*	7	154,025
Not to be implemented	0	0

C4.3b

(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.

Initiative category & Initiative type

Energy efficiency in buildings
Heating, Ventilation and Air Conditioning (HVAC)

Estimated annual CO2e savings (metric tonnes CO2e)

2,259

Scope(s) or Scope 3 category(ies) where emissions savings occur

Scope 2 (location-based)

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

1,378,109

Investment required (unit currency – as specified in C0.4)

26,392,958

Payback period

16-20 years

Estimated lifetime of the initiative

21-30 years

Comment

True upgraded the air conditioning system to a variable refrigerant volume (VRV) or variable refrigerant flow (VRF) system at the office, which saved up to 350 MWh/Year of electricity.

Initiative category & Initiative type

Energy efficiency in production processes
Cooling technology

Estimated annual CO2e savings (metric tonnes CO2e)

1,032

Scope(s) or Scope 3 category(ies) where emissions savings occur

Scope 2 (location-based)

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

4,459,968

Investment required (unit currency – as specified in C0.4)

22,159,932

Payback period

4-10 years

Estimated lifetime of the initiative

11-15 years

Comment

We upgraded the inverter air conditioning system at the transmission nodes, which intelligent controller to reduce power consumption.

Initiative category & Initiative type

Energy efficiency in production processes

Machine/equipment replacement

Estimated annual CO2e savings (metric tonnes CO2e)

4,348

Scope(s) or Scope 3 category(ies) where emissions savings occur

Scope 2 (location-based)

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

28,951,347

Investment required (unit currency – as specified in C0.4)

24,750,000

Payback period

<1 year

Estimated lifetime of the initiative

11-15 years

Comment

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.

Initiative category & Initiative type

Other, please specify
Other, please specify
Energy Conscious Design

Estimated annual CO₂e savings (metric tonnes CO₂e)

7

Scope(s) or Scope 3 category(ies) where emissions savings occur

Scope 2 (location-based)

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

60,000

Investment required (unit currency – as specified in C0.4)

173,200

Payback period

1-3 years

Estimated lifetime of the initiative

6-10 years

Comment

We have energy conscious design by paint thermal coating for energy saving.

Initiative category & Initiative type

Low-carbon energy generation
Solar PV

Estimated annual CO₂e savings (metric tonnes CO₂e)

13,905

Scope(s) or Scope 3 category(ies) where emissions savings occur

Scope 2 (market-based)

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

122,164,155

Investment required (unit currency – as specified in C0.4)

583,873,330

Payback period

4-10 years

Estimated lifetime of the initiative

21-30 years

Comment

The Company is committed to conserving energy and promoting the use of renewable energy and has strongly supported the production of electricity from solar energy, which is clean energy that does not affect the environment.

Initiative category & Initiative type

Low-carbon energy consumption
Large hydropower (>25 MW)

Estimated annual CO2e savings (metric tonnes CO2e)

132,474

Scope(s) or Scope 3 category(ies) where emissions savings occur

Scope 2 (market-based)

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

0

Investment required (unit currency – as specified in C0.4)

10,865,000

Payback period

No payback

Estimated lifetime of the initiative

1-2 years

Comment

In 2022, We purchased the Renewable Energy Certificates (REC) to offset 260,000 MWh of electricity consumption from the Hydropower Plant.

Initiative category & Initiative type

Company policy or behavioral change

Customer engagement

Estimated annual CO2e savings (metric tonnes CO2e)

2,592

Scope(s) or Scope 3 category(ies) where emissions savings occur

Scope 3 category 1: Purchased goods & services

Voluntary/Mandatory

Voluntary

Annual monetary savings (unit currency – as specified in C0.4)

32,855,372

Investment required (unit currency – as specified in C0.4)

0

Payback period

No payback

Estimated lifetime of the initiative

6-10 years

Comment

In 2022, we replaced paper-based billing with the True e-billing and True e-Tax Invoice systems to send these documents to customers via SMS or e-mail, which reduced paper consumption up to 247 million sheets, equivalent to 2,592 tonCO2e of greenhouse gases emissions reduction.

C4.3c

(C4.3c) What methods do you use to drive investment in emissions reduction activities?

Method	Comment
Internal price on carbon	While we prioritize energy efficiency and conservation projects in our investment decision-making process, all projects must meet financial performance evaluation process including carbon expense (calculated by True internal carbon pricing rate at 600 Baht/tCO2e.)
Financial optimization calculations	While we prioritize energy efficiency and conservation projects in our investment decision making process, all projects must meet financial performance evaluation process. With the exception to select experimental projects, budget allocation is optimized to achieve the most energy conservation result for given amount of investment.

C4.5

(C4.5) Do you classify any of your existing goods and/or services as low-carbon products?

Yes

C4.5a

(C4.5a) Provide details of your products and/or services that you classify as low-carbon products.

Level of aggregation

Group of products or services

Taxonomy used to classify product(s) or service(s) as low-carbon

Other, please specify

Methodology developed by the Greenhouse Gas Protocol and Thailand Greenhouse Gas Management Organization

Type of product(s) or service(s)

Power

Solar PV

Description of product(s) or service(s)

Low emissions products & services: True continue improving IT infrastructure to meet growing service demands. This causes the use electricity of which mostly fossil fuel based to increase. As True determined to encourage and promote renewable energy, since 2010 True has installed Solar PV at base stations and remote areas where on-grid electricity is not available. Since then True has continued expanding Solar PV installation.

In 2022, True further installed Solar PV at base stations and transmission, network hubs, and data centers for additional 40 locations nation-wide as well as at office buildings. Therefore, to date solar cell panels have been installed 4,712 locations in total with a combined capacity of 31,176 MWh/Year and reducing greenhouse gas emission up to 13,905 tCO₂e.

Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

No

Methodology used to calculate avoided emissions

Life cycle stage(s) covered for the low-carbon product(s) or services(s)

Functional unit used

Reference product/service or baseline scenario used

Life cycle stage(s) covered for the reference product/service or baseline scenario

Estimated avoided emissions (metric tons CO₂e per functional unit) compared to reference product/service or baseline scenario

Explain your calculation of avoided emissions, including any assumptions

Revenue generated from low-carbon product(s) or service(s) as % of total revenue in the reporting year

12.7

Level of aggregation

Group of products or services

Taxonomy used to classify product(s) or service(s) as low-carbon

Other, please specify

Methodology developed by the Greenhouse Gas Protocol and Thailand
Greenhouse Gas Management Organization

Type of product(s) or service(s)

Other

Other, please specify

Low-carbon product

Description of product(s) or service(s)

True iService is one of the Company's services which allow customers to: 1) Check their balance & data usage 2) Easy and secure payment transaction 3) Manage their services via the application or website Therefore, by using True iService, the GHG emissions generated from customer travelling to shops and paper billing are avoided.

Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

No

Methodology used to calculate avoided emissions

Life cycle stage(s) covered for the low-carbon product(s) or services(s)

Functional unit used

Reference product/service or baseline scenario used

Life cycle stage(s) covered for the reference product/service or baseline scenario

Estimated avoided emissions (metric tons CO₂e per functional unit) compared to reference product/service or baseline scenario

Explain your calculation of avoided emissions, including any assumptions

Revenue generated from low-carbon product(s) or service(s) as % of total revenue in the reporting year

60.67

C5. Emissions methodology

C5.1

(C5.1) Is this your first year of reporting emissions data to CDP?

No

C5.1a

(C5.1a) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data?

Row 1

Has there been a structural change?

No

C5.1b

(C5.1b) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year?

Change(s) in methodology, boundary, and/or reporting year definition?	
Row 1	No

C5.2

(C5.2) Provide your base year and base year emissions.

Scope 1

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

13,768

Comment

Gross global scope 1 emission was calculated from energy consumption and fugitive emission.

Scope 2 (location-based)

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

403,740

Comment

Scope 2 emission was calculated from electricity consumption. We use Thailand National Grid's emission factor as calculated by Energy Policy and Planning Office, Ministry of Energy.

Scope 2 (market-based)

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

403,740

Comment

We have no operations where we are able to access electricity supplier emissions factors or residual emissions factors and are unable to report a Scope 2, market-based figure.

Scope 3 category 1: Purchased goods and services

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

129,474

Comment

Production of smartphones Purchased through True's retail shops and other channels. This is our most significant source of upstream emissions.

Scope 3 category 2: Capital goods

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

49,704

Comment

The capital goods emissions were calculated from the GHG emission from construction made in 2020 in all True operations.

Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

65,692

Comment

Fuel and energy related activities emissions were calculated from the GHG emission from energy used in 2020 in all True operations.

Scope 3 category 4: Upstream transportation and distribution

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

3,301

Comment

The estimated emissions figure is based on the volume of devices sold through True's retail channel.

Scope 3 category 5: Waste generated in operations

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO2e)

266

Comment

Waste disposed to Landfill and Recycle from operations in Thailand.

Scope 3 category 6: Business travel

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO2e)

771

Comment

Estimated GHG emissions from air travel for company business.

Scope 3 category 7: Employee commuting

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO2e)

8,096

Comment

Employee commuting, is our third most significant source of emissions.

Scope 3 category 8: Upstream leased assets

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO2e)

0

Comment

Not relevant, explanation provided.

True Group leases physical assets such as office facilities from True Properties Co., Ltd, which is not a part of True Group that already included in Scope 2.

Scope 3 category 9: Downstream transportation and distribution

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO2e)

0

Comment

Not relevant, explanation provided.

Activities that can be considered "downstream transportation & distribution" are carried out by TDS , a company that is a part of True Group, whose energy consumption and associated emissions are already included in Scope 1 (fuel consumption) and Scope 2 (electricity consumption).

Scope 3 category 10: Processing of sold products

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO2e)

0

Comment

Not relevant, explanation provided.

All mobile phones and devices sold that final production.

Scope 3 category 11: Use of sold products

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

31,244

Comment

Total mobile phones and devices sold through True's retail channels in 2020 were accounted.

Scope 3 category 12: End of life treatment of sold products

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

2,104

Comment

Emissions related to end-of-life management (recovery, recycling, and disposal) of mobile phone and electronic devices.

Scope 3 category 13: Downstream leased assets

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

561

Comment

Total devices which downstream leased assets through True's retail channels in 2020 were accounted.

Scope 3 category 14: Franchises

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

0

Comment

Not relevant, explanation provided.

Franchise stores or "True Partners" are operated by the franchisees or partners. True's

has no operational or financial control over these business entities. In addition, by their nature, these facilities and activities have a negligible contribution to True's emissions.

Scope 3 category 15: Investments

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

0

Comment

Not relevant, explanation provided.

The boundary covers companies within the True Group where material, we include this in our Scope 1 and 2 reporting.

Scope 3: Other (upstream)

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

0

Comment

Not relevant, explanation provided.

No applicable sources of GHG emissions in this category.

Scope 3: Other (downstream)

Base year start

January 1, 2020

Base year end

December 31, 2020

Base year emissions (metric tons CO₂e)

0

Comment

Not relevant, explanation provided.

No applicable sources of GHG emissions in this category.

C5.3

(C5.3) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

IPCC Guidelines for National Greenhouse Gas Inventories, 2006

ISO 14064-1

Thailand Greenhouse Gas Management Organization: The National Guideline Carbon Footprint for organization

The Greenhouse Gas Protocol: Public Sector Standard

C6. Emissions data

C6.1

(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO₂e?

Reporting year

Gross global Scope 1 emissions (metric tons CO₂e)

8,189.6

Start date

January 1, 2022

End date

December 31, 2022

Comment

Total direct scope 1 emission 2022 comes from three major sources:

- Fuel combustion (201.02 tons CO₂e)
- Fugitive emissions (7,988.58 tons CO₂e)
- Biogenic emissions (9.42 tons CO₂e)

Past year 1

Gross global Scope 1 emissions (metric tons CO₂e)

10,565.75

Start date

January 1, 2021

End date

December 31, 2021

Comment

Total direct scope 1 emission 2021 comes from three major sources:

- Fuel combustion (4,559.82 tons CO₂e)

- Fugitive emissions (6,005.94 tons CO₂e)
- Biogenic emissions (325.69 tons CO₂e)

Past year 2

Gross global Scope 1 emissions (metric tons CO₂e)

13,768.45

Start date

January 1, 2020

End date

December 31, 2020

Comment

Total direct scope 1 emission 2020 comes from three major sources:

- Fuel combustion (10,306.80 tons CO₂e)
- Fugitive emissions (3,461.65 tons CO₂e)
- Biogenic emissions (623.42 tons CO₂e)

Past year 3

Gross global Scope 1 emissions (metric tons CO₂e)

17,039.57

Start date

January 1, 2019

End date

December 31, 2019

Comment

Total direct scope 1 emission 2019 comes from three major sources:

- Fuel combustion (16,807.28 tons CO₂e)
- Fugitive emissions (232.29 tons CO₂e)
- Biogenic emissions (404.90 tons CO₂e)

C6.2

(C6.2) Describe your organization's approach to reporting Scope 2 emissions.

Row 1

Scope 2, location-based

We are reporting a Scope 2, location-based figure

Scope 2, market-based

We are reporting a Scope 2, market-based figure

Comment

Scope 2 emission was calculated from electricity consumption. Location-based method was calculated by Grid Emission Factor, Market-based method was calculated by Grid Emission Factor and Emission Factor of electricity was purchased from a hydropower plant under the Renewable Energy Certificate (REC).

C6.3

(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO₂e?

Reporting year

Scope 2, location-based

430,115.52

Scope 2, market-based (if applicable)

311,925.52

Start date

January 1, 2022

End date

December 31, 2022

Comment

Scope 2 emission 2022 was calculated from electricity consumption. Location-based method was calculated by Grid Emission Factor, Market-based method was calculated by Grid Emission Factor and Emission Factor of electricity was purchased from a hydropower plant under the Renewable Energy Certificate (REC).

Past year 1

Scope 2, location-based

419,222.93

Scope 2, market-based (if applicable)

326,622.93

Start date

January 1, 2021

End date

December 31, 2021

Comment

Scope 2 emission 2021 was calculated from electricity consumption. Location-based method was calculated by Grid Emission Factor, Market-based method was calculated

by Grid Emission Factor and Emission Factor of electricity was purchased from a hydropower plant under the Renewable Energy Certificate (REC).

Past year 2

Scope 2, location-based

403,739.73

Scope 2, market-based (if applicable)

403,739.73

Start date

January 1, 2020

End date

December 31, 2020

Comment

Scope 2 emission 2020 was calculated from electricity consumption. Location-based method was calculated by Grid Emission Factor, Market-based method was also calculated by Grid Emission Factor.

Past year 3

Scope 2, location-based

371,898.72

Scope 2, market-based (if applicable)

371,898.72

Start date

January 1, 2019

End date

December 31, 2019

Comment

Scope 2 emission 2019 was calculated from electricity consumption. Location-based method was calculated by Grid Emission Factor, Market-based method was also calculated by Grid Emission Factor.

C6.4

(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1, Scope 2 or Scope 3 emissions that are within your selected reporting boundary which are not included in your disclosure?

No

C6.5

(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.

Purchased goods and services

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO₂e)

92,272

Emissions calculation methodology

Spend-based method
Average product method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from

- Purchased products and average emission factor of each product.
- Electricity consumption from purchased services
- Paper and water usage from purchased services

Capital goods

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO₂e)

31,346

Emissions calculation methodology

Spend-based method
Average product method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from

- Spending on the usage of maintenance materials in network operation and each emission factor (concrete, metals and woods).

Fuel-and-energy-related activities (not included in Scope 1 or 2)

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO2e)

85,052

Emissions calculation methodology

Supplier-specific method
Spend-based method
Fuel-based method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

Please explain

Scope 3 emission in this category was calculated from
- electricity and fuel fees of suppliers and business partners

Upstream transportation and distribution

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO2e)

4,773

Emissions calculation methodology

Spend-based method
Average product method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from
- Purchase order of mobile devices, tablets and smart watches with the emission factor of each product type.

Waste generated in operations

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO2e)

172

Emissions calculation methodology

Average data method

Waste-type-specific method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from

- The amount of general waste that have been transferred to landfill.
- The amount of general waste that have been transferred to recycle/reuse processes.
- The amount of general waste that have been processed to be animal feed.
- The amount of hazardous/ electronic waste that have been transferred to landfill.
- The amount of hazardous/ electronic waste that have been transferred to recycle/reuse processes.

Business travel

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO₂e)

1,066

Emissions calculation methodology

Spend-based method

Distance-based method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from

- Distance of business travel of employee's related works and operations.
- Spending on business travel of employee's related works and operations.

Employee commuting

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO₂e)

8,138

Emissions calculation methodology

Fuel-based method

Distance-based method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from

- Fuel usage and Distance of True's employee shuttle bus, commuting between True offices.
- Fuel usage and Average round-trip distance of True's employee commuting between home and offices

Upstream leased assets

Evaluation status

Not relevant, explanation provided

Please explain

This category is not relevant to company's business.

Downstream transportation and distribution

Evaluation status

Not relevant, explanation provided

Please explain

This category is not relevant to company's business.

Processing of sold products

Evaluation status

Not relevant, explanation provided

Please explain

This category is not relevant to company's business.

Use of sold products

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO₂e)

19,625

Emissions calculation methodology

Average product method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from

- Sold Mobile devices and product's emission factor.

- Sold Tablet devices and product's emission factor.
- Sold Smart watch devices and product's emission factor.
- Rental Digital TV box and product's emission factor.
- Rental Satellite TV box and product's emission factor.
- Sold sim card and product's emission factor.

End of life treatment of sold products

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO₂e)

1,334

Emissions calculation methodology

Average product method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from

- Amount of Sold Mobile devices/ Tablets/ Smart watches that went to e-waste treatment processes. The average greenhouse gas emissions from each product was used for calculation.

Downstream leased assets

Evaluation status

Relevant, calculated

Emissions in reporting year (metric tons CO₂e)

816

Emissions calculation methodology

Average data method

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

Scope 3 emission in this category was calculated from average greenhouse gas emissions for each rental asset services:

- Rental Internet Router
- Rental Digital TV Box
- Rental Satellite TV Box

Franchises

Evaluation status

Not relevant, explanation provided

Please explain

This category is not relevant to company's business.

Investments

Evaluation status

Not relevant, explanation provided

Please explain

This category is not relevant to company's business.

Other (upstream)

Evaluation status

Not relevant, explanation provided

Please explain

This category is not relevant to company's business.

Other (downstream)

Evaluation status

Not relevant, explanation provided

Please explain

This category is not relevant to company's business.

C6.5a

(C6.5a) Disclose or restate your Scope 3 emissions data for previous years.

Past year 1

Start date

January 1, 2021

End date

December 31, 2021

Scope 3: Purchased goods and services (metric tons CO₂e)

167,857

Scope 3: Capital goods (metric tons CO₂e)

19,802

**Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2)
(metric tons CO₂e)**

86,877

Scope 3: Upstream transportation and distribution (metric tons CO2e)

9,525

Scope 3: Waste generated in operations (metric tons CO2e)

144

Scope 3: Business travel (metric tons CO2e)

69

Scope 3: Employee commuting (metric tons CO2e)

8,102

Scope 3: Upstream leased assets (metric tons CO2e)

Scope 3: Downstream transportation and distribution (metric tons CO2e)

Scope 3: Processing of sold products (metric tons CO2e)

Scope 3: Use of sold products (metric tons CO2e)

21,839

Scope 3: End of life treatment of sold products (metric tons CO2e)

1,481

Scope 3: Downstream leased assets (metric tons CO2e)

495

Scope 3: Franchises (metric tons CO2e)

Scope 3: Investments (metric tons CO2e)

Scope 3: Other (upstream) (metric tons CO2e)

Scope 3: Other (downstream) (metric tons CO2e)

Comment

Past year 2

Start date

January 1, 2020

End date

December 31, 2020

Scope 3: Purchased goods and services (metric tons CO2e)

129,474

Scope 3: Capital goods (metric tons CO2e)

49,704

Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

65,692

Scope 3: Upstream transportation and distribution (metric tons CO2e)

3,301

Scope 3: Waste generated in operations (metric tons CO2e)

266

Scope 3: Business travel (metric tons CO2e)

771

Scope 3: Employee commuting (metric tons CO2e)

8,096

Scope 3: Upstream leased assets (metric tons CO2e)

Scope 3: Downstream transportation and distribution (metric tons CO2e)

Scope 3: Processing of sold products (metric tons CO2e)

Scope 3: Use of sold products (metric tons CO2e)

31,244

Scope 3: End of life treatment of sold products (metric tons CO2e)

2,104

Scope 3: Downstream leased assets (metric tons CO2e)

561

Scope 3: Franchises (metric tons CO2e)

Scope 3: Investments (metric tons CO2e)

Scope 3: Other (upstream) (metric tons CO2e)

Scope 3: Other (downstream) (metric tons CO2e)

Comment

C6.7

(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

Yes

C6.7a

(C6.7a) Provide the emissions from biogenic carbon relevant to your organization in metric tons CO2.

	CO2 emissions from biogenic carbon (metric tons CO2)	Comment
Row 1	9.42	The CO2 emissions from biogenic carbon derived by the Biodiesel fuel usage for our operations.

C6.10

(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Intensity figure

2.37

Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

320,115

Metric denominator

unit total revenue

Metric denominator: Unit total

135,076

Scope 2 figure used

Market-based

% change from previous year

0.97

Direction of change

Increased

Reason(s) for change

Change in revenue

Please explain

Although there is increase in electricity consumption due to ongoing expansion of True Group’s business and network operations in mobile and online business units, the total indirect GHG emission (scope 2) has decreased. This is because we installed solar cell panels at more base stations and Mobile Switching Center (MSC). In addition, we have projects to improve energy efficiency by installed energy saving equipment or change some equipment the such as inverter air conditioning system at the transmission nodes and chillers, upgraded the air conditioning system to a variable refrigerant volume (VRV), changed to use the elevator regenerative drives and purchased the Renewable Energy Certificates or REC (market-based) to offset the electricity consumption from Hydropower Plant .

C7. Emissions breakdowns

C7.1

(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?

Yes

C7.1a

(C7.1a) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used greenhouse warming potential (GWP).

Greenhouse gas	Scope 1 emissions (metric tons of CO2e)	GWP Reference
CO2	209.63	IPCC Fourth Assessment Report (AR4 - 100 year)
HFCs	7,988.58	IPCC Fourth Assessment Report (AR4 - 100 year)
CH4	0.48	IPCC Fourth Assessment Report (AR4 - 100 year)
N2O	0.34	IPCC Fourth Assessment Report (AR4 - 100 year)

C7.2

(C7.2) Break down your total gross global Scope 1 emissions by country/area/region.

Country/area/region	Scope 1 emissions (metric tons CO2e)
Thailand	8,189.6

C7.3

(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

By activity

C7.3c

(C7.3c) Break down your total gross global Scope 1 emissions by business activity.

Activity	Scope 1 emissions (metric tons CO2e)
Mobile combustion	201.02
Stationary combustion	7,988.58
Fugitive	9.42

C7.5

(C7.5) Break down your total gross global Scope 2 emissions by country/area/region.

Country/area/region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Thailand	430,115.52	311,925.52

C7.6

(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

By business division

C7.6a

(C7.6a) Break down your total gross global Scope 2 emissions by business division.

Business division	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Network Operational	407,741.02	289,578.02
Office Operations	17,826.85	17,826.85
Operations of Retail Shops	4,547.65	4,547.65

C7.7

(C7.7) Is your organization able to break down your emissions data for any of the subsidiaries included in your CDP response?

No

C7.9

(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Decreased

C7.9a

(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

	Change in emissions (metric tons CO2e)	Direction of change in emissions	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption	148,508	Decreased	43.9	<p>We installed and expanded the number of solar cell panels at base stations and major exchange, saving 31,176 MWh and purchased the Renewable Energy Certificates (REC) to offset 265,000 MWh of electricity consumption from the Hydropower Plant, which decreased in GHG emission 148,058 tonCO2e, resulting in an increased use of renewable electricity. It was additionally avoided from renewable energy compared to last year.</p> <p>Our Total GHG Scope 1 and 2 emission in the previous year was 337,189 tonCO2e, therefore we arrived at 23.10%. (calculation as $(148,058/337,189) \times 100 = 43.90\%$)</p>
Other emissions reduction activities	2,941	Decreased	0.87	<p>Our emissions reduction activities include;</p> <ol style="list-style-type: none"> 1. Installed energy saving equipment or changed some equipment at base station and office (2,259 tCO2e) 2. Adopt digital platform (True e-billing and True e-Tax Invoice systems) (2,592 tCO2e) <p>In 2022 GHG Reduction was 4,851 tonCO2e, which decreased 2,941 tonCO2e when compared to 2021. Compared to gross emissions (Scope 1</p>

				and 2) of 337,189 tonCO ₂ e in 2022, this 2,941 tonCO ₂ e would contribute to GHG reduction by 0.87%. (calculation as $(2,941 / 337,189) * 100 = 0.87\%$)
Divestment				
Acquisitions				
Mergers				
Change in output				
Change in methodology				
Change in boundary				
Change in physical operating conditions	17,074	Decreased	5.06	<p>Electricity consumption in network operations increased from 2021 to 2022 due to services and network expansion in mobile and online business units.</p> <p>Moreover, the consumption of electricity from New technology (5G network infrastructure) rises up to 3 times compared to the electricity consumption from 4G network infrastructure.</p> <p>The GHG emission was decreasing 17,074 tonCO₂e Compared to gross emissions of 337,189 tonCO₂e in 2021, this 17,074 tonCO₂e would contribute to GHG emission by 4.51 %. (calculation as $(17,074 / 337,189) * 100 = 5.06\%$)</p>
Unidentified				
Other				

C7.9b

(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Market-based

C8. Energy

C8.1

(C8.1) What percentage of your total operational spend in the reporting year was on energy?

More than 0% but less than or equal to 5%

C8.2

(C8.2) Select which energy-related activities your organization has undertaken.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	No
Consumption of purchased or acquired steam	No
Consumption of purchased or acquired cooling	No
Generation of electricity, heat, steam, or cooling	Yes

C8.2a

(C8.2a) Report your organization's energy consumption totals (excluding feedstocks) in MWh.

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	LHV (lower heating value)	55	728	783
Consumption of purchased or acquired electricity		31,176	699,385	730,561

Consumption of self-generated non-fuel renewable energy		265,000		265,000
Total energy consumption		296,231	700,113	996,344

C8.2b

(C8.2b) Select the applications of your organization’s consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Yes
Consumption of fuel for the generation of heat	No
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

C8.2c

(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

Sustainable biomass

Heating value

LHV

Total fuel MWh consumed by the organization

0

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

0

Comment

We do not consume the Sustainable biomass.

Other biomass

Heating value

LHV

Total fuel MWh consumed by the organization

0

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

0

Comment

We do not consume the other biomass.

Other renewable fuels (e.g. renewable hydrogen)

Heating value

LHV

Total fuel MWh consumed by the organization

783

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

0

Comment

True Group has consumed biofuels (biodiesel and biogasoline) for mobile combustion.

Coal

Heating value

LHV

Total fuel MWh consumed by the organization

0

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

0

Comment

We do not consume coal.

Oil

Heating value

LHV

Total fuel MWh consumed by the organization

728

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

0

Comment

True Group has consumed fuels of diesel and gasoline for mobile combustion.

Gas

Heating value

LHV

Total fuel MWh consumed by the organization

0

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

0

Comment

We do not consume gas.

Other non-renewable fuels (e.g. non-renewable hydrogen)

Heating value

LHV

Total fuel MWh consumed by the organization

0

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

0

Comment

We do not consume the other non-renewable fuels.

Total fuel

Heating value

LHV

Total fuel MWh consumed by the organization

783

MWh fuel consumed for self-generation of electricity

0

MWh fuel consumed for self-generation of heat

0

Comment

True Group has consumed the total consumption of fuel, including oil and biofuel for mobile combustion sources.

C8.2d

(C8.2d) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

	Total Gross generation (MWh)	Generation that is consumed by the organization (MWh)	Gross generation from renewable sources (MWh)	Generation from renewable sources that is consumed by the organization (MWh)
Electricity	31,176	31,176	31,176	31,176
Heat				
Steam				
Cooling				

C8.2e

(C8.2e) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero or near-zero emission factor in the market-based Scope 2 figure reported in C6.3.

Country/area of low-carbon energy consumption

Thailand

Sourcing method

Unbundled procurement of energy attribute certificates (EACs)

Energy carrier

Electricity

Low-carbon technology type

Large hydropower (>25 MW)

Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

265,000

Tracking instrument used

I-REC

Country/area of origin (generation) of the low-carbon energy or energy attribute

Thailand

Are you able to report the commissioning or re-powering year of the energy generation facility?

Yes

Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2022

Comment

Apart from implementing measures to reduce greenhouse gas emissions from corporate activities, we have also actively supported the use of renewable energy. In 2022, we purchased the Renewable Energy Certificates (REC) to offset 265,000 MWh of electricity consumption from the Hydropower Plant of the Electricity Generating Authority of Thailand.

C8.2g

(C8.2g) Provide a breakdown by country/area of your non-fuel energy consumption in the reporting year.

Country/area

Thailand

Consumption of purchased electricity (MWh)

699,385

Consumption of self-generated electricity (MWh)

296,176

Consumption of purchased heat, steam, and cooling (MWh)

0

Consumption of self-generated heat, steam, and cooling (MWh)

0

Total non-fuel energy consumption (MWh) [Auto-calculated]

995,561

C9. Additional metrics

C9.1

(C9.1) Provide any additional climate-related metrics relevant to your business.

Description

Waste

Metric value

385

Metric numerator

Amount of general waste (ton)

Metric denominator (intensity metric only)

-

% change from previous year

19.42

Direction of change

Increased

Please explain

In 2022, The amount of waste disposal has increased around 19.42% compared to year 2021. Due to the fully operate office building and operation recovered after COVID-19 situation. We still keep doing the waste reduction in activities related to 5Rs (Reduce, Recycle, Replace, Reinvent and Re-Educate). True Group has initiated waste management projects to help reduce the waste disposal as following; (1) Say No to Plastic Bottles Campaign to encourage employees to reduce plastic bottle consumption to zero by bringing your own glass or bottle and installing a world-class quality RO water system for employees at the True Tower. this campaign help reduce plastic bottles by 400,000 bottles annually or 8,950 kilogram/year.

(2) Use of Reusable or Decomposable Packaging Project to reduce plastic packaging by promoting the use of reusable or biodegradable packaging. In 2022, 57.35 percent of our SIM card packaging was made of reusable or biodegradable plastic.

Moreover, our EMS (environmental management system) expansion that under supervision of the Innovation and Sustainability Committee and Working group on Environmental Management to ensure effective environmental management.

Description

Other, please specify
Water consumption

Metric value

119,280

Metric numerator

Cubic meter

Metric denominator (intensity metric only)

-

% change from previous year

2.41

Direction of change

Increased

Please explain

The water consumption occurs mainly from employee and customers' water usage in office buildings. It also includes water usage in cooling towers in a few large office buildings where companies within True Group are the majority tenant, namely True Tower and True Tower 2. Therefore, True Group upgraded the air conditioning system in True Tower 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 order to reduce water consumption that can be found in True Sustainability Report 2022 (pdf page 77).

True Sustainability Report 2022 website link: <https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/true-sustainability-report-2022-en.pdf>

C10. Verification

C10.1

(C10.1) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	Third-party verification or assurance process in place
Scope 3	Third-party verification or assurance process in place

C10.1a

(C10.1a) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.

Verification or assurance cycle in place

Annual process

Status in the current reporting year

Complete

Type of verification or assurance

Limited assurance

Attach the statement

 TRUE Independent Assurance Statement 2022 (29.03.2023).Final pdf.pdf

Page/ section reference

True Independent Assurance Statement by TUV NORD 2022 Page 1-3
True Sustainability Report 2022 Page 95-96; <https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/true-sustainability-report-2022-en.pdf>

Relevant standard

AA1000AS

Proportion of reported emissions verified (%)

100

C10.1b

(C10.1b) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.

Scope 2 approach

Scope 2 location-based

Verification or assurance cycle in place

Annual process

Status in the current reporting year

Complete

Type of verification or assurance

Limited assurance

Attach the statement

 TRUE Independent Assurance Statement 2022 (29.03.2023).Final pdf.pdf

Page/ section reference

True Independent Assurance Statement by TUV NORD 2022 Page 1-3
True Sustainability Report 2022 Page 95-96; <https://www.true.th/true-corporation/site/assets/trucorp/pdf/en/true-sustainability-report-2022-en.pdf>

Relevant standard

AA1000AS

Proportion of reported emissions verified (%)

100

C10.1c

(C10.1c) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.

Scope 3 category

Scope 3: Purchased goods and services
Scope 3: Waste generated in operations

Verification or assurance cycle in place

Annual process

Status in the current reporting year

Complete

Type of verification or assurance

Limited assurance

Attach the statement

 TRUE Independent Assurance Statement 2022 (29.03.2023).Final pdf.pdf

Page/section reference

True Independent Assurance Statement by TUV NORD 2022 Page 1-3
True Sustainability Report Page 95-96/ Independent Assurance Statement by TUV NORD

Relevant standard

AA1000AS

Proportion of reported emissions verified (%)

37.8

C10.2





(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?



Yes

C10.2a

(C10.2a) Which data points within your CDP disclosure have been verified, and which verification standards were used?

 TRUE Independent Assurance Statement 2022 (29.03.2023).Final pdf.pdf

Disclosure module verification relates to	Data verified	Verification standard	Please explain
C4. Targets and performance	Year on year change in emissions (Scope 1 and 2)	AA1000AS	True Corporation Public Company Limited commissioned TUV NORD (Thailand) Ltd. for Sustainability Assurance Engagement. TUV NORD (Thailand) Ltd. conducted the independent assurance of TRUE's sustainability, which includes "limited assurance" of TRUE's sustainability information for the applied reporting period. This assurance engagement was conducted against the Global Reporting Initiative Standards and AA1000AS Version 3 Protocol (Type 2, Moderate Level).  1
C5. Emissions performance	Year on year change in emissions (Scope 1 and 2)	AA1000AS	Emission Performance and Methodology were verified as part of True Sustainability Report 2022.  1
C6. Emissions data	Year on year change in emissions (Scope 1 and 2)	AA1000AS	GHG emission data was verified as part of True Sustainability Report 2022. Verified information cover gross global scope 1 , scope 2 and Scope 3 emission and GHG intensity.  1
C6. Emissions data	Year on year change in emissions (Scope 3)	AA1000AS	GHG emission data was verified as part of True Sustainability Report 2022. Verified information cover gross global scope 1 , scope 2 and Scope 3 emission and GHG intensity.  1

C7. Emissions breakdown	Year on year change in emissions (Scope 1 and 2)	AA1000AS	GHG emission breakdown was verified as part of True Sustainability Report 2022. Verified information cover emission by GHG type providing the used GWP.  1
C8. Energy	Year on year change in emissions (Scope 1 and 2)	AA1000AS	Energy consumption is major source of GHG emission of True. Therefore, energy consumption data was verified covering energy related activities, total energy consumption and emission factor.  1

 1TRUE Independent Assurance Statement 2022 (29.03.2023).Final pdf.pdf

C11. Carbon pricing

C11.1

(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

No, but we anticipate being regulated in the next three years

C11.1d

(C11.1d) What is your strategy for complying with the systems you are regulated by or anticipate being regulated by?

Thailand has committed to UNFCCC on a voluntary basis to reduce its GHGs emissions by 20-25% when compared to the business-as-usual (BAU) scenario in 2030 , increase to 40% if it gains technological as well as financial support from the international community, and toward carbon neutrality by 2050 and Net-Zero Greenhouse Gas Emissions by 2065. The reduction target will be allocated to each sector to meet. True may be required to make contribution to the national GHG reduction target. In 2021, we joined the Thailand Carbon Neutral Network (TCNN) to support the country in achieving its national emissions reduction target.

Therefore, to fully cooperate and comply with the regulations. Originally, True has committed sustainability goals to reduce emission intensity by 50% compared with baseline year 2020 by the year 2030. Additionally, True has announced the sustainability goals 2030 to become carbon neutral and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050 according to the Science-Based Target Initiative (SBTi).

C11.2

(C11.2) Has your organization canceled any project-based carbon credits within the reporting year?

No

C11.3

(C11.3) Does your organization use an internal price on carbon?

Yes

C11.3a

(C11.3a) Provide details of how your organization uses an internal price on carbon.

Type of internal carbon price

Shadow price

How the price is determined

Cost of required measures to achieve emissions reduction targets

Benchmarking against peers

Objective(s) for implementing this internal carbon price

Change internal behavior

Drive energy efficiency

Drive low-carbon investment

Identify and seize low-carbon opportunities

Navigate GHG regulations

Scope(s) covered

Scope 1

Scope 2

Pricing approach used – spatial variance

Uniform

Pricing approach used – temporal variance

Static

Indicate how you expect the price to change over time

Actual price(s) used – minimum (currency as specified in C0.4 per metric ton CO₂e)

600

Actual price(s) used – maximum (currency as specified in C0.4 per metric ton CO₂e)

600

Business decision-making processes this internal carbon price is applied to

Operations

Procurement

Mandatory enforcement of this internal carbon price within these business decision-making processes

Yes, for all decision-making processes

Explain how this internal carbon price has contributed to the implementation of your organization's climate commitments and/or climate transition plan

- Qualitative Implications carbon neutrality 2030: ICP helps to highlight the risks and opportunity to support True's GHG reduction targets and helps to understand the potential carbon costs in the future investment. Enable the management to arbitrate between different options, to choose the most efficient ones to achieve the targets (Carbon Neutrality 2030).
- Quantitative Implications to carbon neutrality 2030: For example, assumed True use Net present Value (NPV) as the only indicator for approval of Solar PV project from year 2022. At ICP 600 THB/tCO₂e scenario the Solar PV project would be 30% more attractive compared to no ICP scenario

C12. Engagement

C12.1

(C12.1) Do you engage with your value chain on climate-related issues?

- Yes, our suppliers
- Yes, our customers/clients
- Yes, other partners in the value chain

C12.1a

(C12.1a) Provide details of your climate-related supplier engagement strategy.

Type of engagement

Information collection (understanding supplier behavior)

Details of engagement

- Collect other climate related information at least annually from suppliers
- Other, please specify
 - Educate/Information sharing in climate related issues with suppliers

% of suppliers by number

100

% total procurement spend (direct and indirect)

100

% of supplier-related Scope 3 emissions as reported in C6.5

100

Rationale for the coverage of your engagement

Data collection from suppliers; All 2,001 suppliers in 2022, True has identified 42 critical tier-1 suppliers. This group of suppliers are in True's top priority-group and focus for development and collaboration, including on climate change issues. We have developed the supplier Code of Conduct and require every supplier to pass an online supplier sustainability self-assessment before they can engage in transactions. Moreover, we regularly hold supplier conferences and educational sessions (both online and offline) to educate and build awareness of the Environment, Social and Governance (ESG) issue among our suppliers. In addition, True Group has invited suppliers to join the Global Compact Network Thailand (GCNT) that supports sustainable development goals including environment management. We have committed to reduce 25% Scope 3 emission target by 2030, and that has been communicated to our suppliers.

In 2022, True Group held a seminar with suppliers on the True Supplier Day 2022, themed around sustainable business and moving toward carbon neutral/net zero. This was to raise climate change awareness and build understanding of True Group's target of achieving carbon neutrality by 2030 and net zero by 2050. At the seminar, suppliers worked together to prepare an action plan to reduce Scope 3 greenhouse gas emissions throughout the value chain.

Impact of engagement, including measures of success

The Company places importance on supply chain management, with the determination to improve suppliers' capabilities. We have integrated social, environmental, and governance sustainability or ESG into our business operations throughout the supply chain from upstream to downstream to reduce risks that may impact joint operations.

Measures of success include:

- Deliver True Supplier Code of Conduct to all suppliers (100%).
- Require all suppliers (100%) to pass an online supplier sustainability self-assessment before they can engage in transactions.
- Conduct a sustainability onsite audit with critical tier 1 suppliers (100%) to ensure compliance with minimum requirements.

Comment

True is currently implementing a sustainable supply chain management methodology by developing the True Supplier Code of Conduct (CoC) that includes environmental management system. The Supplier Code of Conduct states "Suppliers should wherever possible support a precautionary approach to environmental matters, undertake initiatives to promote greater environmental responsibility and encourage the diffusion of environmentally friendly technologies implementing sound life-cycle practices. Suppliers should promote the efficient use of energy and water in their facilities along with the efficient management of waste." which suppliers shall comply. True Supplier Code of Conduct has been disseminated it to all suppliers working with the Company through the Online Procurement Platform. In addition, True Group has set a sustainability goal for 2030 to reduce landfill e-waste to zero.

C12.1b

(C12.1b) Give details of your climate-related engagement strategy with your customers.

Type of engagement & Details of engagement

Collaboration & innovation

Run a campaign to encourage innovation to reduce climate change impacts

% of customers by number

100

% of customer - related Scope 3 emissions as reported in C6.5

100

Please explain the rationale for selecting this group of customers and scope of engagement

100% of customers were educated and informed climate change impact through our services in e-Bill Program. The customers were informed via many campaign promotion communication channels e.g. SMS, email and our website.

In addition, there is also the preparation for the customer service department to answer questions and provide important information for customers to change their traditional billing invoices (hard copy) to e-Billing Program. Moreover, we engage with local people community to educate on circular economy, waste management and climate change.

Impact of engagement, including measures of success

Measures of success: We inform and encourage our customers about the greenhouse gas avoided emissions by joining e-Bill Program through e-mail, SMS, billing. We use as a measure of success of e-Bill Program from % of True e-Bill subscribers.

In 2022, approximately 75.55% of True subscribers has applied for the e-Bill Program which replaced paper-based billing with the True e-billing and True e-Tax Invoice systems,. From this, we reduced paper consumption up to 247 million sheets equivalent to 2,592 tonCO₂e of greenhouse gases emissions reduction.

In addition, we provided customer services through True iService, including online trouble shooting and balance check to reduce fuel consumption customers need to travel to True Shop, the GHG emissions generated from customer travelling to shops and paper billing are avoided. We have "E-Waste Project : Waste to Wonders Project" to Promote 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.

Moreover, in 2022 we engaged with about 3,600 local people in community to educate on circular economy, waste management and climate change.

C12.1d

(C12.1d) Give details of your climate-related engagement strategy with other partners in the value chain.

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. 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. In addition, 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.

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. We developed the environmental management system (EMS) according to ISO 14001: 2015 standard to manage and reduce the amount of waste to be disposed of, and increase the proportion of renewable energy source.

C12.2

(C12.2) Do your suppliers have to meet climate-related requirements as part of your organization's purchasing process?

Yes, climate-related requirements are included in our supplier contracts

C12.2a

(C12.2a) Provide details of the climate-related requirements that suppliers have to meet as part of your organization's purchasing process and the compliance mechanisms in place.

Climate-related requirement

Implementation of emissions reduction initiatives

Description of this climate related requirement

Data collection from suppliers; All 2001 suppliers in 2022, True has identified 42 critical tier-1 suppliers. This group of suppliers are in True's top priority-group and focus for development and collaboration, including on climate change issues. We have developed the supplier Code of Conduct that requires every supplier to pass an online supplier

sustainability self-assessment before they can engage in transactions. We encourage the diffusion of environmentally friendly technologies implementing sound life-cycle practices. Suppliers should promote the efficient use of energy and water in their facilities along with the efficient management of waste. Continuously improve environmental performance by covering the impact on air, soil, land, water, forests, biodiversity and greenhouse gas emissions.

Please refer page 6 of the True Group of Companies Supplier Code of Conduct in No.14 Environmental Management (attached file).

% suppliers by procurement spend that have to comply with this climate-related requirement

100


% suppliers by procurement spend in compliance with this climate-related requirement

100

Mechanisms for monitoring compliance with this climate-related requirement

Off-site third-party verification
On-site third-party verification
Supplier scorecard or rating

Response to supplier non-compliance with this climate-related requirement

Retain and engage
 Supplier_COC_EN_Web.pdf

C12.3

(C12.3) Does your organization engage in activities that could either directly or indirectly influence policy, law, or regulation that may impact the climate?

Row 1

External engagement activities that could directly or indirectly influence policy, law, or regulation that may impact the climate

Yes, we engage directly with policy makers
Yes, our membership of/engagement with trade associations could influence policy, law, or regulation that may impact the climate
Yes, we fund organizations or individuals whose activities could influence policy, law, or regulation that may impact the climate

Does your organization have a public commitment or position statement to conduct your engagement activities in line with the goals of the Paris Agreement?

Yes

Attach commitment or position statement(s)

Page 1 on Environmental Policy: True commit to achieve Net Zero in the same line with the Science-Based Target initiative (SBTi), which is in line the Paris Agreement, the UN Sustainable Development Goals (SDGs).

Page 2 on Environmental Policy: True Group is a member of the Thailand Carbon Neutral Network (TCNN). Moreover, we are a member of Global Compact Network Thailand (GCNT) with a commitment to “prevent and solve problems of climate change” in order to achieve Net Zero by 2050 or at the latest by 2070.

Page 29 on True Sustainability Report 2022 : The Company has collaborated with private and non-governmental organizations to keep up with social trends and global challenges, make positive changes, tackle social issues, and drive the national economy and sustainability in 2022.

Attached document: Environment_Policy_EN_Web.pdf

Website link for True Sustainability Report 2022; <https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/true-sustainability-report-2022-en.pdf>

 Environment_Policy_EN_Web.pdf

Describe the process(es) your organization has in place to ensure that your external engagement activities are consistent with your climate commitments and/or climate transition plan

True has set a challenging goal to achieve a carbon neutral organization by 2030 and Net zero by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs). In addition, we joined the Global Compact Network Thailand (GCNT), to collaborate with 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 in line with the Paris Agreement and UN Sustainable Development Goal 13: Climate Action. We joined as a member of the Thailand Carbon Neutral Network (TCNN) to generated ideas and feedback related on climate issues, support the country in achieving its national emissions reduction. We joined with policy makers and trade association in focus group meeting by sharing experience and challenges faced by organization when implementing TCFD recommendations at the seminar held by the Securities and Exchange Commission of Thailand (SEC), UK government and EY company for more than 100 representatives from registered companies.

C12.3a

(C12.3a) On what policy, law, or regulation that may impact the climate has your organization been engaging directly with policy makers in the reporting year?

Specify the policy, law, or regulation on which your organization is engaging with policy makers

Thailand has committed to UNFCCC on a voluntary basis to reduce its GHGs emissions by 20-25% when compared to the business-as-usual (BAU) scenario in 2030 , and by

40% if it gains technological as well as financial support from the international community towards carbon neutrality by 2050 and Net-Zero Greenhouse Gas Emissions by 2065. Moreover, the Ministry of Energy (Thailand) has the Energy Efficiency Development Plan (EEDP) is formulated with a target to reduce energy intensity by 25% in 2030, compared with that in 2005, or equivalent to reduction of final energy consumption by 20% in 2030, and the Alternative Energy Development Plan (AEDP) target to raise renewable energy and alternative energy development ratio goal to no less than 20% to sustain national energy security.

Category of policy, law, or regulation that may impact the climate

Climate change mitigation

Focus area of policy, law, or regulation that may impact the climate

Climate-related targets
Renewable energy generation

Policy, law, or regulation geographic coverage

Global

Country/area/region the policy, law, or regulation applies to

Your organization's position on the policy, law, or regulation

Support with minor exceptions

Description of engagement with policy makers

True support the Energy Efficiency Development Plan (EEDP) of Thai government in seminars, forums and supported the energy-related report. The Energy Abatement report which requested by Department of Alternative Energy Development and Efficiency (DEDE).. True also have a plan in energy reduction and renewable energy goals align with Thailand Energy Efficiency Development Plan (EEDP). True has committed sustainability goals to reduce Scope 1 & 2 emission by 42% compared with baseline year 2020 by the year 2030. Additionally, True has announced the sustainability goals 2030 to become carbon neutral and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs) and support the country in achieving its national emissions reduction target.

In the area of energy conservation and efficiency, True makes every effort to comply to regulatory requirement and respond to government incentives for energy efficiency projects. For example, True ensures that its facilities that fall under government requirements for energy efficiency and energy management measures meet those requirement.

Details of exceptions (if applicable) and your organization's proposed alternative approach to the policy, law or regulation

Not applicable

Have you evaluated whether your organization's engagement on this policy, law, or regulation is aligned with the goals of the Paris Agreement?

Yes, we have evaluated, and it is aligned

Please explain whether this policy, law or regulation is central to the achievement of your climate transition plan and, if so, how?

The Thailand Energy Efficiency Development Plan (EEDP) drive True Group to explore more opportunities in high energy efficiency equipment installation and replacement to improve energy efficiency such as the inverter installation for cold water pump which save energy and reduce GHG emissions. Moreover, True Group has produced and consumed electricity from solar power, which is a clean energy and helps increase renewable energy, that align with the Alternative Energy Development Plan (AEDP). In 2022, True install 40 additional solar cell base stations, saving more than 1,971 MWh/Year and reducing greenhouse gas emissions up to 877 tonCO₂e/Year. To date, 4,712 solar cells have been installed and 31,176 MWh/year generated, reducing greenhouse gas emissions by 13,905 tonCO₂e/year

C12.3b

(C12.3b) Provide details of the trade associations your organization is a member of, or engages with, which are likely to take a position on any policy, law or regulation that may impact the climate.

Trade association

Other, please specify

Global Compact Network Thailand (GCNT)

Is your organization's position on climate change policy consistent with theirs?

Consistent

Has your organization attempted to influence their position in the reporting year?

Yes, we publicly promoted their current position

Describe how your organization's position is consistent with or differs from the trade association's position, and any actions taken to influence their position

Global Compact Network Thailand (GCNT) was launched in November 2016, by 15 companies as the founding members. The GCNT is a local network of the United Nations Compact (UNGC), the world's largest corporate sustainability initiative. GCNT help member companies in cutting through complexity throughout their sustainability journey, support and cooperation in order to meet the global standards for corporate responsibility, and support strategic actions and action implementation to drive UNSDGs such as UN SDG 13: Climate Actions.

Funding figure your organization provided to this trade association in the reporting year (currency as selected in C0.4)

850,000

Describe the aim of your organization's funding

Global Compact Network Thailand (GCNT) was setup in December 2018. The GCNT is a local network of the United Nations Global Compact, who is the world's largest corporate sustainability initiative. The Company jointly established the Global Compact Network Association of Thailand (GCNT) with 15 founding members. Mr. Suphachai Chearavanont, True Group's Chairman of the Executive Committee, was selected as the President of the association. We made a commitment with the 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. We provided monetary contributions for GCNT to support Thailand local network and members' activities and operations to advance sustainability, support strategic actions and action implementation to drive Sustainable Developments Goals (SDGs) such as Climate Action, Affordable and Clean Energy, Clean Water and Sanitation, etc.

Have you evaluated whether your organization's engagement with this trade association is aligned with the goals of the Paris Agreement?

Yes, we have evaluated, and it is aligned

C12.3c

(C12.3c) Provide details of the funding you provided to other organizations or individuals in the reporting year whose activities could influence policy, law, or regulation that may impact the climate.

Type of organization or individual

Governmental institution

State the organization or individual to which you provided funding

The Federation of Thai Industries.

Funding figure your organization provided to this organization or individual in the reporting year (currency as selected in C0.4)

1,070,000

Describe the aim of this funding and how it could influence policy, law or regulation that may impact the climate

The Federation of Thai Industries as the founder of the RE100 Thailand Club, set Renewable Energy (RE) 100% goals to align with Thailand's Carbon Neutrality, Net Zero Emission and the goals of the Paris Agreement.

We provided monetary contributions for The Federation of Thai Industries to support renewable energy initiatives through the RE100 Thailand Club.

Have you evaluated whether this funding is aligned with the goals of the Paris Agreement?

Yes, we have evaluated, and it is aligned

C12.4

(C12.4) Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).

Publication

In mainstream reports, incorporating the TCFD recommendations

Status

Complete

Attach the document

 True Climate related Risk Management2022.pdf

Page/Section reference

Page 17-18 in Climate-Related Risk Management Report 2022

Content elements

Governance
Strategy
Risks & opportunities
Emissions figures
Emission targets
Other metrics

Comment

We published our GHG performance & Target and also our response to climate change in Climate-Related Risk Management Report 2022

Publication

In voluntary sustainability report

Status

Complete

Attach the document

Page/Section reference

Page 72-83, 98-99 in Sustainability Report 2022

Website link for True Sustainability Report 2022; <https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/true-sustainability-report-2022-en.pdf>

Content elements

- Governance
- Strategy
- Risks & opportunities
- Emissions figures
- Emission targets
- Other metrics

Comment

We published our GHG performance & Target and also our response to climate change in Sustainability Report 2022

Our public report and appendices are available at <https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/true-sustainability-report-2022-en.pdf>

C12.5

(C12.5) Indicate the collaborative frameworks, initiatives and/or commitments related to environmental issues for which you are a signatory/member.

	Environmental collaborative framework, initiative and/or commitment	Describe your organization's role within each framework, initiative and/or commitment
Row 1	Business Ambition for 1.5C Task Force on Climate-related Financial Disclosures (TCFD) UN Global Compact Other, please specify Thailand Carbon Neutral Network	<p>True Group 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. We also have publicly committed to efficient resource use and set the target in order to achieve net zero carbon emissions of organization (Scope 1 & 2) or Carbon Neutral by 2030 and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs).</p> <p>True Group has joined the Task Force on Climate-Related Financial Disclosures (TCFD) to assess risks and opportunities and prepare to adapt to climate change. We have process to identify the climate-related risks and opportunities for both upstream and downstream</p>

		<p>activities. For create the efficient climate strategy and energy management plan in accordance with TCFD recommendations, we have established 3 range of timeframes to analyze climate-related risks, the related financial implications and potential opportunities which are short-term (1-2 years)/ mid-term (3-5 years and long term (>5 years). These results substantially reflect the management measures, technology adaptation plans and financial planning. In addition, we apply Climate Change and Environmental Impact Management Framework with TCFD recommendations the supply chain and regularly assess risks, opportunities, and impacts. In parallel, the same framework is also applied to all stage of our value chain of company's products with risks, opportunities and impacts assessed as well. We have then set strategy and sustainability targets, create policies, implement, measure and communicate stakeholders, accordingly.</p> <p>In addition , True Group have joined the UN Global Compact Network Thailand to declare our intention to reduce greenhouse gas emissions to net zero by 2050 or no later than 2070, True Group has been certified as a climate action leading organization by the Thailand Carbon Neutral Network.</p>
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C15. Biodiversity

C15.1

(C15.1) Is there board-level oversight and/or executive management-level responsibility for biodiversity-related issues within your organization?

	Board-level oversight and/or executive management-level responsibility for biodiversity-related issues	Description of oversight and objectives relating to biodiversity
Row 1	Yes, both board-level oversight and executive management-level responsibility	<p>True Group is committed to sustainable business conduct that encompasses economic, social, and environmental aspects.</p> <p>Our Board of Directors and employees have acknowledged the commitment and strictly complied with the Biodiversity & Zero Deforestation Policy. We strive to use resources efficiently and pay attention to potential impacts of our business activities throughout the supply chain.</p> <p>Furthermore, we protect biodiversity and support zero</p>

		deforestation in accordance with the UN Sustainable Development Goal 15: Protect, restore, and promote sustainable use of terrestrial ecosystems.
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C15.2

(C15.2) Has your organization made a public commitment and/or endorsed any initiatives related to biodiversity?

	Indicate whether your organization made a public commitment or endorsed any initiatives related to biodiversity	Biodiversity-related public commitments	Initiatives endorsed
Row 1	Yes, we have made public commitments and publicly endorsed initiatives related to biodiversity	Commitment to Net Positive Gain Commitment to No Net Loss Adoption of the mitigation hierarchy approach Commitment to not explore or develop in legally designated protected areas Commitment to respect legally designated protected areas Commitment to avoidance of negative impacts on threatened and protected species	SDG

C15.3

(C15.3) Does your organization assess the impacts and dependencies of its value chain on biodiversity?

Impacts on biodiversity

Indicate whether your organization undertakes this type of assessment

Yes

Value chain stage(s) covered

Direct operations

Upstream

Downstream

Tools and methods to assess impacts and/or dependencies on biodiversity

IBAT – Integrated Biodiversity Assessment Tool

Other, please specify

Biodiversity and Ecosystem Service Trends and Conditions Assessment Tool (BESTCAT) for preliminary screening, WWF Risk Biodiversity Filter for identify dependency-related biodiversity risks

Please explain how the tools and methods are implemented and provide an indication of the associated outcome(s)

The Assessment and Prioritize methods of our risk assessment in biodiversity & zero deforestation and tools are detailed as following,

1. Review and prioritize the metrics.
2. Set the assessment criteria to classify and rate the risk areas.
3. Select the potential sites and compare with the significant conservation or biodiversity areas, by applying the biodiversity programs such as the Biodiversity and Ecosystem Service Trends and Conditions Assessment Tool (BESTCAT) for preliminary screening.
4. Assess the high risk level conservation or biodiversity areas via Integrated Biodiversity Assessment Tool (IBAT) by using location-specific approach.
5. Identify relevant biodiversity risk and integrate into multi-disciplinary company-wide risk management processes.
6. Identify dependency-related biodiversity risks by using WWF Risk Biodiversity Filter.
7. Determine Impact-related biodiversity risks.

Dependencies on biodiversity

Indicate whether your organization undertakes this type of assessment

Yes

Value chain stage(s) covered

Direct operations
Upstream
Downstream

Tools and methods to assess impacts and/or dependencies on biodiversity

Other, please specify

We use WWF Biodiversity Filter Tool to identify the risk type, risk category, group, indicators and risk levels.

Please explain how the tools and methods are implemented and provide an indication of the associated outcome(s)

We have identified biodiversity-related risks associated with the telecommunication sector by using the WWF Biodiversity Filter Tool. In addition, we use the location-specific approach to assess in each area. Therefore, dependency and impact-related biodiversity risks were identified in page 3 "The implementation of Biodiversity & Zero Deforestation commitment"

Website link: https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/TrueBiodiversityApproach_EN.pdf

Upstream:

Our significant upstream activities involve the construction of signal towers and electronics & semiconductor manufacturers. We are aware of the importance of biodiversity and, as a result, we have developed a screening process and biodiversity requirements for supplier selection. Our procurement team ensures that these

requirements and screenings are met by suppliers, and we have found that all of our suppliers already have established biodiversity policies, management systems, and assessment approaches to demonstrate their awareness of biodiversity. Additionally, our suppliers have implemented Biodiversity Action Plans (BAPs) for areas located in high-risk zones. Moreover, we have implemented mitigation plans in collaboration with local communities and stakeholders to address their opinions and expectations.

Downstream:

Our significant downstream activities involve the usage of our services by customers via signal towers. Consequently, we have already assessed the biodiversity risks in the adjacent areas of these signal towers. The results of the assessment indicate that there is no high-risk level of dependency or impact on biodiversity in these areas.

According to the biodiversity risk and impact assessment by using WWF Biodiversity Filter Tool. The stakeholder's level of dependency or impact on biodiversity is summarized in page 4 of "The implementation of Biodiversity & Zero Deforestation commitment"

Website Link: https://www.true.th/true-corporation/site/assets/truercorp/pdf/en/TrueBiodiversityApproach_EN.pdf

C15.4

(C15.4) Does your organization have activities located in or near to biodiversity-sensitive areas in the reporting year?

Yes

C15.4a

(C15.4a) Provide details of your organization's activities in the reporting year located in or near to biodiversity -sensitive areas.

Classification of biodiversity -sensitive area

Key Biodiversity Area (KBAs)

Country/area

Thailand

Name of the biodiversity-sensitive area

- Mueang District, Buriram Province
- Tha Wang Pha District, Nan Province
- Kui Buri District, Prachuap Khiri Khan Province

Proximity

Up to 50 km

Briefly describe your organization’s activities in the reporting year located in or near to the selected area

The assessment results using IBAT for the 142 sites indicate that:

- Within a 50 km radius of 89 sites, it has been identified that the surrounding areas are located within protected areas.
- Within a 50 km radius of 56 sites, it has been identified that the surrounding areas are located in key biodiversity areas.

Indicate whether any of your organization’s activities located in or near to the selected area could negatively affect biodiversity

Yes, but mitigation measures have been implemented

Mitigation measures implemented within the selected area

- Site selection
- Project design
- Restoration
- Biodiversity offsets

Explain how your organization’s activities located in or near to the selected area could negatively affect biodiversity, how this was assessed, and describe any mitigation measures implemented

In 2022, TRUE conducted the biodiversity impact assessment which can score in 5 areas: (1) Threatened Species Richness, (2) Biome-based Species Richness, (3) Global Species Richness, (4) Habitat Intactness and (5) Small Ranging Species Richness. We found that 6 areas in 3 provinces have significant risks which we have implemented the mitigation plan in stakeholder engagement on restoration project, rehabilitation and compensation.

Implemented project to avoid and restore the impact in 3 provinces:

1. Sarus Crane Conservation and Restoration project in Buriram province, the project aims to release them into the wild and promoting the water ecosystem as their habitat and a food source every year.
2. Sobkhun Model “Coffee for Forest with income for community” aims to Restore forests and generate income by planting trees, restoring watershed forests, promoting biodiversity, via support economy via local community.
3. Patcharasuthakhachanurak Project, the project aims to monitor and protect wild elephants and provide early warning for potential conflicts between humans and wild elephants, reducing the conflicts.

C15.5

(C15.5) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments?

Have you taken any actions in the reporting period to progress your biodiversity-related commitments?	Type of action taken to progress biodiversity- related commitments

Row 1	Yes, we are taking actions to progress our biodiversity-related commitments	Education & awareness
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C15.6


(C15.6) Does your organization use biodiversity indicators to monitor performance across its activities?

	Does your organization use indicators to monitor biodiversity performance?	Indicators used to monitor biodiversity performance
Row 1	Yes, we use indicators	Response indicators

C15.7

(C15.7) Have you published information about your organization’s response to biodiversity-related issues for this reporting year in places other than in your CDP response? If so, please attach the publication(s).

Report type	Content elements	Attach the document and indicate where in the document the relevant biodiversity information is located
In mainstream financial reports	Governance Impacts on biodiversity Details on biodiversity indicators Risks and opportunities Biodiversity strategy	Details on biodiversity indicators and the implementation of biodiversity & zero deforestation  1
In other regulatory filings	Content of biodiversity-related policies or commitments	Content of biodiversity-related policies and commitments  2
In voluntary sustainability report or other voluntary communications	Risks and opportunities Biodiversity strategy	Collaboration works with external partners to fulfill the commitment. Page 81-83 of True sustainability Report 2022: https://www.true.th/true-corporation/site/assets/truecorp/pdf/en/true-sustainability-report-2022-en.pdf

 1 True Biodiversity Approach_Website_EN_20230713.pdf

 Biodiversity&Deforestation Policy for Website_EN_07072023.pdf

C16. Signoff

C-FI

(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

C16.1

(C16.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	Chairman of the Board	Board chair

SC. Supply chain module

SC0.0

(SC0.0) If you would like to do so, please provide a separate introduction to this module.

SC0.1

(SC0.1) What is your company's annual revenue for the stated reporting period?

	Annual Revenue
Row 1	

SC1.1

(SC1.1) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

SC1.2

(SC1.2) Where published information has been used in completing SC1.1, please provide a reference(s).

SC1.3

(SC1.3) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

Allocation challenges	Please explain what would help you overcome these challenges
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SC1.4

(SC1.4) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

SC2.1

(SC2.1) Please propose any mutually beneficial climate-related projects you could collaborate on with specific CDP Supply Chain members.

SC2.2

(SC2.2) Have requests or initiatives by CDP Supply Chain members prompted your organization to take organizational-level emissions reduction initiatives?

SC4.1

(SC4.1) Are you providing product level data for your organization's goods or services?

Submit your response

In which language are you submitting your response?

English

Please confirm how your response should be handled by CDP

	I understand that my response will be shared with all requesting stakeholders	Response permission
Please select your submission options	Yes	Public



Please confirm below