

MATERIALITY

The Company conducts a materiality assessment every year to identify and prioritize sustainability issues of interest for stakeholders and the factors that impact with business operation in the economic, environmental and social dimensions as well as to communicate with internal and external stakeholders. True Group applied the GRI Standards reporting guidelines based on the four key principles including identification, prioritization, validation and verification & continuous improvement.

MATERIALITY ASSESSMENT

The Company prioritized material issues in accordance with the General Reporting Initiatives (GRI) standard 2021 which emphasize 4 areas:

- **1. IMPACTS** covering both positive and negative impacts along with the severity and likelihood of actual and potential ones,
- **2. MATERILITY** according to international standard such as SABB, UN SDGs, DJSI and THIS criteria, company context and human rights risks,
- **3. DUE DILIGENCE** by identifying issues to arrange proactive measures and appropriate remediation, and
- **4. STAKEGHOLDERS** by listening stakeholder groups i.e. customers, suppliers & business partners, community & society, government agencies, shareholders, creditors, NGO and media including employees, and executives through surveys, interview, meetings, seminars and other collaboration occasion and bringing issues for solving and management.

4 STEPS OF MATERIALITY ASSESSMENT



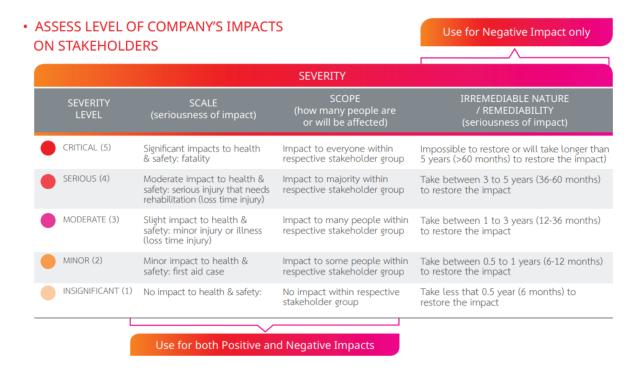


MATERIALITY 2022/2023 ASSESSMENT

The Company annually conducts an assessment of material sustainability issues. The Material topics were analyzed in accordance with the above process in 2022. We received 972 responses from survey conducted among both internal and external stakeholders. We also interviewed stakeholders, conducted impact assessment workshop, and asked for experts' opinion to prioritize issues. The materiality issues for 2022/2023 were agreed and signed-off by the Management and the Corporate Governance Committee which is comprised of members of the board of directors who supervise the corporate sustainability management. The materiality analysis process was verified by external auditor

IMPACT ASSESSMENT

True's Material Sustainability issues assessment process uses the principles of Enterprise risk management which has the criteria for assessing the impact on stakeholders as shown in the table below. In addition, the impact assessment was in line with the double-materiality concept of which not only financial impact of the company but also the impacts of the Company on economic, environment, social and human rights were assessed.





MATERIALITY 2022/2023

The materiality analysis result was divided into two group as follows:

1. TOP-PRIORITY MATERIAL ISSUES

For these issues, the Company has comprehensive management approach for, set specific goals for short, medium and long terms, and publicly reported the performance and impact management according to GRI standards.

2. HIGH-PRIORITY MATERIAL ISSUES

For these issues, the Company has policy and/or guidance to manage the issues, publicly disclose the performance to respond with stakeholders, interest.

Top-Priority Material Issues



High-Priority Materiality Issues





EXECUTIVE SUSTAINABILITY KEY PERFORMANCE INDICATORS

Top-Priority Material Issues 2022-2023 include Cyber Security, Data Privacy, Climate Change Management and Responsible Supply Chain Management. The Company has therefore focused on these issues and set Sustainability Goals 2030 that were mapped with corporate KPIs which all employees are required to align their performance with.

In order to ensure these issues are efficiently managed and on track to meet the determined targets, executives in relevant functions related to those high material issues are required to specific KPIs. Examples of executive KPIs are shown in the timetable below.

TOP-PRIORITY	SUSTAINABILITY GOALS 2030	EXECUTIVE KPIS 2022
MATERIAL ISSUES	(embedded into corporate KPIs)	
Cyber Security	100% of significant functions	80% of resolved case within 72 hours
	related to cyber & IT case are	
	certified by international	
	standard	
Data Protection/	100% of significant functions	80% of complaint cases of customer
Data Privacy	related to data privacy are	privacy are resolved without legal
	certified by international	proceedings
	standards	
Climate Change	Become a Carbon Neutral	Reduce Scope 1 & 2 greenhouse gas
Management	organization	emissions per revenue by 8.4% compared
		to the base year 2020
Responsible Supply	100% of significant and high	100% of significant and high risk
Chain	risk suppliers on are audited on	suppliers on are audited on
Management	sustainability/ ESG aspects	sustainability/ ESG aspects

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