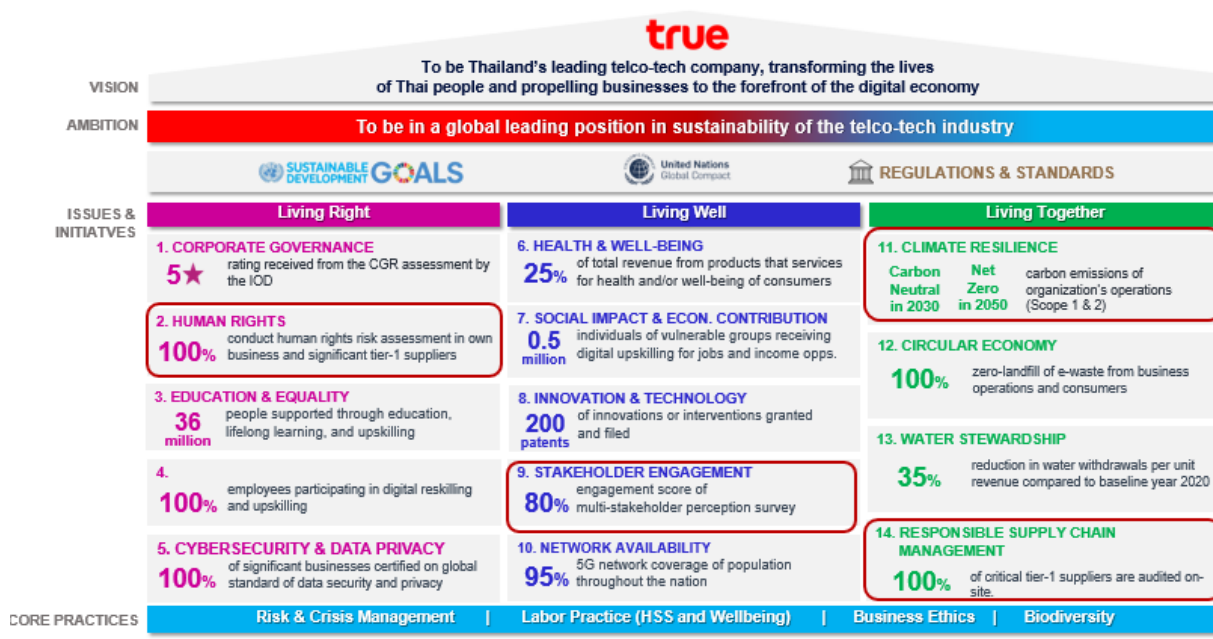


TRUE'S SUSTAINABLE DEVELOPMENT GOALS 2030

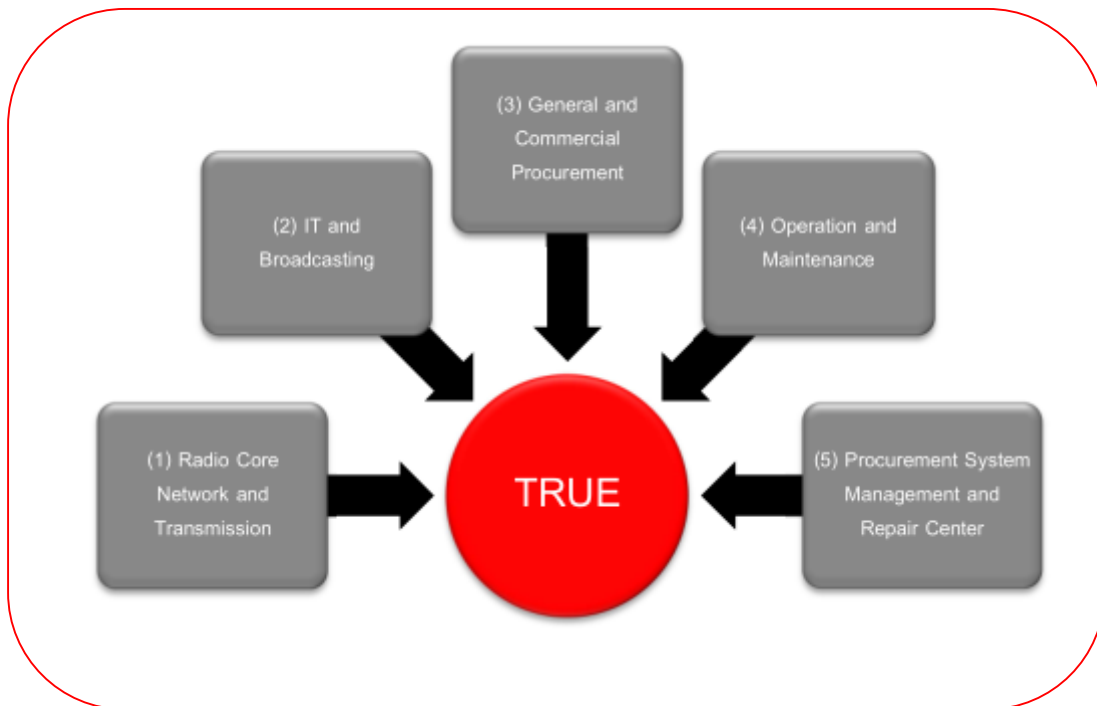
True Sustainability Goals 2030 focus on making a positive contribution to economic, environmental, and social progress. We also embrace responsible business conduct under the 10 Principles of the United Nations Global Compact in the areas of human rights, labor, environment, and anti-corruption, underpinned with the 17 Sustainable Development Goals (SDGs). Sustainable development goals have been integrated into our key performance indicators. This allows every executive and employee to take part in sustainable practices and drives progress towards sustainable development goals under continuous monitoring.

SUSTAINABILITY FRAMEWORK AND SUSTAINABILITY GOALS 2030



RESPONSIBLE SUPPLY CHAIN MANAGEMENT

True has a centralized supply chain management structure with company-wide procedures and standards to enable effective exchange of internal transaction data. There are five procurement areas as shown in figure below.



TRUE Supply Chain Management Strategy

1. Synergy with partners to increase efficiency and productivity in cost management

- Create synergy of procurement amongst the Charoen Pokphand Group and China Mobile by: 1) increasing the bargaining power of purchasing goods and services fairly and transparently 2) Apply same procurement standard across purchasing goods and services 3) Continuous sharing knowledge and new technology innovation

2. Align the supply chain to be consistent with the business

- Cost and Productivity Project to improve inventory turnover rate of network equipment
- Reduction of E-Waste Project to replace an existing lead-acid battery by a lithium battery for Telecom site, longer cycle life time, saving OPEX and reduce landfill waste

3. Embed sustainable business to the partners throughout the supply chain

- True Group's suppliers annual meeting
- Supplier Sustainability Self-Assessment

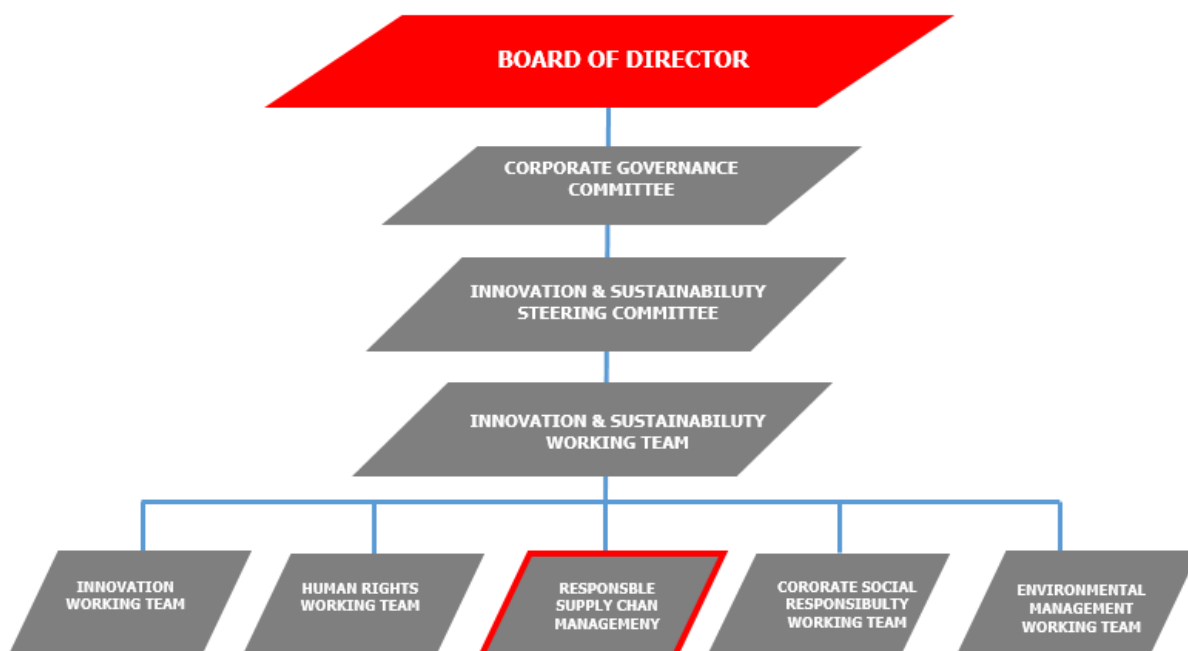
4. Develop potential of supplier in terms of product quality and sustainable business

- Product safety sharing from R&D to product line (Supplier involvement)
- Supplier Onsite audit

5. Foster the use of Innovation and Digital Technology

- Develop an e-Procurement system to share data and innovation across key partners
- Create "BOQ Management and Pricebook" platform to request prices and product list required to build a rollout network amongst vendors by including reference-based price from Pricebook. This information can be used later on to create a PR-PO

SUPPLY CHAIN MANAGEMENT GOVERNANCE



The Responsible supply chain management department has been assigned to be responsible for increasing procurement efficiency, strategizing, and driving procurement operations towards reaching the Company’s sustainability target. The performance of working team has been tracked and overseen by Corporate Governance Committee directly under Board of Director supervision to ensure implementation of sustainable supply chain management program. The responsible function also provides support in selecting and evaluating suppliers, assessing risks, and categorizing suppliers, negotiating, deciding on procurement, and building supplier capacity.

ESG training for the procurement department is important to enhance understanding and knowledge of ESG among employees. It helps them grasp the importance and principles of ESG for the organization's operations and promotes sustainable procurement practices.

ESG INTEGRATION INTO SUPPLY CHAIN MANAGEMENT STRATEGY

True Group sees the importance of ESG as a metric for evaluating procurement decisions. Therefore, True Group has integrated ESG criteria into the process for supplier selection which shall be updated regularly to align with Supplier Code of Conduct. All our key supplier groups must pass through commercial and specification checks first, these checks are part of normal supplier selection processes and are not related to ESG metrics. Suppliers that pass these initial checks are then required to complete an online self-assessment that assesses their ESG performance.

The online self-assessment includes but is not limited to the following criteria: compliance with law and regulations, financial risks, social risks, Business Ethics and Transparency, labor and SHE (Safety, Health and Environment). To pass the procurement process as a supplier, one must undergo a self-assessment and achieve a minimum score of 70%. This assessment includes evaluating performance in the areas of Environmental, Social, and Governance (ESG). Suppliers will be assessed on their environmental impact, social consequences, and good governance practices. A passing score allows suppliers to proceed with the procurement process.

The company has conducted a supplier onsite audit to evaluate risks and ensure that suppliers comply with the Supplier Code of Conduct and established plans. If a significant ESG risk is found, we will work together with the supplier to investigate the cause and determine a corrective action, as well as conducting an evaluation after implementing the corrective action, if we identify any specific ESG issues with our suppliers, training will be provided to address those concerns, focusing on the particular area of concern. To ensure compliance with minimum requirements of the labor law, environmental law, and management standards such as ISO 14001 and SA8000 standards.

Supplier selection

The term " Significant Supplier " refers to suppliers that have a significant impact on a company. These suppliers are evaluated based on criteria that assess the Significantly of their importance to the company. Generally, this evaluation is done by considering their contribution to the company's total procurement value, with a threshold typically set at 80%.

Significant suppliers are those who play a crucial role in the company's supply chain and may pose a significant risk if their performance is compromised. These risks can include environmental, social, and governance (ESG) risks arising from the supplier's operations and practices.

Evaluation of Significant suppliers takes into account factors such as their risk exposure, sustainability practices, compliance with ESG standards, and their impact on the community and society as a whole. The assessment aims to ensure that Significant suppliers meet the company's ESG standards and do not pose undue risks to the company's reputation or operations.

The topics used for evaluation will follow the guidelines for assessing business partners, covering the following four areas:

- Online Supplier Self-Assessment
- Acknowledge The Supplier Code Of Conduct
- Environment, Social, Governance, Country-Specific Risk, Sector-Specific Risk, Commodity-Specific Risk
- On-Site Supplier Audit



In summary, if suppliers have ESG assessment results below the specified criteria, they will be excluded from contracting. However, suppliers with better ESG performance will be rewarded and receive contract awards.

Supply Spend Analysis

In 2022 we had a total of 2,001 Tier 1 suppliers including 42 significant suppliers as per company significant supplier identification criteria and 17 Significant non-tier 1 suppliers. Our spending on suppliers in 2022 verified by third party is broken down as follows:

Supplier Category		Proportion of Procurement
Tier 1	Telecommunication Core Network Equipment and Services	61.9%
	Mobile Device and Accessories	31.0%
	Hybrid Settop Box and OTT Box	7.1%
	Total	100%
	Significant Suppliers	82.24%
Non-Tier 1 Suppliers	Significant Suppliers (17 suppliers)	-

Remarks: as of 2022, True Group's procurement activities are conducted only with suppliers and vendors who are based in Thailand or have representing entities located in Thailand.

Significant Supplier Identification

The Company identifies Significant Supplier groups through Spend Analysis, with the following criteria: Supplying High Value Products and Services, Supplying Core Products and Services, and Supplying Un-Substitutable Products and Services together with ESG aspects including environmental issues, governance and labor practices as well as the integration of country-specific risk, sector-specific risk, commodity-specific risk. In 2022, the Company involves 2,001 suppliers, 42 of which are Significant Suppliers, accounting for 82.24% of total procurement, covering 98 product and service categories.

Risk assessment

Significant Supplier Identification, also called Significant Supplier Ranking, is a process that evaluates and ranks suppliers based on their impact importance and associated risk. This is achieved using a matrix that considers the supplier’s significance and level of risk.

CRITICAL / METHODOLOGY	HIGH	MEDIUM	LOW
HIGH	HIGH	HIGH	MEDIUM
MEDIUM	HIGH	MEDIUM	LOW
LOW	MEDIUM	MEDIUM	LOW

Supply Chain Risks Assessment

In 2022, the Company conducted risk assessments on 2,001 suppliers, covering 98 product and service categories. It is required for all True’s suppliers to do self-assessment via pre-questionnaire involving business concerns and ESG aspects as per relevant international standards.

Any suppliers with suspected ESG risks shall be further investigated by desk assessment, on-site procurement audit, on-site second party audit, or on-site third-party audit depending on risk level and type of supplier. In addition, as per corporate sustainability targets, all identified significant suppliers shall conduct on-site ESG audit once every year. In 2022, 59 significant tier 1 and non-tier 1 suppliers were assessed either by company personnel’s or verified third-party auditors.

In addition, to minimize related risks identified, suppliers that have high risks identified must be re-assessed within 1 year by True. To allow continuous improvement of supplier performance, suppliers shall be able to access to supplier grading among peers in term of ESG score via annual supplier assessment summary report shared to supplier once a year. The supplier evaluation on the EP system (Self-assessment report on Supplier Sustainability) is conducted to track and consider the vendor selection process based on the self-registered score of each supplier. This process helps analyze their performance, identify any weaknesses, and plan for risk management that may arise.

The scores and performance criteria are categorized into 3 levels, and suppliers are informed of any necessary improvements or adjustments based on their self-assessment results.

LEVELS	SCORE CRITERIA
Good	Score >70%
Fair	Score between 20% to 70%.
Poor	The overall score is less than 20%.

For those suppliers that are audited, findings are separated into two categories: major actions (the supplier is required to have an action within 30 days) and minor actions (the supplier is required to have an action within 90 days).

If the supplier is unable to provide action to close the finding True will consider discontinuing using that supplier. If a supplier fails to take action to address identified issues, True will consider discontinuing the use of that supplier. Termination of the contract will be enforced in cases of non-compliance without appropriate Corrective Action Reports (CAR) within the specified timeframe.

In 2022, the company conducted 100% supplier self-assessment and 100% on-site audit on significant suppliers as indicated in table below together with assessment result, corrective action plan and supplier development plan which is verified by third party.

Supplier Assessment	FY 2022	Target for FY 2022
Total number of suppliers assessed via desk assessments/ on-site assessments	2001	100% of significant suppliers
% of suppliers assessed with substantial actual/potential negative impacts supported in corrective action plan implementation	100	
Number of suppliers assessed with substantial actual/ potential negative impacts	8	

% of suppliers with substantial actual/potential negative impacts with agreed corrective action/improvement plan	100	
Number of suppliers with substantial actual/potential negative impacts that were terminated	0	

Corrective action plan support	FY 2022	Target for FY 2022
Total number of suppliers supported in corrective action plan implementation	8	
% of significant suppliers assessed	100	

Capacity building programs	FY 2022	Target for FY 2022
% of significant suppliers in capacity building programs	100	
Total number of suppliers in capacity building programs	59	
% of significant suppliers in capacity building programs	100	

An example of a corrective action was for safety issues that we found at one of our suppliers. We ordered for this supplier to solve these issues by ensuring proper use of personal protective equipment and use of proper operating procedures. After our correction action was communicated to the supplier, we inspected the work area to ensure the supplier had corrected all issues. In 2022, all suppliers (100%) that were given corrective actions were able to comply with True’s request.

Supplier Development and Capacity Building Program

As part of supplier development, the company has provided annual training and continuous support on company ESG program including introduction of ESG, corporate sustainability goals, supplier contribution to corporate goal, supplier support and development program. The Suppliers Development Program can have various components depending on the organization's needs and level. Examples of possible programs include:

1. **Social Responsibility and Sustainability Promotion:** This program focuses on supporting suppliers in improving environmentally friendly and socially responsible manufacturing processes. It may involve providing consultation and training on social responsibility and public management.
2. **Knowledge and Skills Development:** This program emphasizes providing training and skill development opportunities for suppliers. This could include resource allocation practices that are environmentally friendly, process development, or quality improvement.
3. **Quality Improvement and Innovation Promotion:** This program focuses on supporting suppliers in developing and enhancing the quality of their products or services. It may also involve promoting innovation in manufacturing and service processes.
4. **Business Sustainability Promotion:** This program focuses on supporting suppliers in improving their business sustainability. This may include the development of sustainable business plans, evaluation and monitoring of social impact, supporting environmentally friendly product design, or promoting initiatives to reduce carbon footprint and conserve energy.

These programs aim to foster collaboration between organizations and suppliers to create sustainable businesses with minimal social and environmental impact

KPI and targets and performance

True Group Corporate KPIs for supply chain management are as follows:

- 100% of Significant suppliers to be assessed on ESG
- 100% of tier 1 Significant suppliers to be completed onsite audit
- 100% of Tier 1 suppliers to receive and agree to abide by True's Supplier Code of Conduct