
SUSTAINABILITY FRAMEWORK

We approach the economic, social, and environment sustainable development dimensions from three unique perspectives: **HEART**, **HEALTH** and **HOME**.

PERSPECTIVES

HEART

The heart is at the center of our organization. It embodies True's caring, credible, creative, and courageous organizational culture. Our approach to sustainable development from the HEART perspective is not simply doing our duty, but rather doing what we believe to be right and doing it with sincerity. These initiatives include transparent business operations, good corporate governance, and developing socially responsible organization leaders. And extending beyond the company, we use our core competencies to support human rights and sustainable economic growth.

HEALTH

True views social development from the HEALTH perspective in terms of physical, mental, and spiritual wellbeing. This includes both the organization itself and the various communities in which we are a part of. It is also about how we touch the lives of those with whom we engage through our business operations. Innovative work processes contribute to a more efficient and healthier organization, while innovative products and services deliver shared value and benefits to consumers, thereby helping to improve the quality of life in communities and societies, especially for vulnerable groups. Moreover by integrating ICT in education, True hopes to bring equal access availability and help transform Thailand into an advanced knowledge-based society.

HOME

Home and family are very important elements. From the HOME perspective, True regards the office, local community, and society as the home while our family comprises not only our employees but also our vendors and suppliers who are an important part of our business operations and contribute to our success through our responsible supply chain management. Moreover, we strive to make our home a better place by helping to conserve energy and lower waste, and at the same time use our technologies to create innovations that will bring environmental awareness and conservation into the digital era for a greener and more livable home planet.

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

The environment is not only home to the world and society, but it is also the home of our business operations. True has an established **Environment Management System (EMS)** to monitor, measure, and mitigate any adverse impact on the environment resulting from our operations. In 2020, True’s Environmental Management System has been certified in accordance with ISO14001:2015 standard by an independent auditor, and covers True’s office-based operations at the True Tower Headquarter, True Tower 2, Khon Kaen Regional Office, True Digital Park Building, Ayuttaya Regional Office, Chiang Mai Regional office, Nakhon Ratchasima Regional Office, Phitsanulok Regional Office, Nakhon Pathom Regional Office and Songkhla (Hat Yai) Regional Office.

CORPORATE SOCIAL RESPONSIBILITY (CSR) STRATEGY

EDUCATION	QUALITY OF LIFE	ENVIRONMENT
True Plookpanya Focuses on enhancing the academic educational experience with access to online knowledge and information sources by using True’s digital infrastructure, media, and content.	True Societies Focuses on improving the quality of life in terms of physical, mental, and spiritual wellbeing for all in society including vulnerable groups by using True’s digital infrastructure, media, content, and innovations.	True Greenovation Focuses on bringing environmental awareness and conservation into the digital era by using True’s digital infrastructure, technology, and innovations.

GUIDING PRINCIPLES

Recognizing that the Company’s value chain can have direct and indirect social impact on a community, True is aware of these potential impacts and carries out its various sustainable development and corporate social responsibility programs and activities in a responsible way. We intend to yield the highest benefits to the community and minimize negative impact through our ‘Hear, Head, Hands and Heart” guiding principles:

- HEAR** To listen and understand with empathy the problems in the local area
- HEAD** To think creatively and use our core competencies
- HANDS** To work together with others for inclusiveness and synergize strengths
- HEART** To create mutual value, measure results, and gain trust

DRIVING UN SUSTAINABLE DEVELOPMENT GOALS

True Group has joined other private sector organizations in driving the UN Sustainable Development Goals (SDGs) in line with the principles of the UN Global Compact, of which it is a member. We established a national-level network called the **Global Compact Network Thailand (GCNT)**, which has 15 founding members, all of which are leading organizations in the country. The network aims to support sustainable economic development under the Ten Principles of the UN Global Compact in four key areas: human rights, labour, environment, and anti-corruption.

SDGs	TRUE GROUP'S TARGETS	TRUE GROUP'S MATERIAL ASPECTS	TRUE SUSTAINABILITY GOALS
	<ul style="list-style-type: none"> Ensure healthy lives and promote well-being for all at all ages 	<ul style="list-style-type: none"> Use technologies and innovations such as True 5G and True Robotics to support medical care and public well-being 	<ul style="list-style-type: none"> Achieve 25% of total sales from products and services that promote healthy lives and well-being
	<ul style="list-style-type: none"> Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all 	<ul style="list-style-type: none"> Create an equitable society and access to digital technology for the disadvantaged Create good citizens and make positive impacts on society 	<ul style="list-style-type: none"> 36 millions of people in Thailand have equal and inclusive access to information and knowledge.
	<ul style="list-style-type: none"> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all 	<ul style="list-style-type: none"> Use organization's technologies to support job creation and growing small enterprises. 	<ul style="list-style-type: none"> Promote work and boost income for 500,000 farmers, small entrepreneurs, and vulnerable people throughout the supply chain.
	<ul style="list-style-type: none"> Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation 	<ul style="list-style-type: none"> Promote digital-driven economic development 	<ul style="list-style-type: none"> Increase the number of innovation patents to reach 200 patents
	<ul style="list-style-type: none"> Reduce income inequality within and among countries 	<ul style="list-style-type: none"> Create equal opportunities and reduce inequality 	<ul style="list-style-type: none"> Conduct a human rights risk assessment covering 100% of the organization and high-risk critical tier 1 suppliers
	<ul style="list-style-type: none"> Ensure sustainable consumption and production patterns 	<ul style="list-style-type: none"> Reduce resource consumption through reuse and recycling. Implement environmentally sound management of all types of waste. 	<ul style="list-style-type: none"> Reduce water consumption per revenue by 20%. Achieve zero landfill e-waste. Use 100% recyclable or biodegradable packaging.
	<ul style="list-style-type: none"> Take urgent action to combat climate change and its impacts 	<ul style="list-style-type: none"> Address climate change issues Carry out environmental activities 	<ul style="list-style-type: none"> Achieve net zero greenhouse gas emissions
	<ul style="list-style-type: none"> Strengthen national and global partnership for sustainable development 	<p>True Group has cooperated with other organizations at the national and global levels to support sustainable development plans that are beneficial to the public.</p> <ul style="list-style-type: none"> National partnerships include the Global Compact Network Thailand, Digital Council of Thailand, Stock Exchange of Thailand, Ministry of Education, Autistic Thai Foundation, Mirror Foundation, Anti-Corruption Foundation, Department of National Parks, Wildlife, and Plant Conservation, Rights and Liberties Protection Department, and Thailand Carbon Neutral Network. Global partnerships include the World Wildlife Fund (WWF), United Nations Educational, Scientific, and Cultural Organization (UNESCO), United Nations International Children's Emergency Fund (UNICEF), and United Nations Development Program (UNDP). 	