STAKEHOLDER ENGAGEMENT GUIDELINE

True guideline on how to engage with stakeholders is based on the 'AA1000 Stakeholder Engagement Standard (AA1000SES)' international guideline, which outlines three important principles; Inclusivity, Materiality, and Responsiveness. This guideline applies to all of True local operations and supply chain.

Summary of True Stakeholder Engagement Guideline

1. Sustainability and Stakeholder Engagement Policy

True conducts its businesses with transparency and in compliance with business ethics. It is committed to upholding the principles of good corporate governance and sustainable business development, as well as corporate social responsibility, taking into consideration all groups of stakeholders. The Company respects the rights of all stakeholders and treats them with fairness. It listens to stakeholders' needs and concerns, and works together with them to build trust, understanding, and further collaboration on the issues that the stakeholders are interested in, including economic, social, and environmental aspects.

True gives importance to its business impact in the economic, social, and environmental aspects, operating under the Sustainability Policy with the following objectives:

- To use the Policy as a guideline for effective stakeholder communication and information exchange
- To listen to the opinions and concerns of all stakeholder groups, and to respond to their needs appropriately
- To use stakeholder input in improving various operations of the Company

2. Objectives of the Stakeholder Engagement Guideline

- To identify channels for communications between stakeholders and True;
- To facilitate the solicitation of opinions and concerns from stakeholders;
- To facilitate exchange of ideas and information;
- To establish a procedure for incorporating information from stakeholders in improving the Company's operations; and,
- To ensure proper response by the company to stakeholders' concerns and needs.

3. Scope

True group has identified 6 groups of stakeholders:

1. Customer
2. Employee
3. Business Partner & Supplier
4. Shareholder & Creditor
5. Government
6. Community & Society

4. Roles and Responsibility of Relevant Parties

Defining roles and responsibilities for the True Corporation's Sustainable Development Committee, Strategy & Sustainable Development Office, and business units who are in contact with their relevant stakeholders.

5. Identification of Stakeholders

True Corporation identifies stakeholders in accordance with the following 5 factors:

- Individuals or organizations with whom True Corporation has a legal obligation, e.g. contractual agreement.

- Individuals or organizations who are impacted by True operations

- Individuals or organizations who rely on True products, services, or other activities

- Individuals or organizations who have financial dealings with True

- Individuals or organizations who provide opinions, analyses, or assessments, of True operations.

Identified Stakeholder Groups

1	**Customer**	refer to individuals and organizations that purchase products and services from the Company, whether for personal use or for business purpose.
2	**Employee**	refer to all types of employees working for True Group under any type of contractual arrangement.
3	**Business Partner & Supplier**	refers to individuals or organizations that provide raw materials, products, content, and services to the Company, distribute the Company's products and services to customers through various channels, or sell them directly to customers.
4	**Shareholder & Creditor**	refers to individuals or organizations that invest in the Company, its subsidiaries, or its joint-venture entities, individuals or organizations who have financial claims against the Company.
5	**Government**	refer to public sector agencies, organizations, state-owned enterprises, as well as regulators and the legislative branch of government, whose regulations may impact how the Company operates.
6	**Community & Society**	refer to communities or group of people and vulnerable groups who benefit from or are impacted by the Company's operations.

6. Categorization and Prioritization of Stakeholders

Categories of stakeholders are prioritized based on the level of impact True operations have on them, and the degree of influence they have on True operations.

True categorizes its stakeholders into 6 groups where each stakeholder group is evaluated according to a Stakeholder Evaluation 4x4 Matrix.
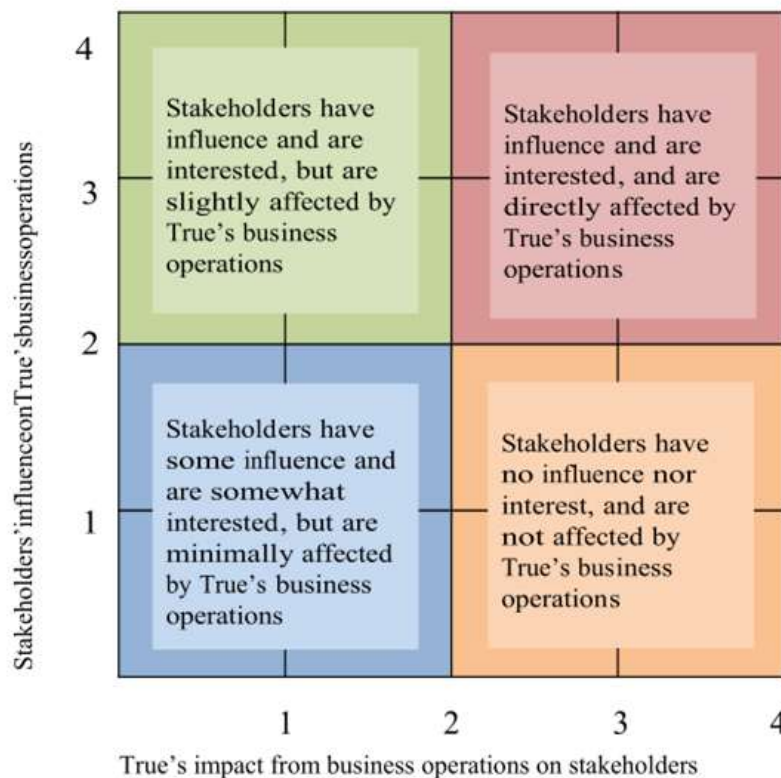

7. Identification and Prioritization of Issues

True actively meets with stakeholders in the communities to receive feedback and understand their needs and assess existing and new issues concerning the relationship between the Company and its stakeholders. Stakeholder and community impact assessment shall be conducted annually to identify impact on each group of stakeholders and community and ensure that the list of material issues is up to date

The 4-step process, in accordance with the GRI standard, is as follows:

1. Identify the corporate context and business operations throughout the value chain.

2. Identify material issues crucial to the economic, environmental, societal, and human rights aspects of the company's stakeholders.

3. Assess potential impacts based on severity and likelihood and prepare mitigation measures.

4. Prioritize material issues for reporting, based on the results of the impact assessment.
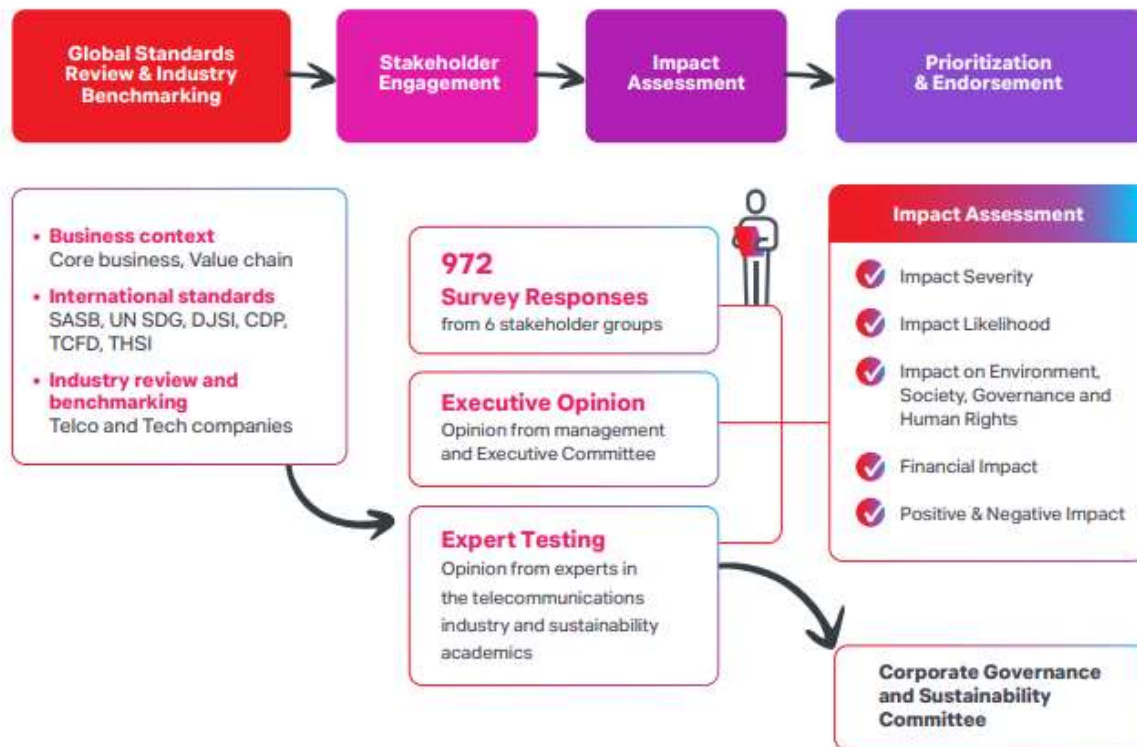
Stakeholder Engagement Process at True

1. Planning

Bring information, concerns, expectation, suggestions from stakeholder groups to analyze and identify ways to respond to the stakeholders.

2. Preparation

Identify geographical areas and activities to suit the needs of stakeholders.

3. Taking Action

Visit the stakeholders, implement the planned activities and publicize the engagement activities.

4. Review and Improve

Follow-up evaluate and improve for better results.

8. Development of Engagement Plan

Stakeholder engagement plan is developed based on the findings of the prioritization of stakeholder groups and issues. Before engaging with stakeholders, first True will assess the capacity of stakeholders (i.e. their understanding on the topics of engagement). If capacity building is needed, True will conduct capacity building (e.g. training, workshop) to help ensure stakeholders are well informed on the issues for engagement and company's contact channels. Then, True engage with stakeholders to identify viewpoints and concerns and develop a specific stakeholder engagement plan suitable for each group of stakeholders and

communities to ensure their perspectives and concerns are effectively addressed and integrated into the decision-making process. Engagement activities can range from communications via various channels to two-way interaction (meeting, seminar, public-hearing, survey), and collaborative projects.

9. Grievance Mechanism

True has established a grievance mechanism, ensuring it is well-prepared and fully adequate for addressing concerns and feedback effectively. The grievance mechanism of True may include the following steps:

1. **Receiving Complaints**: Customers as well as communities and all stakeholders can lodge complaints or grievances through various channels provided by True, such as contacting the service center, filling out online forms on True's True Call Center and through the public hearing sessions of local communities

2. **Recording and Assessment**: True team will record complaint data and assess complaints from all communication channels to gain a deep understanding of the issues.

3. **Problem Resolution**: True will promptly investigate and address complaints to ensure customers receive the best service.

   Complaints will be addressed by True team of experts in complaint management and customer service, with a commitment to delivering friendly and efficient service to effectively resolve customer issues. This approach also acknowledges the involvement of local communities in public hearing sessions with the community.

4. **Outcome Notification**: Complainants will be informed of the outcome of their complaint through channels of communication with True, such as phone calls, emails, or SMS messages.

5. **Learning and Improvement**: True shall conduct community engagement survey on annual basis and will utilize feedback and complaint data to improve processes and services for better customer experiences in the future.

10. Stakeholder Feedback and Capacity Building Development

True operations to establish understanding and strong relationships with stakeholders. This includes providing necessary knowledge and skills, fostering self-learning, and supporting organizational and stakeholder group development to enhance collaboration and problem-solving abilities in increasingly complex future scenarios.

1. **Stakeholder Feedback**: True implements suitable tools and processes to gather feedback from both customers and stakeholders. This may involve conducting surveys, creating spaces for dialogue, and actively encouraging stakeholder input.

2. **Capacity Building**: True designs training and development programs focused on equipping its employees with the knowledge and skills necessary for their roles,

particularly in contexts related to adaptability to change and handling complex problems.

3. **Support for Organizations and Stakeholder Groups**: True collaborates with specialized organizations to develop its own capabilities and supports stakeholder groups in capacity building efforts. This includes establishing networks that facilitate knowledge and experience exchange.

4. **Collaboration and Problem-Solving**: True fosters collaboration and problem-solving with stakeholders by creating spaces for joint cooperation and problem-solving to address issues and enhance effective understanding.

11. Monitoring Reporting & Public Communication

Stakeholder Engagement Plan and activities should be reviewed to determine effectiveness of implementation of stakeholder engagement plan and reported on a quarterly basis. Publicly disclose the results of stakeholder engagement via report or company website.

https://sustainability.dtac.co.th/sustainability : SD & CSR Highlights

12. Risk Mitigation

True will then continue to monitor stakeholder risks and develop mitigation plans to address those risks if necessary.

13. Communication Channel

Stakeholders can communicate in various matters via True communication channels such as

- True Call Center: 1242
- e-mail : CSR-SD@truecorp.co.th
- website: https://sustainability.dtac.co.th/sustainability

Annex: Society and Community Engagement Guideline

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 stakeholders and society. The Guideline contains the following topics:

1. Social Development Projects

    a. True focus area for social development projects

2. Community Development Projects

    a. Community Development Project Management and Framework

    b. Setting the project scope

    c. Assessment of impacts

    d. Stakeholder mapping

    e. Community assessment tools

    f. Stakeholder requirement assessment

    g. Monitoring and review process