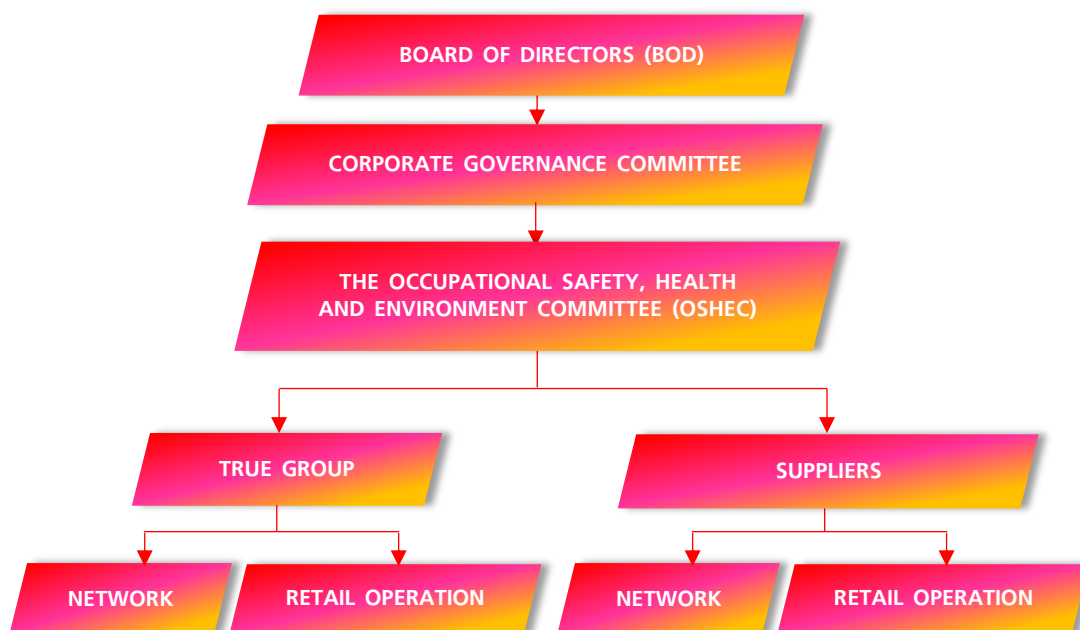


# OCCUPATIONAL SAFETY, HEALTH AND ENVIRONMENT



## 1. Occupational Safety, Health, and Environment Management Structure

True Group strictly complies with the law and has appointed the Occupational Safety, Health, and Environment Committee (OSHEC) that focuses on employee participation by electing representatives from the employer and employees according to the proportion prescribed by the law. We hold a monthly meeting and occupational health and safety is one of many key criteria required in supplier sourcing and selection. We manage occupational health, safety, and environment at a corporate wide covering all areas of our operations, consider issues, determine measures, and monitor the results.



## 2. Objective and Program

SHE objectives and measurable targets are established and coherent action plans are defined and implemented to manage SHE risks and opportunities based on their priorities. Performance is continually monitored and evaluated for improvement.

### 3. Occupational Safety, Health, and Environment Management System

True Group determines the occupational safety, health, and environment management system to control risks from potential dangerous activities within the organization by focusing on managing a safe working environment, preventing accidents and injuries at work, and reducing the impact on the environment.



True Group strives to achieve Zero Fatality Rate and Zero Lost Time Injury Frequency Rate by 2030. We in collaboration with CP Group have implemented the project to assess the effectiveness of the occupational safety, health, and environment management in order to prevent serious accidents and reduce the potential impacts. We organize a workshop for OHSEC annually to exchange knowledge on how to reduce accidents and raise the level of management to international standards to ensure that our employees and suppliers are safe.

In addition, we provide our employees an opportunity to report accidents and high-risk activities through various channels and set the procedures for accident investigation and corrective actions. The safety risk assessment of employees and contractors conducted in 2022 found four high-risk activities as shown in the table below.

High Risk Activities	Investigation Procedures	Corrective Actions
Employees safety when traveling to provide customer services	<ul style="list-style-type: none"> <li>▪ Accident reporting</li> <li>▪ Accident investigation and analysis</li> </ul>	<ul style="list-style-type: none"> <li>▪ Determine measures to prevent accidents</li> <li>▪ Organize preventive driving training and maintain vehicles in good conditions</li> </ul>
Working at heights of employees and suppliers	<ul style="list-style-type: none"> <li>▪ Apply for permission to work at heights</li> <li>▪ Working at heights permit to work</li> <li>▪ Use of equipment appropriate to working at height</li> </ul>	<ul style="list-style-type: none"> <li>▪ Determine preventive measures and corrective actions for accidents from working at height</li> <li>▪ Prepare safety equipment and information about how to use protective equipment against falling from heights</li> <li>▪ Check and review understanding of the job to be undertaking</li> <li>▪ Safety training course</li> </ul>
Employee and supplier safety from electric shock accidents	<ul style="list-style-type: none"> <li>▪ Apply for permission to work with electricity</li> <li>▪ Working at electricity permit to work</li> <li>▪ Use of protective equipment against electric shock</li> </ul>	<ul style="list-style-type: none"> <li>▪ Determine preventive measures and corrective actions for electric shock accidents</li> <li>▪ Prepare safety equipment and information about how to use protective equipment against electric shock</li> <li>▪ Check and review understanding of the job to be undertaking</li> <li>▪ Safety training course</li> </ul>

In addition, we have designed our occupational safety, health, and environment management system in line with international standards such as ISO 14001: 2015 Environmental Management Systems and ISO 45001: 2018 Occupational Health and Safety Management Systems. We have also put an internal audit plan in place to audit compliance with the safety management system in all activities of the organization regularly.

#### 4. Occupational Health and Safety Development Plan

True Group attaches great importance to occupational health, safety, and environment of employees and contractors under our supervision. We continually improve our occupational health and safety management to achieve ISO 14001: 2015 standards certification by organizing training, assessing the gaps of the current system against ISO 45001: 2018 standards, developing an improvement plan, and selecting areas for applying for a third-party audit certification prior to the actual audit. We have also conducted an annual surveillance audit to maintain the system. We plan to have our True Tower Ratchada Building be certified for ISO 45001:2018 by 2023 and will expand to include other office buildings in the future.



#### 5. Risk, Emergency, and Crisis Management

True Group has developed an emergency and crisis management plan, analyzing and assessing risks related to security and safety in the workplace to identify and prioritize risks appropriately and determine measures to prevent and reduce risks in a timely manner. We take into consideration the protection of life, environment, property and reputation of the organization. Moreover, our central support center will conduct the emergency and crisis management plan exercise together with other operational units regularly. The results and suggestions obtained from these exercises will be forwarded to the operational units in each area for further improve the plan and personnel for dealing with various types of emergencies effectively.

Injuries Severity Rate	Days per million man-hours	2018	2019	2020	2021	2022
Injuries Severity Rate	Percent	13.80	5.00	3.97	10.04	0.00

remarks: \*ISR= Number of lost working day x 1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee),  
2022 Target: 10.00

## 6. Safety Training

True Group has developed an occupational safety, health, and environment training plan for employees and contractors to provide them with basic knowledge and skills necessary to perform the work in accordance with the SHE Training and Competency Standard. To ensure that operators can perform their work safely and have knowledge and ability to prevent work-related accidents and diseases, in 2021, we organized training for employees and contractors on the following topics:


### TRUE SAFETY TRAINING PROGRAM

Learning Center: Supporting Function Training

Course	YEAR						2022
	2016	2017	2018	2019	2020	2021	
General Safety Training	4,782	6,720	8,517	7,528	413	10,000	2,793
Technical Safety Training	3,780	2,070	612	720	5,790	13,296	8,964
<b>Total Hours</b>	<b>8,562</b>	<b>8,790</b>	<b>9,129</b>	<b>8,248</b>	<b>6,203</b>	<b>23,296</b>	<b>11,757</b>
<b>Target</b>	<b>8,000</b>	<b>8,500</b>	<b>9,000</b>	<b>9,000</b>	<b>9,000</b>	<b>10,000</b>	<b>11,000</b>

## 6. Reporting Channels

True Group allows employees and contractors to report accidents that occurred and high-risk activities through various channels, as well as set procedures for accident investigation and appropriate correction actions based on the assessment of safety risks of employees and contractors as follows:

- True Connect App>MORE>WORKFLOW>Press  >Search “SHE”
- Web site: <http://together/web/staff/home>>HR>Safety Health & Environment
- Telephone: Safety, Health & Environment 02 858 2017

Furthermore, True Corp expects its Suppliers/Business Partners to uphold OHS management as communicated through the Supplier Code of Conduct. OHS is one of the criteria that is used to assess suppliers in the procurement process, thus introduced in contractual requirements.