

## STATEMENT ON BUSINESS PARTNERS COMPLIANCE MANAGEMENT PROCESS

True Corporation Public Company Limited (“True” or “The Company”) aims to promote responsible and sustainable business conduct by demonstrating best practices in corporate governance, social development, environmental and climate protection within its operations and throughout the value chain. The Company shall not engage with, or continue to be engaged with, business partners that pose an unacceptable compliance risk that cannot be mitigated. The activities described in this statement are aligned with the Company’s Business Partners Compliance Management Policy, implemented by the Business Compliance & Monitoring Division. The policy applies to all business operations of the Company and its subsidiaries.

By ‘**business partners**’ the Company refers to all third parties, including any individuals or entities, with whom the Company engages with except customers and smaller individual retailers, which are the following.

- ☐ Suppliers/Vendors, including any manufacturers, contractors, consultants and service providers
- ☐ Distributors and franchisees
- ☐ Agents, intermediaries and lobbyists
- ☐ Trade and industry associations
- ☐ Recipients of sponsorships, donations and other contributions
- ☐ Partners with digital or online business models involving revenue, platforms or other sharing arrangements
- ☐ Merger and acquisition, joint venture and divestment partners

The Company shall have a system for conducting assessments in the following domains:

- ☐ Human and Labor Rights
- ☐ Health, Safety and People Security
- ☐ Environment and Climate Policy & Commitment (e.g. the Paris Agreement)
- ☐ Prohibited/Unethical Business Practices
- ☐ Information Security and Personal Data Protection
- ☐ Trade Compliance

**Compliance risks** associated with business partners are identified, assessed and properly managed throughout the lifetime of the relationship. To manage the compliance of business partners, the Company shall:

- ☐ Conduct risk-based due diligence on prospective business partners prior to engagement to assess whether they may entail an unacceptable risk
- ☐ Consider if there are relevant mitigation actions available that may bring potentially unacceptable risks down to an acceptable level.
- ☐ Conduct risk-based monitoring of the business partners' compliance with the Business Partner Code of Conduct throughout the lifetime of the engagement.
- ☐ Perform periodic re-assessments of business partners.

In the area of climate policy and commitment, the Company sets up a process to be a part of the business partner compliance as outlined below.

- ☐ **Review:** To conduct an analysis comparing to the current policies and public policies to determine their alignment with the goals of the Paris Agreement, specifically focusing on direct climate-related activities and trade associations.
- ☐ **Monitoring:** To regularly track and communicate detailed policy changes to address and reduce misalignments with the climate change policy positions of the business partners.
- ☐ **Engagement:** To engage with internal and external stakeholders to enhance a shared perspective on climate policy alignment.
- ☐ **Disclosure:** To actively report on climate-related direct engagement activities and the climate policy positions and activities of trade associations.

-----