True Corporation

2024 CDP Corporate Questionnaire 2024

Word version

Important: this export excludes unanswered questions
This document is an export of your organization's CDP questionnaire response. It contains all data points for questions that are answered or in progress. There may be questions or data points that you have been requested to provide, which are missing from this document because they are currently unanswered. Please note that it is your responsibility to verify that your questionnaire response is complete prior to submission. CDP will not be liable for any failure to do so.
Terms of disclosure for corporate questionnaire 2024 - CDP

.

04/09/2025, 02:52 am

Contents

C1. Introduction

(1.1) In which language are you submitting your response?

Select from:
☑ English

(1.2) Select the currency used for all financial information disclosed throughout your response.

Select from:
☑ THB

(1.3) Provide an overview and introduction to your organization.

(1.3.2) Organization type

Select from:
☑ Publicly traded organization

(1.3.3) Description of organization

True Corporation is Thailand's leading integrated telecommunications and digital services provider and an enabler of convergence lifestyles offering mobile, broadband internet, television, content as well as digital platform and solutions. True operates the business not only for profits but also for people in society and the planet and has committed to sustainable development according to the 10 Principles of the United Nations, the 17 UN SDGs and other best practices to create a long-term and sustainable value for life. True has also committed to becoming carbon neutrality by 2030 and Net Zero by 2050 according to the Science-Based Target Initiative (SBTi). The climate change is considered as a corporate agenda, the major areas include network facilities, retail shops, and offices which are allocated throughout Thailand. These facilities are responsible for Scope 2 emissions through their electricity consumption. It also operates a fleet of motor vehicles, which are responsible for Scope 1 emissions. The Company also added up Scope 3 emissions disclosure.
[Fixed row]

(1.4) State the end date of the year for which you are reporting data. For emissions data, indicate whether you will be providing emissions data for past reporting years.

(1.4.1) End date of reporting year

12/30/2023

(1.4.2) Alignment of this reporting period with your financial reporting period

Select from:

☑ Yes

(1.4.3) Indicate if you are providing emissions data for past reporting years

Select from:

☑ Yes

(1.4.4) Number of past reporting years you will be providing Scope 1 emissions data for

Select from:

☑ 3 years

(1.4.5) Number of past reporting years you will be providing Scope 2 emissions data for

Select from:

☑ 3 years

(1.4.6) Number of past reporting years you will be providing Scope 3 emissions data for

Select from:

☑ 3 years

[Fixed row]

(1.4.1) What is your organization’s annual revenue for the reporting period?

202856000000

(1.5) Provide details on your reporting boundary.

	Is your reporting boundary for your CDP disclosure the same as that used in your financial statements?
	Select from: ☑ Yes

[Fixed row]

(1.6) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?

ISIN code - bond

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

ISIN code - equity

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ Yes

(1.6.2) Provide your unique identifier

THB231010018

CUSIP number

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

Ticker symbol

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

SEDOL code

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

LEI number

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ Yes

(1.6.2) Provide your unique identifier

894500HQD71STX0DQK07

D-U-N-S number

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

Other unique identifier

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No
[Add row]

(1.7) Select the countries/areas in which you operate.

Select all that apply
☑ Thailand

(1.8) Are you able to provide geolocation data for your facilities?

	Are you able to provide geolocation data for your facilities?	Comment
	Select from:	*True Tower 1 (Headquarter)*

	Are you able to provide geolocation data for your facilities?	Comment
	☑ Yes, for some facilities	

[Fixed row]

(1.8.1) Please provide all available geolocation data for your facilities.

Row 1

(1.8.1.1) Identifier

True Tower 1 (Headquarter)

(1.8.1.2) Latitude

13.762554

(1.8.1.3) Longitude

100.568141

(1.8.1.4) Comment

8 True Tower, Ratchadaphisek Road, Huai Kwang Sub-District, Huai Kwang District Bangkok10310
[Add row]

(1.24) Has your organization mapped its value chain?

(1.24.1) Value chain mapped

Select from:

☑ Yes, we have mapped or are currently in the process of mapping our value chain

(1.24.2) Value chain stages covered in mapping

Select all that apply

☑ Upstream value chain

☑ Downstream value chain

(1.24.3) Highest supplier tier mapped

Select from:

☑ Tier 1 suppliers

(1.24.4) Highest supplier tier known but not mapped

Select from:

☑ Tier 3 suppliers

(1.24.7) Description of mapping process and coverage

True has mapped its value chain, including Tier-1 suppliers and significant Tier-2 suppliers. We have analyzed and identified the key parts of the value chain that are crucial to our operations, such as risk mapping, traceability, and building close collaboration with suppliers. This process allows our organization to gain deep insights into operations across the entire value chain and to identify and manage potential risks effectively.
[Fixed row]

(1.24.1) Have you mapped where in your direct operations or elsewhere in your value chain plastics are produced, commercialized, used, and/or disposed of?

	Plastics mapping	Value chain stages covered in mapping
	Select from: ☑ Yes, we have mapped or are currently in the process of mapping plastics in our value chain	*Select all that apply* ☑ Downstream value chain

[Fixed row]

C2. Identification, assessment, and management of dependencies, impacts, risks, and opportunities

(2.1) How does your organization define short-, medium-, and long-term time horizons in relation to the identification, assessment, and management of your environmental dependencies, impacts, risks, and opportunities?

Short-term

(2.1.1) From (years)

0

(2.1.3) To (years)

3

(2.1.4) How this time horizon is linked to strategic and/or financial planning

The time period of the assessment is designed in line with the Enterprise Risk Management (ERM) approach that is used to assess the risks and opportunities of the organization on an annual basis.

Medium-term

(2.1.1) From (years)

3

(2.1.3) To (years)

6

(2.1.4) How this time horizon is linked to strategic and/or financial planning

The time period of the assessment is designed in line with the Enterprise Risk Management (ERM) approach used to assess the risks and opportunities of the organization annually.

Long-term

(2.1.1) From (years)

6

(2.1.2) Is your long-term time horizon open ended?

Select from:

☑ No

(2.1.3) To (years)

10

(2.1.4) How this time horizon is linked to strategic and/or financial planning

The time period of the assessment is designed in line with the Enterprise Risk Management (ERM) approach used to assess the risks and opportunities of the organization annually.
[Fixed row]

(2.2) Does your organization have a process for identifying, assessing, and managing environmental dependencies and/or impacts?

	Process in place	Dependencies and/or impacts evaluated in this process
	Select from:	*Select from:*

	Process in place	Dependencies and/or impacts evaluated in this process
	☑ Yes	☑ Both dependencies and impacts

[Fixed row]

(2.2.1) Does your organization have a process for identifying, assessing, and managing environmental risks and/or opportunities?

	Process in place	Risks and/or opportunities evaluated in this process	Is this process informed by the dependencies and/or impacts process?
	Select from: ☑ Yes	*Select from:* ☑ Both risks and opportunities	*Select from:* ☑ Yes

[Fixed row]

(2.2.2) Provide details of your organization's process for identifying, assessing, and managing environmental dependencies, impacts, risks, and/or opportunities.

Row 1

(2.2.2.1) Environmental issue

Select all that apply

☑ Climate change

☑ Water

☑ Biodiversity

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

☑ Impacts

☑ Risks

☑ Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

☑ Direct operations

☑ Upstream value chain

☑ Downstream value chain

(2.2.2.4) Coverage

Select from:

☑ Partial

(2.2.2.5) Supplier tiers covered

Select all that apply

☑ Tier 1 suppliers

(2.2.2.7) Type of assessment

Select from:

☑ Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

☑ Annually

(2.2.2.9) Time horizons covered

Select all that apply

☑ Short-term

☑ Medium-term

☑ Long-term

(2.2.2.10) Integration of risk management process

Select from:

☑ A specific environmental risk management process

(2.2.2.11) Location-specificity used

Select all that apply

☑ Site-specific

☑ Local

(2.2.2.12) Tools and methods used

Commercially/publicly available tools

☑ IBAT – Integrated Biodiversity Assessment Tool

☑ WWF Biodiversity Risk Filter

Enterprise Risk Management

☑ COSO Enterprise Risk Management Framework

☑ ISO 31000 Risk Management Standard

International methodologies and standards

☑ ISO 14001 Environmental Management Standard

Databases

☑ Nation-specific databases, tools, or standards

Other

☑ Materiality assessment

☑ Scenario analysis

(2.2.2.13) Risk types and criteria considered

Acute physical

☑ Cyclones, hurricanes, typhoons

☑ Drought

☑ Flood (coastal, fluvial, pluvial, ground water)

☑ Heat waves

☑ Landslide

Policy

☑ Carbon pricing mechanisms

(2.2.2.14) Partners and stakeholders considered

Select all that apply

☑ NGOs

☑ Customers

☑ Employees

☑ Investors

☑ Suppliers

☑ Regulators

☑ Local communities

☑ Indigenous peoples

☑ Water utilities at a local level

(2.2.2.15) Has this process changed since the previous reporting year?

Select from:

☑ No

(2.2.2.16) Further details of process

True sets risk assessment criteria by considering impacts and opportunities for occurrence, specifying severity and frequency levels in the Enterprise Risk Matrix table. This covers all types of risks, including operational, financial, technological, marketing, customer, supplier, business partner, regulatory, legal, personnel, and key sustainability issues related to the Company's social and environmental dimensions, particularly concerning climate change adaptation. In addition, the sustainability material issues are regularly embedded into the corporate enterprise risk assessment. To enhance confidence and receive valuable recommendations for improving our operations, in 2023, True sought external third-party assurance for the risk management processes. The assessment certified compliance with ISO 31000:2018 and COSO-ERM 2017. Regular external assessments are scheduled.
[Add row]

(2.2.7) Are the interconnections between environmental dependencies, impacts, risks and/or opportunities assessed?

(2.2.7.1) Interconnections between environmental dependencies, impacts, risks and/or opportunities assessed

Select from:
☑ Yes

(2.2.7.2) Description of how interconnections are assessed

True assesses environmental impact, risks and opportunities through the implementation of an environmental management system in accordance with the ISO 14001 standard, which covers the management of water and energy resources. Additionally, True evaluates climate-related risks and opportunities by following the TCFD (Task Force on Climate-related Financial Disclosures) framework. The Company also use the IBAT (Integrated Biodiversity Assessment Tool) to assess and manage potential impacts on biodiversity in relevant areas.
[Fixed row]

(2.3) Have you identified priority locations across your value chain?

(2.3.1) Identification of priority locations

Select from:
☑ Yes, we have identified priority locations

(2.3.2) Value chain stages where priority locations have been identified

Select all that apply
☑ Direct operations

☑ Upstream value chain

☑ Downstream value chain

(2.3.3) Types of priority locations identified

Sensitive locations

☑ Areas important for biodiversity

☑ Areas of limited water availability, flooding, and/or poor quality of water

Locations with substantive dependencies, impacts, risks, and/or opportunities

☑ Locations with substantive dependencies, impacts, risks, and/or opportunities relating to water

☑ Locations with substantive dependencies, impacts, risks, and/or opportunities relating to biodiversity

(2.3.4) Description of process to identify priority locations

True has assessed the impacts, risks, and opportunities arising from climate change and water scarcity. This assessment covers the entire supply chain, from upstream to downstream, of significant suppliers in key locations both domestically and internationally, using the TCFD (Task Force on Climate-related Financial Disclosures) reporting framework. The Company also use the IBAT to assess and manage potential impacts on biodiversity in relevant areas. For more detail about biodiversity, please see link: https://sustainability.dtac.co.th/sustainability/wp-content/uploads/2024/07/True-Biodiversity-Approach_EN_2024.pdf

(2.3.5) Will you be disclosing a list/spatial map of priority locations?

Select from:

☑ Yes, we will be disclosing the list/geospatial map of priority locations

(2.3.6) Provide a list and/or spatial map of priority locations

True-Climate-related-Risk-Management-2023_v2024.pdf
[Fixed row]

(2.4) How does your organization define substantive effects on your organization?

Risks

(2.4.1) Type of definition

Select all that apply

☑ Qualitative

☑ Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

☑ EBITDA

(2.4.3) Change to indicator

Select from:

☑ % increase

(2.4.4) % change to indicator

Select from:

☑ 1-10

(2.4.6) Metrics considered in definition

Select all that apply

☑ Time horizon over which the effect occurs

(2.4.7) Application of definition

For quantitative risk under SDS scenario, carbon prices are around 1,392 THB/tCO2e in 2030 and 3,829 THB/tCO2e in 2040 and 5,570 THB/tCO2e in 2050. This causes payment to government around 3 times higher than in baseline, therefore, our costs are also increased around 3 times. In overall view, this has a relatively low impact to True because the total amount paid to carbon price is approximately THB 1,120 million which is 1.04% compared to our projected EBITDA in 2030 and approximately THB 2,439 million which is 1.73% compared to our projected EBITDA in 2040 and approximately THB 3,084 million which is 1.83% compared to our projected EBITDA in 2050. For qualitative, we have evaluated qualitative impact of transition risk to our suppliers. The primary transition risk that we identified was the responsibility for paying carbon tax. We did not view this as a risk since the suppliers' emission performance was not a part of the GHG scope 1 and 2 emissions and were not responsible for carbon tax paying of True. In addition, True's suppliers such as Huawei and Apple have GHG targets in place and True also plans to update

the Procurement Policy on an annual basis as well. For more information of the physical climate risk adaptation plan, please see Climate-Related Risk Management Summary Report 2023, pdf page 33-34 of the link below: https://sustainability.dtac.co.th/sustainability/wp-content/uploads/2024/07/True-Climate-related-Risk-Management-2023_v2024.pdf

Opportunities

(2.4.1) Type of definition

Select all that apply

☑ Qualitative

☑ Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

☑ EBITDA

(2.4.3) Change to indicator

Select from:

☑ Absolute increase

(2.4.5) Absolute increase/ decrease figure

234930000

(2.4.6) Metrics considered in definition

Select all that apply

☑ Time horizon over which the effect occurs

(2.4.7) Application of definition

True has assessed Climate-Related Opportunities in three key areas as follows: Opportunity 1: Resource efficiency and energy sources Opportunity 2: Low emission services Opportunity 3: True iService In conclusion, the total estimated annual financial benefits of these three opportunities amount to THB 375.98 million, while the

current annual costs associated with developing these opportunities amount to THB 141.05 million, resulting in a net benefit of THB 234.93 million. For more information of the physical climate risk adaptation plan, please see Climate-Related Risk Management Summary Report 2023, pdf page 36-38 of the link below: https://sustainability.dtac.co.th/sustainability/wp-content/uploads/2024/07/True-Climate-related-Risk-Management-2023_v2024.pdf
[Add row]

(2.5) Does your organization identify and classify potential water pollutants associated with its activities that could have a detrimental impact on water ecosystems or human health?

(2.5.1) Identification and classification of potential water pollutants

Select from:
☑ Yes, we identify and classify our potential water pollutants

(2.5.2) How potential water pollutants are identified and classified

Water pollution generated from the business operations was monitored for quality by True's third-party service contractors. The risks related to water and wastewater management were assessed by identifying environmental aspects undern requirement No. 6.1.2 of ISO 14001:2015 and implementing the risk management plan according to the guidelines.
[Fixed row]

(2.5.1) Describe how your organization minimizes the adverse impacts of potential water pollutants on water ecosystems or human health associated with your activities.

Row 1

(2.5.1.1) Water pollutant category

Select from:
☑ Other, please specify **:**Organics Pollutants (Domestics Wastewater)

(2.5.1.2) Description of water pollutant and potential impacts

Ecosystem Damage: Water pollutants can disrupt aquatic ecosystems by harming or killing aquatic life, reducing biodiversity, and altering habitats. Human Health Risks: Contaminated water can cause diseases, including gastrointestinal illnesses, neurological disorders depending on the type of pollutant.

(2.5.1.3) Value chain stage

Select all that apply

☑ Direct operations

(2.5.1.4) Actions and procedures to minimize adverse impacts

Select all that apply

☑ Assessment of critical infrastructure and storage condition (leakages, spillages, pipe erosion etc.) and their resilience

☑ Water recycling

☑ Discharge treatment using sector-specific processes to ensure compliance with regulatory requirements

(2.5.1.5) Please explain

True has a water treatment system in place before discharging wastewater into the environment. The quality of the wastewater is regularly monitored on a monthly basis by a third party to ensure that it meets the required standards. Additionally, an assessment of environmental aspects related to wastewater is conducted in accordance with ISO 14001:2015 to ensure that operations, whether under normal, abnormal, or emergency conditions, have an emergency response plan to prevent environmental impacts.
[Add row]

C3. Disclosure of risks and opportunities

(3.1) Have you identified any environmental risks which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

Climate change

(3.1.1) Environmental risks identified

Select from:

☑ Yes, both in direct operations and upstream/downstream value chain

Water

(3.1.1) Environmental risks identified

Select from:

☑ Yes, both in direct operations and upstream/downstream value chain

Plastics

(3.1.1) Environmental risks identified

Select from:

☑ No

(3.1.2) Primary reason why your organization does not consider itself to have environmental risks in your direct operations and/or upstream/downstream value chain

Select from:

☑ Not an immediate strategic priority

(3.1.3) Please explain

Although plastic is not a primary priority for True or the telecommunications sector, True has placed significant importance on reducing single-use plastics through various campaigns, such as "Say No to Plastic (Reduce)." This campaign encourages employees to reduce use of plastic bottles and other types of single-use plastics to zero by bringing their own reusable containers, utensils, etc. True also installs a world-class RO water system for employees at the True Tower. In 2023, True successfully reduced the use of plastic bottles for drinking water by more than one million bottles, or 18,503 kilograms. and we identify risk about waste management by ISO14001, to risk managing.
[Fixed row]

(3.1.1) Provide details of the environmental risks identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.1.1.1) Risk identifier

Select from:
☑ Risk1

(3.1.1.3) Risk types and primary environmental risk driver

Policy
☑ Changes to national legislation

(3.1.1.4) Value chain stage where the risk occurs

Select from:
☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply
☑ Thailand

(3.1.1.9) Organization-specific description of risk

Thailand's Excise Department will impose a carbon tax scheme on energy, transport, and industrial sectors to help the country reach carbon neutrality target by 2050 and net zero target by 2063. The carbon tax establishment and enforced will be a significant financial risk because the limitation of greenhouse gas emission and also the carbon tax rate are raising while the business is expanding.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Increased compliance costs

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

☑ Medium-term

☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ Very likely

(3.1.1.14) Magnitude

Select from:

☑ Medium-high

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Increase in direct costs due to the addition of carbon tax.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.19) Anticipated financial effect figure in the short-term – minimum (currency)

52000000

(3.1.1.20) Anticipated financial effect figure in the short-term – maximum (currency)

129000000

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

129000000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

1165000000

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

1165000000

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

1295000000

(3.1.1.25) Explanation of financial effect figure

Scenario analysis has been conducted for the years 2030 (short-term), 2040 (medium-term), and 2050 (long-term) to prepare True for potential impacts from the upcoming carbon tax scheme in Thailand. The analysis includes the STEP scenario for the minimum financial forecast and the SDS scenario for the maximum anticipated financial forecast.

(3.1.1.26) Primary response to risk

Compliance, monitoring and targets

☑ Improve monitoring of upstream and downstream activities

(3.1.1.27) Cost of response to risk

695900000

(3.1.1.28) Explanation of cost calculation

True uses a calculation approach to identify the impact based on projected increases in GHG emissions, which are aligned with the Company's increasing EBITDA each year, multiplied by the carbon tax price from the following two scenarios: Impacts in Baseline Scenario (STEPS): The baseline for the carbon tax price is aligned with the carbon tax rate scenario for 2030 (short-term), 2040 (medium-term), and 2050 (long-term). The estimated carbon tax rates are approximately 52 THB/tCO2e in 2030, 129 THB/tCO2e in 2040, and 1,165 THB/tCO2e in 2050. Impacts in SDS Scenario: The baseline for the carbon tax price is aligned with the carbon tax rate scenario for 2030 (short-term), 2040 (medium-term), and 2050 (long-term). The estimated carbon tax rates are approximately 129 THB/tCO2e in 2030, 1,165 THB/tCO2e in 2040, and 1,295 THB/tCO2e in 2050.

(3.1.1.29) Description of response

Upstream transition risks: True has evaluated qualitative impact of transition risk to our suppliers. The primary transition risk that we identified was the responsibility for paying carbon tax. True did not view this as a risk since our suppliers were not responsible in Greenhouse Gas scope 1 and 2 emission and not responsible for carbon tax paying of True. In addition, the suppliers such as Huawei and Apple have GHG targets in place and True also plan to update the Procurement Policy every year. Downstream transition risks: True's consumers have limited impact since they do not face any direct impact from carbon tax in a short term. But for medium and long term the carbon tax policy and enforcement from government might have an effect to consumers by additional tax or vat for product and service purchasing. However, True works with its suppliers to ensure that its products are environmentally friendly and have the lowest impact on consumers.

Water

(3.1.1.1) Risk identifier

Select from:

☑ Risk2

(3.1.1.3) Risk types and primary environmental risk driver

Chronic physical

☑ Water stress

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ Thailand

(3.1.1.7) River basin where the risk occurs

Select all that apply

☑ Chao Phraya

(3.1.1.9) Organization-specific description of risk

True's operations are not heavily reliant on water availability. However, the unavailability of water for domestic use at True's assets will impact day to day operations.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Disruption to workforce management and planning

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

☑ Medium-term

☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ About as likely as not

(3.1.1.14) Magnitude

Select from:

☑ Low

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Business disruption due to water scarcity.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ No

(3.1.1.26) Primary response to risk

Compliance, monitoring and targets

☑ Establish organization-wide targets

(3.1.1.27) Cost of response to risk

1000000

(3.1.1.28) Explanation of cost calculation

The goal of reducing water usage is a policy-driven initiative and involves raising awareness among employees, the costs are limited to communication with employees and stakeholders only.

(3.1.1.29) Description of response

Although water scarcity has a low impact on True's business risks, to mitigate potential risks, True has set a target to reduce water usage by 15% by 2030 compared to the 2020 baseline. Promoting efficient water use among employees is therefore important.
[Add row]

(3.1.2) Provide the amount and proportion of your financial metrics from the reporting year that are vulnerable to the substantive effects of environmental risks.

Climate change

(3.1.2.1) Financial metric

Select from:
☑ CAPEX

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

69590000

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:
☑ 100%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

210900000

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

☑ 51-60%

(3.1.2.6) Amount of CAPEX in the reporting year deployed towards risks related to this environmental issue

45920000

(3.1.2.7) Explanation of financial figures

To prepare for these impacts, True has conducted a physical risk and climate-related transition risk scenario analysis to identify vulnerabilities in our operations and potential costs, using Representative Concentration Pathways (RCP) scenarios for the analysis.

Water

(3.1.2.1) Financial metric

Select from:
☑ OPEX

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

2571813

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:
☑ 100%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

4880100

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

☑ 100%

(3.1.2.7) Explanation of financial figures

True calculates the transition risk from the OPEX (operational expenses) related to water management and the physical risk from potential water scarcity situations, where the Company would need to manage water supply independently. The estimated cost for this is expected to rise to THB 30 per unit (compared to the usual THB 15.81 per unit).
[Add row]

(3.2) Within each river basin, how many facilities are exposed to substantive effects of water-related risks, and what percentage of your total number of facilities does this represent?

Row 1

(3.2.1) Country/Area & River basin

Thailand

☑ Chao Phraya

(3.2.2) Value chain stages where facilities at risk have been identified in this river basin

Select all that apply

☑ Direct operations

(3.2.3) Number of facilities within direct operations exposed to water-related risk in this river basin

11

(3.2.4) % of your organization's total facilities within direct operations exposed to water-related risk in this river basin

Select from:

☑ 51-75%

(3.2.10) % organization's total global revenue that could be affected

Select from:

☑ 51-60%

(3.2.11) Please explain

To assess potential physical risks to True's operations, a physical risk assessment was conducted at the provincial level to evaluate risks from natural hazards. This assessment considered Bangkok and the top 10 provinces outside of Bangkok by revenue. The coverage of this context-specific assessment represents 55% of revenue, encompassing the majority of our assets.
[Add row]

(3.3) In the reporting year, was your organization subject to any fines, enforcement orders, and/or other penalties for water-related regulatory violations?

	Water-related regulatory violations	Comment
	Select from: ☑ No	*In the reporting year, True was not subject to any fines, enforcement orders, or other penalties for water-related regulatory violations.*

[Fixed row]

(3.5) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

Select from:

☑ No, but we anticipate being regulated in the next three years

(3.5.4) What is your strategy for complying with the systems you are regulated by or anticipate being regulated by?

Thailand has committed to UNFCCC on a voluntary basis to reduce its GHG emissions by 20-25% when compared to the business-as-usual (BAU) scenario in 2030, increase to 40% if it gains technological as well as financial support from the international community, and toward carbon neutrality by 2050 and Net-Zero

Greenhouse Gas Emissions by 2065. The reduction target will be allocated to each sector to meet. True may be required to make contribution to the national GHG reduction target. In 2021, True joined the Thailand Carbon Neutral Network (TCNN) to support the country in achieving its national emissions reduction target. Therefore, to fully cooperate and comply with the regulations. Originally, True has committed sustainability goals to reduce emission intensity by 50% compared with baseline year 2020 by the year 2030. Additionally, True has announced the sustainability goals 2030 to become carbon neutral and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050 according to the Science-Based Target Initiative (SBTi).

(3.6) Have you identified any environmental opportunities which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

	Environmental opportunities identified
Climate change	*Select from:* ☑ Yes, we have identified opportunities, and some/all are being realized
Water	*Select from:* ☑ Yes, we have identified opportunities, and some/all are being realized

[Fixed row]

(3.6.1) Provide details of the environmental opportunities identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.6.1.1) Opportunity identifier

Select from:
☑ Opp1

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Energy source

☑ Use of renewable energy sources

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ Thailand

(3.6.1.8) Organization specific description

True prioritizes sustainable energy use throughout its operations, with a particular focus on maximizing the efficiency of electrical consumption within its cell tower network, a critical component of our business. To achieve this goal, True leverages data analytics to identify areas for improvement and measure the effectiveness of our energy reduction initiatives across all departments. The Company also implements training programs and communication activities to raise employee awareness and encourage energy-saving practices. For office buildings, we upgraded the air conditioning system to a variable refrigerant volume (VRV) or variable refrigerant flow (VRF) system and changed to use the elevator regenerative drivers. In addition, solar investments could provide long term return on investment, eventually making the electricity cheaper than purchasing from the grid. This also increases its independence from external electricity suppliers. In 2023, True increased the solar power use at a total of 7,591 solar cell base stations.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Reduced direct costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

☑ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

☑ Medium-high

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

True anticipates that investing in Solar PV will enable a short-term return on investment, positively impact the Company's image, and attract investors through the sustainability efforts.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.17) Anticipated financial effect figure in the short-term - minimum (currency)

1200000000

(3.6.1.18) Anticipated financial effect figure in the short-term – maximum (currency)

583870000

(3.6.1.23) Explanation of financial effect figures

Calculation: For solar cells that have been installed at base stations & transmission to reduce GHG as well as to save electricity costs (10 years), we estimate the value of THB 1,200 million cost calculated from the electricity generation from solar cell x avg. cost of electricity x 10 years.

(3.6.1.24) Cost to realize opportunity

583870000

(3.6.1.25) Explanation of cost calculation

We estimated the investment of THB 583.87 million (THB 58.387 million per year), calculated from solar cell installation cost at base stations & transmission across the country.

(3.6.1.26) Strategy to realize opportunity

True has assessed the potential of locations and cell sites to maximize the capacity for on-site Solar PV installations. Additionally, True is exploring other alternative energy options, such as Virtual Power Purchase Agreements (VPPA), and supports carbon market mechanisms by purchasing Renewable Energy Certificates (RECs).

Water

(3.6.1.1) Opportunity identifier

Select from:

☑ Opp1

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Resource efficiency

☑ Reduced water usage and consumption

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ Thailand

(3.6.1.6) River basin where the opportunity occurs

Select all that apply

☑ Chao Phraya

(3.6.1.8) Organization specific description

Although True's business is located in areas of extremely high-water stress accounting for only 0.4%, the Company still promotes the most efficient use of water resources. True has set a target to reduce water withdrawals by 15% by 2030 and is striving to increase the proportion of water recycling.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Reduced direct costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ The opportunity has already had a substantive effect on our organization in the reporting year

(3.6.1.12) Magnitude

Select from:

☑ Medium

(3.6.1.13) Effect of the opportunity on the financial position, financial performance and cash flows of the organization in the reporting period

This opportunity can directly reduce the cost of water withdrawals.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.16) Financial effect figure in the reporting year (currency)

376673

(3.6.1.23) Explanation of financial effect figures

Air-conditioning system to a variable refrigerant volume (VRV) or variable refrigerant flow (VRF) system, in which a cooling tower is air cooled instead of water cooled. As of 2023 this system saved up to 23,825 cubic meters of water.

(3.6.1.24) Cost to realize opportunity

0

(3.6.1.25) Explanation of cost calculation

Due to the ventilation in the cooling tower was changed from using water to using air as per the system design, there were no additional costs incurred from implementing this opportunity.

(3.6.1.26) Strategy to realize opportunity

True plans to expand the implementation of the VRV air conditioning system to improve energy efficiency and reduce water usage as an additional benefit.
[Add row]

(3.6.2) Provide the amount and proportion of your financial metrics in the reporting year that are aligned with the substantive effects of environmental opportunities.

Climate change

(3.6.2.1) Financial metric

Select from:
☑ Revenue

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

1200000000

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:
☑ 100%

(3.6.2.4) Explanation of financial figures

Estimated electricity cost saving.

Water

(3.6.2.1) Financial metric

Select from:
☑ Revenue

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

376673

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:
☑ 100%

(3.6.2.4) Explanation of financial figures

Total amount of water saving from this project multiply with water withdrawals cost (15.81 THB/cubic meters)
[Add row]

C4. Governance

(4.1) Does your organization have a board of directors or an equivalent governing body?

(4.1.1) Board of directors or equivalent governing body

Select from:

☑ Yes

(4.1.2) Frequency with which the board or equivalent meets

Select from:

☑ Quarterly

(4.1.3) Types of directors your board or equivalent is comprised of

Select all that apply

☑ Non-executive directors or equivalent

☑ Independent non-executive directors or equivalent

(4.1.4) Board diversity and inclusion policy

Select from:

☑ Yes, and it is publicly available

(4.1.5) Briefly describe what the policy covers

The Board of Directors has an oversight of the Environmental Policy implementation, which involves reviewing and sign-off the policies and guidelines, and ensuring that they are in place, covering all relevant business activities and stakeholders throughout the value chain. The policy covers the natural resources including energy, water, raw material and biodiversity areas as well as global carbon emissions.

(4.1.6) Attach the policy (optional)

(4.1.1) Is there board-level oversight of environmental issues within your organization?

	Board-level oversight of this environmental issue
Climate change	*Select from:* ☑ Yes
Water	*Select from:* ☑ Yes
Biodiversity	*Select from:* ☑ Yes

[Fixed row]

(4.1.2) Identify the positions (do not include any names) of the individuals or committees on the board with accountability for environmental issues and provide details of the board's oversight of environmental issues.

Climate change

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply
☑ Board chair
☑ Other C-Suite Officer
☑ Board-level committee

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

☑ Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

☑ Board mandate

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

☑ Scheduled agenda item in every board meeting (standing agenda item)

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

☑ Overseeing and guiding scenario analysis

☑ Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities

☑ Overseeing reporting, audit, and verification processes

☑ Approving corporate policies and/or commitments

(4.1.2.7) Please explain

1.The Board of Directors oversees environmental management at the highest level. The Sustainability Division is responsible for setting environmental strategies and managing environmental performance in accordance with the Environment Policy and practices including monitoring, reviews, and reports to the Corporate Governance and Sustainability Committee, which oversees sustainability across economic, social, and environmental dimensions on a regular basis to ensure continuous improvement and transparency. 2.The Corporate Governance and Sustainability Committee (CGSC) is responsible for ensuring and reviewing the Company's corporate governance policy, compliance, including Sustainability Policy, which covers climate-related issues. The CSCG Committee oversees and monitors the progress of the corporate-level climate change strategy under the sustainability framework. 3.The Company has appointed the "Chief Corporate Affair Officer (CCAO)" to oversee corporate-wide ESG & climate-related activities and report to the CGSC. The CCAO Working Team is responsible for the ESG including overseeing, control, and monitoring the ESG within the organization including GHG emissions, water withdrawals, waste management and biodiversity.

Water

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

☑ Board chair

☑ Other C-Suite Officer

☑ Board-level committee

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

☑ Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

☑ Board mandate

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

☑ Scheduled agenda item in some board meetings – at least annually

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

☑ Overseeing and guiding scenario analysis

☑ Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities

☑ Overseeing reporting, audit, and verification processes

☑ Approving corporate policies and/or commitments

(4.1.2.7) Please explain

1.The Board of Directors oversees environmental management at the highest level. The Sustainability Division is responsible for setting environmental strategies and managing environmental performance in accordance with the Environment Policy and practices including monitoring, reviews, and reports to the Corporate Governance and Sustainability Committee, which oversees sustainability across economic, social, and environmental dimensions on a regular basis to ensure continuous improvement and transparency. 2.The Corporate Governance and Sustainability Committee (CGSC) is responsible for ensuring and reviewing the Company's corporate governance policy, compliance, including Sustainability Policy, which covers climate-related issues. The CSCG Committee oversees and

monitors the progress of the corporate-level climate change strategy under the sustainability framework. 3.The company has established the "Chief Corporate Affair Officer (CCAO)" to oversees corporate-wide ESG & climate-related activities and reports to the Corporate Governance Committee. The CCAO Working Team is responsible for the ESG including overseeing, control, and monitoring the ESG within the organization including greenhouse gas emissions, water withdrawal, waste management and Biodiversity.

Biodiversity

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

☑ Board chair

☑ Other C-Suite Officer

☑ Board-level committee

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

☑ Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

☑ Board mandate

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

☑ Scheduled agenda item in some board meetings – at least annually

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

☑ Overseeing and guiding scenario analysis

☑ Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities

☑ Overseeing reporting, audit, and verification processes

☑ Approving corporate policies and/or commitments

(4.1.2.7) Please explain

1.The Board of Directors oversees environmental management at the highest level. The Sustainability Division is responsible for setting environmental strategies and managing environmental performance in accordance with the Environment Policy and practices including monitoring, reviews, and reports to the Corporate Governance and Sustainability Committee, which oversees sustainability across economic, social, and environmental dimensions on a regular basis to ensure continuous improvement and transparency. 2.The Corporate Governance and Sustainability Committee (CGSC) is responsible for ensuring and reviewing the Company's corporate governance policy, compliance, including Sustainability Policy, which covers climate-related issues. The CSCG Committee oversees and monitors the progress of the corporate-level climate change strategy under the sustainability framework. 3.The company has established the "Chief Corporate Affair Officer (CCAO)" to oversees corporate-wide ESG & climate-related activities and reports to the Corporate Governance Committee. The CCAO Working Team is responsible for the ESG including overseeing, control, and monitoring the ESG within the organization including greenhouse gas emissions, water withdrawal, waste management and biodiversity.
[Fixed row]

(4.2) Does your organization’s board have competency on environmental issues?

Climate change

(4.2.1) Board-level competency on this environmental issue

Select from:
☑ Yes

(4.2.2) Mechanisms to maintain an environmentally competent board

Select all that apply
☑ Consulting regularly with an internal, permanent, subject-expert working group
☑ Having at least one board member with expertise on this environmental issue

(4.2.3) Environmental expertise of the board member

Academic
☑ Postgraduate education (e.g., MSc/MA/PhD in environment and sustainability, climate science, environmental science, water resources management,

forestry, etc.), please specify **:**Miss Ruza Sabanovic has a Master of Civil Engineering, Technology, University of Belgrade, Serbia with expertise in Sustainability and Corporate Governance.

Water

(4.2.1) Board-level competency on this environmental issue

Select from:

☑ Yes

(4.2.2) Mechanisms to maintain an environmentally competent board

Select all that apply

☑ Consulting regularly with an internal, permanent, subject-expert working group

☑ Having at least one board member with expertise on this environmental issue

(4.2.3) Environmental expertise of the board member

Academic

☑ Postgraduate education (e.g., MSc/MA/PhD in environment and sustainability, climate science, environmental science, water resources management, forestry, etc.), please specify **:**Miss Ruza Sabanovic has a Master of Civil Engineering, Technology, University of Belgrade, Serbia with expertise in Sustainability and Corporate Governance.

[Fixed row]

(4.3) Is there management-level responsibility for environmental issues within your organization?

	Management-level responsibility for this environmental issue
Climate change	*Select from:* ☑ Yes
Water	*Select from:* ☑ Yes
Biodiversity	*Select from:* ☑ Yes

[Fixed row]

(4.3.1) Provide the highest senior management-level positions or committees with responsibility for environmental issues (do not include the names of individuals).

Climate change

(4.3.1.1) Position of individual or committee with responsibility

Executive level

☑ Other C-Suite Officer, please specify :Chief Corporate Affairs Officer (CCAO)

(4.3.1.2) Environmental responsibilities of this position

Dependencies, impacts, risks and opportunities

☑ Assessing environmental dependencies, impacts, risks, and opportunities

☑ Assessing future trends in environmental dependencies, impacts, risks, and opportunities

☑ Managing environmental dependencies, impacts, risks, and opportunities

Engagement

☑ Managing engagement in landscapes and/or jurisdictions
☑ Managing public policy engagement related to environmental issues
☑ Managing supplier compliance with environmental requirements
☑ Managing value chain engagement related to environmental issues

Policies, commitments, and targets

☑ Monitoring compliance with corporate environmental policies and/or commitments
☑ Measuring progress towards environmental corporate targets
☑ Measuring progress towards environmental science-based targets
☑ Setting corporate environmental policies and/or commitments
☑ Setting corporate environmental targets

Strategy and financial planning

☑ Developing a climate transition plan
☑ Implementing a climate transition plan
☑ Conducting environmental scenario analysis
☑ Managing annual budgets related to environmental issues
☑ Implementing the business strategy related to environmental issues
☑ Developing a business strategy which considers environmental issues
☑ Managing environmental reporting, audit, and verification processes
☑ Managing acquisitions, mergers, and divestitures related to environmental issues
☑ Managing major capital and/or operational expenditures relating to environmental issues
☑ Managing priorities related to innovation/low-environmental impact products or services (including R&D)

(4.3.1.4) Reporting line

Select from:

☑ Reports to the Chief Executive Officer (CEO)

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

☑ More frequently than quarterly

(4.3.1.6) Please explain

Chief Corporate Affairs Officer (CCAO) reports on environmental issues to the Executive Commitee including CEO, on a monthly basis, and to The Corporate Governance and Sustainability Committee at least every quarter.

Water

(4.3.1.1) Position of individual or committee with responsibility

Executive level

☑ Other C-Suite Officer, please specify **:**Chief Corporate Affairs Officer (CCAO)

(4.3.1.2) Environmental responsibilities of this position

Dependencies, impacts, risks and opportunities

☑ Assessing environmental dependencies, impacts, risks, and opportunities

☑ Assessing future trends in environmental dependencies, impacts, risks, and opportunities

☑ Managing environmental dependencies, impacts, risks, and opportunities

Engagement

☑ Managing engagement in landscapes and/or jurisdictions

☑ Managing public policy engagement related to environmental issues

☑ Managing supplier compliance with environmental requirements

☑ Managing value chain engagement related to environmental issues

Policies, commitments, and targets

☑ Monitoring compliance with corporate environmental policies and/or commitments
☑ Measuring progress towards environmental corporate targets
☑ Measuring progress towards environmental science-based targets
☑ Setting corporate environmental policies and/or commitments
☑ Setting corporate environmental targets

Strategy and financial planning

☑ Developing a climate transition plan
☑ Implementing a climate transition plan
☑ Conducting environmental scenario analysis
☑ Managing annual budgets related to environmental issues
☑ Implementing the business strategy related to environmental issues
☑ Developing a business strategy which considers environmental issues
☑ Managing environmental reporting, audit, and verification processes
☑ Managing acquisitions, mergers, and divestitures related to environmental issues
☑ Managing major capital and/or operational expenditures relating to environmental issues
☑ Managing priorities related to innovation/low-environmental impact products or services (including R&D)

(4.3.1.4) Reporting line

Select from:

☑ Reports to the Chief Executive Officer (CEO)

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

☑ More frequently than quarterly

4.3.1.6) Please explain

Chief Corporate Affairs Officer (CCAO) reports on environmental issues to the Executive Commitee including CEO, on a monthly basis, and to The Corporate Governance and Sustainability Committee at least every quarter.

Biodiversity

(4.3.1.1) Position of individual or committee with responsibility

Executive level

☑ Other C-Suite Officer, please specify **:**Chief Corporate Affairs Officer (CCAO)

(4.3.1.2) Environmental responsibilities of this position

Dependencies, impacts, risks and opportunities

☑ Assessing environmental dependencies, impacts, risks, and opportunities

☑ Assessing future trends in environmental dependencies, impacts, risks, and opportunities

☑ Managing environmental dependencies, impacts, risks, and opportunities

Engagement

☑ Managing engagement in landscapes and/or jurisdictions

☑ Managing public policy engagement related to environmental issues

☑ Managing supplier compliance with environmental requirements

☑ Managing value chain engagement related to environmental issues

Policies, commitments, and targets

☑ Monitoring compliance with corporate environmental policies and/or commitments

☑ Measuring progress towards environmental corporate targets

☑ Measuring progress towards environmental science-based targets

☑ Setting corporate environmental policies and/or commitments

☑ Setting corporate environmental targets

Strategy and financial planning

☑ Developing a climate transition plan
☑ Implementing a climate transition plan
☑ Conducting environmental scenario analysis
☑ Managing annual budgets related to environmental issues
☑ Implementing the business strategy related to environmental issues
☑ Developing a business strategy which considers environmental issues
☑ Managing environmental reporting, audit, and verification processes
☑ Managing acquisitions, mergers, and divestitures related to environmental issues
☑ Managing major capital and/or operational expenditures relating to environmental issues
☑ Managing priorities related to innovation/low-environmental impact products or services (including R&D)

(4.3.1.4) Reporting line

Select from:

☑ Reports to the Chief Executive Officer (CEO)

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

☑ More frequently than quarterly

(4.3.1.6) Please explain

Chief Corporate Affairs Officer (CCAO) reports on environmental issues to the Executive Commitee including CEO, on a monthly basis, and to The Corporate Governance and Sustainability Committee at least every quarter.
[Add row]

(4.5) Do you provide monetary incentives for the management of environmental issues, including the attainment of targets?

Climate change

(4.5.1) Provision of monetary incentives related to this environmental issue

Select from:

☑ Yes

(4.5.2) % of total C-suite and board-level monetary incentives linked to the management of this environmental issue

100

(4.5.3) Please explain

All employees are eligible and encouraged to submit projects and ideas related to environmental management, such as water savings, energy savings, and efficiency improvements. Successful project implementation will result in the allocation of i-Score, or innovation credits, which allows employees to qualify for higher variable compensation. Employees who initiate or contribute to successful efficiency enhancement projects or initiatives receive innovation credits, or "i-Scores," making them eligible for increased variable pay.

Water

(4.5.1) Provision of monetary incentives related to this environmental issue

Select from:

☑ Yes

(4.5.2) % of total C-suite and board-level monetary incentives linked to the management of this environmental issue

100

(4.5.3) Please explain

All employees are eligible and encouraged to submit projects and ideas related to environmental management, such as water savings, energy savings, and efficiency improvements. Successful project implementation will result in the allocation of i-Score, or innovation credits, which allows employees to qualify for higher variable compensation. Employees who initiate or contribute to successful efficiency enhancement projects or initiatives receive innovation credits, or "i-Scores," making them eligible for increased variable pay.
[Fixed row]

(4.5.1) Provide further details on the monetary incentives provided for the management of environmental issues (do not include the names of individuals).

Climate change

(4.5.1.1) Position entitled to monetary incentive

Board or executive level

☑ Other C-Suite Officer, please specify :Chief Corporate Affairs Officer

(4.5.1.2) Incentives

Select all that apply

☑ Bonus - % of salary

☑ Salary increase

(4.5.1.3) Performance metrics

Targets

☑ Progress towards environmental targets

☑ Achievement of environmental targets

☑ Organization performance against an environmental sustainability index

Emission reduction

☑ Reduction in absolute emissions

(4.5.1.4) Incentive plan the incentives are linked to

Select from:

☑ Both Short-Term and Long-Term Incentive Plan, or equivalent

(4.5.1.5) Further details of incentives

GHG Emissions reduction and GHG intensity reduction targets are parts of the sustainability KPIs, which is tied to the variable compensation of Chief Corporate Affairs Officer.

(4.5.1.6) How the position's incentives contribute to the achievement of your environmental commitments and/or climate transition plan

The Chief Corporate Affairs Officer (who is direct line supervision of the Sustainability Division) acts as the climate change program champion to facilitate collaboration among relevant functions within True to integrate the climate change risks and opportunities into the Company strategy. CCAO's responsibilities include collaboration with Risk, Cybersecurity and Finance Committee, as well as monitoring and reporting of sustainability performance (including climate change initiatives and GHG emissions) to the Corporate Governance and Sustainability Committee at least on a quarterly basis. To achieve the climate-related targets that have been set, The Corporate Governance and Sustainability Committee has the roles and responsibilities to: - Assess and identify the risks related to the environmental impact throughout the supply chain - Implement effective resources consumption including energy saving as well as GHG emission reduction - Determine control mechanism and implement EMS system in the organization - Provide initiatives and suggestion in working process - Track and monitor in order to drive the project/ operations to meet the targets

Water

(4.5.1.1) Position entitled to monetary incentive

Board or executive level

☑ Other C-Suite Officer, please specify **:**Chief Corporate Affairs Officer

(4.5.1.2) Incentives

Select all that apply

☑ Bonus - % of salary

☑ Salary increase

(4.5.1.3) Performance metrics

Targets

☑ Progress towards environmental targets

☑ Achievement of environmental targets

☑ Organization performance against an environmental sustainability index

Emission reduction

☑ Reduction in emissions intensity

☑ Reduction in absolute emissions

(4.5.1.4) Incentive plan the incentives are linked to

Select from:

☑ Both Short-Term and Long-Term Incentive Plan, or equivalent

(4.5.1.5) Further details of incentives

Water consumption reduction targets are parts of the sustainability KPIs, which is tied to the variable compensation of Chief Corporate Affairs Officer.

(4.5.1.6) How the position's incentives contribute to the achievement of your environmental commitments and/or climate transition plan

The Chief Corporate Affairs Officer (who is direct line supervision of the sustainability Division) acts as the climate change program champion to facilitate collaboration among relevant functions within True to integrate the climate change risks and opportunities into the Company strategy. CCAO's responsibilities include collaboration with Risk, Cybersecurity and Finance Committee, as well as monitoring and reporting of sustainability performance (including climate change initiatives and GHG emissions) to the Corporate Governance and Sustainability Committee at least on a quarterly basis. To achieve the climate-related targets that have been set, The Corporate Governance and Sustainability Committee has the roles and responsibilities to: - Assess and identify the risks related to the environmental impact throughout the supply chain - Implement effective resources consumption including energy saving as well as GHG emission reduction - Determine control mechanism and implement EMS system in the organization - Provide initiatives and suggestion in working process - Track and monitor in order to drive the project/ operations to meet the targets
[Add row]

(4.6) Does your organization have an environmental policy that addresses environmental issues?

	Does your organization have any environmental policies?
	Select from: ☑ Yes

[Fixed row]

(4.6.1) Provide details of your environmental policies.

Row 1

(4.6.1.1) Environmental issues covered

Select all that apply

☑ Climate change

☑ Water

☑ Biodiversity

(4.6.1.2) Level of coverage

Select from:

☑ Organization-wide

(4.6.1.3) Value chain stages covered

Select all that apply

☑ Direct operations

☑ Upstream value chain

☑ Downstream value chain

☑ Portfolio

(4.6.1.4) Explain the coverage

The Environmental Policy sets out how True demonstrates our commitment to sustainable business conduct that encompasses economic, social, and environmental aspects. The Company avoids implementing business activities across value chain that may affect the environment and strives to contribute to climate change mitigation covering entire operation lifecycle including construction, operation, and activities during due-diligence process, new mergers and acquisitions of business.

(4.6.1.5) Environmental policy content

Environmental commitments

☑ Commitment to a circular economy strategy

☑ Commitment to comply with regulations and mandatory standards

☑ Commitment to implementation of nature-based solutions that support landscape restoration and long-term protection of natural ecosystems

☑ Commitment to stakeholder engagement and capacity building on environmental issues

Climate-specific commitments

☑ Commitment to net-zero emissions

Water-specific commitments

☑ Commitment to reduce water withdrawal volumes

(4.6.1.6) Indicate whether your environmental policy is in line with global environmental treaties or policy goals

Select all that apply

☑ Yes, in line with the Paris Agreement

(4.6.1.7) Public availability

Select from:

☑ Publicly available

(4.6.1.8) Attach the policy

True-Environmental-Policy-3FEB2024-External-Use.pdf
[Add row]

(4.10) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

(4.10.1) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

Select from:

☑ Yes

(4.10.2) Collaborative framework or initiative

Select all that apply

☑ Science-Based Targets Initiative (SBTi)

☑ Task Force on Climate-related Financial Disclosures (TCFD)

☑ UN Global Compact

(4.10.3) Describe your organization's role within each framework or initiative

True has participated in the Business Sector Emissions Reduction Science-Based Target Project sponsored by the Thailand Greenhouse Gas Management Organization (Public Organization) to reduce greenhouse gas emissions in an effort to keep the global average temperature increase below 2C and limit global warming to below 1.5C in line with the Paris Agreement and UN Sustainable Development Goal 13: Climate Action. We also have publicly committed to efficient resource use and set the target in order to achieve net zero carbon emissions of organization (Scope 1 & 2) or Carbon Neutral by 2030 and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs). True has joined the Task Force on Climate-Related Financial Disclosures (TCFD) to assess risks and opportunities and prepare to adapt to climate change. We have process to identify the climate-related risks and opportunities for both upstream and downstream activities. For create the efficient climate strategy and energy management plan in accordance with TCFD recommendations, we have established 3 range of timeframes to analyze climate-related risks, the related financial implications and potential opportunities which are short-term (1-2years)/ mid-term (3-5 years and long term (5 years). These

results substantially reflect the management measures, technology adaptation plans and financial planning. In addition, we apply Climate Change and Environmental Impact Management Framework with TCFD recommendations the supply chain and regularly assess risks, opportunities, and impacts. In parallel, the same framework is also applied to all stage of our value chain of company's products with risks, opportunities and impacts assessed as well. We have then set strategy and sustainability targets, create policies, implement, measure and communicate stakeholders, accordingly. In addition, have joined the UN Global Compact Network Thailand to declare our intention to reduce greenhouse gas emissions to net zero by 2050 or no later than 2070, True has been certified as a climate action leading organization by the Thailand Carbon Neutral Network.
[Fixed row]

(4.11) In the reporting year, did your organization engage in activities that could directly or indirectly influence policy, law, or regulation that may (positively or negatively) impact the environment?

(4.11.1) External engagement activities that could directly or indirectly influence policy, law, or regulation that may impact the environment

Select all that apply

☑ Yes, we engaged directly with policy makers

(4.11.2) Indicate whether your organization has a public commitment or position statement to conduct your engagement activities in line with global environmental treaties or policy goals

Select from:

☑ Yes, we have a public commitment or position statement in line with global environmental treaties or policy goals

(4.11.3) Global environmental treaties or policy goals in line with public commitment or position statement

Select all that apply

☑ Paris Agreement

(4.11.4) Attach commitment or position statement

Near-Term approval letter - True Corporation Public Company Limited.pdf

(4.11.5) Indicate whether your organization is registered on a transparency register

Select from:

☑ Yes

(4.11.6) Types of transparency register your organization is registered on

Select all that apply

☑ Voluntary government register

(4.11.7) Disclose the transparency registers on which your organization is registered & the relevant ID numbers for your organization

Company ISIN: THB231010018

(4.11.8) Describe the process your organization has in place to ensure that your external engagement activities are consistent with your environmental commitments and/or transition plan

True has set a challenging goal to achieve a carbon neutral organization by 2030 and Net zero by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs). In addition, True co-founded the Global Compact Network Thailand (GCNT), to collaborate with members to prevent and solve problems of climate change including the global warming crisis with the goal of achieving Net Zero by 2050 or at the latest by 2070 in line with the Paris Agreement and UN Sustainable Development Goal 13: Climate Action. True is a member of the Thailand Carbon Neutral Network (TCNN) to generate ideas and feedback related on climate issues, support the country in achieving its national emissions reduction. True participates with the policy makers and trade association in focus group meetings by sharing experience and challenges faced by organization when implementing TCFD recommendations at the seminar held by the Securities and Exchange Commission of Thailand (SEC), UK government and EY company for more than 100 representatives from registered companies.
[Fixed row]

(4.11.1) On what policies, laws, or regulations that may (positively or negatively) impact the environment has your organization been engaging directly with policy makers in the reporting year?

Row 1

(4.11.1.1) Specify the policy, law, or regulation on which your organization is engaging with policy makers

The draft Climate Change Act (Thailand)

(4.11.1.2) Environmental issues the policy, law, or regulation relates to

Select all that apply

☑ Climate change

(4.11.1.3) Focus area of policy, law, or regulation that may impact the environment

Other

☑ Climate transition plans

(4.11.1.4) Geographic coverage of policy, law, or regulation

Select from:

☑ National

(4.11.1.5) Country/area/region the policy, law, or regulation applies to

Select all that apply

☑ Thailand

(4.11.1.6) Your organization's position on the policy, law, or regulation

Select from:

☑ Neutral

(4.11.1.8) Type of direct engagement with policy makers on this policy, law, or regulation

Select all that apply

☑ Discussion in public forums

☑ Submitting written proposals/inquiries

(4.11.1.9) Funding figure your organization provided to policy makers in the reporting year relevant to this policy, law, or regulation (currency)

0

(4.11.1.10) Explain the relevance of this policy, law, or regulation to the achievement of your environmental commitments and/or transition plan, how this has informed your engagement, and how you measure the success of your engagement

The Department of Climate Change and Environment (DCCE) of the Ministry of National Resources and Environment has made progress with the draft Climate Change Act ("Draft Law"). Public hearings on this draft law have been held in various regions of the country, with a summary expected by the end of 2024. A representative from True has participated in these public hearings and completed questionnaires related to the drafting of this Act, which is scheduled to be enacted in Thailand.

(4.11.1.11) Indicate if you have evaluated whether your organization's engagement on this policy, law, or regulation is aligned with global environmental treaties or policy goals

Select from:

☑ Yes, we have evaluated, and it is aligned

(4.11.1.12) Global environmental treaties or policy goals aligned with your organization's engagement on this policy, law or regulation

Select all that apply

☑ Paris Agreement

[Add row]

(4.12) Have you published information about your organization's response to environmental issues for this reporting year in places other than your CDP response?

Select from:

☑ Yes

(4.12.1) Provide details on the information published about your organization's response to environmental issues for this reporting year in places other than your CDP response. Please attach the publication.

Row 1

(4.12.1.1) Publication

Select from:

☑ In mainstream reports, in line with environmental disclosure standards or frameworks

(4.12.1.2) Standard or framework the report is in line with

Select all that apply

☑ GRI

☑ TCFD

(4.12.1.3) Environmental issues covered in publication

Select all that apply

☑ Climate change

☑ Water

☑ Biodiversity

(4.12.1.4) Status of the publication

Select from:

☑ Complete

(4.12.1.5) Content elements

Select all that apply

☑ Strategy
☑ Governance
☑ Emission targets
☑ Emissions figures
☑ Risks & Opportunities
☑ Content of environmental policies
☑ Value chain engagement
☑ Dependencies & Impacts
☑ Biodiversity indicators
☑ Public policy engagement
☑ Water accounting figures

(4.12.1.6) Page/section reference

True published the GHG performance & Target and launched the Climate-Related Risk Management Summary Report 2023 that was aligned with TCFD recommendation (page 1-18) and other environmental issues that were aligned with GRI in Sustainability Report 2023 (page 58-65,72-74,77-78)

(4.12.1.7) Attach the relevant publication

True-Climate-related-Risk-Management-2023_v2024.pdf

(4.12.1.8) Comment

Link for download True sustainability report 2023 https://sustainability.dtac.co.th/sustainability/wp-content/uploads/2024/07/True-Sustainability-Report-2023.pdf
[Add row]

C5. Business strategy

(5.1) Does your organization use scenario analysis to identify environmental outcomes?

Climate change

(5.1.1) Use of scenario analysis

Select from:
☑ Yes

(5.1.2) Frequency of analysis

Select from:
☑ Annually

Water

(5.1.1) Use of scenario analysis

Select from:
☑ Yes

(5.1.2) Frequency of analysis

Select from:
☑ Annually
[Fixed row]

(5.1.1) Provide details of the scenarios used in your organization’s scenario analysis.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

☑ IEA SDS

(5.1.1.3) Approach to scenario

Select from:

☑ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☑ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☑ Policy

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 1.5°C or lower

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

☑ Climate change (one of five drivers of nature change)

Finance and insurance

☑ Cost of capital

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Thailand’s Excise Department will impose a carbon tax scheme on energy, transport, and industrial sectors to help the country reach carbon neutrality target by 2050 and net zero target by 2065. The carbon tax establishment and enforced will be a significant financial risk because the limitation of greenhouse gas emission and also the carbon tax rate are raising while the business is expanding. Scenario analysis is conducted for 2030 (short-term), 2040 (medium-term) and 2050 (long-term) to prepare True for the possible impact from the upcoming carbon tax scheme in Thailand. Assumptions: Since Thailand’s carbon tax scheme is now in progress of studying and law enforcement processes, Thai's implementation of taxing carbon emissions will be done in line with Singapore's carbon tax structure. According to the SDS scenario, Thailand will implement a carbon tax in the next five years (by 2028), while in the STEPs scenario, it will start in the next seven years (by 2030), with a preparation period (Thai will be charged only 40% of first stage of Singapore Carbon Tax) of ten years from 2030 to 2039., thereby providing a broad-based price signal to encourage companies to reduce their GHG emissions. If True does not take action to reduce their scope 1 and 2 GHG emissions since 2020, company will face a significant amount of carbon tax that will directly impact on operational cost. Impacts in SDS scenario: Baseline for carbon tax price is aligned with carbon tax rate scenario for 2030 (short-term), 2040 (medium-term) and 2050 (long-term). Estimated carbon tax rate are around 129 THB/tCO2e in 2030, 1,165 THB/tCO2e in 2040 and 1,295 THB/tCO2e in 2050. This has a relatively low impact to True because the total amount paid to carbon price is approximately THB 129 million which is 0.14% compared to our projected EBITDA in 2030 and approximately 1,412 million which is 1.36% compared to our projected EBITDA in 2040 and approximately 1,904 THB million which is 1.63% compared to our projected EBITDA in 2050.

(5.1.1.11) Rationale for choice of scenario

The upcoming domestic carbon tax in Thailand is expected to be implemented within the next few years.

Water

(5.1.1.1) Scenario used

Water scenarios

☑ WRI Aqueduct

(5.1.1.3) Approach to scenario

Select from:

☑ Quantitative

(5.1.1.4) Scenario coverage

Select from:

☑ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☑ Policy

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2030

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

☑ Other local ecosystem asset interactions, dependencies and impacts driving forces, please specify :Water stress risk

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

True is using the aqueduct tools developed by the World Resource Institute (WRI) to evaluate water risks, including water supply quantity and water stress and Water Stress (SPEI Drought Index).

(5.1.1.11) Rationale for choice of scenario

A serious problem across many nations and take part in driving the UN Sustainable Development Goal 6: Clean Water and Sanitation.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

☑ IEA STEPS (previously IEA NPS)

(5.1.1.3) Approach to scenario

Select from:

☑ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☑ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☑ Policy

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 1.6ºC - 1.9ºC

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

☑ Climate change (one of five drivers of nature change)

Finance and insurance

☑ Cost of capital

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Thailand’s Excise Department will impose a carbon tax scheme on energy, transport, and industrial sectors to help the country reach carbon neutrality target by 2050 and net zero target by 2065. The carbon tax establishment and enforced will be a significant financial risk because the limitation of greenhouse gas emission and also the carbon tax rate are raising while the business is expanding. Scenario analysis is conducted for 2030 (short-term), 2040 (medium-term) and 2050 (long-term) to prepare True for the possible impact from the upcoming carbon tax scheme in Thailand. Assumptions: Since Thailand’s carbon tax scheme is now in progress of studying and law enforcement processes, the implementation of taxing carbon emissions will be done in line with Singapore's carbon tax structure. According to the SDS scenario, Thailand will implement a carbon tax in the next five years (by 2028), while in the STEPs scenario, it will start in the next seven years (by 2030), with a preparation period (Thailand will charge only 40% of first stage of Singapore Carbon Tax) of ten years from 2030 to 2039., thereby providing a broad-based price signal to encourage companies to reduce their GHG emissions. If True does not take action to reduce their scope 1 and 2 GHG emissions since 2020, company will face a significant amount of carbon tax that will directly impact on operational cost. Impacts in baseline scenario (STEPS): Baseline for carbon tax price is aligned with

carbon tax rate scenario for 2030 (short-term), 2040 (medium-term) and 2050 (long-term). Estimated carbon tax rate are around 52 THB/tCO2e in 2030, 129 THB/tCO2e in 2040 and 1,165 THB/tCO2e in 2050. This has a relatively low impact to True because the total amount paid to carbon price is approximately THB 52 million which is 0.06% compared to our projected EBITDA in 2030 and approximately THB 157 million which is 0.15% compared to our projected EBITDA in 2040 and approximately THB 1,714 million which is 1.47% compared to our projected EBITDA in 2050.

(5.1.1.11) Rationale for choice of scenario

The upcoming domestic carbon tax in Thailand is expected to be implemented within the next few years.

Climate change

(5.1.1.1) Scenario used

Physical climate scenarios

☑ RCP 2.6

(5.1.1.2) Scenario used SSPs used in conjunction with scenario

Select from:

☑ No SSP used

(5.1.1.3) Approach to scenario

Select from:

☑ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☑ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☑ Acute physical

☑ Chronic physical

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 1.6ºC - 1.9ºC

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

☑ Climate change (one of five drivers of nature change)

Finance and insurance

☑ Cost of capital

☑ Sensitivity of capital (to nature impacts and dependencies)

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

To prepare for natural hazard impacts, a scenario analysis of climate- related physical risks to identify climate change- related risk vulnerabilities across True' s operations & upstream activities has been set. The RCP 2.6 (Very Stringent) scenario has been selected. It corresponds to a

(5.1.1.11) Rationale for choice of scenario

Thailand is expected to face increasing climate change-related risks, including the intensification of natural hazard events. These impacts will affect nearly all organizations, including the telecommunications industry. Given that telecommunication services are vital to the well-being and security of the general public, the potential impacts on True is expected to be significant. To prepare for these impacts, we have conducted a scenario analysis of climate-related physical risks to identify vulnerabilities across True's operations and upstream activities. The results of this assessment will be used to develop a climate change adaptation plan, incorporating mitigation measures tailored to specific contextual factors.

Climate change

(5.1.1.1) Scenario used

Physical climate scenarios

☑ RCP 8.5

(5.1.1.2) Scenario used SSPs used in conjunction with scenario

Select from:

☑ No SSP used

(5.1.1.3) Approach to scenario

Select from:

☑ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☑ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☑ Acute physical

☑ Chronic physical

(5.1.1.6) Temperature alignment of scenario

Select from:

☑ 3.5ºC - 3.9ºC

(5.1.1.7) Reference year

2020

(5.1.1.8) Timeframes covered

Select all that apply

☑ 2030

☑ 2040

☑ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

☑ Climate change (one of five drivers of nature change)

Finance and insurance

☑ Cost of capital

☑ Sensitivity of capital (to nature impacts and dependencies)

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Apart from the RCP 2.6 scenario analysis, the RCP 8.5 (Business as Usual) scenario has also been selected. It corresponds to a 3.7 C temperature rise by the end of the century due to minimal to no effort to reduce emissions. True also complies with the TCFD recommendations, including 4 elements: governance, strategy, risk management and metrics and targets by working with related unites such as finance, network, risk management & sustainability team. Details as per the link: Climate-related Risk Management Summary Report 2023, https://sustainability.dtac.co.th/sustainability/wp-content/uploads/2024/07/True-Climate-related-Risk-Management-2023_v2024.pdf (PDF p.22-27)

(5.1.1.11) Rationale for choice of scenario

Thailand is expected to face increasing climate change-related risks, including the intensification of natural hazard events. These impacts will affect nearly all organizations, including the telecommunications industry. Given that telecommunication services are vital to the well-being and security of the general public, the potential impacts on True is expected to be significant. To prepare for these impacts, we have conducted a scenario analysis of climate-related physical risks to identify vulnerabilities across True's operations and upstream activities. The results of this assessment will be used to develop a climate change adaptation plan, incorporating mitigation measures tailored to specific contextual factors.
[Add row]

(5.1.2) Provide details of the outcomes of your organization's scenario analysis.

Climate change

(5.1.2.1) Business processes influenced by your analysis of the reported scenarios

Select all that apply

☑ Risk and opportunities identification, assessment and management

(5.1.2.2) Coverage of analysis

Select from:

☑ Organization-wide

(5.1.2.3) Summarize the outcomes of the scenario analysis and any implications for other environmental issues

From the scenario analysis, we found that climate change significantly impacts our business operations in the long term, particularly through changes in environmental policies and regulations, market adjustments, and physical changes, such as rising temperatures and extreme weather events, which will affect infrastructure and supply chains. We have developed strategies to reduce greenhouse gas emissions in line with the Science Based Targets initiative (SBTi), including increasing the share of renewable energy usage and developing low-carbon products and services. Additionally, we are engaging with suppliers to encourage them to set greenhouse gas reduction targets.

Water

(5.1.2.1) Business processes influenced by your analysis of the reported scenarios

Select all that apply

☑ Target setting and transition planning

(5.1.2.2) Coverage of analysis

Select from:

☑ Organization-wide

(5.1.2.3) Summarize the outcomes of the scenario analysis and any implications for other environmental issues

True's business operations is not heavily reliant on water availability. However, the unavailability of water for domestic use at True's assets will impact day to day operations.
[Fixed row]

(5.2) Does your organization's strategy include a climate transition plan?

(5.2.1) Transition plan

Select from:

☑ Yes, we have a climate transition plan which aligns with a 1.5°C world

(5.2.3) Publicly available climate transition plan

Select from:

☑ Yes

(5.2.4) Plan explicitly commits to cease all spending on, and revenue generation from, activities that contribute to fossil fuel expansion

Select from:

☑ No, and we do not plan to add an explicit commitment within the next two years

(5.2.6) Explain why your organization does not explicitly commit to cease all spending on and revenue generation from activities that contribute to fossil fuel expansion

True recognizes the importance of transitioning to a low-carbon economy and has made significant strides in reducing our reliance on fossil fuels. However, a complete and immediate cessation of spending on activities that contribute to fossil fuel expansion may not be feasible in the short term due to operational and energy needs that are currently dependent on these sources.

(5.2.7) Mechanism by which feedback is collected from shareholders on your climate transition plan

Select from:

☑ We have a different feedback mechanism in place

(5.2.8) Description of feedback mechanism

Climate change is a global context that investors and the general public are concerned and pay increasing attention to. True as a leading sustainable organization has been expected by the society and community. True has a mechanism to gather all expectations, interests and feedback of our stakeholders through 1) sustainability and climate-related global & local contexts study & analysis, 2) materiality prioritization survey and 3) stakeholder interview and engagement activities. Voice of stakeholders are as follows: 1. The Stock Exchange of Thailand has requested Thai listed companies to disclose its GHG emission and climate-related initiatives. 2. ESG Raters such as DJSI, FTSE4Good, MSCI have requested business to report on climate change related issues. 3. The Thai government has committed in the COP26 Event to align with the 1.5C world. 4. The Global Compact Network Thailand which True is a member has committed to climate actions in accordance with the UN SDGs. 5. True's stakeholders identifies climate change as one of the most material issues for the Company to manage.

(5.2.9) Frequency of feedback collection

Select from:

☑ Annually

(5.2.10) Description of key assumptions and dependencies on which the transition plan relies

Climate Risk Assessment and Materiality Risk Assessment

(5.2.11) Description of progress against transition plan disclosed in current or previous reporting period

True has set an ambitious goal to become a carbon-neutral organization by 2030 and achieve net zero emissions by 2050, in line with the Science-Based Targets initiative (SBTi). The near-term commitment has already been approved. Additionally, True has joined the Global Compact Network Thailand (GCNT) and Thailand Carbon Neutral Network (TCNN) to collaborate with members in addressing and solving the challenges of climate change, including the global warming crisis, with the shared goal of achieving Net Zero by 2050.

(5.2.12) Attach any relevant documents which detail your climate transition plan (optional)

True-Climate-related-Risk-Management-2023_v2024.pdf

(5.2.13) Other environmental issues that your climate transition plan considers

Select all that apply

☑ Water

☑ Biodiversity

(5.2.14) Explain how the other environmental issues are considered in your climate transition plan

Due to the significant impact of climate change on water and biodiversity, including both physical and transition risks, True has prioritized addressing these issues as part of its efforts.
[Fixed row]

(5.3) Have environmental risks and opportunities affected your strategy and/or financial planning?

(5.3.1) Environmental risks and/or opportunities have affected your strategy and/or financial planning

Select from:

☑ Yes, both strategy and financial planning

(5.3.2) Business areas where environmental risks and/or opportunities have affected your strategy

Select all that apply

☑ Products and services

☑ Upstream/downstream value chain

☑ Investment in R&D

☑ Operations

[Fixed row]

(5.3.1) Describe where and how environmental risks and opportunities have affected your strategy.

Products and services

(5.3.1.1) Effect type

Select all that apply

☑ Risks

☑ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

In 2023, True has continued the development and trial of new products and services which address issues related to climate change, its VROOM (VDO conference service/ solution) can reduce fuel consumption from transportation to reduce Scope 3 emissions and attract more customers who need our services such as retail service, conference, training, or work from home through the VROOM Application. True VROOM platform can reduce fuel consumption of both the company and customers. VROOM could save the corporate cost of VDO conference software licenses and R&D expenses. In addition, the software allows cost reduction in operations e.g., from 50% reduction in office building rents and employee travel expenses are reduced by 60% due to the Work from Home (WFH) policy. Moreover, True encourages customers to use energy efficiently with Smart Energy Solutions for business customers. We apply Internet of Things (IoT) technology and an Energy Analytics Platform to smart devices to track energy use, manage, and control energy consumption systematically.

Upstream/downstream value chain

(5.3.1.1) Effect type

Select all that apply

☑ Risks

☑ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Higher temperatures will exacerbate pressure on energy demand and supply, leading to an increased likelihood of energy shortages or outages that could disrupt production and raise costs throughout our supply chain. To address this, True is collaborating with business partners to increase the use of solar PV at cell sites. Regarding GHG Scope 3, True aims to reduce the carbon footprint of products from suppliers by 25% in total by 2030, with a target of 2.5% reduction per year. These initiatives include encouraging suppliers to produce more low-carbon products through various collaboration programs. We plan to work with our 63 significant suppliers, who account for 80% of our spending, to engage them in setting reduction targets and developing reduction plans.

Investment in R&D

(5.3.1.1) Effect type

Select all that apply

☑ Risks

☑ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

True's research and development focus on creating products and services that meet the needs of customers seeking environmentally friendly options, such as those that avoid emissions and feature low carbon footprints. The goals are to attract new customers, increase revenue, and reduce the impact of climate change on our business operations. True is committed to further reducing its greenhouse gas intensity by using renewable energy, adopting sustainable packaging, and leveraging climate-related technologies and innovations for new products and services. True is transitioning into a tech company that employs an open innovation model to respond promptly to the diverse needs of consumers. In addition to gaining a competitive edge and increasing customer satisfaction through the development of new products and services, True aligns its innovation strategy with the ESG goals to help drive Thailand towards a fully digital society. For example: VROOM: For online meetings, True helps minimize greenhouse gas emissions associated with employee travel. This approach supports the Company's commitment to sustainability and facilitates efficient communication and collaboration across geographic locations. In 2023, employees used VROOM 10,136,653 times, totaling 5,942,360 hours of use. Network Modernization: To consolidate signal towers into a Single Grid, which is a key part of integrating the strengths of both True and dtac in terms of signal towers and spectrums. By leveraging data insights, True has analyzed usage details in each area, combined with Artificial Intelligence (AI) and Machine Learning (ML) to optimize energy consumption. By 2023, a total of 2,497 Single Grids with spectrum consolidation were completed, resulting in a reduction of 9,599 MWh in energy consumption and a decrease of 4,223 tons CO2e in greenhouse gas emissions.

Operations

(5.3.1.1) Effect type

Select all that apply

☑ Risks

☑ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

True leverages data analytics and AI to monitor energy use at the cell towers. This allows for real-time detection of abnormalities, enabling the Company to take immediate corrective actions and optimize energy consumption. The Company installed energy-saving equipment or changed some equipment at base stations and exchange nodes by changing network equipment that save more energy, closing unused network frequencies with no impact to customers, which saved up to 29,217.93 MWh of electricity and reduced 12,855 tonCO2e of greenhouse gas emissions.
[Add row]

(5.3.2) Describe where and how environmental risks and opportunities have affected your financial planning.

Row 1

(5.3.2.1) Financial planning elements that have been affected

Select all that apply

☑ Revenues

☑ Direct costs

☑ Capital expenditures

(5.3.2.2) Effect type

Select all that apply

☑ Risks

☑ Opportunities

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

☑ Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

Revenues: New low-carbon and avoided-emission products and services can attract new customers and generate additional revenue. True has invested in R&D and continues to develop products and services accordingly. Examples of low-carbon products include solar cells and the True iServices application, which allows customers to pay service fees and purchase new products and services via mobile phones. Direct Costs: Increased frequency and severity of extreme weather events could impact fuel costs for transportation and electricity costs needed to restore network and operational services. Indirect Costs: Severe weather events can lead to higher operating costs related to network operations and maintenance. Potential disruptions to electricity supply from the national grid can also affect our operating costs due to a higher requirement for backup generation. To remain cost-competitive, we are preparing to implement mitigation measures, making necessary investments in physical assets to reduce operating costs despite facing more severe climate-related impacts. True needs to increase its budget for replacing backup batteries, whose lifespan is shortened by higher ambient temperatures, and reserve budget for asset and network disruption insurance. Capital Expenditures and Capital Allocation: True aims at the implementation of a carbon tax in Thailand in the near future. It is also planning to consider internal carbon pricing for investment decision-making within the next couple of years. Acquisitions and Divestments: These may impact some suppliers, facilities, or product lines. While True is not currently actively pursuing acquisitions of businesses with strong direct positive or negative impacts from climate change, we do evaluate climate risks in acquisition decisions. Access to Capital: This will impact some suppliers, facilities, or product lines. The increasing availability of funding for renewable energy projects through private equity funds, vendor funding, and conventional financial institutions presents opportunities for True to explore greater investments in renewable energy projects to partially power our operations and facilities. However, these projects are still in the exploratory phase. Assets: True has allocated budget to ensure that existing and new physical assets, such as network facilities, are better prepared for severe weather events and sustained high temperatures. This includes investments in more efficient air-conditioning.

[Add row]

(5.4) In your organization’s financial accounting, do you identify spending/revenue that is aligned with your organization’s climate transition?

	Identification of spending/revenue that is aligned with your organization’s climate transition	Methodology or framework used to assess alignment with your organization’s climate transition
	Select from: ☑ Yes	*Select all that apply* ☑ Other methodology or framework

[Fixed row]

(5.4.1) Quantify the amount and percentage share of your spending/revenue that is aligned with your organization’s climate transition.

Row 1

(5.4.1.1) Methodology or framework used to assess alignment

Select from:

☑ Other, please specify **:**TCFD

(5.4.1.5) Financial metric

Select from:

☑ OPEX

(5.4.1.6) Amount of selected financial metric that is aligned in the reporting year (currency)

16450000

(5.4.1.7) Percentage share of selected financial metric aligned in the reporting year (%)

0.01

(5.4.1.8) Percentage share of selected financial metric planned to align in 2025 (%)

0.1

(5.4.1.9) Percentage share of selected financial metric planned to align in 2030 (%)

0.2

(5.4.1.12) Details of the methodology or framework used to assess alignment with your organization's climate transition

In 2023, True spent around THB 16.45 million to purchase REC certificate. It is equal to 0.01% of the total revenue in 2023 (THB 202,856 million). For 2025, the estimated spending is accumulated for 2021-2025 at 0.1% of total revenue in 2023, which is approximately THB 75 million. Internal carbon pricing is a tool the Company has developed since 2021 to manage GHG emission cost. It is set at 600 Baht/tCO2e. For 2030, the estimated spending is accumulated 2021-2030 at 0.2% of total revenue in 2023, which is approx. THB 200 million, calculated from offsetting the GHG emission amount during 2021-2030. The Company should reserve OPEX budget plan accordingly.
[Add row]

(5.9) What is the trend in your organization's water-related capital expenditure (CAPEX) and operating expenditure (OPEX) for the reporting year, and the anticipated trend for the next reporting year?

(5.9.1) Water-related CAPEX (+/- % change)

0

(5.9.2) Anticipated forward trend for CAPEX (+/- % change)

0

(5.9.3) Water-related OPEX (+/- % change)

4.21

(5.9.4) Anticipated forward trend for OPEX (+/- % change)

1.5

(5.9.5) Please explain

i) In 2023, True's water-related OPEX, which included ongoing monitoring and leak detection software, amounted to THB 2.57 million. The OPEX expenditure was higher in 2023. True aims for a decrease in OPEX in the future as it continues to reduce water usage in office buildings by at least 1.5%, reflecting a positive trend in OPEX management. ii) True's focus on maintaining existing facilities in water management resulted in a "0" value for "Water-related CAPEX."
[Fixed row]

(5.10) Does your organization use an internal price on environmental externalities?

	Use of internal pricing of environmental externalities	Environmental externality priced
	Select from: ☑ Yes	*Select all that apply* ☑ Carbon

[Fixed row]

(5.10.1) Provide details of your organization's internal price on carbon.

Row 1

(5.10.1.1) Type of pricing scheme

Select from:
☑ Shadow price

(5.10.1.2) Objectives for implementing internal price

Select all that apply

☑ Conduct cost-benefit analysis

☑ Drive energy efficiency

☑ Drive low-carbon investment

☑ Identify and seize low-carbon opportunities

☑ Navigate regulations

(5.10.1.3) Factors considered when determining the price

Select all that apply

☑ Alignment with the price of a carbon tax

(5.10.1.4) Calculation methodology and assumptions made in determining the price

- Qualitative Implications carbon neutrality 2030: ICP helps to highlight the risks and opportunity to support True's GHG reduction targets and helps to understand the potential carbon costs in the future investment. Enable the management to arbitrate between different options, to choose the most efficient ones to achieve the targets (Carbon Neutrality 2030). - Quantitative Implications to carbon neutrality 2030: For example, assumed True uses Net present Value (NPV) as the only indicator for approval of Solar PV project from year 2023. At ICP 600 THB/tCO2e scenario the Solar PV project would be 30% more attractive compared to no ICP scenario.

(5.10.1.5) Scopes covered

Select all that apply

☑ Scope 1

☑ Scope 2

(5.10.1.6) Pricing approach used – spatial variance

Select from:

☑ Uniform

(5.10.1.8) Pricing approach used – temporal variance

Select from:

☑ Static

(5.10.1.10) Minimum actual price used (currency per metric ton CO2e)

600

(5.10.1.11) Maximum actual price used (currency per metric ton CO2e)

600

(5.10.1.12) Business decision-making processes the internal price is applied to

Select all that apply

☑ Operations

☑ Procurement

☑ Risk management

☑ Opportunity management

☑ Public policy engagement

(5.10.1.13) Internal price is mandatory within business decision-making processes

Select from:

☑ Yes, for all decision-making processes

(5.10.1.14) % total emissions in the reporting year in selected scopes this internal price covers

100

(5.10.1.15) Pricing approach is monitored and evaluated to achieve objectives

Select from:

☑ Yes

(5.10.1.16) Details of how the pricing approach is monitored and evaluated to achieve your objectives

Assessed through the annual Climate-Related Risk Management Summary Report.
[Add row]

(5.11) Do you engage with your value chain on environmental issues?

	Engaging with this stakeholder on environmental issues	Environmental issues covered
Suppliers	*Select from:* ☑ Yes	*Select all that apply* ☑ Climate change ☑ Water
Customers	*Select from:* ☑ Yes	*Select all that apply* ☑ Climate change ☑ Water
Investors and shareholders	*Select from:* ☑ Yes	*Select all that apply* ☑ Climate change ☑ Water
Other value chain stakeholders	*Select from:* ☑ Yes	*Select all that apply* ☑ Climate change ☑ Water

[Fixed row]

(5.11.1) Does your organization assess and classify suppliers according to their dependencies and/or impacts on the environment?

Climate change

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

☑ Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

☑ Contribution to supplier-related Scope 3 emissions

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

☑ 100%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

80% Top spending in reporting year

(5.11.1.5) % Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

Select from:

☑ Unknown

Water

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

☑ No, we do not currently assess the dependencies and/or impacts of our suppliers, but we plan to do so within the next two years

[Fixed row]

(5.11.2) Does your organization prioritize which suppliers to engage with on environmental issues?

Climate change

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

☑ Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

☑ Procurement spend

(5.11.2.4) Please explain

To achieve our near-term target and become a carbon-neutral organization by 2030, engaging with suppliers is crucial for reducing greenhouse gas emissions throughout the value chain (Scope 3).

Water

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

☑ No, we do not prioritize which suppliers to engage with on this environmental issue

(5.11.2.3) Primary reason for no supplier prioritization on this environmental issue

Select from:

☑ Not an immediate strategic priority

(5.11.2.4) Please explain

True prioritizes water management in the business operations by setting a target to reduce water usage by 35% by 2030. However, engaging with suppliers to manage the entire value chain may not currently be a top priority for the business. Nonetheless, True plans to intensify our efforts on water issues in the coming year. [Fixed row]

(5.11.5) Do your suppliers have to meet environmental requirements as part of your organization’s purchasing process?

Climate change

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Select from:

☑ Yes, environmental requirements related to this environmental issue are included in our supplier contracts

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

☑ Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

True is currently implementing a sustainable supply chain management methodology by developing the True Business Partner Code of Conduct (CoC) that includes environmental management system. The Business Partner Code of Conduct states "Business partners must implement environmental management systems that reflect a dedicated commitment to continuous improvement, with the aim of minimizing their environmental impact. This includes mitigating adverse effects on air, soil, water, forests, and biodiversity, as well as proactively addressing broader issues like climate change, energy consumption, and water scarcity". True Business Partner Code of Conduct has been disseminated it to all suppliers working with the Company through the Online Procurement Platform. In addition, True has set a sustainability goal for 2030 to reduce landfill e-waste to zero.

Water

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Select from:

☑ Yes, environmental requirements related to this environmental issue are included in our supplier contracts

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

☑ Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

True is currently implementing a sustainable supply chain management methodology by developing the True Business Partner Code of Conduct (CoC) that includes environmental management system. The Supplier Code of Conduct states "Business partners must implement environmental management systems that reflect a dedicated commitment to continuous improvement, with the aim of minimizing their environmental impact. This includes mitigating adverse effects on air, soil, water, forests, and biodiversity, as well as proactively addressing broader issues like climate change, energy consumption, and water scarcity". True Business Partner Code of Conduct has been disseminated it to all suppliers working with the Company through the Online Procurement Platform. In addition, True has set a sustainability goal for 2030 to reduce landfill e-waste to zero. of Conduct has been disseminated it to all suppliers working with the Company through the Online Procurement Platform. In addition, True has set a sustainability goal for 2030 to reduce landfill e-waste to zero.
[Fixed row]

(5.11.6) Provide details of the environmental requirements that suppliers have to meet as part of your organization's purchasing process, and the compliance measures in place.

Climate change

(5.11.6.1) Environmental requirement

Select from:

☑ Waste and resource reduction and material circularity

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

☑ Other, please specify **:**On-site ESG annual audit conducted by True

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Select from:

☑ 100%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:

☑ 100%

(5.11.6.7) % tier 1 supplier-related scope 3 emissions attributable to the suppliers required to comply with this environmental requirement

Select from:

☑ 100%

(5.11.6.8) % tier 1 supplier-related scope 3 emissions attributable to the suppliers in compliance with this environmental requirement

Select from:

☑ 100%

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:

☑ Retain and engage

(5.11.6.10) % of non-compliant suppliers engaged

Select from:

☑ None

(5.11.6.11) Procedures to engage non-compliant suppliers

Select all that apply

☑ Assessing the efficacy and efforts of non-compliant supplier actions through consistent and quantified metrics

(5.11.6.12) Comment

Business partners must implement environmental management systems that reflect a dedicated commitment to continuous improvement, with the aim of minimizing their environmental impact. This includes mitigating adverse effects on air, soil, water, forests, and biodiversity, as well as proactively addressing broader issues like climate change, energy consumption, and water scarcity. For more details, please see link: https://sustainability.dtac.co.th/sustainability/wp-content/uploads/2024/05/Amended-Business-Partner-Code-of-Conduct.pdf (PDF p.4)

Water

(5.11.6.1) Environmental requirement

Select from:

☑ Total water withdrawal volumes reduction

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

☑ Other, please specify **:**On-site ESG annual audit conducted by True

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Select from:

☑ 100%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:

☑ 100%

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:

☑ Retain and engage

(5.11.6.10) % of non-compliant suppliers engaged

Select from:

☑ None

(5.11.6.11) Procedures to engage non-compliant suppliers

Select all that apply

☑ Assessing the efficacy and efforts of non-compliant supplier actions through consistent and quantified metrics

(5.11.6.12) Comment

Business partners must implement environmental management systems that reflect a dedicated commitment to continuous improvement, with the aim of minimizing their environmental impact. This includes mitigating adverse effects on air, soil, water, forests, and biodiversity, as well as proactively addressing broader issues like climate change, energy consumption, and water scarcity. For more details, please see link: https://sustainability.dtac.co.th/sustainability/wp-content/uploads/2024/05/Amended-Business-Partner-Code-of-Conduct.pdf (PDF p.4)
[Add row]

(5.11.7) Provide further details of your organization's supplier engagement on environmental issues.

Climate change

(5.11.7.2) Action driven by supplier engagement

Select from:

☑ Adaptation to climate change

(5.11.7.3) Type and details of engagement

Capacity building

☑ Provide training, support and best practices on how to measure GHG emissions

☑ Provide training, support and best practices on how to set science-based targets

☑ Support suppliers to set their own environmental commitments across their operations

(5.11.7.4) Upstream value chain coverage

Select all that apply

☑ Tier 1 suppliers

(5.11.7.5) % of tier 1 suppliers by procurement spend covered by engagement

Select from:

☑ 100%

(5.11.7.6) % of tier 1 supplier-related scope 3 emissions covered by engagement

Select from:

☑ 100%

(5.11.7.9) Describe the engagement and explain the effect of your engagement on the selected environmental action

The Company places importance on supply chain management, with the determination to improve suppliers' capabilities. We have integrated social, environmental, and governance sustainability or ESG into the business operations throughout the supply chain from upstream to downstream to reduce risks that may impact joint operations. Measures of success include: - Deliver True Supplier Code of Conduct to all suppliers (100%). - Require all suppliers (100%) to pass an online supplier sustainability self-assessment before they can engage in transactions. - Conduct a sustainability onsite audit at significant tier-1 suppliers (100%) to ensure compliance with minimum requirements.

(5.11.7.10) Engagement is helping your tier 1 suppliers meet an environmental requirement related to this environmental issue

Select from:

☑ Yes, please specify the environmental requirement :Climate Change, Energy Consumption

(5.11.7.11) Engagement is helping your tier 1 suppliers engage with their own suppliers on the selected action

Select from:

☑ Yes

Water

(5.11.7.2) Action driven by supplier engagement

Select from:

☑ Total water withdrawal volumes reduction

(5.11.7.3) Type and details of engagement

Capacity building

☑ Support suppliers to set their own environmental commitments across their operations

(5.11.7.4) Upstream value chain coverage

Select all that apply

☑ Tier 1 suppliers

(5.11.7.5) % of tier 1 suppliers by procurement spend covered by engagement

Select from:

☑ 100%

(5.11.7.7) % tier 1 suppliers with substantive impacts and/or dependencies related to this environmental issue covered by engagement

Select from:

☑ 100%

(5.11.7.9) Describe the engagement and explain the effect of your engagement on the selected environmental action

The Company places importance on supply chain management, with the determination to improve suppliers' capabilities. True has integrated social, environmental, and governance sustainability or ESG into our business operations throughout the supply chain from upstream to downstream to reduce risks that may impact joint operations. Measures of success include: - Deliver True Supplier Code of Conduct to all suppliers (100%). - Require all suppliers (100%) to pass an online supplier sustainability self-assessment before they can engage in transactions. - Conduct a sustainability onsite audit with critical tier 1 suppliers (100%) to ensure compliance with minimum requirements.

(5.11.7.10) Engagement is helping your tier 1 suppliers meet an environmental requirement related to this environmental issue

Select from:

☑ Yes, please specify the environmental requirement **:**Water Scarcity

(5.11.7.11) Engagement is helping your tier 1 suppliers engage with their own suppliers on the selected action

Select from:

☑ Yes

[Add row]

(5.11.9) Provide details of any environmental engagement activity with other stakeholders in the value chain.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☑ Other value chain stakeholder, please specify **:**Supplier and Customer

(5.11.9.2) Type and details of engagement

Education/Information sharing

☑ Educate and work with stakeholders on understanding and measuring exposure to environmental risks

☑ Run an engagement campaign to educate stakeholders about the environmental impacts about your products, goods and/or services

Innovation and collaboration

☑ Run a campaign to encourage innovation to reduce environmental impacts

(5.11.9.3) % of stakeholder type engaged

Select from:

☑ 100%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☑ 100%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

As more than 85% of the greenhouse gas emissions in our Scope 3 emission portfolio base year 2020 are related to suppliers and customers, engaging with these stakeholders is crucial in helping reduce Scope 3 emissions to meet the targets.

(5.11.9.6) Effect of engagement and measures of success

Scope 3 emissions in the reporting year are in line with the SBTi pathway reduction.

Water

(5.11.9.1) Type of stakeholder

Select from:

☑ Other value chain stakeholder, please specify **:**Employee

(5.11.9.2) Type and details of engagement

Innovation and collaboration

☑ Run a campaign to encourage innovation to reduce environmental impacts

(5.11.9.3) % of stakeholder type engaged

Select from:

☑ 100%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Due to True's business, most of the water usage comes from consumptions at workplaces by employees. Therefore, setting targets and raising awareness among employees are key factor to help improve water use efficiency.

(5.11.9.6) Effect of engagement and measures of success

Water consumption in office buildings in 2023, was reduced by 11% compared to 2020. (Target for 2023 10.5%)
[Add row]

(5.12) Indicate any mutually beneficial environmental initiatives you could collaborate on with specific CDP Supply Chain members.

Row 1

(5.12.1) Requesting member

Select from:

(5.12.2) Environmental issues the initiative relates to

Select all that apply

☑ Climate change

☑ Water

(5.12.4) Initiative category and type

Communications

☑ Joint case studies or marketing campaign

(5.12.5) Details of initiative

Share news and exchange opinions on sustainability operations, such as climate change, water, and biodiversity, through webinars.

(5.12.6) Expected benefits

Select all that apply

☑ Increased transparency of upstream/downstream value chain

☑ Reduction of own operational emissions (own scope 1 & 2)

☑ Reduction of downstream value chain emissions (own scope 3)

☑ Reduction of downstream value chain water withdrawals and/or consumption

(5.12.7) Estimated timeframe for realization of benefits

Select from:

☑ 3-5 years

(5.12.8) Are you able to estimate the lifetime CO2e and/or water savings of this initiative?

Select from:

☑ No

(5.12.11) Please explain

In our water withdrawal volume, True does not have any water usage activities related to other stakeholders included GSMA.
[Add row]

(5.13) Has your organization already implemented any mutually beneficial environmental initiatives due to CDP Supply Chain member engagement?

	Environmental initiatives implemented due to CDP Supply Chain member engagement
	Select from: ☑ Yes

[Fixed row]

(5.13.1) Specify the CDP Supply Chain members that have prompted your implementation of mutually beneficial environmental initiatives and provide information on the initiatives.

Row 1

(5.13.1.1) Requesting member

Select from:

(5.13.1.2) Environmental issues the initiative relates to

Select all that apply
☑ Climate change

(5.13.1.4) Initiative ID

Select from:
☑ Ini1

(5.13.1.5) Initiative category and type

Communications

☑ Joint case studies or marketing campaign

(5.13.1.6) Details of initiative

CDP and climate sharing via webinar

(5.13.1.7) Benefits achieved

Select all that apply

☑ Increased transparency of upstream/downstream value chain

☑ Reduction of downstream value chain emissions (own scope 3)

(5.13.1.8) Are you able to provide figures for emissions savings or water savings in the reporting year?

Select from:

☑ No

(5.13.1.11) Please explain how success for this initiative is measured

GSMA and True collaborate to engage and share knowledge and updates on climate action. This partnership helps in setting plans and activities to reduce emissions effectively.

(5.13.1.12) Would you be happy for CDP Supply Chain members to highlight this work in their external communication?

Select from:

☑ Yes

[Add row]

C6. Environmental Performance - Consolidation Approach

(6.1) Provide details on your chosen consolidation approach for the calculation of environmental performance data.

Climate change

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

True Corporation has the authority to establish policies and processes that impact the company's operations, whether through ownership, control via lease agreements, or other arrangements. True will include and report greenhouse gas emissions from these entities, aligning with our existing data-gathering system.

Water

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

Companies, entities or groups over which operational control is exercised.

Plastics

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

Companies, entities or groups over which operational control is exercised.

Biodiversity

(6.1.1) Consolidation approach used

Select from:
☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

Companies, entities or groups over which operational control is exercised.
[Fixed row]

C7. Environmental performance - Climate Change

(7.1) Is this your first year of reporting emissions data to CDP?

Select from:
☑ No

(7.1.1) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data?

(7.1.1.1) Has there been a structural change?

Select all that apply
☑ Yes, a merger

(7.1.1.2) Name of organization(s) acquired, divested from, or merged with

True Corporation Company limited (True) and Total Access Communication Public Company Limited (dtac)

(7.1.1.3) Details of structural change(s), including completion dates

True Corporation Company limited (True) and Total Access Communication Public Company Limited (dtac) have completed the amalgamation process by receiving their commercial license from the Department of Business Development, Ministry of Commerce under the name "True Corporation Public Company Limited" in March 1, 2023
[Fixed row]

(7.1.2) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year?

(7.1.2.1) Change(s) in methodology, boundary, and/or reporting year definition?

Select all that apply

☑ Yes, a change in boundary

(7.1.2.2) Details of methodology, boundary, and/or reporting year definition change(s)

As 2020 has been set to be True's baseline year, True has then recalculated the baseline year and started to collect dtac's data and performance from 2020 to present. However, its goals to achieve Carbon Neutral by 2030 and Net Zero by 2050 remain unchanged.
[Fixed row]

(7.1.3) Have your organization's base year emissions and past years' emissions been recalculated as a result of any changes or errors reported in 7.1.1 and/or 7.1.2?

(7.1.3.1) Base year recalculation

Select from:

☑ Yes

(7.1.3.2) Scope(s) recalculated

Select all that apply

☑ Scope 1

☑ Scope 2, location-based

☑ Scope 3

(7.1.3.3) Base year emissions recalculation policy, including significance threshold

True Corporation does not have a specific policy for base year recalculation. However, the team responsible for the GHG inventory follows the GHG Protocol when calculating GHG emissions and will recalculate the base year in the event of significant changes to the company, such as acquisitions, mergers, or other developments that impact the organization.

(7.1.3.4) Past years' recalculation

Select from:

☑ Yes

[Fixed row]

(7.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

Select all that apply

☑ IPCC Guidelines for National Greenhouse Gas Inventories, 2006

☑ ISO 14064-1

☑ Thailand Greenhouse Gas Management Organization: The National Guideline Carbon Footprint for organization

☑ The Greenhouse Gas Protocol: Public Sector Standard

(7.3) Describe your organization's approach to reporting Scope 2 emissions.

(7.3.1) Scope 2, location-based

Select from:

☑ We are reporting a Scope 2, location-based figure

(7.3.2) Scope 2, market-based

Select from:

☑ We are reporting a Scope 2, market-based figure

(7.3.3) Comment

Scope 2 emission was calculated from electricity consumption. Location-based method was calculated by Grid Emission Factor, Market-based method was calculated by Grid Emission Factor and Emission Factor of electricity was purchased from a hydropower plant under the Renewable Energy Certificate (REC).

[Fixed row]

(7.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1, Scope 2 or Scope 3 emissions that are within your selected reporting boundary which are not included in your disclosure?

Select from:
☑ No

(7.5) Provide your base year and base year emissions.

Scope 1

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

26425.25

(7.5.3) Methodological details

Location based method

Scope 2 (location-based)

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

796705.33

(7.5.3) Methodological details

Location based method

Scope 2 (market-based)

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

796705.33

(7.5.3) Methodological details

Market based method

Scope 3 category 1: Purchased goods and services

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

161445

(7.5.3) Methodological details

Hybrid method

Scope 3 category 2: Capital goods

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

65781

(7.5.3) Methodological details

Hybrid method

Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

145489

(7.5.3) Methodological details

Spend-based method

Scope 3 category 4: Upstream transportation and distribution

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

3302

(7.5.3) Methodological details

Spend-based method

Scope 3 category 5: Waste generated in operations

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

1817

(7.5.3) Methodological details

Waste-type-specific Method

Scope 3 category 6: Business travel

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

1000

(7.5.3) Methodological details

Distance-based method

Scope 3 category 7: Employee commuting

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

68743

(7.5.3) Methodological details

Distance-based method

Scope 3 category 8: Upstream leased assets

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not Relevant

Scope 3 category 9: Downstream transportation and distribution

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not Relevant

Scope 3 category 10: Processing of sold products

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not Relevant

Scope 3 category 11: Use of sold products

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

31244

(7.5.3) Methodological details

Average product method

Scope 3 category 12: End of life treatment of sold products

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

2104.0

(7.5.3) Methodological details

Average-data method

Scope 3 category 13: Downstream leased assets

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

561.0

(7.5.3) Methodological details

Average-data method

Scope 3 category 14: Franchises

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not Relevant

Scope 3 category 15: Investments

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not Relevant

Scope 3: Other (upstream)

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not Relevant

Scope 3: Other (downstream)

(7.5.1) Base year end

12/31/2020

(7.5.2) Base year emissions (metric tons CO2e)

0.0

(7.5.3) Methodological details

Not Relevant
[Fixed row]

(7.6) What were your organization's gross global Scope 1 emissions in metric tons CO2e?

	Gross global Scope 1 emissions (metric tons CO2e)	End date	Methodological details
Reporting year	*15777.79*	*Date input [must be between [10/01/2015 - 10/01/2023]*	*Location based method*
Past year 1	*26771.62*	*12/30/2022*	*Location based method*
Past year 2	*21252.95*	*12/30/2021*	*Location based method*
Past year 3	*26425.04*	*12/30/2020*	*Location based method*

[Fixed row]

(7.7) What were your organization's gross global Scope 2 emissions in metric tons CO2e?

Reporting year

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

856553.86

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e) (if applicable)

702553.86

(7.7.4) Methodological details

Location based method, Market based method,

Past year 1

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

865233.29

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e) (if applicable)

696267.29

(7.7.3) End date

12/30/2022

(7.7.4) Methodological details

Location based method, Market based method,

Past year 2

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

873827.23

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e) (if applicable)

778427.23

(7.7.3) End date

12/30/2021

(7.7.4) Methodological details

Location based method, Market based method,

Past year 3

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

796705.33

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e) (if applicable)

796705.33

(7.7.3) End date

12/30/2020

(7.7.4) Methodological details

Location based method
[Fixed row]

(7.8) Account for your organization’s gross global Scope 3 emissions, disclosing and explaining any exclusions.

Purchased goods and services

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

78090

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Hybrid method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.5) Please explain

All mobile phones sold through True's retail channels in year 2023 were calculated based Production of smartphones sold through True's retail shops and other channels. This is our most significant source of upstream emissions on sales data. Apple's product environmental reports were used to calculate GHG emission from production phase (Credle to Gate). For other brands, we used the conservative scenario (the highest GHG emission of iPhone model: iPhone14 Pro Max, Apple Watch series8) to calculate for GHG emission, and we calculate paper and water usage from purchased services.

Capital goods

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

0

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Hybrid method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

We calculated based on new cell site construction and maintenance the existing cell site for 5G network (Spending on the usage of maintenance materials in network operation and each emission factor (concrete, metals and woods)), There is no investment for construction and maintenance in 2023. The emission conversion factors are from UK Conversion Factors 2023.

Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

239390

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Spend-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.5) Please explain

We calculated by using electricity and fuel fees of suppliers and emission factors from "UK Conversion Factors 2023" to calculate GHG emission from the energy used in 2023 (Well to Wheel).

Upstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

3012

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Hybrid method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.5) Please explain

All Smart device (Phone, Smart watch, Tablet) True's retail channels in year 2023 were calculated based Production of smartphones sold through True's retail shops and other channels. Apple's product environmental reports were used to calculate GHG emission from Transportation phase. For other brands, we used the conservative scenario (the highest GHG emission of iPhone model: iPhone14 Pro Max, Apple Watch series8) to calculate for GHG emission

Waste generated in operations

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

250

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Waste-type-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.5) Please explain

Waste segregation data of general and hazardous waste which were managed by several methods (landfill, recycle, reuse, animal feed) multiply with emission conversion factors from UK Government GHG Conversion Factors 2023 for specific waste types and waste treatment methods.

Business travel

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

856

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Distance-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Business Travel data collecting from Airline Miles (Domestic and International) and Van transportation were used as main activity data. The emission conversion factors are from UK Government GHG Conversion Factors 2023.

Employee commuting

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

5298

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Distance-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

Employee commuting data was collected from the survey with employee based on actual transportation. This data has been used to multiply with emission conversion factors are from UK Government GHG Conversion Factors 2023.

Upstream leased assets

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

The contribute of GHG emission from upstream leased assets is not significant because leased assets emission already be included in GHG scope 1 and 2.

Downstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

The contribute of GHG emission from this scope is not significant because there is no scope 1 and scope 2 emissions of transportation providers and distributors during use of vehicle and facilities.

Processing of sold products

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

The contribute of GHG emission from this scope is not significant because there is no direct use phase emissions of sold products.

Use of sold products

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

15852

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Average product method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.5) Please explain

We calculated based on sales data. Apple’s product environmental reports (Usage phase) were used to calculate GHG emission from True's retail channels. For other brands, we used the conservative scenario (the highest GHG emission of iPhone model: iPhone 14 Pro Max, Apple Watch series 8) to calculate for GHG emission.

End of life treatment of sold products

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

1069

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Average data method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.5) Please explain

We calculated based on the amount of Sold Mobile devices/ Tablets/ Smart watches that went to e-waste treatment processes. Apple's product environmental reports (End-of-life phase were used to calculate GHG emission from True's retail channels. For other brands, we used the conservative scenario (the highest GHG emission of iPhone model: iPhone 14 Pro Max, Apple Watch series 8) to calculate for GHG emission.

Downstream leased assets

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

15

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Average data method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

(7.8.5) Please explain

We calculated based on our leasing product such as True provided Modem Router, True ID box, and True Vision box. The emission conversion factors are from UK Government GHG Conversion Factors 2023.

Franchises

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

The contribute of GHG emission from this scope is not significant because there is no operation of franchises in our business.

Investments

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Please explain

Our company does not make an investment. Also, the other associated company emission was included in GHG emission scope 1 and 2

Other (upstream)

(7.8.1) Evaluation status

Select from:
☑ Not relevant, explanation provided

(7.8.5) Please explain

All significant upstream GHG emission already be covered under scope 3 from category 1 to category 8

Other (downstream)

(7.8.1) Evaluation status

Select from:
☑ Not relevant, explanation provided

(7.8.5) Please explain

All significant downstream GHG emission already be covered under scope 3 from category 9 to category 15.
[Fixed row]

(7.8.1) Disclose or restate your Scope 3 emissions data for previous years.

Past year 1

(7.8.1.1) End date

12/30/2022

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

118404

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

31346

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

204549

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

4774

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

460

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

1460

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

8138

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

0

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

0

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

19625

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

1334

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

816

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

0

(7.8.1.19) Comment

Categories 8, 9, 10, 14, and 15 are not relevant to our business.

Past year 2

(7.8.1.1) End date

12/30/2021

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

216265

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

19802

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

130501

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

9525

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

689

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

369

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

8102

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

0

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

0

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

21839

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

1481

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

495

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

0

(7.8.1.19) Comment

Categories 8, 9, 10, 14, and 15 are not relevant to our business.

Past year 3

(7.8.1.1) End date

12/30/2020

(7.8.1.2) Scope 3: Purchased goods and services (metric tons CO2e)

161445

(7.8.1.3) Scope 3: Capital goods (metric tons CO2e)

65781

(7.8.1.4) Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

145489

(7.8.1.5) Scope 3: Upstream transportation and distribution (metric tons CO2e)

3302

(7.8.1.6) Scope 3: Waste generated in operations (metric tons CO2e)

1817

(7.8.1.7) Scope 3: Business travel (metric tons CO2e)

1000

(7.8.1.8) Scope 3: Employee commuting (metric tons CO2e)

68743

(7.8.1.9) Scope 3: Upstream leased assets (metric tons CO2e)

0

(7.8.1.10) Scope 3: Downstream transportation and distribution (metric tons CO2e)

0

(7.8.1.11) Scope 3: Processing of sold products (metric tons CO2e)

0

(7.8.1.12) Scope 3: Use of sold products (metric tons CO2e)

31244

(7.8.1.13) Scope 3: End of life treatment of sold products (metric tons CO2e)

2104

(7.8.1.14) Scope 3: Downstream leased assets (metric tons CO2e)

561

(7.8.1.15) Scope 3: Franchises (metric tons CO2e)

0

(7.8.1.16) Scope 3: Investments (metric tons CO2e)

0

(7.8.1.17) Scope 3: Other (upstream) (metric tons CO2e)

0

(7.8.1.18) Scope 3: Other (downstream) (metric tons CO2e)

0

(7.8.1.19) Comment

Categories 8, 9, 10, 14, and 15 are not relevant to our business.
[Fixed row]

(7.9) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	*Select from:* ☑ Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	*Select from:* ☑ Third-party verification or assurance process in place
Scope 3	*Select from:* ☑ Third-party verification or assurance process in place

[Fixed row]

(7.9.1) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.

Row 1

(7.9.1.1) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.1.2) Status in the current reporting year

Select from:
☑ Complete

(7.9.1.3) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.1.4) Attach the statement

Final Sustainability Assurance Statement of True PCL., reporting period 2023.pdf

(7.9.1.5) Page/section reference

PDF page 2

(7.9.1.6) Relevant standard

Select from:
☑ AA1000AS

(7.9.1.7) Proportion of reported emissions verified (%)

100
[Add row]

(7.9.2) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.

Row 1

(7.9.2.1) Scope 2 approach

Select from:
☑ Scope 2 market-based

(7.9.2.2) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.2.3) Status in the current reporting year

Select from:
☑ Complete

(7.9.2.4) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.2.5) Attach the statement

Final Sustainability Assurance Statement of True PCL., reporting period 2023.pdf

(7.9.2.6) Page/ section reference

PDF page 2

(7.9.2.7) Relevant standard

Select from:
☑ AA1000AS

(7.9.2.8) Proportion of reported emissions verified (%)

100
[Add row]

(7.9.3) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.

Row 1

(7.9.3.1) Scope 3 category

Select all that apply
☑ Scope 3: Purchased goods and services
☑ Scope 3: Waste generated in operations

(7.9.3.2) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.3.3) Status in the current reporting year

Select from:
☑ Complete

(7.9.3.4) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.3.5) Attach the statement

Final Sustainability Assurance Statement of True PCL., reporting period 2023.pdf

(7.9.3.6) Page/section reference

PDF page.2

(7.9.3.7) Relevant standard

Select from:
☑ AA1000AS

(7.9.3.8) Proportion of reported emissions verified (%)

20
[Add row]

(7.10) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Select from:
☑ Decreased

(7.10.1) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

Change in renewable energy consumption

(7.10.1.1) Change in emissions (metric tons CO2e)

173876

(7.10.1.2) Direction of change in emissions

Select from:

☑ Decreased

(7.10.1.3) Emissions value (percentage)

24.05

(7.10.1.4) Please explain calculation

*In 2023, True installed and expanded the number of solar cell panels at base stations and major exchange, saving 45,174 MWh and purchased the Renewable Energy Certificates (REC) to offset 350,000 MWh of electricity consumption from the Hydropower Plant, which decreased in GHG emission 173,876 tonCO2e, resulting in an increased use of renewable electricity. It was additionally avoided from renewable energy compared to last year. Our Total GHG Scope 1 and 2 emission in the previous year was 723,039 tonCO2e, therefore we arrived at 24.05%. (calculation as (148,058/723039)*100 24.05%)*

Other emissions reduction activities

(7.10.1.1) Change in emissions (metric tons CO2e)

61

(7.10.1.2) Direction of change in emissions

Select from:

☑ Decreased

(7.10.1.3) Emissions value (percentage)

0.02

(7.10.1.4) Please explain calculation

*True upgraded the air-conditioning system to a variable refrigerant volume (VRV), reducing GHG emissions by 61 tCO2e. Compared to gross emissions (Scope 1 and 2) of 320,115 tCO2e in the previous year, this 61 tCO2e reduction would contribute to a GHG reduction of 0.02%. (Calculated as (61 / 320,115) * 100 0.02%).*

Divestment

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Acquisitions

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Mergers

(7.10.1.1) Change in emissions (metric tons CO2e)

398217

(7.10.1.2) Direction of change in emissions

Select from:

☑ Increased

(7.10.1.3) Emissions value (percentage)

44.56

(7.10.1.4) Please explain calculation

*In 2023, True merged with Total Access Communication Public Company Limited (Dtac). At a result, based on the assessment of greenhouse gas emissions in Scope 1 and 2, the total emissions amounted to 718,332 tCO2e (Market-based), which increased from 320,115 tCO2e in 2022. Our total greenhouse gas emissions in Scope 1 and 2 for 2023 increased by 398,217 tCO2e, which accounts for 44.56% (calculated as (320,115/718,332)*100 44.56%).*

Change in output

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Change in methodology

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:
☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Change in boundary

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Change in physical operating conditions

(7.10.1.1) Change in emissions (metric tons CO2e)

17078

(7.10.1.2) Direction of change in emissions

Select from:

☑ Decreased

(7.10.1.3) Emissions value (percentage)

5.33

(7.10.1.4) Please explain calculation

*Our emissions reduction activities include: 1) Network modernization to consolidate towers into a grid (2,259 tCO2e). 2) Energy efficiency at cell sites by using data analytics and AI to optimize energy use (12,855 tCO2e). The total reduction from these activities is 17,078 tCO2e. Compared to our gross emissions (Scope 1 and 2) of 320,115 tCO2e in 2022, this 17,078 tCO2e reduction would contribute to a greenhouse gas reduction of 5.33%. (Calculated as (17,078 / 320,115) * 100 5.33%).*

Unidentified

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:
☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

NA

Other

(7.10.1.1) Change in emissions (metric tons CO2e)

4707

(7.10.1.2) Direction of change in emissions

Select from:
☑ Decreased

(7.10.1.3) Emissions value (percentage)

0.65

(7.10.1.4) Please explain calculation

Change in the increase of Renewable Energy, both location-based and market-based
[Fixed row]

(7.10.2) Are your emissions performance calculations in 7.10 and 7.10.1 based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Select from:
☑ Market-based

(7.12) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

Select from:
☑ Yes

(7.12.1) Provide the emissions from biogenic carbon relevant to your organization in metric tons CO2.

	CO2 emissions from biogenic carbon (metric tons CO2)	Comment
	983.02	*The CO2 emissions from biogenic carbon derived by the Biodiesel fuel usage for our operations.*

[Fixed row]

(7.15) Does your organization break down its Scope 1 emissions by greenhouse gas type?

Select from:
☑ Yes

(7.15.1) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used global warming potential (GWP).

Row 1

(7.15.1.1) Greenhouse gas

Select from:
☑ CO2

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

10530.35

(7.15.1.3) GWP Reference

Select from:
☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 2

(7.15.1.1) Greenhouse gas

Select from:
☑ HFCs

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

5246.4

(7.15.1.3) GWP Reference

Select from:
☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 3

(7.15.1.1) Greenhouse gas

Select from:

☑ CH4

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

0.54

(7.15.1.3) GWP Reference

Select from:

☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 4

(7.15.1.1) Greenhouse gas

Select from:

☑ N2O

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

0.51

(7.15.1.3) GWP Reference

Select from:

☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 5

(7.15.1.1) Greenhouse gas

Select from:

☑ PFCs

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

0

(7.15.1.3) GWP Reference

Select from:

☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 6

(7.15.1.1) Greenhouse gas

Select from:

☑ SF6

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

0

(7.15.1.3) GWP Reference

Select from:

☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 7

(7.15.1.1) Greenhouse gas

Select from:

☑ NF3

(7.15.1.2) Scope 1 emissions (metric tons of CO2e)

0

(7.15.1.3) GWP Reference

Select from:

☑ IPCC Fifth Assessment Report (AR5 – 100 year)

[Add row]

(7.16) Break down your total gross global Scope 1 and 2 emissions by country/area.

	Scope 1 emissions (metric tons CO2e)	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Thailand	*15778*	*856554*	*702554*

[Fixed row]

(7.17) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

Select all that apply

☑ By activity

(7.17.3) Break down your total gross global Scope 1 emissions by business activity.

	Activity	Scope 1 emissions (metric tons CO2e)
Row 1	*Stationary combustion*	*729*
Row 2	*Mobile combustion*	*9802*
Row 3	*Fugitive*	*5246*

[Add row]

(7.20) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

Select all that apply

☑ By business division

(7.20.1) Break down your total gross global Scope 2 emissions by business division.

	Business division	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Row 1	*Operations of Retail Shops*	*1307*	*1307*
Row 2	*Office Operations*	*16401*	*16401*
Row 3	*Network Operational*	*838846*	*684846*

[Add row]

(7.22) Break down your gross Scope 1 and Scope 2 emissions between your consolidated accounting group and other entities included in your response.

Consolidated accounting group

(7.22.1) Scope 1 emissions (metric tons CO2e)

15778

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

856554

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

702554

(7.22.4) Please explain

Consolidated accounting group just only as True Corporation PCL.

All other entities

(7.22.1) Scope 1 emissions (metric tons CO2e)

0

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

0

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

0

(7.22.4) Please explain

True does not have other entities included
[Fixed row]

(7.23) Is your organization able to break down your emissions data for any of the subsidiaries included in your CDP response?

Select from:
☑ No

(7.26) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

Row 1

(7.26.1) Requesting member

Select from:

(7.26.2) Scope of emissions

Select from:
☑ Scope 3

(7.26.3) Scope 3 category(ies)

Select all that apply
☑ Category 1: Purchased goods and services

(7.26.4) Allocation level

Select from:

☑ Company wide

(7.26.6) Allocation method

Select from:

☑ Allocation based on the volume of products purchased

(7.26.7) Unit for market value or quantity of goods/services supplied

Select from:

☑ Currency

(7.26.8) Market value or quantity of goods/services supplied to the requesting member

0

(7.26.9) Emissions in metric tonnes of CO2e

0

(7.26.10) Uncertainty (±%)

0

(7.26.11) Major sources of emissions

NA

(7.26.12) Allocation verified by a third party?

Select from:

☑ No

(7.26.13) Please explain how you have identified the GHG source, including major limitations to this process and assumptions made

In our GHG portfolio, True does not have any emissions related to value chain emissions under Scope 3 in association with GSMA.

(7.26.14) Where published information has been used, please provide a reference

We disclosed our greenhouse gas emissions in the Sustainability Report (pages 60,77), but no information related to GSMA was included.
[Add row]

(7.27) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

Row 1

(7.27.1) Allocation challenges

Select from:
☑ Customer base is too large and diverse to accurately track emissions to the customer level

(7.27.2) Please explain what would help you overcome these challenges

True provides mobile network services and sells a variety of smart devices, catering to a diverse customer base. As a result, True focuses on engaging with key suppliers to set targets for reducing greenhouse gas emissions and developing low-carbon products and services. This approach enables customers and consumers to utilize low-carbon options from the design stage through to usage.
[Add row]

(7.28) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

(7.28.1) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

Select from:

☑ Yes

(7.28.2) Describe how you plan to develop your capabilities

For Scope 1 and 2, True continues to enhance its operations through initiatives such as network optimization, air-conditioning improvements, renewable energy integration, and energy efficiency in both network and office buildings, while also addressing fugitive emissions in line with True's Sustainability Framework. For Scope 3, True plans to regularly monitor, review, and update its strategies based on progress and emerging technologies. The company will continue engaging with key suppliers, refining programs to meet evolving targets, with a focus on the top five high-emission suppliers. Their performance will be monitored through CDP or sustainability reports, and they will be included in a program to develop annual GHG reduction plans, ensuring that customers benefit from low-carbon products and services.
[Fixed row]

(7.29) What percentage of your total operational spend in the reporting year was on energy?

Select from:

☑ More than 5% but less than or equal to 10%

(7.30) Select which energy-related activities your organization has undertaken.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	*Select from:* ☑ Yes
Consumption of purchased or acquired electricity	*Select from:* ☑ Yes
Consumption of purchased or acquired heat	*Select from:*

	Indicate whether your organization undertook this energy-related activity in the reporting year
	☑ No
Consumption of purchased or acquired steam	*Select from:* ☑ No
Consumption of purchased or acquired cooling	*Select from:* ☑ No
Generation of electricity, heat, steam, or cooling	*Select from:* ☑ Yes

[Fixed row]

(7.30.1) Report your organization’s energy consumption totals (excluding feedstocks) in MWh.

Consumption of fuel (excluding feedstock)

(7.30.1.1) Heating value

Select from:

☑ LHV (lower heating value)

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

44430

(7.30.1.4) Total (renewable and non-renewable) MWh

44430

Consumption of purchased or acquired electricity

(7.30.1.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

378100

(7.30.1.3) MWh from non-renewable sources

1946713

(7.30.1.4) Total (renewable and non-renewable) MWh

2324813

Consumption of self-generated non-fuel renewable energy

(7.30.1.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.1.2) MWh from renewable sources

0

(7.30.1.4) Total (renewable and non-renewable) MWh

0

Total energy consumption

(7.30.1.1) Heating value

Select from:
☑ LHV (lower heating value)

(7.30.1.2) MWh from renewable sources

378100

(7.30.1.3) MWh from non-renewable sources

1991143

(7.30.1.4) Total (renewable and non-renewable) MWh

2369243
[Fixed row]

(7.30.6) Select the applications of your organization’s consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	*Select from:* ☑ Yes

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of heat	*Select from:* ☑ No
Consumption of fuel for the generation of steam	*Select from:* ☑ No
Consumption of fuel for the generation of cooling	*Select from:* ☑ No
Consumption of fuel for co-generation or tri-generation	*Select from:* ☑ No

[Fixed row]

(7.30.7) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

Sustainable biomass

(7.30.7.1) Heating value

Select from:

☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

No usage

Other biomass

(7.30.7.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

No usage

Other renewable fuels (e.g. renewable hydrogen)

(7.30.7.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

No usage

Coal

(7.30.7.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

No usage

Oil

(7.30.7.1) Heating value

Select from:
☑ LHV

(7.30.7.2) Total fuel MWh consumed by the organization

44430

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

True uses fuel such as diesel and gasoline in generators for UPS.

Gas

(7.30.7.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

No usage

Other non-renewable fuels (e.g. non-renewable hydrogen)

(7.30.7.1) Heating value

Select from:
☑ Unable to confirm heating value

(7.30.7.2) Total fuel MWh consumed by the organization

0

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

No usage

Total fuel

(7.30.7.1) Heating value

Select from:
☑ LHV

(7.30.7.2) Total fuel MWh consumed by the organization

44430

(7.30.7.3) MWh fuel consumed for self-generation of electricity

0

(7.30.7.4) MWh fuel consumed for self-generation of heat

0

(7.30.7.8) Comment

No usage
[Fixed row]

(7.30.9) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

Electricity

(7.30.9.1) Total Gross generation (MWh)

28100

(7.30.9.2) Generation that is consumed by the organization (MWh)

28100

(7.30.9.3) Gross generation from renewable sources (MWh)

28100

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

28100

Heat

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Steam

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Cooling

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0
[Fixed row]

(7.30.14) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero or near-zero emission factor in the market-based Scope 2 figure reported in 7.7.

Row 1

(7.30.14.1) Country/area

Select from:
☑ Thailand

(7.30.14.2) Sourcing method

Select from:
☑ Unbundled procurement of energy attribute certificates (EACs)

(7.30.14.3) Energy carrier

Select from:
☑ Electricity

(7.30.14.4) Low-carbon technology type

Select from:
☑ Large hydropower (>25 MW)

(7.30.14.5) Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)

350000

(7.30.14.6) Tracking instrument used

Select from:

☑ I-REC

(7.30.14.7) Country/area of origin (generation) of the low-carbon energy or energy attribute

Select from:

☑ Thailand

(7.30.14.8) Are you able to report the commissioning or re-powering year of the energy generation facility?

Select from:

☑ No

(7.30.14.10) Comment

True supported the use of renewable energy by purchased the renewable energy certificates or REC (market-based) to offset the electricity consumption from the Hydropower Plant.
[Add row]

(7.30.16) Provide a breakdown by country/area of your electricity/heat/steam/cooling consumption in the reporting year.

Thailand

(7.30.16.1) Consumption of purchased electricity (MWh)

350000

(7.30.16.2) Consumption of self-generated electricity (MWh)

28100

(7.30.16.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.16.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.16.6) Total electricity/heat/steam/cooling energy consumption (MWh)

378100.00
[Fixed row]

(7.45) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Row 1

(7.45.1) Intensity figure

3.54

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

719332

(7.45.3) Metric denominator

Select from:
☑ unit total revenue

(7.45.4) Metric denominator: Unit total

202856

(7.45.5) Scope 2 figure used

Select from:

☑ Market-based

(7.45.6) % change from previous year

5.63

(7.45.7) Direction of change

Select from:

☑ Increased

(7.45.8) Reasons for change

Select all that apply

☑ Change in renewable energy consumption

(7.45.9) Please explain

True has projects to increase renewable electricity usage by installing solar cells at cell sites and purchasing Renewable Energy Certificates (RECs) (market-based) to offset electricity consumption from hydropower plants.
[Add row]

(7.52) Provide any additional climate-related metrics relevant to your business.

Row 1

(7.52.1) Description

Select from:

☑ Waste

(7.52.2) Metric value

554.01

(7.52.3) Metric numerator

Amount of general waste (ton)

(7.52.4) Metric denominator (intensity metric only)

-

(7.52.5) % change from previous year

2.05

(7.52.6) Direction of change

Select from:

☑ Decreased

(7.52.7) Please explain

In 2023, The amount of waste disposal has decreased around 2.05% compared to year 2022. True recognizes the challenge of waste generation within its operations and technology changes and actively manages waste, both general waste and electronic waste (e-waste), by implementing the principles of the circular economy and the 5Rs framework (Reduce, Reuse, Recycle, Repurpose, and Recover). This comprehensive approach aims to minimize waste disposal, maximize resource efficiency throughout the supply chain, and to achieve zero e-waste to landfill by 2030.

Row 2

(7.52.1) Description

Select from:

☑ Other, please specify **:**Water withdrawal per revenue

(7.52.2) Metric value

802

(7.52.3) Metric numerator

Liter/Million THB

(7.52.4) Metric denominator (intensity metric only)

202,856

(7.52.5) % change from previous year

3.27

(7.52.6) Direction of change

Select from:

☑ Decreased

(7.52.7) Please explain

In 2023, The amount of Water withdrawal per revenue has decreased around 3.27% compared to year 2022. True actively manages water resources by implementing a comprehensive water management plan, particularly at office buildings nationwide which are a key area of water consumption. This plan includes improving water use efficiency through various measures and reused water. To empower employees and ensure their active participation, True implements training programs, internal communication, and engaging campaigns that promote water saving in accordance with the ISO 14001:2015 standard.
[Add row]

(7.53) Did you have an emissions target that was active in the reporting year?

Select all that apply

☑ Absolute target

☑ Intensity target

(7.53.1) Provide details of your absolute emissions targets and progress made against those targets.

Row 1

(7.53.1.1) Target reference number

Select from:

☑ Abs 1

(7.53.1.2) Is this a science-based target?

Select from:

☑ Yes, and this target has been approved by the Science Based Targets initiative

(7.53.1.3) Science Based Targets initiative official validation letter

Near-Term approval letter - True Corporation Public Company Limited.pdf

(7.53.1.4) Target ambition

Select from:

☑ 1.5°C aligned

(7.53.1.5) Date target was set

06/08/2022

(7.53.1.6) Target coverage

Select from:

☑ Organization-wide

(7.53.1.7) Greenhouse gases covered by target

Select all that apply

☑ Methane (CH4)
☑ Nitrous oxide (N2O)
☑ Carbon dioxide (CO2)
☑ Perfluorocarbons (PFCs)
☑ Hydrofluorocarbons (HFCs)
☑ Sulphur hexafluoride (SF6)
☑ Nitrogen trifluoride (NF3)

(7.53.1.8) Scopes

Select all that apply
☑ Scope 1
☑ Scope 2

(7.53.1.9) Scope 2 accounting method

Select from:
☑ Market-based

(7.53.1.11) End date of base year

12/30/2020

(7.53.1.12) Base year Scope 1 emissions covered by target (metric tons CO2e)

26425

(7.53.1.13) Base year Scope 2 emissions covered by target (metric tons CO2e)

796705

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

0.000

(7.53.1.32) Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

823130.000

(7.53.1.33) Base year Scope 1 emissions covered by target as % of total base year emissions in Scope 1

100

(7.53.1.34) Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2

100

(7.53.1.53) Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100

(7.53.1.54) End date of target

12/30/2030

(7.53.1.55) Targeted reduction from base year (%)

42

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

477415.400

(7.53.1.57) Scope 1 emissions in reporting year covered by target (metric tons CO2e)

15778

(7.53.1.58) Scope 2 emissions in reporting year covered by target (metric tons CO2e)

702554

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

718332.000

(7.53.1.78) Land-related emissions covered by target

Select from:

☑ No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.1.79) % of target achieved relative to base year

30.31

(7.53.1.80) Target status in reporting year

Select from:

☑ Underway

(7.53.1.82) Explain target coverage and identify any exclusions

In 2023, we continue our effort to reduce greenhouse gas emissions as we announced new climate change targets last year, for greenhouse gas emissions reduction (scope 1 & 2) 42% in absolute terms by 2030, and aimed to achieve a carbon neutral by 2030 and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050, according to the Science-Based Target Initiative (SBTi) which is in line with 1.5ºC scenario of the Paris Agreement, the UN Sustainable Development Goals (SDGs). As for the GHG emissions scope 1 and scope 2 indicators, our ambition distributed all True's business.

(7.53.1.83) Target objective

To reduce GHG emissions by 42%, in line with the commitment to the Paris Agreement.

(7.53.1.84) Plan for achieving target, and progress made to the end of the reporting year

We apply Climate Change and Environmental Impact Management Framework throughout the supply chain and regularly assess risks, opportunities and impacts. We have then set strategy and sustainability targets, create policies, implement, measure and communicate stakeholders, accordingly. The Company has implemented plans to reduce Greenhouse Gas (GHG) emissions and low carbon projects under the Projects or Activities such as install solar cell,Network Modernization and leverages data analytics and AI to monitor energy use at our cell towers. This allows for real-time detection of abnormalities, enabling us to take immediate corrective actions and optimize energy consumption. The company installed energy-saving equipment or changed some equipment at base stations and exchange nodes by

changing network equipment that save more energy, closing unused network frequencies with no impact to customers, in GHG Emissions Reduction. In addition, we adopted internal carbon pricing (ICP) to support assessments and making decisions to invest in low-carbon projects at an initial phase.

(7.53.1.85) Target derived using a sectoral decarbonization approach

Select from:

☑ No

Row 2

(7.53.1.1) Target reference number

Select from:

☑ Abs 2

(7.53.1.2) Is this a science-based target?

Select from:

☑ Yes, and this target has been approved by the Science Based Targets initiative

(7.53.1.3) Science Based Targets initiative official validation letter

Near-Term approval letter - True Corporation Public Company Limited.pdf

(7.53.1.4) Target ambition

Select from:

☑ Well-below 2°C aligned

(7.53.1.5) Date target was set

06/08/2022

(7.53.1.6) Target coverage

Select from:

☑ Organization-wide

(7.53.1.7) Greenhouse gases covered by target

Select all that apply

☑ Methane (CH4)

☑ Nitrous oxide (N2O)

☑ Carbon dioxide (CO2)

☑ Perfluorocarbons (PFCs)

☑ Hydrofluorocarbons (HFCs)

☑ Sulphur hexafluoride (SF6)

☑ Nitrogen trifluoride (NF3)

(7.53.1.8) Scopes

Select all that apply

☑ Scope 3

(7.53.1.10) Scope 3 categories

Select all that apply

☑ Scope 3, Category 2 – Capital goods

☑ Scope 3, Category 6 – Business travel

☑ Scope 3, Category 7 – Employee commuting

☑ Scope 3, Category 11 – Use of sold products

☑ Scope 3, Category 13 – Downstream leased assets

☑ Scope 3, Category 1 – Purchased goods and services

☑ Scope 3, Category 5 – Waste generated in operations

☑ Scope 3, Category 12 – End-of-life treatment of sold products

☑ Scope 3, Category 4 – Upstream transportation and distribution

☑ Scope 3, Category 3 – Fuel- and energy- related activities (not included in Scope 1 or 2)

(7.53.1.11) End date of base year

12/30/2020

(7.53.1.14) Base year Scope 3, Category 1: Purchased goods and services emissions covered by target (metric tons CO2e)

161445

(7.53.1.15) Base year Scope 3, Category 2: Capital goods emissions covered by target (metric tons CO2e)

65781

(7.53.1.16) Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target (metric tons CO2e)

145489

(7.53.1.17) Base year Scope 3, Category 4: Upstream transportation and distribution emissions covered by target (metric tons CO2e)

3302

(7.53.1.18) Base year Scope 3, Category 5: Waste generated in operations emissions covered by target (metric tons CO2e)

1817

(7.53.1.19) Base year Scope 3, Category 6: Business travel emissions covered by target (metric tons CO2e)

1000

(7.53.1.20) Base year Scope 3, Category 7: Employee commuting emissions covered by target (metric tons CO2e)

68743

(7.53.1.24) Base year Scope 3, Category 11: Use of sold products emissions covered by target (metric tons CO2e)

31244

(7.53.1.25) Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target (metric tons CO2e)

2104.0

(7.53.1.26) Base year Scope 3, Category 13: Downstream leased assets emissions covered by target (metric tons CO2e)

561.0

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

481486.000

(7.53.1.32) Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

481486.000

(7.53.1.35) Base year Scope 3, Category 1: Purchased goods and services emissions covered by target as % of total base year emissions in Scope 3, Category 1: Purchased goods and services (metric tons CO2e)

100.0

(7.53.1.36) Base year Scope 3, Category 2: Capital goods emissions covered by target as % of total base year emissions in Scope 3, Category 2: Capital goods (metric tons CO2e)

100.0

(7.53.1.37) Base year Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions covered by target as % of total base year emissions in Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e)

100.0

(7.53.1.38) Base year Scope 3, Category 4: Upstream transportation and distribution covered by target as % of total base year emissions in Scope 3, Category 4: Upstream transportation and distribution (metric tons CO2e)

100.0

(7.53.1.39) Base year Scope 3, Category 5: Waste generated in operations emissions covered by target as % of total base year emissions in Scope 3, Category 5: Waste generated in operations (metric tons CO2e)

100.0

(7.53.1.40) Base year Scope 3, Category 6: Business travel emissions covered by target as % of total base year emissions in Scope 3, Category 6: Business travel (metric tons CO2e)

100.0

(7.53.1.41) Base year Scope 3, Category 7: Employee commuting covered by target as % of total base year emissions in Scope 3, Category 7: Employee commuting (metric tons CO2e)

100.0

(7.53.1.45) Base year Scope 3, Category 11: Use of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 11: Use of sold products (metric tons CO2e)

100.0

(7.53.1.46) Base year Scope 3, Category 12: End-of-life treatment of sold products emissions covered by target as % of total base year emissions in Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO2e)

100.0

(7.53.1.47) Base year Scope 3, Category 13: Downstream leased assets emissions covered by target as % of total base year emissions in Scope 3, Category 13: Downstream leased assets (metric tons CO2e)

100.0

(7.53.1.52) Base year total Scope 3 emissions covered by target as % of total base year emissions in Scope 3 (in all Scope 3 categories)

100.0

(7.53.1.53) Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100.0

(7.53.1.54) End date of target

12/30/2030

(7.53.1.55) Targeted reduction from base year (%)

25

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

361114.500

(7.53.1.59) Scope 3, Category 1: Purchased goods and services emissions in reporting year covered by target (metric tons CO2e)

78091

(7.53.1.60) Scope 3, Category 2: Capital goods emissions in reporting year covered by target (metric tons CO2e)

0

(7.53.1.61) Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) emissions in reporting year covered by target (metric tons CO2e)

239390

(7.53.1.62) Scope 3, Category 4: Upstream transportation and distribution emissions in reporting year covered by target (metric tons CO2e)

3012

(7.53.1.63) Scope 3, Category 5: Waste generated in operations emissions in reporting year covered by target (metric tons CO2e)

250

(7.53.1.64) Scope 3, Category 6: Business travel emissions in reporting year covered by target (metric tons CO2e)

856

(7.53.1.65) Scope 3, Category 7: Employee commuting emissions in reporting year covered by target (metric tons CO2e)

5298

(7.53.1.69) Scope 3, Category 11: Use of sold products emissions in reporting year covered by target (metric tons CO2e)

15852

(7.53.1.70) Scope 3, Category 12: End-of-life treatment of sold products emissions in reporting year covered by target (metric tons CO2e)

1069

(7.53.1.71) Scope 3, Category 13: Downstream leased assets emissions in reporting year covered by target (metric tons CO2e)

15

(7.53.1.76) Total Scope 3 emissions in reporting year covered by target (metric tons CO2e)

343833.000

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

343833.000

(7.53.1.78) Land-related emissions covered by target

Select from:

☑ No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.1.79) % of target achieved relative to base year

114.36

(7.53.1.80) Target status in reporting year

Select from:

☑ Underway

(7.53.1.82) Explain target coverage and identify any exclusions

True increased the ambition of its Scope 3 target by increasing its ambition to ensure the targeted reduction aligned with the WB 2ºC pathway. We commit to reduce Greenhouse Gas Emissions Scope 3 to 25% (Near-term) by 2030 and Net Zero (long-term) by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs). Target coverage is 100% of total base year emissions in Scope 3. This scope 3 relevant emission reduction target applies to our products & services, including Category 1 Purchase goods & services, Category 2 Capital Goods, Category 3 Fuel- and Energy-related activities (not included in Scopes 1 or 2), Category 4 Upstream transportation, Category 5 Waste generated in operations, Category 6 Business Travel, Category 7 Employee commuting, Category 11 Use of sold product and Category 12 End of life treatment of sold product and Category 13 Downstream leased assets.

(7.53.1.83) Target objective

To reduce GHG emissions by 25%, in line with the commitment to the Paris Agreement.

(7.53.1.84) Plan for achieving target, and progress made to the end of the reporting year

To achieve this target, we apply the Climate Change and Environmental Impact Management Framework throughout the supply chain and regularly assess risks, opportunities, and impacts. We have set strategies and sustainability targets, created policies, and implemented, measured, and communicated with stakeholders

accordingly. Additionally, we plan to organize True's annual Suppliers Forum starting in 2024 to engage and encourage suppliers to set GHG reduction targets aligned with the Science Based Targets initiative (SBTi). Moreover, the Company has implemented plans to reduce Greenhouse Gas (GHG) emissions and promote low-carbon products, services, and innovations in GHG emissions reduction.

(7.53.1.85) Target derived using a sectoral decarbonization approach

Select from:

☑ No

[Add row]

(7.53.2) Provide details of your emissions intensity targets and progress made against those targets.

Row 1

(7.53.2.1) Target reference number

Select from:

☑ Int 1

(7.53.2.2) Is this a science-based target?

Select from:

☑ Yes, and this target has been approved by the Science Based Targets initiative

(7.53.2.3) Science Based Targets initiative official validation letter

Near-Term approval letter - True Corporation Public Company Limited.pdf

(7.53.2.4) Target ambition

Select from:

☑ 1.5°C aligned

(7.53.2.5) Date target was set

06/08/2022

(7.53.2.6) Target coverage

Select from:

☑ Organization-wide

(7.53.2.7) Greenhouse gases covered by target

Select all that apply

☑ Methane (CH4)

☑ Nitrous oxide (N2O)

☑ Carbon dioxide (CO2)

☑ Perfluorocarbons (PFCs)

☑ Hydrofluorocarbons (HFCs)

☑ Nitrogen trifluoride (NF3)

☑ Sulphur hexafluoride (SF6)

(7.53.2.8) Scopes

Select all that apply

☑ Scope 1

☑ Scope 2

(7.53.2.9) Scope 2 accounting method

Select from:

☑ Market-based

(7.53.2.11) Intensity metric

Select from:

☑ Metric tons CO2e per unit revenue

(7.53.2.12) End date of base year

12/30/2020

(7.53.2.13) Intensity figure in base year for Scope 1 (metric tons CO2e per unit of activity)

0.12

(7.53.2.14) Intensity figure in base year for Scope 2 (metric tons CO2e per unit of activity)

3.21

(7.53.2.33) Intensity figure in base year for all selected Scopes (metric tons CO2e per unit of activity)

3.3300000000

(7.53.2.34) % of total base year emissions in Scope 1 covered by this Scope 1 intensity figure

100

(7.53.2.35) % of total base year emissions in Scope 2 covered by this Scope 2 intensity figure

100

(7.53.2.54) % of total base year emissions in all selected Scopes covered by this intensity figure

100

(7.53.2.55) End date of target

12/30/2030

(7.53.2.56) Targeted reduction from base year (%)

42

(7.53.2.57) Intensity figure at end date of target for all selected Scopes (metric tons CO2e per unit of activity)

1.9314000000

(7.53.2.58) % change anticipated in absolute Scope 1+2 emissions

42

(7.53.2.60) Intensity figure in reporting year for Scope 1 (metric tons CO2e per unit of activity)

0.08

(7.53.2.61) Intensity figure in reporting year for Scope 2 (metric tons CO2e per unit of activity)

3.46

(7.53.2.80) Intensity figure in reporting year for all selected Scopes (metric tons CO2e per unit of activity)

3.5400000000

(7.53.2.81) Land-related emissions covered by target

Select from:

☑ No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.2.82) % of target achieved relative to base year

-15.02

(7.53.2.83) Target status in reporting year

Select from:

☑ Underway

(7.53.2.85) Explain target coverage and identify any exclusions

In 2023, we continue our effort to reduce greenhouse gas emissions as we announced new climate change targets last year, for greenhouse gas emissions reduction (scope 1 & 2) 42% in absolute terms by 2030, and aimed to achieve a carbon neutral by 2030 and commit to reduce Greenhouse Gas Emissions to Net Zero by 2050, according to the Science-Based Target Initiative (SBTi) which is in line with 1.5ºC scenario of the Paris Agreement, the UN Sustainable Development Goals (SDGs). As for the GHG emissions scope 1 and scope 2 indicators, our ambition distributed all True's business.

(7.53.2.86) Target objective

To reduce absolute GHG emissions by 42% and intensity, in line with the commitment to the Paris Agreement.

(7.53.2.87) Plan for achieving target, and progress made to the end of the reporting year

We apply Climate Change and Environmental Impact Management Framework throughout the supply chain and regularly assess risks, opportunities and impacts. We have then set strategy and sustainability targets, create policies, implement, measure and communicate stakeholders, accordingly. The Company has implemented plans to reduce Greenhouse Gas (GHG) emissions and low carbon projects under the Projects or Activities such as install solar cell,Network Modernization and leverages data analytics and AI to monitor energy use at our cell towers. This allows for real-time detection of abnormalities, enabling us to take immediate corrective actions and optimize energy consumption. The company installed energy-saving equipment or changed some equipment at base stations and exchange nodes by changing network equipment that save more energy, closing unused network frequencies with no impact to customers, in GHG Emissions Reduction. In addition, we adopted internal carbon pricing (ICP) to support assessments and making decisions to invest in low-carbon projects at an initial phase.

(7.53.2.88) Target derived using a sectoral decarbonization approach

Select from:

☑ No

Row 3

(7.53.2.1) Target reference number

Select from:

☑ Int 2

(7.53.2.2) Is this a science-based target?

Select from:

☑ Yes, and this target has been approved by the Science Based Targets initiative

(7.53.2.3) Science Based Targets initiative official validation letter

Near-Term approval letter - True Corporation Public Company Limited.pdf

(7.53.2.4) Target ambition

Select from:

☑ Well-below 2°C aligned

(7.53.2.5) Date target was set

06/08/2022

(7.53.2.6) Target coverage

Select from:

☑ Organization-wide

(7.53.2.7) Greenhouse gases covered by target

Select all that apply

☑ Methane (CH4)

☑ Nitrous oxide (N2O)

☑ Carbon dioxide (CO2)

☑ Perfluorocarbons (PFCs)

☑ Hydrofluorocarbons (HFCs)

☑ Nitrogen trifluoride (NF3)

☑ Sulphur hexafluoride (SF6)

(7.53.2.8) Scopes

Select all that apply

☑ Scope 3

(7.53.2.10) Scope 3 categories

Select all that apply

- ☑ Category 2: Capital goods
- ☑ Category 6: Business travel
- ☑ Category 7: Employee commuting
- ☑ Category 11: Use of sold products
- ☑ Category 13: Downstream leased assets
- ☑ Category 1: Purchased goods and services
- ☑ Category 5: Waste generated in operations
- ☑ Category 12: End-of-life treatment of sold products
- ☑ Category 4: Upstream transportation and distribution
- ☑ Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.53.2.11) Intensity metric

Select from:

☑ Metric tons CO2e per unit revenue

(7.53.2.12) End date of base year

12/30/2020

(7.53.2.15) Intensity figure in base year for Scope 3, Category 1: Purchased goods and services (metric tons CO2e per unit of activity)

0.743

(7.53.2.16) Intensity figure in base year for Scope 3, Category 2: Capital goods (metric tons CO2e per unit of activity)

0.303

(7.53.2.17) Intensity figure in base year for Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) (metric tons CO2e per unit of activity)

0.67

(7.53.2.18) Intensity figure in base year for Scope 3, Category 4: Upstream transportation and distribution (metric tons CO2e per unit of activity)

0.015

(7.53.2.19) Intensity figure in base year for Scope 3, Category 5: Waste generated in operations (metric tons CO2e per unit of activity)

0.008

(7.53.2.20) Intensity figure in base year for Scope 3, Category 6: Business travel (metric tons CO2e per unit of activity)

0.005

(7.53.2.21) Intensity figure in base year for Scope 3, Category 7: Employee commuting (metric tons CO2e per unit of activity)

0.316

(7.53.2.25) Intensity figure in base year for Scope 3, Category 11: Use of sold products (metric tons CO2e per unit of activity)

0.144

(7.53.2.26) Intensity figure in base year for Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO2e per unit of activity)

0.01

(7.53.2.27) Intensity figure in base year for Scope 3, Category 13: Downstream leased assets (metric tons CO2e per unit of activity)

0.003

(7.53.2.32) Intensity figure in base year for total Scope 3 (metric tons CO2e per unit of activity)

2.2170000000

(7.53.2.33) Intensity figure in base year for all selected Scopes (metric tons CO2e per unit of activity)

2.2170000000

(7.53.2.36) % of total base year emissions in Scope 3, Category 1: Purchased goods and services covered by this Scope 3, Category 1: Purchased goods and services intensity figure

100

(7.53.2.37) % of total base year emissions in Scope 3, Category 2: Capital goods covered by this Scope 3, Category 2: Capital goods intensity figure

100

(7.53.2.38) % of total base year emissions in Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) covered by this Scope 3, Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2) intensity figure

100

(7.53.2.39) % of total base year emissions in Scope 3, Category 4: Upstream transportation and distribution covered by this Scope 3, Category 4: Upstream transportation and distribution intensity figure

100

(7.53.2.40) % of total base year emissions in Scope 3, Category 5: Waste generated in operations covered by this Scope 3, Category 5: Waste generated in operations intensity figure

100

(7.53.2.41) % of total base year emissions in Scope 3, Category 6: Business travel covered by this Scope 3, Category 6: Business travel intensity figure

100

(7.53.2.42) % of total base year emissions in Scope 3, Category 7: Employee commuting covered by this Scope 3, Category 7: Employee commuting intensity figure

100

(7.53.2.46) % of total base year emissions in Scope 3, Category 11: Use of sold products covered by this Scope 3, Category 11: Use of sold products intensity figure

100

(7.53.2.47) % of total base year emissions in Scope 3, Category 12: End-of-life treatment of sold products covered by this Scope 3, Category 12: End-of-life treatment of sold products intensity figure

100

(7.53.2.48) % of total base year emissions in Scope 3, Category 13: Downstream leased assets covered by this Scope 3, Category 13: Downstream leased assets intensity figure

100

(7.53.2.53) % of total base year emissions in Scope 3 (in all Scope 3 categories) covered by this total Scope 3 intensity figure

100

(7.53.2.54) % of total base year emissions in all selected Scopes covered by this intensity figure

100

(7.53.2.55) End date of target

12/30/2030

(7.53.2.56) Targeted reduction from base year (%)

23

(7.53.2.57) Intensity figure at end date of target for all selected Scopes (metric tons CO2e per unit of activity)

1.7070900000

(7.53.2.59) % change anticipated in absolute Scope 3 emissions

25

(7.53.2.62) Intensity figure in reporting year for Scope 3, Category 1: Purchased goods and services (metric tons CO2e per unit of activity)

0.385

(7.53.2.63) Intensity figure in reporting year for Scope 3, Category 2: Capital goods (metric tons CO2e per unit of activity)

0

(7.53.2.64) Intensity figure in reporting year for Scope 3, Category 3: Fuel- and energy-related activities (metric tons CO2e per unit of activity)

1.18

(7.53.2.65) Intensity figure in reporting year for Scope 3, Category 4: Upstream transportation and distribution (metric tons CO2e per unit of activity)

0.015

(7.53.2.66) Intensity figure in reporting year for Scope 3, Category 5: Waste generated in operations (metric tons CO2e per unit of activity)

0.001

(7.53.2.67) Intensity figure in reporting year for Scope 3, Category 6: Business travel (metric tons CO2e per unit of activity)

0.004

(7.53.2.68) Intensity figure in reporting year for Scope 3, Category 7: Employee commuting (metric tons CO2e per unit of activity)

0.026

(7.53.2.72) Intensity figure in reporting year for Scope 3, Category 11: Use of sold products (metric tons CO2e per unit of activity)

0.078

(7.53.2.73) Intensity figure in reporting year for Scope 3, Category 12: End-of-life treatment of sold products (metric tons CO2e per unit of activity)

0.005

(7.53.2.74) Intensity figure in reporting year for Scope 3, Category 13: Downstream leased assets (metric tons CO2e per unit of activity)

0

(7.53.2.79) Intensity figure in reporting year for total Scope 3 (metric tons CO2e per unit of activity)

1.6940000000

(7.53.2.80) Intensity figure in reporting year for all selected Scopes (metric tons CO2e per unit of activity)

1.6940000000

(7.53.2.81) Land-related emissions covered by target

Select from:

☑ No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.2.82) % of target achieved relative to base year

102.57

(7.53.2.83) Target status in reporting year

Select from:

☑ Underway

(7.53.2.85) Explain target coverage and identify any exclusions

True increased the ambition of its Scope 3 target by increasing its ambition to ensure the targeted reduction aligned with the WB 2ºC pathway. We commit to reduce Greenhouse Gas Emissions Scope 3 to 25% (Near-term) by 2030 and Net Zero (long-term) by 2050 according to the Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs). Target coverage is 100% of total base year emissions in Scope 3. This scope 3 relevant emission reduction target applies to our products & services, including Category 1 Purchase goods & services, Category 2 Capital Goods, Category 3 Fuel- and Energy-related activities (not included in Scopes 1 or 2), Category 4 Upstream transportation, Category 5 Waste generated in operations, Category 6 Business Travel, Category 7 Employee commuting, Category 11 Use of sold product and Category 12 End of life treatment of sold product and Category 13 Downstream leased assets.

(7.53.2.86) Target objective

To reduce absolute GHG emissions by 25% and intensity, in line with the commitment to the Paris Agreement.

(7.53.2.87) Plan for achieving target, and progress made to the end of the reporting year

To achieve this target, we apply the Climate Change and Environmental Impact Management Framework throughout the supply chain and regularly assess risks, opportunities, and impacts. We have set strategies and sustainability targets, created policies, and implemented, measured, and communicated with stakeholders

accordingly. Additionally, we plan to organize True's annual Suppliers Forum starting in 2024 to engage and encourage suppliers to set GHG reduction targets aligned with the Science Based Targets initiative (SBTi). Moreover, the Company has implemented plans to reduce Greenhouse Gas (GHG) emissions and promote low-carbon products, services, and innovations in GHG emissions reduction.

(7.53.2.88) Target derived using a sectoral decarbonization approach

Select from:

☑ No

[Add row]

(7.54) Did you have any other climate-related targets that were active in the reporting year?

Select all that apply

☑ Net-zero targets

(7.54.3) Provide details of your net-zero target(s).

Row 1

(7.54.3.1) Target reference number

Select from:

☑ NZ1

(7.54.3.2) Date target was set

06/08/2022

(7.54.3.3) Target Coverage

Select from:

☑ Organization-wide

(7.54.3.4) Targets linked to this net zero target

Select all that apply

☑ Abs1

(7.54.3.5) End date of target for achieving net zero

12/30/2050

(7.54.3.6) Is this a science-based target?

Select from:

☑ Yes, we consider this a science-based target, and the target is currently being reviewed by the Science Based Targets initiative

(7.54.3.8) Scopes

Select all that apply

☑ Scope 1

☑ Scope 2

☑ Scope 3

(7.54.3.9) Greenhouse gases covered by target

Select all that apply

☑ Methane (CH4)

☑ Nitrous oxide (N2O)

☑ Carbon dioxide (CO2)

☑ Perfluorocarbons (PFCs)

☑ Hydrofluorocarbons (HFCs)

☑ Sulphur hexafluoride (SF6)

☑ Nitrogen trifluoride (NF3)

(7.54.3.10) Explain target coverage and identify any exclusions

The target covers the scope 1-3 emissions company-wide. GHG emission (Scope 1&2) covered all business. which is 100% coverage of own operation. For GHG scope 3 emission target coverage, we also aim at 80% of our supply chain. We commit to achieve Carbon Neutral (Scope 1 & 2) by 2030 and commit to reduce

Greenhouse Gas Emissions to Net Zero by 2050 aligned with Science-Based Target Initiative (SBTi) which is in line with the Paris Agreement, the UN Sustainable Development Goals (SDGs). True will reduce its scope 1 & 2 emissions up to 90% by 2050. In order to reduce the scope 3 emission True is actively addressing its suppliers to comply with our scope 3. emission reduction targets. Moreover, True also plans to encourage tree planting to absorb greenhouse gases and support purchasing carbon credits for offsetting.

(7.54.3.11) Target objective

To be part of the effort to reduce greenhouse gases and achieve the goal of limiting the global average temperature increase to no more than 1.5 degrees Celsius, in alignment with the UNSDG, the Paris Agreement, and Thailand state policies.

(7.54.3.12) Do you intend to neutralize any residual emissions with permanent carbon removals at the end of the target?

Select from:

☑ Yes

(7.54.3.13) Do you plan to mitigate emissions beyond your value chain?

Select from:

☑ Yes, and we have already acted on this in the reporting year

(7.54.3.14) Do you intend to purchase and cancel carbon credits for neutralization and/or beyond value chain mitigation?

Select all that apply

☑ Yes, we plan to purchase and cancel carbon credits for neutralization at the end of the target

(7.54.3.15) Planned milestones and/or near-term investments for neutralization at the end of the target

We plan to implement GHG reduction projects, carbon removals and support to purchase carbon credit to achieve Carbon Neutral by 2030 and Net Zero by 2050 aligned to SBTi as follow; - Engage with significant suppliers to set their GHG reduction targets via True annual supplier forum. - Encourage Energy Efficiency activities annually (2021-2050), increase the proportion of renewable energy consumption, and create innovation towards sustainability by developing new platforms and technologies which will help to reduce energy consumption and greenhouse gas emissions. - Encourage tree planting during 2021-2025 to absorb greenhouse gases and support purchasing carbon credits for offsetting.

(7.54.3.16) Describe the actions to mitigate emissions beyond your value chain

Engage with significant suppliers to set their GHG reduction targets via True annual supplier forum.

(7.54.3.17) Target status in reporting year

Select from:

☑ Underway

(7.54.3.19) Process for reviewing target

True passed the first stage of the Eligibility Verification and is now proceeding with the Technical Screening of our targets by SBTi.
[Add row]

(7.55) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Select from:

☑ Yes

(7.55.1) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	*0*	*`Numeric input*
To be implemented	*1*	*9006*
Implementation commenced	*3*	*3939*
Implemented	*6*	*191339*
Not to be implemented	*0*	*`Numeric input*

[Fixed row]

(7.55.2) Provide details on the initiatives implemented in the reporting year in the table below.

Row 1

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in production processes

☑ Smart control system

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

4233

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (location-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

44923320

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

34940360

(7.55.2.7) Payback period

Select from:

☑ <1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 16-20 years

(7.55.2.9) Comment

Network Modernization: To combine signal towers into a Single Grid, which is the cornerstone of efforts to consolidate the strengths of both True and dtac in terms of signal towers and spectrums. Leveraging data insights, True has delved deeply into usage details in each area combined with the use of Artificial Intelligence (AI) and Machine Learning (ML) to analyze energy consumption and as the result to achieve energy efficiency. By 2023, a total of 2,497 Single Grids with spectrum consolidation were conducted, resulting in a decrease of 9,599 MWh energy consumption.

Row 2

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in production processes

☑ Process optimization

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

12855

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (location-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

136740240

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

24750000

(7.55.2.7) Payback period

Select from:

☑ <1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 6-10 years

(7.55.2.9) Comment

Energy Efficiency in Network: We installed energy saving equipment or changed some equipment at base station and exchange nodes by changing network equipment that save more energy, closing unused network frequencies with no impact to customers.

Row 3

(7.55.2.1) Initiative category & Initiative type

Low-carbon energy generation

☑ Solar PV

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

19876

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (location-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

211414320

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

164433360

(7.55.2.7) Payback period

Select from:

☑ <1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 16-20 years

(7.55.2.9) Comment

True continued to install solar PV at more base stations and Mobile Switching Center (MSC). In 2023, True installed 2,596 additional solar cell base stations. In total 7,591 solar cells have been installed and 45,174 MWh generated

Row 4

(7.55.2.1) Initiative category & Initiative type

Low-carbon energy consumption

☑ Solar PV

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

224

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (location-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

2372760

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

1774500

(7.55.2.7) Payback period

Select from:

☑ <1 year

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 16-20 years

(7.55.2.9) Comment

The Company expanded the use of renewable energy with Solar Cells at the True Digital Park office building, producing 507 MWh of electricity.

Row 5

(7.55.2.1) Initiative category & Initiative type

Energy efficiency in buildings

☑ Heating, Ventilation and Air Conditioning (HVAC)

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

61

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (location-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

641160

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

22159932

(7.55.2.7) Payback period

Select from:

☑ >25 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 6-10 years

(7.55.2.9) Comment

True upgraded the air-conditioning system to a variable refrigerant volume (VRV) or variable refrigerant flow (VRF) system and changed to use the elevator regenerative drives which saved up to 137 MWh of electricity

Row 6

(7.55.2.1) Initiative category & Initiative type

Low-carbon energy generation

☑ Large hydropower (>25 MW)

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

154000

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (market-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in C0.4)

1638000000

(7.55.2.6) Investment required (unit currency – as specified in C0.4)

16450000

(7.55.2.7) Payback period

Select from:

☑ No payback

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 1-2 years

(7.55.2.9) Comment

In 2023, True purchased the Renewable Energy Certificates (REC) to offset 350,000 MWh of electricity consumption from the Hydropower Plant.
[Add row]

(7.55.3) What methods do you use to drive investment in emissions reduction activities?

Row 1

(7.55.3.1) Method

Select from:

☑ Internal price on carbon

(7.55.3.2) Comment

While True prioritizes energy efficiency and conservation projects in its investment decision-making process, all projects must also meet the financial performance evaluation criteria, which includes accounting for carbon expenses calculated using True's internal carbon pricing rate of 600 Baht per tonne of CO2e.

Row 2

(7.55.3.1) Method

Select from:

☑ Financial optimization calculations

(7.55.3.2) Comment

While True prioritizes energy efficiency and conservation projects in its investment decision-making process, all projects must also meet the financial performance evaluation criteria, which includes accounting for carbon expenses calculated using True's internal carbon pricing rate of 600 Baht per tonne of CO2e.
[Add row]

(7.73) Are you providing product level data for your organization’s goods or services?

Select from:

☑ No, I am not providing data

(7.74) Do you classify any of your existing goods and/or services as low-carbon products?

Select from:

☑ Yes

(7.74.1) Provide details of your products and/or services that you classify as low-carbon products.

Row 1

(7.74.1.1) Level of aggregation

Select from:

☑ Group of products or services

(7.74.1.2) Taxonomy used to classify product(s) or service(s) as low-carbon

Select from:

☑ Other, please specify **:**Methodology developed by the Greenhouse Gas Protocol and Thailand Greenhouse Gas Management Organization

(7.74.1.3) Type of product(s) or service(s)

Power

☑ Other, please specify **:**Low-carbon product

(7.74.1.4) Description of product(s) or service(s)

True iService is one of the company's services that allows customers to: 1) check their balance and data usage, 2) make easy and secure payment transactions, and 3) manage their services via the application or website. By using True iService, GHG emissions from customer travel to shops and paper billing are avoided.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

☑ No

(7.74.1.13) Revenue generated from low-carbon product(s) or service(s) as % of total revenue in the reporting year

0.06

Row 2

(7.74.1.1) Level of aggregation

Select from:

☑ Group of products or services

(7.74.1.2) Taxonomy used to classify product(s) or service(s) as low-carbon

Select from:

☑ Other, please specify **:**Methodology developed by the Greenhouse Gas Protocol and Thailand Greenhouse Gas Management Organization

(7.74.1.3) Type of product(s) or service(s)

Power

☑ Solar PV

(7.74.1.4) Description of product(s) or service(s)

Low Emissions Products & Services: True continues to improve its IT infrastructure to meet growing service demands, which has resulted in an increased electricity usage, primarily from fossil fuels. Committed to encouraging and promoting renewable energy, True has installed solar PV systems at base stations and in remote areas lacking access to grid electricity since 2010. The company has continued to expand solar PV installations at base stations, transmission hubs, data centers, and office buildings nationwide. To date, solar panels have been installed at 4,712 locations, with a combined capacity of 31,176 MWh per year, resulting in a reduction of greenhouse gas emissions by up to 13,905 tCO2e.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

☑ No

(7.74.1.13) Revenue generated from low-carbon product(s) or service(s) as % of total revenue in the reporting year

0.05
[Add row]

(7.79) Has your organization canceled any project-based carbon credits within the reporting year?

Select from:

☑ No

C9. Environmental performance - Water security

(9.1) Are there any exclusions from your disclosure of water-related data?

Select from:
☑ No

(9.2) Across all your operations, what proportion of the following water aspects are regularly measured and monitored?

Water withdrawals – total volumes

(9.2.1) % of sites/facilities/operations

Select from:
☑ 100%

(9.2.2) Frequency of measurement

Select from:
☑ Monthly

(9.2.3) Method of measurement

100% of True's water withdrawal volumes are measured and monitored using metering devices, utility invoices, or recorded data using on a monthly basis.

(9.2.4) Please explain

True monitors its water withdrawal on a monthly basis at each of its offices across all regions. This monitoring is conducted through water meter readings and water usage expenses, with verification by the Provincial Waterworks Authority and the Metropolitan Waterworks Authority of Thailand to ensure that the water withdrawal data is accurate and transparent.

Water withdrawals – volumes by source

(9.2.1) % of sites/facilities/operations

Select from:

☑ 100%

(9.2.2) Frequency of measurement

Select from:

☑ Monthly

(9.2.3) Method of measurement

True's water withdrawal volumes only from third party source (MWA and PWA), are measured and monitored using metering devices, utility invoices, or recorded data using on a monthly basis.

(9.2.4) Please explain

True withdraws tap water from only third-party supplier: the Metropolitan Waterworks Authority (MWA) for offices in Bangkok and its metropolitan area, and the Provincial Waterworks Authority (PWA) for regional offices. There is no direct withdraws of surface water or groundwater.

Water withdrawals quality

(9.2.1) % of sites/facilities/operations

Select from:

☑ 100%

(9.2.2) Frequency of measurement

Select from:

☑ Monthly

(9.2.3) Method of measurement

Water Quality Standards of MWA and PWA, Thailand.

(9.2.4) Please explain

MWA and PWA are responsible for water quality monitoring to ensure they provide customers with the level of water quality that complies with water quality standard Of MWA,PWA Follow The Guidelines For Drinking-Water Quality Of WHO (WHO, 2006). We measure water withdrawal quality if there is an identified need to measure by third-party.

Water discharges – total volumes

(9.2.1) % of sites/facilities/operations

Select from:

☑ 100%

(9.2.2) Frequency of measurement

Select from:

☑ Monthly

(9.2.3) Method of measurement

Metering devices or estimated calculating data on a monthly basis.

(9.2.4) Please explain

True's water discharge volumes are measured and monitored using metering devices or estimated calculations on a monthly basis.

Water discharges – volumes by destination

(9.2.1) % of sites/facilities/operations

Select from:

☑ 100%

(9.2.2) Frequency of measurement

Select from:

☑ Monthly

(9.2.3) Method of measurement

Metering devices or estimated calculating data on a monthly basis.

(9.2.4) Please explain

True's treated effluent is discharged to two sources: - Surface water, and - Public sewer

Water discharges – volumes by treatment method

(9.2.1) % of sites/facilities/operations

Select from:

☑ 100%

(9.2.2) Frequency of measurement

Select from:

☑ Monthly

(9.2.3) Method of measurement

Metering devices or estimated calculating data on a monthly basis.

(9.2.4) Please explain

True's office building's wastewater treatment system uses the activated sludge process, and all discharged effluent is treated by this system.

Water discharge quality – by standard effluent parameters

(9.2.1) % of sites/facilities/operations

Select from:

☑ 100%

(9.2.2) Frequency of measurement

Select from:

☑ Monthly

(9.2.3) Method of measurement

United States Environmental Protection Agency (U.S. EPA) by Third party

(9.2.4) Please explain

Wastewater analysis for each parameter is conducted in accordance with the effluent standards set by the Pollution Control Department, Thailand.

Water discharge quality – emissions to water (nitrates, phosphates, pesticides, and/or other priority substances)

(9.2.1) % of sites/facilities/operations

Select from:

☑ Not relevant

(9.2.4) Please explain

Wastewater analysis for each parameter is conducted in accordance with the effluent standards set by Thailand's Pollution Control Department, including Total Kjeldahl Nitrogen (TKN).

Water discharge quality – temperature

(9.2.1) % of sites/facilities/operations

Select from:

☑ 100%

(9.2.2) Frequency of measurement

Select from:
☑ Monthly

(9.2.3) Method of measurement

United States Environmental Protection Agency (U.S. EPA) by Third party

(9.2.4) Please explain

Wastewater analysis for each parameter is conducted in accordance with the effluent standards set by the Pollution Control Department, Thailand.

Water consumption – total volume

(9.2.1) % of sites/facilities/operations

Select from:
☑ 100%

(9.2.2) Frequency of measurement

Select from:
☑ Monthly

(9.2.3) Method of measurement

True's water consumption volumes are measured and monitored using metering devices, utility invoices, on a monthly basis as water withdrawals.

(9.2.4) Please explain

True monitors its water withdrawal on a monthly basis at each of its offices across all regions. This monitoring is conducted through water meter readings and water usage expenses, with verification by the Provincial Waterworks Authority and the Metropolitan Waterworks Authority of Thailand to ensure that the water withdrawal data is accurate and transparent.

Water recycled/reused

(9.2.1) % of sites/facilities/operations

Select from:

☑ 1-25

(9.2.2) Frequency of measurement

Select from:

☑ Monthly

(9.2.3) Method of measurement

Calculation

(9.2.4) Please explain

True reduced water consumption by reusing treated wastewater from office buildings. This involves putting the wastewater through a filtration process called a recycling system. The recycled water is then used for non-potable applications, such as flushing toilets and watering plants, where it doesn't directly contact people. This initiative helps us conserve valuable freshwater resources and promotes efficient water usage.

The provision of fully-functioning, safely managed WASH services to all workers

(9.2.1) % of sites/facilities/operations

Select from:

☑ Not relevant

(9.2.4) Please explain

NaN

[Fixed row]

(9.2.2) What are the total volumes of water withdrawn, discharged, and consumed across all your operations, how do they compare to the previous reporting year, and how are they forecasted to change?

Total withdrawals

(9.2.2.1) Volume (megaliters/year)

162.67

(9.2.2.2) Comparison with previous reporting year

Select from:
☑ Higher

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:
☑ Increase/decrease in business activity

(9.2.2.4) Five-year forecast

Select from:
☑ Lower

(9.2.2.5) Primary reason for forecast

Select from:
☑ Maximum potential volume reduction already achieved

(9.2.2.6) Please explain

We have developed and implemented a water management plan, set a water consumption target, and committed to a 35% reduction in water withdrawals per revenue by 2030, which will lead to an overall reduction in the organization's water withdrawals.

Total discharges

(9.2.2.1) Volume (megaliters/year)

159.81

(9.2.2.2) Comparison with previous reporting year

Select from:

☑ About the same

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:

☑ Increase/decrease in business activity

(9.2.2.4) Five-year forecast

Select from:

☑ Much higher

(9.2.2.5) Primary reason for forecast

Select from:

☑ Investment in water-smart technology/process

(9.2.2.6) Please explain

True reduced water consumption by reusing treated wastewater from office buildings. This involves putting the wastewater through a filtration process called a recycling system. The recycled water is then used for non-potable applications, such as flushing toilets and watering plants, where it doesn't directly contact people. This initiative helps us conserve valuable freshwater resources and promotes efficient water usage in the future.

Total consumption

(9.2.2.1) Volume (megaliters/year)

162.67

(9.2.2.2) Comparison with previous reporting year

Select from:
☑ Higher

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:
☑ Increase/decrease in business activity

(9.2.2.4) Five-year forecast

Select from:
☑ Lower

(9.2.2.5) Primary reason for forecast

Select from:
☑ Maximum potential volume reduction already achieved

(9.2.2.6) Please explain

We have set a water consumption target and committed to a 15% reduction in total water withdrawals and water usage by 2030. This includes a campaign to engage employees in water conservation, which will contribute to an overall reduction in the organization's water consumption."
[Fixed row]

(9.2.4) Indicate whether water is withdrawn from areas with water stress, provide the volume, how it compares with the previous reporting year, and how it is forecasted to change.

(9.2.4.1) Withdrawals are from areas with water stress

Select from:

☑ Yes

(9.2.4.2) Volume withdrawn from areas with water stress (megaliters)

8.79

(9.2.4.3) Comparison with previous reporting year

Select from:

☑ Lower

(9.2.4.4) Primary reason for comparison with previous reporting year

Select from:

☑ Increase/decrease in business activity

(9.2.4.5) Five-year forecast

Select from:

☑ About the same

(9.2.4.6) Primary reason for forecast

Select from:

☑ Maximum potential volume reduction already achieved

(9.2.4.7) % of total withdrawals that are withdrawn from areas with water stress

5.40

(9.2.4.8) Identification tool

Select all that apply

☑ WRI Aqueduct

(9.2.4.9) Please explain

In 2023, water withdrawn from areas with water stress is 8.79 Mega Liters, which is a decrease compared to 2022, which was 13.88 Mega Liters, representing a reduction of approximately 36.7%. This reduction is due to increased use of water recycling and reduced water use in water-stressed areas.
[Fixed row]

(9.2.7) Provide total water withdrawal data by source.

Fresh surface water, including rainwater, water from wetlands, rivers, and lakes

(9.2.7.1) Relevance

Select from:

☑ Not relevant

(9.2.7.5) Please explain

Water usage in True's business primarily occurs in office buildings, where water is treated for quality. Therefore, our water withdrawals come from a single source: a third-party supplier, with no withdrawals from surface water.

Brackish surface water/Seawater

(9.2.7.1) Relevance

Select from:

☑ Not relevant

(9.2.7.5) Please explain

Water usage in True's business primarily occurs in office buildings, where water is treated for quality. Therefore, our water withdrawals come from a single source: a third-party supplier, with no withdrawals from Brackish surface water.

Groundwater – renewable

(9.2.7.1) Relevance

Select from:

☑ Not relevant

(9.2.7.5) Please explain

Water usage in True's business primarily occurs in office buildings, where water is treated for quality. Therefore, our water withdrawals come from a single source: a third-party supplier, with no withdrawals from ground water.

Groundwater – non-renewable

(9.2.7.1) Relevance

Select from:

☑ Not relevant

(9.2.7.5) Please explain

Water usage in True's business primarily occurs in office buildings, where water is treated for quality. Therefore, our water withdrawals come from a single source: a third-party supplier, with no withdrawals from surface water.

Produced/Entrained water

(9.2.7.1) Relevance

Select from:

☑ Not relevant

(9.2.7.5) Please explain

Water usage in True's business primarily occurs in office buildings, where water is treated for quality. Therefore, our water withdrawals come from a single third-party source, and we do not produce any fresh tap water ourselves.

Third party sources

(9.2.7.1) Relevance

Select from:

☑ Relevant

(9.2.7.2) Volume (megaliters/year)

162.67

(9.2.7.3) Comparison with previous reporting year

Select from:

☑ Higher

(9.2.7.4) Primary reason for comparison with previous reporting year

Select from:

☑ Increase/decrease in business activity

(9.2.7.5) Please explain

After the COVID-19 pandemic situation subsided, employees were able to return to the office as usual, leading to an overall increase in water usage. However, True has continuously raised awareness to achieve the goal of reducing water usage by 15% by 2030, compared to the 2020 baseline. However, 100% water withdrawals come from third party source.
[Fixed row]

(9.2.8) Provide total water discharge data by destination.

Fresh surface water

(9.2.8.1) Relevance

Select from:

☑ Relevant

(9.2.8.2) Volume (megaliters/year)

40.34

(9.2.8.3) Comparison with previous reporting year

Select from:

☑ Lower

(9.2.8.4) Primary reason for comparison with previous reporting year

Select from:

☑ Increase/decrease in efficiency

(9.2.8.5) Please explain

True recognizes the importance of water resources and has implemented measures to reduce water usage and increase recycling. As a result, the overall volume of wastewater discharged into the public surface water has decreased.

Brackish surface water/seawater

(9.2.8.1) Relevance

Select from:

☑ Not relevant

(9.2.8.5) Please explain

There is no discharge of effluent into brackish surface water/seawater directly.

Groundwater

(9.2.8.1) Relevance

Select from:
☑ Not relevant

(9.2.8.5) Please explain

There is no discharge of effluent into groundwater.

Third-party destinations

(9.2.8.1) Relevance

Select from:
☑ Relevant

(9.2.8.2) Volume (megaliters/year)

89.79

(9.2.8.3) Comparison with previous reporting year

Select from:
☑ Lower

(9.2.8.4) Primary reason for comparison with previous reporting year

Select from:
☑ Increase/decrease in efficiency

(9.2.8.5) Please explain

True recognizes the importance of water resources and has implemented measures to reduce water usage and increase recycling. As a result, the overall volume of wastewater discharged into the public sewer system has decreased.
[Fixed row]

(9.2.9) Within your direct operations, indicate the highest level(s) to which you treat your discharge.

Tertiary treatment

(9.2.9.1) Relevance of treatment level to discharge

Select from:
☑ Not relevant

(9.2.9.6) Please explain

True does not treated wastewater at tertiary level, therefor, not relevant.

Secondary treatment

(9.2.9.1) Relevance of treatment level to discharge

Select from:
☑ Relevant

(9.2.9.2) Volume (megaliters/year)

130.13

(9.2.9.3) Comparison of treated volume with previous reporting year

Select from:
☑ Lower

(9.2.9.4) Primary reason for comparison with previous reporting year

Select from:

☑ Increase/decrease in business activity

(9.2.9.5) % of your sites/facilities/operations this volume applies to

Select from:

☑ 100%

(9.2.9.6) Please explain

Domestic wastewater, after use, is expressed through drainage pipes to the treatment system, where it undergoes primary treatment using physical methods such as screening and oil and fat separation. It is then directed to secondary treatment via the activated sludge system (aeration and sedimentation processes). After treatment, the effluent is discharged into the public sewer.

Primary treatment only

(9.2.9.1) Relevance of treatment level to discharge

Select from:

☑ Not relevant

(9.2.9.6) Please explain

Primary treatment is a part of our treatment process.

Discharge to the natural environment without treatment

(9.2.9.1) Relevance of treatment level to discharge

Select from:

☑ Not relevant

(9.2.9.6) Please explain

True treats wastewater before discharging it into the environment.

Discharge to a third party without treatment

(9.2.9.1) Relevance of treatment level to discharge

Select from:
☑ Not relevant

(9.2.9.6) Please explain

True treats wastewater before discharging it into third-party or public sewer.

Other

(9.2.9.1) Relevance of treatment level to discharge

Select from:
☑ Not relevant

(9.2.9.6) Please explain

True treats wastewater before discharging.
[Fixed row]

(9.3) In your direct operations and upstream value chain, what is the number of facilities where you have identified substantive water-related dependencies, impacts, risks, and opportunities?

Direct operations

(9.3.1) Identification of facilities in the value chain stage

Select from:

☑ Yes, we have assessed this value chain stage and identified facilities with water-related dependencies, impacts, risks, and opportunities

(9.3.2) Total number of facilities identified

11

(9.3.3) % of facilities in direct operations that this represents

Select from:

☑ 51-75

(9.3.4) Please explain

A physical risk assessment was conducted at the provincial level to evaluate potential risks to True's operations from natural hazards. Bangkok and the top 10 revenue-generating provinces outside Bangkok were considered. This context-specific assessment covers 55% of revenue, accounting for the majority of assets.

Upstream value chain

(9.3.1) Identification of facilities in the value chain stage

Select from:

☑ No, we have not assessed this value chain stage for facilities with water-related dependencies, impacts, risks, and opportunities, but we are planning to do so in the next 2 years

(9.3.4) Please explain

True conducted a physical risk assessment (water scarcity) for its operations in 2023. Additionally, the physical risks of True's top three critical suppliers (in terms of spending) were assessed at the provincial level, based on their factory locations. The following provinces were included in True's upstream physical risk assessment: 1. Guangdong, China 2. Henan, China 3. Jiangsu, China.
[Fixed row]

(9.3.1) For each facility referenced in 9.3, provide coordinates, water accounting data, and a comparison with the previous reporting year.

Row 1

(9.3.1.1) Facility reference number

Select from:

☑ Facility 1

(9.3.1.2) Facility name (optional)

BANGKOK

(9.3.1.3) Value chain stage

Select from:

☑ Direct operations

(9.3.1.4) Dependencies, impacts, risks, and/or opportunities identified at this facility

Select all that apply

☑ Risks

(9.3.1.5) Withdrawals or discharges in the reporting year

Select from:

☑ Yes, withdrawals and discharges

(9.3.1.7) Country/Area & River basin

Thailand

☑ Chao Phraya

(9.3.1.8) Latitude

13.762403

(9.3.1.9) Longitude

100.568508

(9.3.1.10) Located in area with water stress

Select from:

☑ No

(9.3.1.13) Total water withdrawals at this facility (megaliters)

162.67

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

☑ Higher

(9.3.1.15) Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

0

(9.3.1.16) Withdrawals from brackish surface water/seawater

0

(9.3.1.17) Withdrawals from groundwater - renewable

0

(9.3.1.18) Withdrawals from groundwater - non-renewable

0

(9.3.1.19) Withdrawals from produced/entrained water

0

(9.3.1.20) Withdrawals from third party sources

162.67

(9.3.1.21) Total water discharges at this facility (megaliters)

130.13

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

☑ Higher

(9.3.1.23) Discharges to fresh surface water

40.34

(9.3.1.24) Discharges to brackish surface water/seawater

0

(9.3.1.25) Discharges to groundwater

0

(9.3.1.26) Discharges to third party destinations

89.78

(9.3.1.27) Total water consumption at this facility (megaliters)

162.67

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

☑ Higher

(9.3.1.29) Please explain

In 2023, as the COVID-19 situation returned to normal, employees were able to return to the office, leading to an increase in water usage. However, True remains committed to its target and continues to encourage employees to use water efficiently to achieve the goal of reducing water withdrawal by 15% by 2030, compared to the 2020 baseline.
[Add row]

(9.3.2) For the facilities in your direct operations referenced in 9.3.1, what proportion of water accounting data has been third party verified?

Water withdrawals – total volumes

(9.3.2.1) % verified

Select from:

☑ 76-100

(9.3.2.2) Verification standard used

GRI 303-3

Water withdrawals – volume by source

(9.3.2.1) % verified

Select from:

☑ Not verified

(9.3.2.3) Please explain

No verification has been conducted as these issues are not considered a top environmental priority. However, True plans to assess them and will proceed with verification in the future if deemed significant.

Water withdrawals – quality by standard water quality parameters

(9.3.2.1) % verified

Select from:

☑ Not verified

(9.3.2.3) Please explain

No verification has been conducted as these issues are not considered a top environmental priority. However, True plans to assess them and will proceed with verification in the future if deemed significant.

Water discharges – total volumes

(9.3.2.1) % verified

Select from:

☑ Not verified

(9.3.2.3) Please explain

No verification has been conducted as these issues are not considered a top environmental priority. However, True plans to assess them and will proceed with verification in the future if deemed significant.

Water discharges – volume by destination

(9.3.2.1) % verified

Select from:

☑ Not verified

(9.3.2.3) Please explain

No verification has been conducted as these issues are not considered a top environmental priority. However, True plans to assess them and will proceed with verification in the future if deemed significant.

Water discharges – volume by final treatment level

(9.3.2.1) % verified

Select from:

☑ Not verified

(9.3.2.3) Please explain

No verification has been conducted as these issues are not considered a top environmental priority. However, True plans to assess them and will proceed with verification in the future if deemed significant.

Water discharges – quality by standard water quality parameters

(9.3.2.1) % verified

Select from:

☑ 76-100

(9.3.2.2) Verification standard used

United States Environmental Protection Agency (U.S. EPA)

Water consumption – total volume

(9.3.2.1) % verified

Select from:

☑ Not verified

(9.3.2.3) Please explain

No verification has been conducted as these issues are not considered a top environmental priority. However, True plans to assess them and will proceed with verification in the future if deemed significant.
[Fixed row]

(9.4) Could any of your facilities reported in 9.3.1 have an impact on a requesting CDP supply chain member?

Select from:

☑ No, CDP supply chain members do not buy goods or services from facilities listed in 9.3.1

(9.5) Provide a figure for your organization's total water withdrawal efficiency.

(9.5.1) Revenue (currency)

202856000000

(9.5.2) Total water withdrawal efficiency

1247040019.67

(9.5.3) Anticipated forward trend

True has set a water usage target, aiming to reduce water consumption by 35% per revenue by 2030, using 2020 as the baseline year. We anticipate that water withdrawal efficiency will continue to improve.
[Fixed row]

(9.12) Provide any available water intensity values for your organization’s products or services.

Row 1

(9.12.1) Product name

True's business

(9.12.2) Water intensity value

162.67

(9.12.3) Numerator: Water aspect

Select from:

☑ Water withdrawn

(9.12.4) Denominator

Water withdrawals Per Revenue

(9.12.5) Comment

True is a provider of mobile network services and a distributor of smart devices, there are no relevant products and no ISO 14046 assessment. Therefore, water intensity information is provided using water withdrawals per total revenue in 2023.
[Add row]

(9.13) Do any of your products contain substances classified as hazardous by a regulatory authority?

(9.13.1) Products contain hazardous substances

Select from:

☑ No

(9.13.2) Comment

True's business involves providing mobile network services and selling mobile communication devices. True's assessment indicates that its operations do not involve hazardous substances
[Fixed row]

(9.14) Do you classify any of your current products and/or services as low water impact?

(9.14.1) Products and/or services classified as low water impact

Select from:

☑ No, and we do not plan to address this within the next two years

(9.14.3) Primary reason for not classifying any of your current products and/or services as low water impact

Select from:

☑ Important but not an immediate business priority

(9.14.4) Please explain

Although water security has a low impact on our products and services, we still prioritize water management to reduce the use of this crucial resource. We also analyze the risk of water scarcity, both in our direct operations and within the upstream value chain, to manage potential future risks effectively.
[Fixed row]

(9.15) Do you have any water-related targets?

Select from:

☑ Yes

(9.15.1) Indicate whether you have targets relating to water pollution, water withdrawals, WASH, or other water-related categories.

Water pollution

(9.15.1.1) Target set in this category

Select from:

☑ No, and we do not plan to within the next two years

(9.15.1.2) Please explain

True is in the process of planning, collecting data, and setting targets to reduce wastewater discharge into the environment and increase water recycling. Implementation is anticipated to be possible within the next two years.

Water withdrawals

(9.15.1.1) Target set in this category

Select from:

☑ Yes

Water, Sanitation, and Hygiene (WASH) services

(9.15.1.1) Target set in this category

Select from:

☑ No, and we do not plan to within the next two years

(9.15.1.2) Please explain

Not related to our business.

Other

(9.15.1.1) Target set in this category

Select from:
☑ No, and we do not plan to within the next two years

(9.15.1.2) Please explain

NA
[Fixed row]

(9.15.2) Provide details of your water-related targets and the progress made.

Row 1

(9.15.2.1) Target reference number

Select from:
☑ Target 1

(9.15.2.2) Target coverage

Select from:
☑ Organization-wide (direct operations only)

(9.15.2.3) Category of target & Quantitative metric

Water withdrawals
☑ Reduction in withdrawals per revenue

(9.15.2.4) Date target was set

12/31/2019

(9.15.2.5) End date of base year

12/30/2020

(9.15.2.6) Base year figure

0

(9.15.2.7) End date of target year

12/30/2030

(9.15.2.8) Target year figure

35

(9.15.2.9) Reporting year figure

39

(9.15.2.10) Target status in reporting year

Select from:

☑ Achieved and maintained

(9.15.2.12) Global environmental treaties/initiatives/ frameworks aligned with or supported by this target

Select all that apply

☑ Sustainable Development Goal 6

(9.15.2.13) Explain target coverage and identify any exclusions

True recognizes the importance of water resources. Although the telecommunications business does not primarily use water in its operations, we pay great attention to water scarcity, which is a serious problem across many nations, and take part in driving the UN Sustainable Development Goal 6: Clean Water and Sanitation. We use the aqueduct tools developed by the World Resource Institute (WRI) to evaluate water risks, including water supply quantity and water stress. In 2023, we used 162.67 million liters of tap water. We have developed and implemented a water management plan, set a water consumption target, commit to 35 % reduction of water withdrawal per revenue by 2030 using 2020 as base year

(9.15.2.15) Actions which contributed most to achieving or maintaining this target

Improved water use efficiency, and promoted water saving in accordance with the ISO 14001: 2015 standard, in addition to establishing the Working Group on Environmental Management to monitor the organization's water consumption.

(9.15.2.16) Further details of target

Encourage all employees to reduce water consumption, including increasing the percentage of those working from home (WFH), which can also help lower water usage in office buildings.

Row 2

(9.15.2.1) Target reference number

Select from:

☑ Target 2

(9.15.2.2) Target coverage

Select from:

☑ Organization-wide (direct operations only)

(9.15.2.3) Category of target & Quantitative metric

Water withdrawals

☑ Reduction in total water withdrawals

(9.15.2.4) Date target was set

12/31/2019

(9.15.2.5) End date of base year

12/30/2020

(9.15.2.6) Base year figure

182307

(9.15.2.7) End date of target year

09/15/2030

(9.15.2.8) Target year figure

154961

(9.15.2.9) Reporting year figure

162666

(9.15.2.10) Target status in reporting year

Select from:
☑ Underway

(9.15.2.11) % of target achieved relative to base year

72

(9.15.2.12) Global environmental treaties/initiatives/ frameworks aligned with or supported by this target

Select all that apply

☑ Sustainable Development Goal 6

(9.15.2.13) Explain target coverage and identify any exclusions

We have developed and implemented a water management plan, set a water consumption target, commit to 15 % reduction of absolute water withdrawal by 2030 using 2020 as base year

(9.15.2.14) Plan for achieving target, and progress made to the end of the reporting year

Collaborate with the Workplace team to identify areas where water usage equipment in the building can be further improved and replaced and explore new initiatives to meet the goals.

(9.15.2.16) Further details of target

Explore new initiatives to reduce water consumption and continuously encourage all employees to conserve water, including increasing the percentage of those working from home (WFH), which can also help reduce water usage in office buildings.
[Add row]

C10. Environmental performance - Plastics

(10.1) Do you have plastics-related targets, and if so what type?

(10.1.1) Targets in place

Select from:

☑ Yes

(10.1.2) Target type and metric

Plastic packaging

☑ Reduce the total weight of plastic packaging used and/or produced

(10.1.3) Please explain

Recognizing the negative impacts of improper waste management, including the importance of separating waste types to minimize landfill waste and mitigating the associated environmental concerns, True has initiated the "Say No to Plastic Bottles Campaign" to encourage employees to reduce plastic bottle consumption to zero by bringing their own glass or bottle and installing a world-class quality RO water system at True Tower (head office) for employee use.
[Fixed row]

(10.2) Indicate whether your organization engages in the following activities.

Production/commercialization of plastic polymers (including plastic converters)

(10.2.1) Activity applies

Select from:

☑ No

(10.2.2) Comment

Not Applicable

Production/commercialization of durable plastic goods and/or components (including mixed materials)

(10.2.1) Activity applies

Select from:
☑ No

(10.2.2) Comment

Not Applicable

Usage of durable plastics goods and/or components (including mixed materials)

(10.2.1) Activity applies

Select from:
☑ No

(10.2.2) Comment

Not Applicable

Production/commercialization of plastic packaging

(10.2.1) Activity applies

Select from:
☑ No

(10.2.2) Comment

Not Applicable

Production/commercialization of goods/products packaged in plastics

(10.2.1) Activity applies

Select from:
☑ No

(10.2.2) Comment

Not Applicable

Provision/commercialization of services that use plastic packaging (e.g., food services)

(10.2.1) Activity applies

Select from:
☑ No

(10.2.2) Comment

Not Applicable

Provision of waste management and/or water management services

(10.2.1) Activity applies

Select from:
☑ No

(10.2.2) Comment

Not Applicable

Provision of financial products and/or services for plastics-related activities

(10.2.1) Activity applies

Select from:

☑ No

(10.2.2) Comment

Not Applicable

Other activities not specified

(10.2.1) Activity applies

Select from:

☑ No

(10.2.2) Comment

Not Applicable
[Fixed row]

C11. Environmental performance - Biodiversity

(11.2) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments?

(11.2.1) Actions taken in the reporting period to progress your biodiversity-related commitments

Select from:

☑ Yes, we are taking actions to progress our biodiversity-related commitments

(11.2.2) Type of action taken to progress biodiversity- related commitments

Select all that apply

☑ Land/water protection

☑ Species management

☑ Education & awareness

☑ Law & policy

[Fixed row]

(11.3) Does your organization use biodiversity indicators to monitor performance across its activities?

	Does your organization use indicators to monitor biodiversity performance?	Indicators used to monitor biodiversity performance
	Select from: ☑ Yes, we use indicators	*Select all that apply* ☑ Response indicators

[Fixed row]

(11.4) Does your organization have activities located in or near to areas important for biodiversity in the reporting year?

	Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity	Comment
Legally protected areas	*Select from:* ☑ Yes	*Some of True's cell sites are located near protected areas.*
UNESCO World Heritage sites	*Select from:* ☑ Yes	*Some of True's cell sites are located near UNESCO World Heritage sites.*
UNESCO Man and the Biosphere Reserves	*Select from:* ☑ Yes	*Some of True's cell sites are located near UNESCO Biosphere Reserves*
Ramsar sites	*Select from:* ☑ Yes	*Some of True's cell sites are located near Ramsar sites*
Key Biodiversity Areas	*Select from:* ☑ Yes	*Some of True's cell sites are located near Key Biodiversity Areas*
Other areas important for biodiversity	*Select from:* ☑ Data not available	*NA*

[Fixed row]

(11.4.1) Provide details of your organization’s activities in the reporting year located in or near to areas important for biodiversity.

Row 1

(11.4.1.2) Types of area important for biodiversity

Select all that apply

☑ Legally protected areas

☑ UNESCO World Heritage sites

☑ UNESCO Man and the Biosphere Reserves

☑ Ramsar sites

☑ Key Biodiversity Areas

(11.4.1.3) Protected area category (IUCN classification)

Select from:

☑ Category IV-VI

(11.4.1.4) Country/area

Select from:

☑ Thailand

(11.4.1.5) Name of the area important for biodiversity

1) Mueang District, Buriram Province 2) Tha Wang Pha District, Nan Province 3) Kui Buri District, Prachuap Khiri Khan Province

(11.4.1.6) Proximity

Select from:

☑ Up to 5 km

(11.4.1.8) Briefly describe your organization’s activities in the reporting year located in or near to the selected area

True has evaluate the pre-screened operational sites by applying the BESTCAT program, which defines the indicators/metrics for assessing the impact of risks covering 5 dimensions, that are prioritized according to the significances: 1. Threatened Species Richness 2. Biome-based Species Richness 3. Global Species Richness 4. Habitat Intactness 5. Small Ranging Species Richness The assessment results using IBAT for the 324 sites indicate that - Within a 5 km radius of 73 sites, it has been identified that the surrounding areas are located within protected areas. - Within a 5 km radius of 59 sites, it has been identified that the surrounding areas are in key biodiversity areas.

(11.4.1.9) Indicate whether any of your organization’s activities located in or near to the selected area could negatively affect biodiversity

Select from:

☑ Yes, but mitigation measures have been implemented

(11.4.1.10) Mitigation measures implemented within the selected area

Select all that apply

☑ Site selection

☑ Project design

☑ Restoration

☑ Biodiversity offsets

(11.4.1.11) Explain how your organization’s activities located in or near to the selected area could negatively affect biodiversity, how this was assessed, and describe any mitigation measures implemented

As True's business conduct across the value chain may affect the ecosystem and local biodiversity, the Company has set a goal to bring no net loss of biodiversity or forest areas and support projects with positive impacts on biodiversity where possible. True will restore or plant trees to offset tree loss due to the ongoing or future business activities by 2030. In addition, True has joined the UN Global Compact Network Thailand to declare the intentions to support the sustainable management of biodiversity throughout the supply chain and to mitigate biodiversity loss through technology. True has adopted a biodiversity risk assessment framework to manage risks and minimize negative impacts. In the event of impacts, measures will be taken in accordance with the mitigation hierarchy, which includes avoidance, minimization, restoration, and offsetting. Moreover, we have cooperated with external organizations to protect wild species and their habitats.
[Add row]

C13. Further information & sign off

(13.1) Indicate if any environmental information included in your CDP response (not already reported in 7.9.1/2/3, 8.9.1/2/3/4, and 9.3.2) is verified and/or assured by a third party?

	Other environmental information included in your CDP response is verified and/or assured by a third party
	Select from: ☑ Yes

[Fixed row]

(13.1.1) Which data points within your CDP response are verified and/or assured by a third party, and which standards were used?

Row 1

(13.1.1.1) Environmental issue for which data has been verified and/or assured

Select all that apply

☑ Climate change

☑ Water

(13.1.1.2) Disclosure module and data verified and/or assured

Environmental performance – Climate change

☑ Base year emissions

☑ Year on year change in absolute emissions (Scope 1 and 2)

☑ Year on year change in absolute emissions (Scope 3)
☑ Year on year change in emissions intensity (Scope 1 and 2)
☑ Year on year change in emissions intensity (Scope 3)

(13.1.1.3) Verification/assurance standard

General standards
☑ AA1000AS

(13.1.1.4) Further details of the third-party verification/assurance process

True Corporation Public Company Limited commissioned TUV NORD (Thailand) Ltd. for Sustainability Assurance Engagement. TUV NORD (Thailand) Ltd. conducted the independent assurance of TRUE's sustainability, which includes "limited assurance" of TRUE's sustainability information for the applied reporting period. This assurance engagement was conducted against the Global Reporting Initiative Standards and AA1000AS Version 3

(13.1.1.5) Attach verification/assurance evidence/report (optional)

Final Sustainability Assurance Statement of True PCL., reporting period 2023.pdf
[Add row]

(13.2) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

(13.2.1) Additional information

Since March 2023, True Corporation PLC (TRUE) and Total Access Communication PLC (DTAC) have amalgamated with combined enterprise value. The reported sustainability performance for 2023 reflects consolidated data for both True and DTAC, while individual data was reported for True's operations during 2020-2022. As a result, there is a discrepancy in the scope of data collection for 2023, despite maintaining a consistent data collection methodology and full data coverage (100%) in other respects. The significant growth in revenue and environmental performance has contributed to changes in data coverage from 2020 to 2023. Additionally, the company has reported the historical performance of both True and DTAC prior to the amalgamation for reference (see True Sustainability Report, PDF p.58-67, 77-78)

(13.2.2) Attachment (optional)

True-Sustainability-Report-2023.pdf
[Fixed row]

(13.3) Provide the following information for the person that has signed off (approved) your CDP response.

(13.3.1) Job title

Chairman of the Board

(13.3.2) Corresponding job category

Select from:
☑ Board chair
[Fixed row]

(13.4) Please indicate your consent for CDP to share contact details with the Pacific Institute to support content for its Water Action Hub website.

Select from:
☑ Yes, CDP may share our Disclosure Submission Lead contact details with the Pacific Institute