

LOCAL COMMUNITIES

True places great importance and concern on how our company's businesses may directly and indirectly affect or have an impact on the community. The local community for True is defined as those living in the vicinity of the company's business operations such as our customer touch points (shops) and our service area facilities/equipment (cell sites). For the latter, this covers an area of approximately 5 square kilometers radius from the cell sites, which might have Electromagnetic field impacts.

Structure of True's Regional Operations

True's cellular nationwide network covers all 77 provinces in Thailand. We divide our regional operations into 14 management areas comprising:

- 4 Districts in the Bangkok Metropolitan Area (BMA)
- 10 Districts across the rest of Thailand's upcountry provinces (UPC)

These 14 management areas are divided among 6 Group Managing Directors (GMD) who are all top level executives and oversee all aspects while each management area has its own Regional General Manager (RGM) at the Deputy Director level who directly supervises the day-to-day operations as well as other functions such as administration, management, retail, services, customers, engagement with community and local authorities, etc.

Structure of True's Local Community Engagement Team

In engaging with the local communities within each of these 14 management areas, True has appointed a community engagement team for each area which comprises the following:

1. Representative from True's Sustainability & Innovation Department (a member of the community development team)
2. Representative from the regional local management area
3. Representative from the network team in the local management area

This team will lead and oversee the community engagement process in the area. All this will be within True's Stakeholder Engagement Policy with emphasis on the following annexed guidelines:

SOCIETY AND COMMUNITY ENGAGEMENT GUIDELINES

In implementing community engagement projects, responsible parties should understand the dynamics and relationship between: the Company and society at large, the Company and specific stakeholders, and stakeholder and society. The Guideline contains the following topics :

1. Social Development project	a. True's focus area for social development projects
2. Community Development Projects	a. Community development Project Management and Framework b. Setting the project scope c. Assessment of impacts d. Stakeholder mapping e. Community assessment tools f. Stakeholder requirement assessment g. Monitoring and review process

Sustainability and Community Engagement Workshops with Regional Offices

True conducts workshops with its regional operations on a quarterly basis to keep them abreast of any changes in company policies and/or targets, as well as to offer advice and follow up on local community engagement projects they are implementing.

INNOVATION AND SUSTAINABILITY WORKSHOP WITH REGIONAL OFFICES

Engagement Activities with the Local Community

- Addressing concerns and educating local villagers on Electromagnetic Field (EMF)
- Teach them how to use mobile applications and apply online technology for daily life



Lamphun Province,
Upper North region,
Thailand (UPC1)



Chiang Mai Province,
Upper North region,
Thailand (UPC1)



Phetchabun Province,
Lower North region,
Thailand (UPC2)



Sukhothai Province,
Lower North region,
Thailand (UPC2)

Engagement Activities with the Local Community

- Addressing concerns and educating local villagers on Electromagnetic Field (EMF)
- Teach them how to use mobile applications and apply online technology for daily life



**Udon Thani Province,
Upper Northeast region,
Thailand (UPC3)**



**Buriram Province,
Lower Northeast region,
Thailand (UPC4)**



**Rayong Province,
East region,
Thailand (UPC5)**



**Sing Buri Province,
Central region,
Thailand (UPC6)**



**Suphan Buri Province,
West region,
Thailand (UPC7)**



**Surat Thani Province,
Upper South region,
Thailand (UPC8)**



**Nakhon Si Thammarat Province,
Lower South region,
Thailand (UPC9)**



**Uboon Ratchathani Province,
Central Norhteast region,
Thailand (UPC10)**



**Bangkok Metropolitan Area,
(BMA 1-4)**

PUBLIC HEARING SESION WITH THE COMMUNITY

The Office of the National Broadcasting and Telecommunications (NBTC) requires that all telecommunications equipment be certified by the NBTC (to ensure international safety standards are met) and that all mobile operators must obtain a license from the NBTC to construct base stations. Although NBTC approval has been granted, all operators must engage with the local community through open dialogue to gain public consensus prior to construction of the base station and installation of telecommunications equipment.

TrueMove H engages with the local community on a frequent basis for feedback and to finds ways to address their concerns. The Company classifies issues relating to the construction of base stations into 4 categories:

RED	Strong resistance from the community without any possibility of resolving
ORANGE	Strong resistance from the community but with possibility of resolving
YELLOW	Partial resistance from the community with possibility of resolving