

A full-page photograph of four young adults (two men and two women) walking barefoot up a steep, grassy hill. They are holding hands in a line, suggesting teamwork and support. The hill is covered in tall, green grass, and the sky is blue with some light clouds. The overall mood is positive and healthy.

# **EMPLOYEE HEALTH, SAFETY AND WELL-BEING**



## EMPLOYEE HEALTH, SAFETY AND WELL-BEING

The Company puts emphasis on management of employee safety and health as we recognize that safety, security, physical and mental wellbeing of employees are important to drive the business to success.

Managing the safety and health of employees is a cornerstone of True's business operations. All senior executives adhere to the corporate culture in caring and promoting work with safety as well as promoting healthcare and the balance between work and family amongst employees.

### • PLOOKRAK PROJECT FOR SUSTAINABLE WELL-BEING



The Company has organized activities in various fields through the "Plookrak" project for "Sustainable Wellbeing" of employees in four aspects: physical health, mental health, social health and financial health such as to take Dharma practice leave in order to develop their mind, the happy retirement program providing advice on finance/investment, provident fund, and post-retirement careers. More than 16,871 employees participated in these projects.


### • ERGONOMIC WORKPLACE

The Company also emphasizes the importance of a good ergonomic workplace for all employees and towards their health and safety well-being. Therefore there are many approaches that True has taken to improve and maintain a good ergonomic workplace as follows:


### • PLOOK RAK ON INTRANET

Web articles and video clips of demonstrations and information have been provided under the Plook Rak Project in promoting a healthy ergonomic workplace for True employees. These articles range from "Avoiding Office Syndrome", "Happy Life a Happy Work Balance", "5 Ways to Avoid Chronic Diseases" and many more useful ergonomic information that is beneficial for the workplace.



รู้จักกับปlookrak | ปlookrak ปlookรรวม | ปlookrakสุขภาพดี | บริการสุขภาพกับคุณหมอ Doctor Online




♥ **รู้จักออฟฟิศซินโดรม โรคฮิตคนเมือง**  
โดย นายแพทย์ วรวัฒน์ เอี้ยวสินพาดินย์ **ชม VDO คลิก!**  
แพทย์เวชศาสตร์ฟื้นฟู ศูนย์เวชศาสตร์ฟื้นฟู โรงพยาบาลปิยะเวท ผู้ที่มักประสบปัญหาการปวดต่างๆ และสาเหตุการเกิดออฟฟิศซินโดรมเบื้องต้น



♥ **Happy Life & Happy Work Balance**  
กับ ทนชนก ปานใจ **ชม VDO คลิก!**  
อดีตนางแบบและนักแสดงที่ผันตัวมาเป็น นักพูดและนักเขียนเพื่อแรงบันดาลใจ เป็นครูด้านสุขภาพ สร้างกำลังใจด้วยความกตัญญูไม่แพ้กัน เรียนรู้มุมมองชีวิตของทุกคน

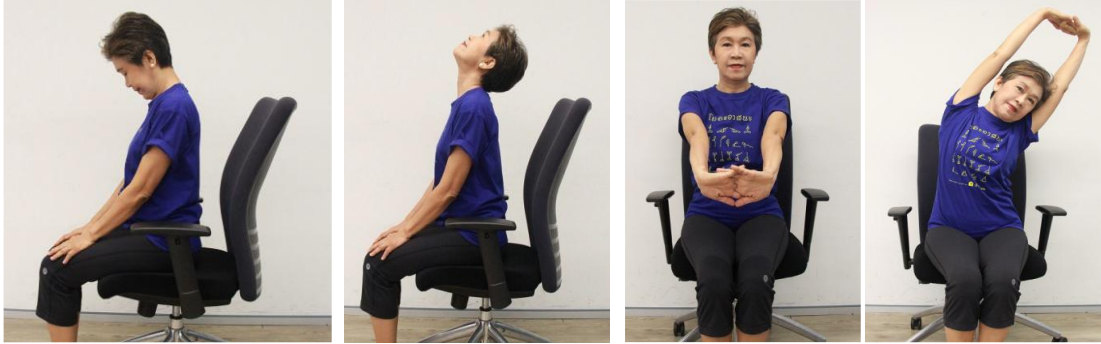


♥ **แนวทางการรักษาโรคเรื้อรังป้องกัน 5 กลุ่มโรคเรื้อรัง**  
โดย พส.อ.ต.นพ.ชวัญชัย เกษมจันทร์ **ชม VDO คลิก!**  
แพทย์อายุรศาสตร์ สถาบันการแพทย์พุทธพัฒน์ โรงพยาบาลปิยะเวท ผู้เชี่ยวชาญทางสูติเวชโรคภัย และโรคติดต่อทางเรื้อรัง

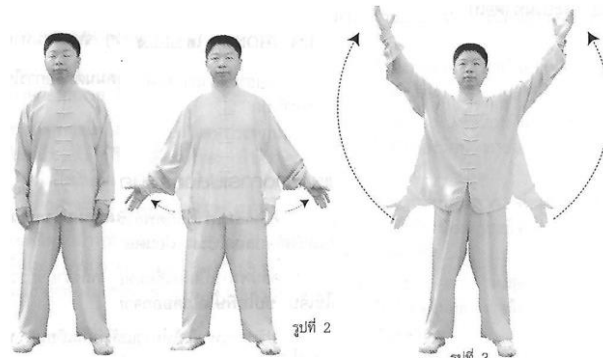
VDO Click!

- THERAPEUTIC YOGA (ON CHAIR) AND QIGONG

As part of the Plook Rak Project, the Company has organized a Therapeutic Yoga (on chair) training session for employees to learn of different yoga postures and stretches that helps to avoid health issues e.g. back pain, joint pain, unhealthy postures. This is very beneficial and applicable to all employees as it is easy and accessible especially in an office environment.



Qigong sessions have also been organized by the Company encouraging employees to participate in this martial arts that consists of coordinated body posture movement, breathing and the use of meditation that promotes a healthy body and mind for employees.





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- **FITNESS FACILITIES AT TRUE TOWER 1 AND 2**

Fitness facilities have been provided and accessible for all employees with gym facilities and trainers available. Other facilities have also been provided for more options and to suit the needs of employees e.g. badminton court, artificial football field. Lockers and showers are located on site for employee's convenience to store their equipment and valuables safely and also to enjoy their time at fitness facilities.



- **FLEXIBLE WORKING HOURS**

True provides flexible working schemes for employees. True allows employees to choose working hours from 4 different schedules in which all accumulate to 8 working hours per day as the following:

- 7.30 am – 4.30 pm
- 8.00 am – 5.00 pm
- 8.30 am – 5.30 pm
- 9.00 am – 6.00pm

Employees are all allocated the default working schedules in the system. If the employee wishes to change working schedules. This can be done through HR system, allowing convenience of employees.

- **WORKING FROM HOME ARRANGEMENT**

True provides flexible working arrangements for employees in the case of unforeseen circumstances for business continuity. Employees may not be present at the office and may be needed elsewhere, they are able to request to work from home by getting permission from their line managers and also requesting to access LAN network from IT through Remote Access Services (RAS) which employees must request from the Security and Control Team for security reasons.

During the Covid-19 pandemic, the Company creates a better work environment under “Createch Living” concept and provides alternative to work from anywhere.



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- **PART TIME WORKING OPTION**

Employees can request to change their employment from full-time to part-time option. The request must be approved by direct supervisors, and director level executives. Employees still earn the same benefits except the annual salary increase and bonuses that shall be prorated according to the work period. They can choose the workday options as follows:

- Work 4 days per week
- Work 3 days per week
- Work 2 days per week

- **PARENTAL LEAVE**

Female employees are entitled to 180 days (26 weeks) of paid maternity leave, while male employees are entitled to 165 days (24 weeks) of leave, which includes 15 days of paid paternity leave, 30 days of gender reassignment surgery leave, and 120 days of Religious Leave.

- **PAID FAMILY CARE & PARENTAL LEAVE FOR SAME-SEX PARENTS**

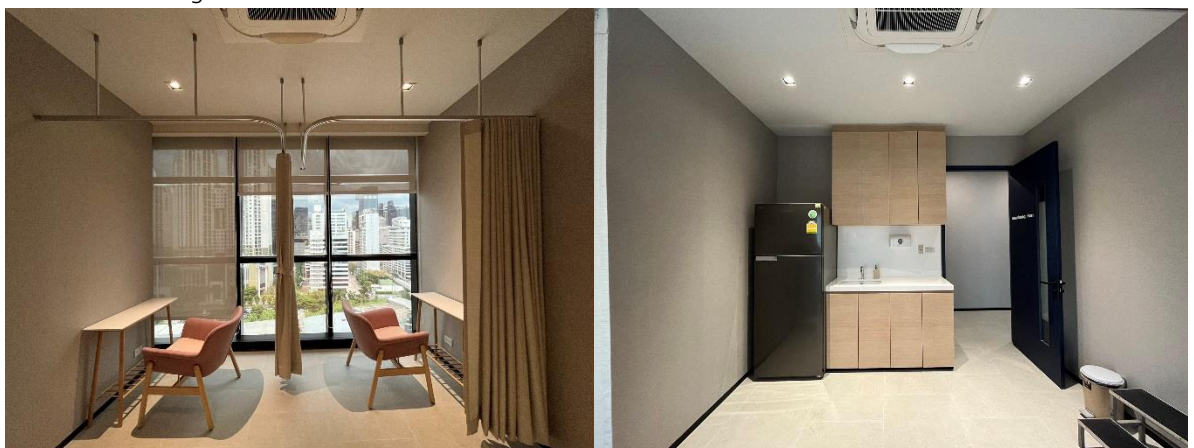
Employees are able to leave to take care family members who are seriously ill. This includes leave to care for the newborn child of the same sex parents that the other partner can take leave for taking care of the newborn child for 15 days.

- **DAY CARE @ TRUE TOWER 1 & 2 (CHILD CARE CENTER) – TRUE HR**

The company provides assistance to parents who are True employees with children ages between 2-5 years old. This is to help facilitate and support to reduce pressure to True employees by providing child day care centers at head office and True Tower 2. Both sites can accommodate up to 30 children per site and managed by Yeamnuch Day Care which provide services by professionals on both a daily and monthly basis on weekdays from 7.30 AM – 5.30 PM. CCTV system where parents are able to monitor in the system on the internet.

- **BREASTFEEDING ROOMS**

True supports breastfeeding and provides a lactation and pumping room with a maximum capacity of 2 employees, curtains, breastfeeding chairs, a refrigerator, hand washing gels, hand wash basins, as well as nursing staff.





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## **The Employee Engagement Survey**

The company provides comprehensive benefits for employees in all aspects. Employee satisfaction is measured using The Survey, a quarterly survey conducted with all employees. The purpose is to gauge their feelings, satisfaction, and opinions on various aspects such as job satisfaction, purpose, accountability, work environment, happiness, and stress. The survey contains short and specific questions, allowing for quick and efficient data collection. The collected data is analyzed and used as a basis for improving and enhancing the work environment.