

Master Data of Organisation				
Name of organisation	True Corporation Public Company Limited			
Name of corporate group (in case of multi site organization only)	True Corporation Public Company Limited			
Street	True Corporation Public Company Limited <div style="background-color: black; height: 40px; width: 100%;"></div> True Move H Universal Communication Company Limited <div style="background-color: black; height: 30px; width: 100%;"></div> True Move H Universal Communication Company Limited True IDC - East Bangna, Data Center, <div style="background-color: black; height: 20px; width: 150px;"></div> <b>Extension site:</b> True Move H Universal Communication Company Limited (IT Data Center <div style="background-color: black; height: 20px; width: 150px;"></div> )			
Postcode / Town / Country	10310 / Bangkok / Thailand 10310 / Bangkok / Thailand 10540 / Samut Prakan / Thailand 10270 / Samut Prakan / Thailand			
Contact	<div style="background-color: black; height: 60px; width: 100%;"></div>			
E-Mail				
Phone				
System documentation: (Revision / Issue)	IS-ISMS-01 TrueCorp ISMS Manual V.25.H1, effective date 05.03.2024			
Shift operation	no shift operation			
Language	Thai, English			
Peculiarities	None			
Multi Site Organisation				
Selection of sites to be audited by sampling procedure		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> n.a.
An adequate listing of all sites in the scope(s) including all valid and relevant information in each case is part of the audit file		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> n.a.	

Audit Profile		
Contract ID (ZE):	30023570	
Standards under contract / Audit type	ISO 27001 : 2022 1. Surveillance audit <input checked="" type="checkbox"/> Transition audit	--- : --- <input type="checkbox"/> Transition audit
	--- : --- <input type="checkbox"/> Transition audit	--- : --- <input type="checkbox"/> Transition audit
Audit cycle	12 months	
Audit team leader		
E-Mail audit team leader		
Audit team		
Technical expert	N/A	
Trainee	N/A	
Observer	N/A	

Audited Standards	
<b>ISO/IEC 27001:2022</b>	<b>1st. Surveillance Audit</b>
Certificate ID (TP): 44121090367	Valid until: 31.10.2025
Scope: IT Systems and corporate data networks which serve, the management, information, operation, analytics, and support of business-related systems, including bulk SMS, and VPBX As per the Statement of Applicability of 05.03.2025 (version 25.H1)	
Industry / Sector (EA, TB, ...) 31.2, 33.0	
Non-applicability of chapters: None	
No. of considered persons: 312	No. of sites (incl. HQ): 4
Lead auditor: [REDACTED]	
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Certificate ID (TP):	Valid until:
Scope:	
Industry / Sector (EA, TB, ...)	
Non-applicability of chapters:	
No. of considered persons:	No. of sites (incl. HQ):
Lead auditor:	Audit ID (ZA):
---	---
Certificate ID (TP):	Valid until:
Scope:	
Industry / Sector (EA, TB, ...)	
Non-applicability of chapters	
No. of considered persons:	No. of sites (incl. HQ):
Lead auditor:	Audit ID (ZA):
---	---
Certificate ID (TP):	Valid until:
Scope:	
Industry / Sector (EA, TB, ...)	
Non-applicability of chapters	
No. of considered persons:	No. of sites (incl. HQ):
Lead auditor:	Audit ID (ZA):
---	---
Certificate ID (TP):	Valid until:
Scope:	
Industry / Sector (EA, TB, ...)	
Non-applicability of chapters:	
No. of considered persons:	No. of sites (incl. HQ):
Lead auditor:	Audit ID (ZA):

Definition of Unit for Duration and Time		
Applied unit	Days	One audit day covers 8 audit hours
Audit Details		
Sites	As above	
Audit date	04.03.2025 – 07.03.2025	
Audit duration	10.00 person Days on site (incl. remote locations as applicable) inclusive 0,00 person Days on site for audit stage 1 (separate report)	

Application of Methods and Tools in remote Auditing			
Conducted as a remote audit	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Partly	<input type="checkbox"/> Total
Technologies used for the remote audit	<input type="checkbox"/> MS Teams	<input type="checkbox"/> Cisco WebEx	<input type="checkbox"/> Zoom
	<input type="checkbox"/> Other on request of client: <b>In this case, client takes over the responsibility for any required activity in information security.</b>		

Details about the remote Audit (if applicable)
<p>The audit was performed applying technology for information and communication ("remote") at 0%. Effectiveness and efficiency of the remote-part was ensured by</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> experienced application of engaged technology;</li> <li><input type="checkbox"/> the consecutive processing of the single sessions with the individual units;</li> <li><input type="checkbox"/> the online interviews with different people from diverse units and various hierarchical levels;</li> <li><input type="checkbox"/> the separation of the audit team in individual online sessions;</li> <li><input type="checkbox"/> reviewing an adequate sample of documented processes and/or information;</li> <li><input type="checkbox"/> the discussion of appropriate charts, diagrams, slides or any other relevant information;</li> <li><input type="checkbox"/> the presentation and discussion of photos, videos and audios of issues, being prepared on detailed guidance and governance of the audit team.</li> </ul> <p>Details about reviewed information or documents, interviewed persons, content of videos &amp; photos etc. are recorded in the report or (handwritten) notes.</p> <p>If the audit was performed partly remote, the corresponding sessions are identified unambiguously in the audit plan.</p>

Distribution/Confidentiality/Rights of Ownership/Limitations/Responsibilities		
<p>This report is sent to the certification body or bodies, the members of the audit team and the audit representative of the organisation. All documents (such as this report) regarding the certification procedure are treated confidentially by the audit team and the certification body. This audit report remains the property of the certification body.</p> <p>An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore nonconformities of weaknesses may still exist which were not expressly mentioned by the auditors in the final meeting or in the audit report.</p> <p>The responsibility for continuous effective operation of the management system always rests solely with the audited and certified organisation.</p> <p>Salvo clause:                      The audit report will be left to the organisation at the end of the audit - subject to approval by the certification body. The independent veto process may cause modifications or additions. In these cases a modified revision will be sent to the audited organisation.</p>		
Annex/Enclosures		
<table border="1"> <tr> <td>Annex/ corresponding audit documentation</td> <td> <input checked="" type="checkbox"/> Questionnaire(s) / Checklist(s)  <input type="checkbox"/> Additional annexes, number                         </td> </tr> </table>	Annex/ corresponding audit documentation	<input checked="" type="checkbox"/> Questionnaire(s) / Checklist(s) <input type="checkbox"/> Additional annexes, number
Annex/ corresponding audit documentation	<input checked="" type="checkbox"/> Questionnaire(s) / Checklist(s) <input type="checkbox"/> Additional annexes, number	

[illegible]

Mandatory Elements from A00VA02		
<b>Temporary sites</b>		
a) Are temporary sites (i.e. installation sites, project locations etc.) available?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
b) If yes: which one are visited?		
<b>Objective evidences</b>		
<p>In any regular audit the audit team shall see and review the following objective evidences.                      To confirm, the corresponding revision information is registered in column „Edition“</p> <p>That can become applicable as well for some or all the listed objectives in special audits, e.g. for extensions or after transferring sites.</p> <p>At least in <b>initial/recertification or extension audits</b> (or when necessary) these objective evidences/documents are attached adequately to the audit file and uploaded into the release workflow.                      In any other audit it is accepted to record the revision information only.</p>		
Title/content	Edition	Attached
Entry in professional or commercial register (or comparable evidence) - if applicable	03.08.2023 18.11.2022 06.10.2023	<input checked="" type="checkbox"/>
Organization chart/evidence of organization	org chart, 16 Feb 2024	<input checked="" type="checkbox"/>
Company policy for audited management systems	IS-ISMS-01, V.25.H1, 05.03.2025	<input checked="" type="checkbox"/>
Overview of management system documentation (e.g. table of contents or presentation of the structure of the management system documentation, process map)	IS-ISMS-01, V.25.H1, 05.03.2025	<input checked="" type="checkbox"/>
Result of management review (e.g. cover sheet or table of contents with date and signature)	Management Review Meeting on 25.02.2025	<input checked="" type="checkbox"/>
Current annual planning of internal audits	Internal Audit Plan, 01.02.2025	<input checked="" type="checkbox"/>
Evidence of internal audit report(s) (e.g.: cover sheet with date and signature)	Internal Audit Summary on 25.02.2025	<input checked="" type="checkbox"/>
Standard-specific evidence, as applicable ISO 14001: extract of environmental permit register; ISO 27001: statement of applicability;  ISO 45001: accident statistics; ISO 50001: energy report as cover sheet with date and signature Others:	IS-SOA-01, V.25.H1, 05.03.2025	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Confidential information in the attached evidences may be blacked.		

### Standard specific Results

- ☒ Additional standard specific audit results and/or information are recorded in corresponding "Supplemental audit reports" (e.g. for ISO 27001 or ISO 50001).

### Organisation Profile

The Charoen Pokphand Group ("CP"), with a shareholding of 30.02% as of December 2007, True has expanded its business from True Corporation Public Company Limited is the most integrated communications solutions provider in Thailand, and one of the nation's strongest brands.

Being a fixed-line provider to a total communications solutions provider, offering consumers, small and medium enterprises, and corporations a full range of voice, video and data services in solutions customized to meet customer needs. The company is Thailand's largest provider of Internet, consumer broadband Internet and pay-TV services, as well as the largest fixed-line and mobile phone service provider in the BMA, a leading online game provider and the number three mobile phone operator in Thailand.

Since, 2022, the company operation has 2 core businesses with 4 Core services plus support of core services. The current core services are as follows:

- 1.Front-end channel (Registration)
- 2.Payment
- 3.Billing
- 4.Customer, order, and product management (After sales)
- 5.Support core services

#### 26 Applications:

<b>Registration [3]</b>	Smart UI, TSM, OMX
<b>Payment [9]</b>	TRM, PAS, PCS, OLP, CSOL, ETAX
	Sale Touchpoints (Dtacone, Checkin, CCC1840)
	Refill/Voucher Management
	Self Service Kiosk
<b>Billing [5]</b>	CES21, PRM
	CBS/BRM, Mediation, RAFM
<b>After Sale Services [3]</b>	VCARE, CRM, CCR
<b>Other services [2]</b>	Bulk SMS
	VPBX
<b>Data Analytics [4]</b>	DWH & Data Lake, Data processing / pipelining, Data delivery, Data management

The current locations are:

**HQ & IT office:**

[REDACTED]

**Data Center-1:**

[REDACTED]

[REDACTED]

**Data Center-2:**

[REDACTED]

[REDACTED]

**Summary of Results**

The organization has taken care its management systems in an attention manner. Information Security Management System implementing in this organization is according to ISO 27001:2022 requirements.

The procedures and work instructions of all related activities, processes and documents have been established, implemented and maintained to comply with ISO 27001:2022.

By questioning the related personnel, document review and on-site visit, the auditors are able to verify application of the information security practices.

The audit covered relevant processes in order to obtain an overall structure of management system implementation.

**Summary:**

- This audit is the 1<sup>st</sup> Surveillance Audit + Transition Audit with changing some scope location which has been performed by three auditors.
- In this audit, auditors have reviewed as follows:
  - the policies, procedures and some records
  - sampling evidence in scope are selected for auditing.
- The management system is established and maintained. All staff in scope has commitment to the management system. The analysis of the effectiveness of control implementation was done based on many input information e.g. risk management, the measurement data, audit results, etc.
- The corrective actions of the findings from last year audit were followed up.
- The findings of this audit are 5 potential for improvements mentioning in this report (section of audit findings/evidence).



## Conclusion

Taking into account the audit findings documented below, the organisation's size and structure, objectives, scope of the management system, processes and results achieved, the organisation has demonstrated that it operates its management system to ensure conformity with its own requirements, the requirements of interested parties, applicable legal requirements and appropriate requirements from the management system standards.

This includes in particular: the objective evidences,

- the policies and objectives and their implementation in the organisation,
- the processes existing in the management system and their interactions,
- the resource management,
- the measuring and analysis (incl. sample of indicators),
- the continual improvement process as well as
- the recording system (p.r.n. including standard specific objective evidences).

The implementation and the effectiveness of the management system and the processes for providing services/product realisation or to realize the objectives were assessed by the audit team by means of on-site inspection and examination of documented information on a random sample basis.

## Audit Findings

### Notes for the findings

The evaluation of the audit findings basically follows the scheme shown below:

Stage	Classification	Meaning
<b>NC A</b>	<b>Major Nonconformity</b> (Nonconformity A "major")	Nonconformities could be classified as major in the following circumstances: <ul style="list-style-type: none"> <li>• if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements,</li> <li>• a number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.</li> </ul>
<b>NC B</b>	<b>Minor Nonconformity</b> (Nonconformity B "minor")	Nonconformities could be classified as minor, if these do not affect the capability of the management system to achieve the intended results.
<b>OFI</b>	Opportunity for improvement	Items which would allow optimisation of the management system in relation to the requirements of the relevant standard. It is recommended that the company implements these items.
<b>GP</b>	Positive aspects / Good Practice	Positive aspects of the management system worthy of special mention (see also point 4.3 if applicable).
<b>CM</b>	Comments	Special situation and information to be traced in next audit.

**If applicable: Guidance for management of nonconformities**

Identified nonconformities are each documented in a nonconformity report ("Management of a nonconformity"), which are part of this audit report as annexes.

The audit team uses the nonconformity reports after the audit to track the processing status and also documents in them the final assessment results for the nonconformities concerned.

The organization shall perform a root cause analysis for any nonconformity and define adequate corrective actions. Root cause analysis, corrective actions including action plan for implementation and - if applicable - objective evidence for performed corrections or containment actions shall be submitted electronically to nominated lead auditor in charge on time to agreed deadline (latest six weeks after last day of the audit). The lead auditor will review these documents and shall inform organisation about the result.

The auditee organisation shall implement the corrective actions as defined in the approved action plan and review the effectiveness of implemented actions.

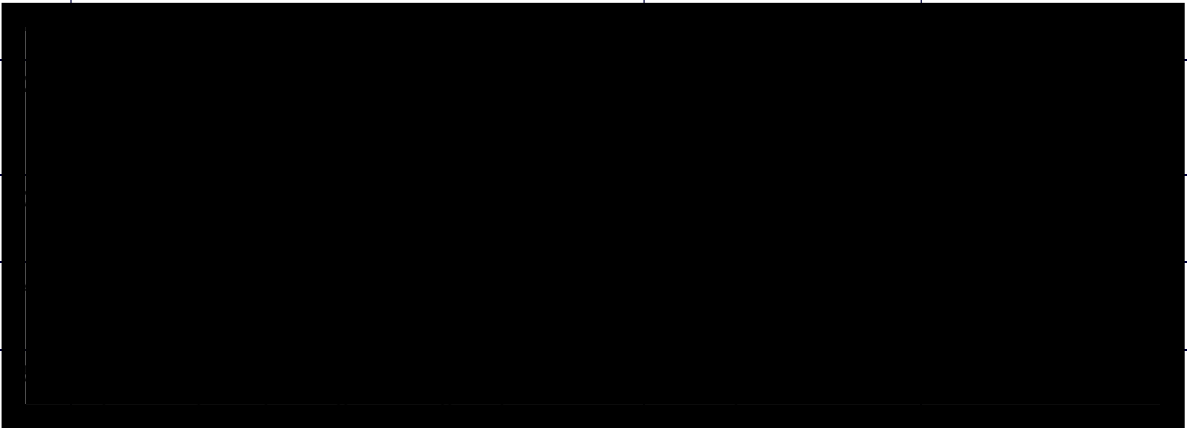
In the case of major nonconformities (NC A) the lead auditor shall verify the complete and effective implementation of action plan until agreed date (latest three months after last day of the audit). On decision of the auditor depending on type and extent of identified nonconformity, this can be done in a follow up audit on site or in a desktop-review of submitted documentation (objective evidence).

For minor nonconformities (NC B) it can be agreed to perform the verification of effective implementation of action plan in the next regular audit.

If any nonconformity applies to more than one of the audited standards, it may be recorded in a common nonconformity report, but shall be counted in the audit report for each applicable standard. The number of nonconformity reports may therefore be less than the number of nonconformities.

**Summary for nonconformities**

Standard	Raised in this audit		To be verified from previous audit
	Number NC A	Number NC B	Number NC
ISO 27001 : 2022	0	0	0
---	0	0	0
---	0	0	0
---	0	0	0
Total	0	0	0
Total number of nonconformity-reports raised in this audit:			0
<input type="checkbox"/> At least one of the nonconformities is graded as "generic" and is counted in more than one corresponding audited standard.			
<input type="checkbox"/> During this audit the implementation of corrective actions and effectiveness of nonconformities of previous audit was verified. The records are attached to this audit file.			

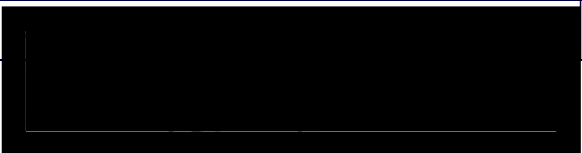
No	OFI (Opportunity for Improvement)	Area / Process	Standard: clause
			

No	GP (Good Practice)	Area / Process	Standard: clause
1.			
2.			

No	CM (Comment)	Area / Process	Standard: clause
1.			
2.			
3.			

Closure and Recommendations				
Closure result	ISO 27001	---	---	---
Fulfilled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open nonconformities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not fulfilled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations of audit team	ISO 27001	---	---	---
Grant*/ Extension*/ Renewing*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Withdrawal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*) Grant / Extension / Renewing / Maintenance in the case of open nonconformities assumes that the nonconformities will be cleared as agreed <b>Explanation of the terms:</b> Renewing: New issue of the certificate for the re-certification. Restoring: End of the temporary invalidity of certificate after the suspension or after delayed re-certification.				

Comments for next Audit
If applicable, the final evidence of effectiveness and implementation of corrections and corrective actions for the nonconformities from this audit will be verified in the next audit. The comments and opportunities for improvement will be taken up again. The next audit is preliminarily scheduled for: Mar 2026

Responsible for Content
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  </div> <div style="width: 45%;">                         Date: 09.03.2025                     </div> </div> <div style="margin-top: 10px;">                         Signature audit team leader                     </div>