

## LOCAL COMMUNITIES' ENGAGEMENT

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 Regional Operations

True 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 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 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 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 :

• <b>Social Development project</b>	• True focus area for social development projects
• <b>Community Development Projects</b>	<ul style="list-style-type: none"> <li>• Community development Project Management and Framework</li> <li>• Setting the project scope</li> <li>• Assessment of impacts</li> <li>• Stakeholder mapping</li> <li>• Community assessment tools</li> <li>• Stakeholder requirement assessment</li> <li>• Monitoring and review process</li> </ul>

## 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

### PUBLIC HEARING SESSION 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:

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

## TRUE STAKEHOLDER PROFILING AND MAPPING

True has undertaken and obtain stakeholder profiling and mapping of all stakeholder groups covering Districts in Bangkok Metropolitan Area (BMA) and Thailand's upcountry provinces (UPC).

### Stakeholder Profiling

Stakeholder Name	Stakeholder Type	Region	Willingness to Engage	Expectation of engagement
BMA 1	Community & Society	Bangkok Metropolitan Area	Willing	How to utilize True products and technology utilization
BMA 2	Community & Society	Bangkok Metropolitan Area	Willing	Support on providing activities in local religious temples and schools and creating good relationship between company and community
BMA 3	Community & Society	Bangkok Metropolitan Area	Willing	Creating good relationship between company and communities and supporting local community activities
BMA 4	Community & Society	Bangkok Metropolitan Area	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing and supporting local community activities
UPC 1	Community & Society	Chiang Mai, Mae Hong Son, Chiang Rai, Phayao, Nan, Lumping, Lamphun, Phrae	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing and ensure maintenance on stations and no impacts on community
UPC 2	Community & Society	Phitsanulok, Phetchabun, Phichit, Uttaradit, Kamphaeng Phet, Tak, Sukhothai	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing. Utilizing company telecommunication products on enhancing education for students
UPC 3	Community & Society	Khon Kaen, Kalasin, Udon Thani, Nong Khai, Sakon Nakhon, Nakhon Phanom, Bueng Kan, Loei, Nong Bua Lam Phu	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing
UPC 4	Community & Society	Nakhon Ratchasima, Chaiyaphum, Surin, Buriram	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing. Utilizing company telecommunication products on enhancing education for students
UPC 5	Community & Society	Chonburi, Rayong, Chanthaburi, Trat, Chachoengsao, Nakhon Nayok, Prachinburi, Sarakae	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing
UPC 6	Community & Society	Ayutthaya, Angthong, Singburi, Saraburi, Lopburi, Nakhon Sawan, Uthai Thani, Chainat	Willing	Utilizing company products and services
UPC 7	Community & Society	Nakhon Pathom, Samut Sakhon, Samut Songkhram, Phetchaburi, Prachuap Khiri Khan,	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing and ensure maintenance on stations and no impacts on community

Stakeholder Name	Stakeholder Type	Region	Willingness to Engage	Expectation of engagement
		Ratchaburi, Suphanburi, Kanchanaburi		
UPC 8	Community & Society	Suratthani, Chumphon, Ranong, Phuket, Phang Nga, Krabi	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing and ensure maintenance on stations and no impacts on community
UPC9	Community & Society	Nakhon Si Thammarat, Trang, Songkhla, Phatthalung, Satun, Pattani, Yala, Narathiwat	Willing	Utilizing company products and services and knowledge sharing on e-commerce
UPC 10	Community & Society	Ubon Ratchathani, Sisaket, Amnat Charoen, Roi Et, Mukdahan, Yasothon, Mahasarakham	Willing	Company's ability to provide services and ensure operation after incidents such as flooding

## Stakeholder Mapping

Once stakeholder groups have been profiled, True conducts stakeholder mapping and places each stakeholder into a matrix in accordance with the impact and influence level criteria of the following:

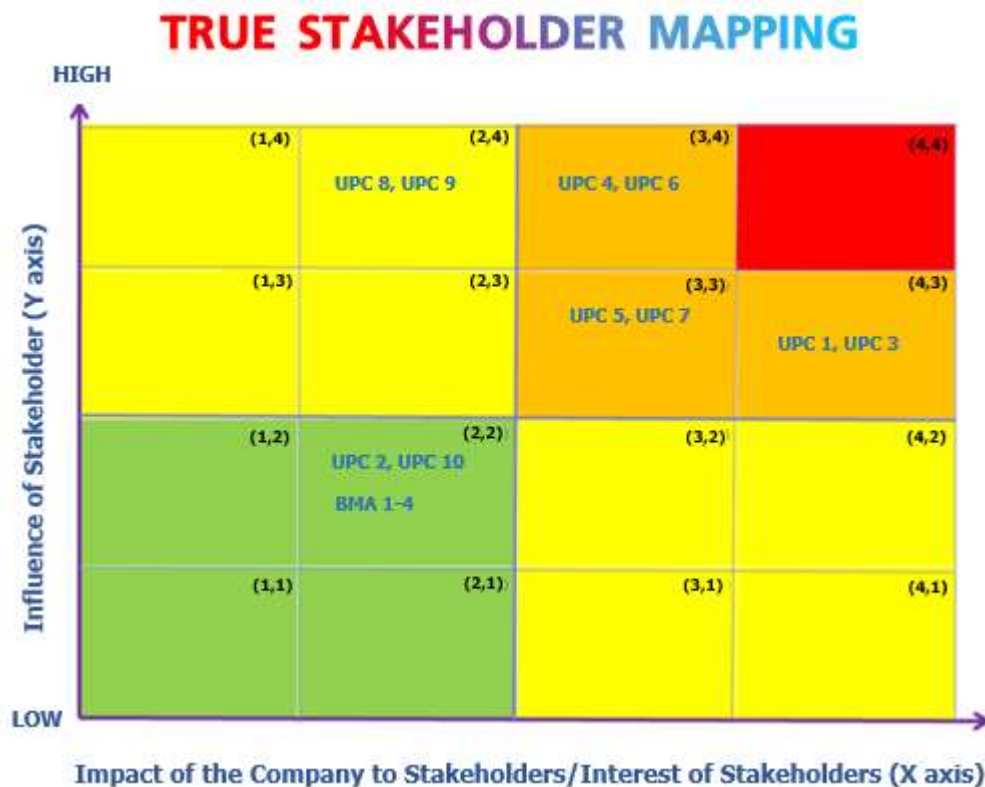
### The impact of the company's operations on the stakeholders

Impact level	Description
High (4)	<ul style="list-style-type: none"> <li>The implementation of both the physical and the management according to the company's policy has a severe impact on the stakeholders.</li> <li>Both in terms of physical effects such as severe injuries, disability or loss of life or property</li> <li>In terms of the implementation of that policy results in severe impacts to the interests of the interested parties in that area that are difficult to resolve or compromise</li> <li>The company's operations that severely affects the community or the area where the stakeholder lives or conducts business activities.</li> <li>The company cannot control or to mitigate the effects that may occur on interested parties affecting corporate reputation and Company image causing loss of acceptance/license to operate or be punished including lawsuits and compensation</li> </ul>
Medium (3)	<ul style="list-style-type: none"> <li>The implementation of both the physical and the management according to the company's policy guidelines affecting medium-level stakeholders, in terms of physical impact causing injuries that require medical attention but not resulting in disability or death.</li> <li>There may be some property damage in terms of the implementation of that policy affect the interests of stakeholders in that area but at a level that can be addressed and compromise.</li> <li>The company's operations That affects the community or the area in which that stakeholder lives or conduct business activities</li> </ul>

	<ul style="list-style-type: none"> <li>The company is able to control the effects that may occur on interested parties. But there are impacts on the reputation and Company image causing dissatisfaction from interested parties</li> </ul>
Low (2)	<ul style="list-style-type: none"> <li>The implementation of both the physical action and the management according to the company's policy guidelines affect the stakeholders at a low level in terms of physical effects causing effects to the body but no physical harm.</li> <li>May have minor property damage and in terms of the implementation of that policy may affect benefits of the shareholders at a low level in that area and the company is able to address and mitigate the impact on the stakeholders appropriately.</li> <li>The company is able to control the impact on the stakeholders and the impact will affect the reputation and Company image at a low level and does not affect the recognition of stakeholders</li> </ul>
Very Low (1)	<ul style="list-style-type: none"> <li>Through corporate communication and activities of participation with stakeholders, both physical and management actions in accordance with the company's policy guidelines. Does not affect stakeholders at all or may have little impact both in terms of awareness of the impact and the actual impact that occurs.</li> <li>The company is able to effectively communicate with the interested parties. The company is able to maintain its reputation and image.</li> </ul>

## The level of influence of stakeholder

Influence level	Description
High (4)	<ul style="list-style-type: none"> <li>Stakeholders are extremely important in accepting the operations of The Company (Social License to Operate), which may affect and influence the termination of the company's local operations.</li> <li>Stakeholders who are involved in the determination of the policy, direction or the strategy of the company which is very important in the success of the company's operations.</li> <li>Concerns / complaints received from interested parties must be considered and resolved urgently. As well as prevent the occurrence of such concerns / complaints.</li> </ul>
Medium (3)	<ul style="list-style-type: none"> <li>Stakeholders who are involved with the Social License to Operate, but do not result in the termination of the operations of the Company.</li> <li>Stakeholders are involved in the operations of the company. Have the right to demand or protect rights under the law, such as the right to receive compensation from employees</li> <li>Concerns / complaints received from stakeholders have been considered and resolved within a specified period. As well as prevent the occurrence of such concerns / complaints.</li> </ul>
Low (2)	<ul style="list-style-type: none"> <li>Stakeholders that are important and can influence the public image and reputation of the Company.</li> <li>Stakeholders are not involved in the operations of the Company but has a right to claim or protect their rights under the law.</li> <li>Concerns / complaints received from stakeholders have been considered and the Company has taken appropriate action.</li> </ul>
Very Low (1)	<ul style="list-style-type: none"> <li>Concerns / complaints received from stakeholders either inside or outside the company and are effectively resolved</li> </ul>



### Stakeholder (Community & Society) Profile and Mapping Results

Areas that are affected by the company's operations and has an influence on the company's operations from stakeholders, community and society groups considered at **Medium level**, including **UPC1, UPC3, areas**. The company has responded by paying close attention to these stakeholders and willing to engage with communities to reduce all negative impacts and alleviate all issues such as mitigation of impacts from Electromagnetic Field (EMF).

## Engagement Activities with the Local Community & Society

### Medium Priority Level Stakeholder Groups

Stakeholder Name	Region	Willingness to Engage	Expectation of engagement	Summary of engagement activities with stakeholder group
UPC 1	Lamphun	Willing	<ul style="list-style-type: none"> <li>Electromagnetic Field (EMF) awareness knowledge sharing and ensure maintenance on stations and no impacts on community</li> <li>Utilizing company products and services and knowledge sharing on e-commerce</li> <li>Sharing the knowledge of health related applications to the community</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge sharing and awareness on Electromagnetic Field (EMF) and address all concerns raised.</li> <li>Continue to participate in activities to build relationships with the community.</li> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>Support using the government's Mor Prom application for COVID-19 vaccination registration</li> </ul>
UPC 3	Khon Kaen	Willing	<ul style="list-style-type: none"> <li>Electromagnetic Field (EMF) awareness knowledge sharing and ensure maintenance on stations and no impacts on community</li> <li>Utilizing company products and services and knowledge sharing on e-commerce</li> <li>Sharing the knowledge of health related applications to the community</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge sharing and awareness on Electromagnetic Field (EMF) and address all concerns raised.</li> <li>Continue to participate in activities to build relationships with the community.</li> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>Support using the government's Mor Prom application for COVID-19 vaccination registration</li> </ul>

Stakeholder Name	Region	Willingness to Engage	Expectation of engagement	Summary of engagement activities with stakeholder group
UPC 4	Buriram	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing. Utilizing company telecommunication products on enhancing education for students	<ul style="list-style-type: none"> <li>Knowledge sharing and awareness on Electromagnetic Field (EMF) and address all concerns raised</li> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>Promote the use of Mor Prom for COVID-19 vaccination registration</li> </ul>
UPC 6	Sing Buri	Willing	<ul style="list-style-type: none"> <li>Utilizing company products and services</li> <li>Sharing the knowledge of health related applications to the community</li> </ul>	<ul style="list-style-type: none"> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>Support using the government's Mor Prom application for</li> <li>COVID-19 vaccination registration</li> </ul>



Stakeholder Name	Region	Willingness to Engage	Expectation of engagement	Summary of engagement activities with stakeholder group
UPC 5	Rayong	Willing	<ul style="list-style-type: none"> <li>Electromagnetic Field (EMF) awareness knowledge sharing</li> <li>Utilizing company products and services and knowledge sharing on e-commerce</li> <li>Sharing the knowledge of health related applications to the community</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge sharing and awareness on Electromagnetic Field (EMF) and address all concerns raised</li> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>Support using the government's Mor Prom application for COVID-19 vaccination registration</li> </ul>
UPC 7	Nakhon Pathom	Willing	<ul style="list-style-type: none"> <li>Electromagnetic Field (EMF) awareness and knowledge sharing and ensure maintenance on stations and no impacts on community</li> <li>Sharing the knowledge of health related applications to the community</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge sharing and awareness on Electromagnetic Field (EMF) and address all concerns raised</li> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>Support using the government's Mor Prom application for COVID-19 vaccination registration</li> </ul>



Lamphun Province, 100 local community participants (UPC1)



Khon Kaen Province, 150 local  
community participants  
(UPC3)



Buriram Province, 150 local  
community participants  
(UPC4)





Sing Buri Province, 200 local  
community participants  
(UPC6)



Rayong Province, 250 local  
community participants  
(UPC5)



Nakhon Pathom Province, 250 local  
community participants  
(UPC7)

## Low Priority Level Stakeholder Groups

Stakeholder Name	Region	Willingness to Engage	Expectation of engagement	Summary of engagement activities with stakeholder group
UPC 8	Surat Thani	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing and ensure maintenance on stations and no impacts on community	<ul style="list-style-type: none"> <li>• Knowledge sharing and awareness on Electromagnetic Field (EMF) and address all concerns raised</li> <li>• Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>• Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>• Support using the government's Mor Prom application for COVID-19 vaccination registration</li> </ul>
UPC9	Nakhon Si Thammarat	Willing	Utilizing company products and services and knowledge sharing on e-commerce	<ul style="list-style-type: none"> <li>• Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>• Recommendations on how to utilize Facebook LIVE as an alternative sales channel</li> <li>• Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>• Support using the government's Mor Prom application for COVID-19 vaccination registration</li> </ul>



Ranong Province, 1,644 local  
community participants  
(UPC8)



Ranong Province, 100 local  
community participants  
(UPC9)

## Very Low Priority Level Stakeholder Groups



Stakeholder Name	Region	Willingness to Engage	Expectation of engagement	Summary of engagement activities with stakeholder group
UPC 2	Phitsanulok	Willing	Electromagnetic Field (EMF) awareness and knowledge sharing. Utilizing company telecommunication products on enhancing education for students	<ul style="list-style-type: none"> <li>Knowledge sharing and awareness on Electromagnetic Field (EMF) and address all concerns raised</li> <li>Installed True Online WiFi routers used for teaching and e-learning</li> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>Promote the use of Mor Prom for COVID-19 vaccination registration</li> </ul>
UPC 10	Ubon Ratchathani	Willing	Company's ability to provide services and ensure operation after incidents such as flooding	<ul style="list-style-type: none"> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> <li>Promote the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>Support using the government's Mor Prom application for COVID-19 vaccination registration</li> </ul>
BMA1- 4	Bangkok Metropolitan Area	Willing	<ul style="list-style-type: none"> <li>Enhancing relationship with community and supporting community activities</li> <li>Knowledge of health promotion applications sharing to the community</li> </ul>	<ul style="list-style-type: none"> <li>Organize Communication Cables Remove unused and obsolete communication cables on utility poles. Ensure that communication cables are installed using cable support brackets in compliance with MEA standards and guidelines. This will enhance safety and improve the visual aesthetics of the area.</li> <li>Promote the use of technology through use of applications including VROOM, VLEARN, True Money Wallet</li> </ul>

				<ul style="list-style-type: none"> <li>• Continue promoting the use of true HEALTH application platform in which participants can access and consult about health issues online</li> <li>• Support using the government's Mor Prom application for COVID-19 vaccination registration</li> </ul>
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**Phetchabun Province, 200 local community participants (UPC2)**



**Uboon Ratchathani Province, 200  
local community participants (UPC10)**



**Bangkok Metropolitan Area,  
200 local community  
participants (BMA 1-4)**

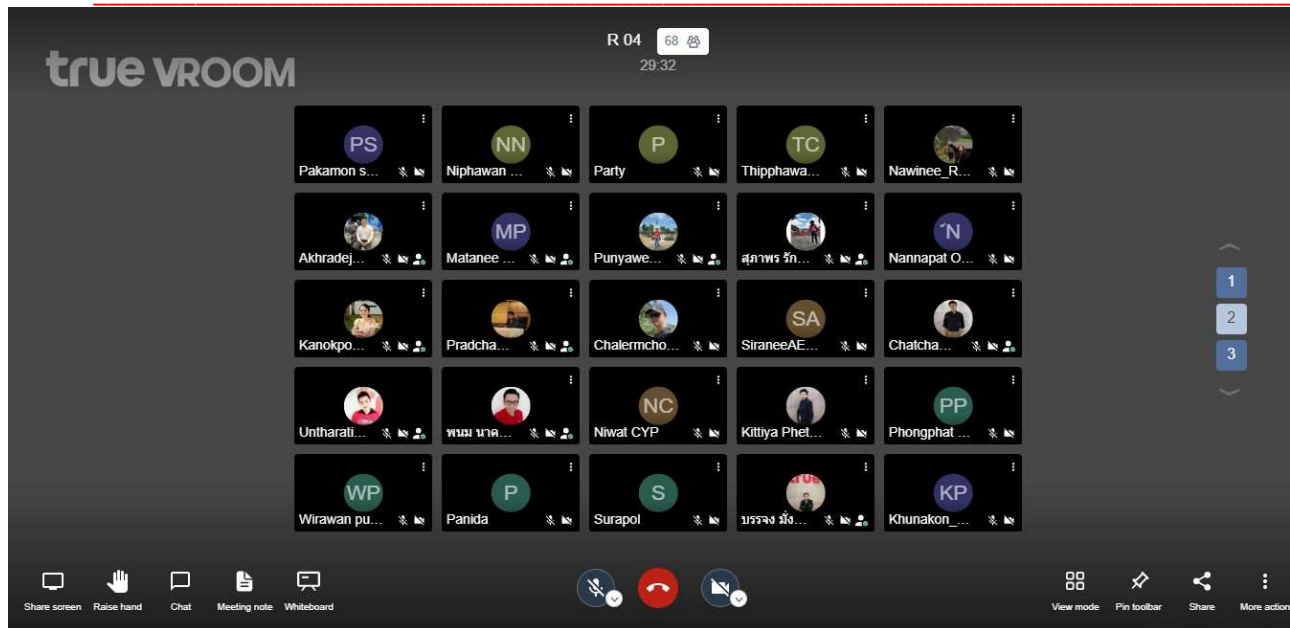


## Stakeholder Engagement Online Trainings 2023

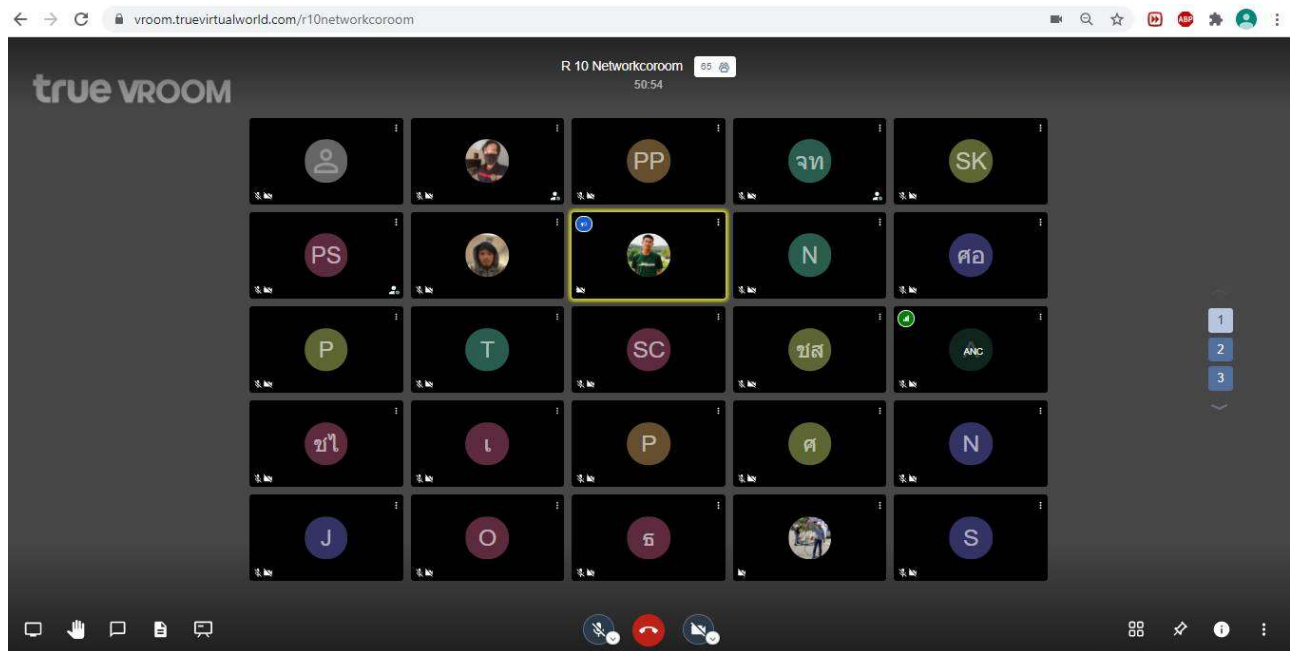
### Nationwide Community Engagement



As a result of Covid-19 pandemic, we have engaged our communities online via True VROOM which is a video conference platform of True Group.



## Stakeholder Engagement UPC 4 Province



## Stakeholder Engagement UPC 10 Province

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### Stakeholder Grievance Tracking 2023

In 2023, True has received 485 grievance cases from local stakeholder thorough company grievance mechanism and communication channels including Sustainability Report (Website), True Shops and dtac halls, Direct contact with customers, Social Media, Website, Email, Year-round customer satisfaction surveys, True Call Center 1242 that support 3 languages, Community engagement activities, community survey, as well as in-person meeting, seminar, public-hearing, which outlined as follows:

Number of resolved grievance cases	485
Number of unresolved grievance cases	0