

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.

MATERIAL MATRIX 2021



In 2021, Data Privacy, Cyber Security, and Network Reliability & Availability and are top ranked according to the Materiality Matrix. Therefore, the Company has focused on these issues and set 2025 Sustainability Goals that align with the executives KPIs in order to ensure these issues are efficiently managed and on track to meet the determined targets.

TOP MATERIAL ISSUES	2025 SUSTAINABILITY GOALS
Data Privacy	80% of complaint cases of customer privacy are resolved without legal proceedings
Cyber Security	80% of resolved case within 72 hours
Network Reliability & Availability	Reduce duration of disruption (downtime) not to more than 0.13 hour per year per customer