

WASTE DISPOSED (LANDFILL) AND WASTE DIVERTED FROM DISPOSAL

As we are now living in the digital age where technology is rapidly evolving, consumers are replacing their digital devices more frequently to keep up with trends. As a result, the amount of electronic waste, or e-waste, is increasing, which can inevitably cause serious health and environmental impacts if not properly disposed of. To take part in addressing this issue, True has set a goal to achieve zero landfill waste from operations and use 100% recyclable or biodegradable packaging by 2030. We also support the UN Sustainable Development Goal 12: Responsible Consumption and Production.

As a technology service provider, we continue to develop, improve, and expand our networks. Nevertheless, we uphold our responsibility to manage waste, especially e-waste resulting from these activities, such as network equipment, computers, batteries, etc. General waste also accounts for the majority of waste generated in all offices nationwide. We separate office waste, including general waste such as plastic bottles, paper, food waste, and hazardous waste such as ink cartridges and chemical pens. We strive to manage waste in accordance with circular economy principles and the 3Rs Strategy to reduce the amount of waste to be disposed of, optimize resource use throughout the supply chain, and increase the proportion of environmentally friendly and biodegradable packaging. In addition, we have implemented the ISO 14001:2015 Environmental Management System to promote proper waste separation as part of our efforts to reduce landfill waste from operations to zero.

Year	Unit	2021	2022	2023*	2024
Total waste directed to disposal (Landfill)	Ton	321.96	384.49	498.27	402.52
1. Non-Hazardous waste	Ton	321.29	383.65	496.52	401.83
2. Hazardous waste & E-waste	Ton	0.67	0.84	1.75	0.69
2.1 Hazardous waste	Ton	0.67	0.84	1.75	0.69
2.2 E-waste	Ton	0.00	0.00	0.00	0.00
Total waste diverted from disposal	Ton	47.44	57.35	55.74	106.23
1. Non-Hazardous waste	Ton	31.47	40.84	44.60	93.41
2. E-waste	Ton	15.97	16.52	11.14	12.82
Waste Diversion Rate	%	12.84%	12.98%	10.06%	20.88%

Note: The performance of True and Dtac has been combined since 2023