



True Corporation

2025 CDP Corporate Questionnaire 2025

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.

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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 (Scope 1 & 2) by 2030. In addition, True has committed near-term science-based targets to reduce Scope 1 and 2 emissions by 42% and Scope 3 emissions by 25% by 2030 and Net Zero by 2050 compared to base year 2020 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

12/30/2024

(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?

206020000000

(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: <input checked="" type="checkbox"/> 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: <input checked="" type="checkbox"/> Yes, for some facilities	We able to provide geolocation data of our offices.

[Fixed row]

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

Row 1

(1.8.1.1) Identifier

TRUE 1

(1.8.1.2) Latitude

13.7625

(1.8.1.3) Longitude

100.5681

(1.8.1.4) Comment

18 True Tower, Ratchadaphisek Road, Huai Kwang Sub-District, Huai Kwang District Bangkok10310

Row 2

(1.8.1.1) Identifier

TRUE 2

(1.8.1.2) Latitude

13.7361

(1.8.1.3) Longitude

100.6224

(1.8.1.4) Comment

1252, True Tower 2, Phatthanakan Rd, Suan Luang, Bangkok 10250

Row 3

(1.8.1.1) Identifier

TRUE 3

(1.8.1.2) Latitude

13.7878

(1.8.1.3) Longitude

100.5358

(1.8.1.4) Comment

118/1 Rama VI Rd, Phaya Thai, Bangkok 10400

Row 4

(1.8.1.1) Identifier

TRUE 4

(1.8.1.2) Latitude

13.6854

(1.8.1.3) Longitude

100.6117

(1.8.1.4) Comment

101 Sukhumvit Rd, 101/1 Bang Chak, Phra Khanong, Bangkok 10260

Row 5

(1.8.1.1) Identifier

TRUE 5

(1.8.1.2) Latitude

13.7567

(1.8.1.3) Longitude

100.5418

(1.8.1.4) Comment

539/2 Thanon Si Ayutthaya, Thanon Phaya Thai, Ratchathewi, Bangkok 10400

Row 6

(1.8.1.1) Identifier

TRUE 6

(1.8.1.2) Latitude

16.4411

(1.8.1.3) Longitude

102.8216

(1.8.1.4) Comment

True Tower Khon Kaen, Tambon Nai Mueang, Mueang Khon Kaen District, Khon Kaen 40000

Row 7

(1.8.1.1) Identifier

TRUE 7

(1.8.1.2) Latitude

13.64

(1.8.1.3) Longitude

100.6347

(1.8.1.4) Comment

409/2 Srinagarindra Rd, Samrong Nuea, Mueang Samut Prakan District, Samut Prakan 10270

Row 8

(1.8.1.1) Identifier

TRUE 8

(1.8.1.2) Latitude

14.0136

(1.8.1.3) Longitude

100.7295

(1.8.1.4) Comment

DTAC Call Center Rangsit, Rangsit, Thanyaburi District, Pathum Thani

Row 9

(1.8.1.1) Identifier

TRUE 9

(1.8.1.2) Latitude

16.8336

(1.8.1.3) Longitude

100.2064

(1.8.1.4) Comment

205 Hua Ro, Mueang Phitsanulok District, Phitsanulok 65000

Row 10

(1.8.1.1) Identifier

TRUE 10

(1.8.1.2) Latitude

14.3337

(1.8.1.3) Longitude

100.5306

(1.8.1.4) Comment

Regional Office Ayutthaya, Khlong Suan Phlu, Phra Nakhon Si Ayutthaya District, Phra Nakhon Si Ayutthaya 13000
[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 2 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
	<i>Select from:</i> <input checked="" type="checkbox"/> Yes, we have mapped or are currently in the process of mapping plastics in our value chain	<i>Select all that apply</i> <input checked="" type="checkbox"/> 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: <input checked="" type="checkbox"/> Yes	Select from: <input checked="" type="checkbox"/> 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: <input checked="" type="checkbox"/> Yes	Select from: <input checked="" type="checkbox"/> Both risks and opportunities	Select from: <input checked="" type="checkbox"/> 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

- Dependencies
- 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
- Tier 2 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:

- Integrated into multi-disciplinary organization-wide 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
- WRI Aqueduct
- 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
- Partner and stakeholder consultation/analysis
- 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

Chronic physical

- Changing temperature (air, freshwater, marine water)
- Sea level rise

Policy

- Carbon pricing mechanisms

Market

- Changing customer behavior

Reputation

- Increased partner and stakeholder concern and partner and stakeholder negative feedback
- Negative press coverage related to support of projects or activities with negative impacts on the environment (e.g. GHG emissions, deforestation & conversion, water stress)

Technology

- Transition to lower emissions technology and products

Liability

- Exposure to litigation

(2.2.2.14) Partners and stakeholders considered

Select all that apply

- Customers
- Employees
- Investors
- Suppliers
- Regulators
- Local communities
- 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 2024, 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

Environmental dependencies, impacts, risks, and opportunities are assessed through our Environmental Management System (EMS) under ISO 14001 standard. We regularly track key environmental performance indicators such as energy consumption, GHG emissions, water withdrawal, waste generation, and biodiversity status to understand resource dependencies and their potential business implications. This monitoring helps evaluate the effectiveness of reduction initiatives and informs long-term strategies. Additionally, climate-related risks and opportunities are evaluated in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) framework, while potential biodiversity impacts are assessed using the Integrated Biodiversity Assessment Tool (IBAT). True has also adopted the Taskforce on Nature-related Financial Disclosures (TNFD) framework to identify, assess, and manage nature-related dependencies, impacts, risks, and opportunities in alignment with global best practices. The company has established the Sustainability and EMS Steering Committee ensures that environmental performance and risk assessments are aligned with the company's sustainability framework and targets. Environmental performance is reported to the Corporate Governance and Sustainability Committee, which oversees sustainability performance across environmental, social, and economic dimensions, ensuring continuous improvement and transparency.

[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, water scarcity, and biodiversity loss. 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 conducts biodiversity assessments and uses the IBAT to evaluate and manage potential impacts on biodiversity, while also adopting the TNFD (Taskforce on Nature-related Financial Disclosures) framework to identify, assess, and manage nature-related dependencies, risks, and opportunities in relevant areas. For more detail about biodiversity, please see link: https://truesustainability.info/sustainability/wp-content/uploads/2025/06/True-Biodiversity-Approach_May2025.pdf For more detail about TNFD, please see link: <https://truesustainability.info/sustainability/wp-content/uploads/2025/07/Nature-Related-Risk-ManagementTNFD.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

Priority Location_module1.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

Qualitative: The indicator used to assess climate-related financial risk is the percentage of EBITDA impacted by carbon pricing, reflecting the additional cost burden from carbon emissions under different climate scenarios. This metric captures how changes in carbon prices influence the company's operating profitability. Under the Sustainable Development Scenario (SDS), carbon prices increase significantly compared to the baseline (IEA STEPS scenario), leading to higher carbon-related

costs. The analysis qualitatively considers the risk of escalating carbon costs affecting the company's profitability and competitiveness over time. Quantitative: The impact is expressed as the percentage of EBITDA consumed by carbon pricing costs, which increases from approximately 0.71% in the baseline scenario to between 1.04% and 1.83% under the SDS scenario by 2030, 2040, and 2050 respectively. This results in a proportional decrease in EBITDA by these percentages, indicating a higher cost burden.

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

323130000

(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 the 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 (True Application) In conclusion, the total estimated annual financial benefits of the three opportunities amount to 699.11 million Baht, while the current annual costs associated with developing these opportunities amount to 141.04 million Baht. For more information of the Climate-related Risk Management Summary Report 2024, pdf page 42-43 as link below; <https://truesustainability.info/sustainability/wp-content/uploads/2025/06/True-Climate-related-Risk-Management.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 business operations is monitored by True's third-party service contractors to ensure compliance with effluent quality standards. The risks related to water and wastewater management are assessed by identifying environmental aspects under requirement No. 6.1.2 Lifecycle perspective of ISO 14001:2015 and implementing the risk management plan accordingly.
[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 nutrients and oxygen demanding pollutants

(2.5.1.2) Description of water pollutant and potential impacts

Wastewater with Biological Oxygen Demand (BOD) levels exceeding effluent standards may adversely affect public water quality and surrounding communities. Elevated BOD can deplete dissolved oxygen in receiving water bodies, leading to ecosystem stress such as harm to aquatic life, reduced biodiversity, and altered habitats. To mitigate these risks, True has established wastewater treatment processes and ensures third-party monitoring of effluent quality before discharge into public water bodies, thereby preventing negative environmental and community impacts.

(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, the company places significant importance on reducing single-use plastics through various campaigns, such as the “Say No to Plastic (Reduce)” initiative. This campaign encourages employees to eliminate the use of plastic bottles and other types of single-use plastics by bringing their own reusable containers and utensils. True has also installed a world-class RO water system for employees at True Tower. In 2024, the company successfully reduced plastic bottle usage by 392,608 bottles, equivalent to 6,674 kilograms of plastic waste. Furthermore, risks related to waste management are identified and managed under the ISO 14001 framework.

[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

Carbon pricing mechanisms

(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 2065. Since Thailand's carbon tax scheme is now in progress of studying and law enforcement processes which, may cover telecommunication sector in the future. If True does not take action to reduce their scope 1 and 2 GHG emissions, company will face reputation risk and a significant amount of carbon tax which will directly impact on operational cost.

(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 direct operations

(3.1.1.27) Cost of response to risk

69590000

(3.1.1.28) Explanation of cost calculation

To mitigate the risk of potential carbon taxation and exposure to carbon pricing mechanisms, the Company has implemented energy efficiency projects, invested in efficient ICT infrastructure, and developed renewable energy initiatives. Therefore, the cost of response to this risk is calculate form investment plan.

(3.1.1.29) Description of response

True is prepared and ready to fully cooperate and comply with the regulations. From the outset, True has committed sustainability goals to achieve carbon neutral by 2030, and Net Zero by 2050 according to the Science-Based Target Initiative (SBTi). To attain our goals, True will implement crucial actions to manage our emissions directly at their sources, including energy efficiency, ICT optimization, and renewable energy investments.

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
- Mekong

(3.1.1.9) Organization-specific description of risk

True's operations are not highly water intensive, but risks may arise if domestic water at offices becomes unavailable, disrupting daily operations and affecting employee health, hygiene, and safety. Regulatory changes, stricter environmental requirements, or community concerns on water use and wastewater could also pose compliance and reputational risks.

(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 costs associated with establishing organization-wide water reduction targets were limited and primarily policy-driven. Expenses were incurred mainly through communication and awareness-raising initiatives for employees and stakeholders, such as internal campaigns and training sessions on water conservation practices. Overall, the calculation of response costs focused on internal communication efforts, with minimal additional expenditures.

(3.1.1.29) Description of response

True has established an organization-wide target to reduce water withdrawal per revenue by 42% by 2030 compared to the 2020 baseline, based on an assessment of water scarcity risks using the WRI Aqueduct tool. To support this target, the company has developed a comprehensive water management plan in line with ISO 14001:2015 standards. The plan includes continuous tracking of water withdrawal, implementation of water efficiency projects across all office buildings, and promotion of water conservation efforts through employee engagement, training, and internal awareness campaigns. True also works closely with facility managers to ensure that wastewater discharged from office buildings is treated in accordance with legal standards. These combined efforts strengthen the organization's capacity to manage water sustainably and mitigate potential water-related risks.

[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)

129320000

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

Select from:

Less than 1%

(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:

Less than 1%

(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

True has continually updated its equipment and facilities specifications, such as better cooling capability, more effective flood mitigation measure in their business contingency plan, more resilient devices, etc.

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)

2399325

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

Select from:

Less than 1%

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

3035200

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

Select from:

Less than 1%

(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 20 per unit (compared to current 16 baht per unit, based on 20% increasement).

[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

8

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

Select from:

100%

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

Select from:

Less than 1%

(3.2.11) Please explain

True's water use is limited to office facilities, where water is mainly consumed for domestic purposes such as sanitation, cooling, and staff use. These facilities do not directly contribute to the organization's core revenue streams. Therefore, water-related risks in offices would have negligible impact on overall revenue, estimated less than 1%. In case of disruption, operational continuity can be maintained through remote working policies and relocation to unaffected facilities.

Row 2

(3.2.1) Country/Area & River basin

Thailand

Mekong

(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

1

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

Select from:

100%

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

Select from:

Less than 1%

(3.2.11) Please explain

True's water use is limited to office facilities, where water is mainly consumed for domestic purposes such as sanitation, cooling, and staff use. These facilities do not directly contribute to the organization's core revenue streams. Therefore, water-related risks in offices would have negligible impact on overall revenue, estimated less than 1%. In case of disruption, operational continuity can be maintained through remote working policies and relocation to unaffected facilities.

Row 3

(3.2.1) Country/Area & River basin

Thailand

Other, please specify :Gulf of Thailand

(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

1

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

Select from:

100%

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

Select from:

Less than 1%

(3.2.11) Please explain

True's water use is limited to office facilities, where water is mainly consumed for domestic purposes such as sanitation, cooling, and staff use. These facilities do not directly contribute to the organization's core revenue streams. Therefore, water-related risks in offices would have negligible impact on overall revenue, estimated less than 1%. In case of disruption, operational continuity can be maintained through remote working policies and relocation to unaffected facilities.

[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?

(3.3.1) Water-related regulatory violations

Select from:

No

(3.3.3) Comment

True has established a working team to ensure that wastewater discharged from the office building is treated in compliance with the standards required by law. As a result, no cases of non-compliance or complaints from the surrounding community were reported in 2024. Consequently, True was not subject to any fines, enforcement orders, or other penalties related to water 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 reaffirmed its commitment to addressing climate change through the submission of its Second Nationally Determined Contribution (NDC) to the United Nations Framework Convention on Climate Change (UNFCCC). Under this updated NDC, the country aims to reduce its greenhouse gas (GHG) emissions by 30 percent below the business-as-usual (BAU) level by 2030 on an unconditional basis. This target can be increased to a 40 percent reduction, provided that Thailand receives adequate support in terms of technology transfer, financial assistance, and capacity-building 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. Therefore, True has set ambitious climate goals, including achieving Carbon Neutrality (Scope 1 & 2) by 2030. In parallel, the company has committed near-term science-based targets to reduce Scope 1 and 2 emissions by 42% and Scope 3 emissions by 25% by 2030 and Net Zero by 2050 compared to base year 2020. We continued to track the performance of energy and GHG emission. In addition, we have implemented energy and GHG management projects through the Sustainability and Environmental Management System (EMS) Steering Committee.

(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: <input checked="" type="checkbox"/> Yes, we have identified opportunities, and some/all are being realized
Water	Select from: <input checked="" type="checkbox"/> 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 low-carbon 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

With the upcoming carbon tax consideration in Thailand aimed at tackling climate change, True has implemented key measures to reduce emissions and mitigate future regulatory costs. The company has identified three primary climate-related opportunities: 1. Resource efficiency and energy sources - TRUE is transitioning to solar power at base stations and offices to reduce GHG emissions and energy costs, while increasing independence from external electricity suppliers and ensuring long-term return on investment. 2. Low emission services - True developed True VROOM, a paid video conferencing platform that helps reduce fuel consumption from commuting and supports remote work and continue replaced paper billing with e-bill and e-tax invoice, cutting Scope 3 emissions. 3. True iService (currently True Application) - A digital platform, along with TrueMoney Wallet and TrueID, that enables customers to manage services, check usage, and make payments, reducing travel to service centers and paper use.

(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
- Medium-term
- Long-term
- The opportunity has already had a substantive effect on our organization in the reporting year

(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

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

In the reporting period, solar power installations reduced electricity purchases, lowering operating costs and adding renewable assets to the balance sheet. Digital services such as True VROOM, e-billing, and True iService generated new revenue streams and reduced paper and service center expenses, improving operational efficiency and cash flows.

(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

In the future, expanded solar power will further reduce energy costs and mitigate exposure to carbon taxation, strengthening cash flow stability and asset returns. Digital platforms and low-emission services are expected to diversify revenues, reduce operating expenses, and enhance customer retention.

(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)

699110000

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

699110000

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

993000000

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

993000000

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

1435000000

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

1435000000

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

2023000000

(3.6.1.23) Explanation of financial effect figures

For solar cells calculated from the electricity generation from solar cell x avg. cost of electricity x 10 years. True VROOM usage can be calculated based on the information and assumption: (1) Total True employee, (2) Assume that the round trip distance, (3) The gasoline consumption rate of 1500-cc automobile and (4) Average price of gasohol 95. For iService (True Application) (1) Estimated Number of usage (App & Website) Active Users, (2) the average distance between True shop and potential customers, (3) The gasoline consumption rate of 1500-cc automobile and (4) Average price of gasohol 95.

(3.6.1.24) Cost to realize opportunity

141040000

(3.6.1.25) Explanation of cost calculation

We estimated the costs primarily from capital expenditures related to solar cell installations, along with expenses for developing and maintaining digital applications that support low-emission services and customer platforms.

(3.6.1.26) Strategy to realize opportunity

To realize these opportunities, the Company has adopted a dual strategy: Resource efficiency and energy sources: Expanding renewable energy, particularly solar installations at base stations and offices, to reduce electricity costs and mitigate exposure to future carbon taxation. Low-emission and digital services: Scaling up platforms such as True VROOM, e-billing, True iService, and Money Wallet to create new revenue channels, reduce Scope 3 emissions, and lower operating costs. Integration into core business: Embedding these initiatives into long-term business and sustainability strategies, ensuring alignment with national carbon reduction policies and customer demand for low-carbon solutions. This strategy ensures both regulatory resilience and financial competitiveness while contributing to the Company's long-term climate goals.

Water

(3.6.1.1) Opportunity identifier

Select from:

Opp2

(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
- Mekong

(3.6.1.8) Organization specific description

Although True's water use is limited to office facilities, the company has established a tracking plan to improve efficiency and achieve its target of reducing water withdrawal per unit of revenue by 42% by 2030 (baseline 2020). 1) True has implemented efficiency measures such as installing water-saving equipment and upgrading cooling systems, which have already delivered measurable reductions in water withdrawal. 2) Water recycling projects have been developed to further reduce freshwater demand, ensuring compliance with legal standards and strengthening resilience to future water stress. 3) Employee awareness campaigns on water conservation have been rolled out across offices, fostering behavioral change and encouraging sustainable water use practices.

(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
- Medium-term
- The opportunity has already had a substantive effect on our organization in the reporting year

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

Select from:

- Unlikely (0–33%)

(3.6.1.12) Magnitude

Select from:

- Low

(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.

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

Reduce future water expenses caused by mitigating potential increases in water tariffs and regulatory costs.

(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)

202370

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

202370

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

288220

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

288220

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

576450

(3.6.1.23) Explanation of financial effect figures

In 2024, True implemented several water-saving initiatives, including the installation of VRV/VRF air-conditioning systems, water-cooling systems, and water-saving sensor devices in office buildings, together with water recycling and reuse projects. These actions have enabled a short-term reduction of more than 12,800 liters of water withdrawal per year and are expected to achieve a medium-term reduction of over 36,000 liters by 2030. Based on the current water tariff of THB 15.81 per cubic meter, these reductions translate into cost savings of approximately THB 202,370 per year in the short term and THB 576,450 per year in the medium term.

(3.6.1.24) Cost to realize opportunity

1000000

(3.6.1.25) Explanation of cost calculation

The costs were mainly incurred through communication and awareness-raising initiatives for employees and stakeholders, including internal campaigns and training sessions on water conservation practices. Additional expenditures also covered efforts to increase the proportion of recycled water reuse in office facilities, expand the installation of water-saving devices, and deploy AI solutions to enhance water management efficiency.

(3.6.1.26) Strategy to realize opportunity

True's strategy is to institutionalize behavioral change through campaigns and training, and to develop in-house innovative and IoT solutions to monitor and improve water efficiency, ensuring sustained water savings, cost reduction, and enhanced resilience to future water stress.

[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:

Other, please specify :Cost saving

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

699110000

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

Select from:

Less than 1%

(3.6.2.4) Explanation of financial figures

Estimated cost savings from solar power installations and digital platforms (iService, e-billing) through reduced electricity, service center, and paper expenses, together with incremental revenue from True VROOM.

Water

(3.6.2.1) Financial metric

Select from:

Other, please specify :Cost saving

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

202368

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

Select from:

Less than 1%

(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

Executive directors or equivalent

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 into the Environmental Policy implementation, which involves reviewing and signing 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 natural resources including energy, water, raw material and biodiversity areas as well as global carbon emissions.

(4.1.6) Attach the policy (optional)

True_Environmental_Policy.pdf
[Fixed row]

(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: <input checked="" type="checkbox"/> Yes
Water	Select from: <input checked="" type="checkbox"/> Yes
Biodiversity	Select from: <input checked="" type="checkbox"/> 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
- Chief Executive Officer (CEO)
- Chief Sustainability Officer (CSO)
- 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
- Overseeing the setting of corporate targets
- Monitoring progress towards corporate targets
- Overseeing and guiding value chain engagement
- Approving corporate policies and/or commitments
- Overseeing and guiding the development of a business strategy
- Overseeing and guiding acquisitions, mergers, and divestitures
- Monitoring supplier compliance with organizational requirements
- Monitoring compliance with corporate policies and/or commitments
- Overseeing and guiding the development of a climate transition plan
- Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities
- Overseeing and guiding public policy engagement
- Approving and/or overseeing employee incentives
- Overseeing and guiding major capital expenditures
- Monitoring the implementation of the business strategy
- Overseeing reporting, audit, and verification processes

(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 Environmental 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) who serves as "Chief Sustainability Officer" to oversee corporate-wide ESG & climate-related activities and report to the CGSC. The Sustainability and Environmental Management System (EMS) Steering Committee, composed of members from various functions and chaired by CCAO, was appointed in 2024 to ensure the effective execution of sustainability goals, 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
- Chief Executive Officer (CEO)
- Chief Sustainability Officer (CSO)
- 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
- Overseeing the setting of corporate targets
- Monitoring progress towards corporate targets
- Overseeing and guiding value chain engagement
- Approving corporate policies and/or commitments
- Overseeing and guiding the development of a business strategy
- Overseeing and guiding acquisitions, mergers, and divestitures
- Monitoring compliance with corporate policies and/or commitments
- Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities
- Overseeing and guiding public policy engagement
- Approving and/or overseeing employee incentives
- Overseeing and guiding major capital expenditures
- Monitoring the implementation of the business strategy
- Overseeing reporting, audit, and verification processes

(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 Environmental 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) who serves as "Chief Sustainability Officer" to oversee corporate-wide ESG & climate-related activities and report to the CGSC. The Sustainability and Environmental Management System (EMS) Steering Committee, composed of members from various functions and chaired by CCAO, was appointed in 2024 to ensure the effective execution of sustainability goals, including GHG emissions, water withdrawals, 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
- Chief Executive Officer (CEO)
- Chief Sustainability Officer (CSO)
- 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
- Approving corporate policies and/or commitments
- Overseeing and guiding public policy engagement
- Overseeing and guiding major capital expenditures
- Monitoring the implementation of the business strategy

- Overseeing reporting, audit, and verification processes
- Overseeing and guiding the development of a business strategy
- Overseeing and guiding acquisitions, mergers, and divestitures
- Monitoring compliance with corporate policies and/or commitments
- Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities

(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 Environmental 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) who serves as "Chief Sustainability Officer" to oversee corporate-wide ESG & climate-related activities and report to the CGSC. The Sustainability and Environmental Management System (EMS) Steering Committee, composed of members from various functions and chaired by CCAO, was appointed in 2024 to ensure the effective execution of sustainability goals, including GHG emissions, water withdrawals, 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
- Engaging regularly with external stakeholders and experts on environmental issues
- Regular training for directors on environmental issues, industry best practice, and standards (e.g., TCFD, SBTi)
- Having at least one board member with expertise on this environmental issue

(4.2.3) Environmental expertise of the board member

Experience

- Active member of an environmental committee or organization

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
- Engaging regularly with external stakeholders and experts on environmental issues
- Having at least one board member with expertise on this environmental issue

(4.2.3) Environmental expertise of the board member

Experience

- Active member of an environmental committee or organization

[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: <input checked="" type="checkbox"/> Yes
Water	Select from: <input checked="" type="checkbox"/> Yes
Biodiversity	Select from: <input checked="" type="checkbox"/> 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

- Chief Sustainability Officer (CSO)

(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)

Other

- ☑ Providing employee incentives related to environmental performance

(4.3.1.4) Reporting line

Select from:

- Reports to the board directly

(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) who serves as “Chief Sustainability Officer (CSO)” reports on environmental issues to the Executive Committee including CEO, monthly, and to The Corporate Governance and Sustainability Committee at least every quarter. Additionally, the Board of Directors oversees environmental management at the highest level.

Water

(4.3.1.1) Position of individual or committee with responsibility

Executive level

- Chief Sustainability Officer (CSO)

(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)

Other

- Providing employee incentives related to environmental performance

(4.3.1.4) Reporting line

Select from:

- Reports to the board directly

(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) who serves as “Chief Sustainability Officer (CSO)” reports on environmental issues to the Executive Committee including CEO, monthly, and to The Corporate Governance and Sustainability Committee at least every quarter. Additionally, the Board of Directors oversees environmental management at the highest level.

Biodiversity

(4.3.1.1) Position of individual or committee with responsibility

Executive level

- Chief Sustainability Officer (CSO)

(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 board directly

(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) who serves as “Chief Sustainability Officer (CSO)” reports on environmental issues to the Executive Committee including CEO, monthly, and to The Corporate Governance and Sustainability Committee at least every quarter. Additionally, the Board of Directors oversees environmental management at the highest level.

(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

10

(4.5.3) Please explain

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 who serves as the Chief Sustainability Officer.

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

10

(4.5.3) Please explain

Water withdrawal reduction targets are parts of the sustainability KPIs, which is tied to the variable compensation of Chief Corporate Affairs Officer who serves as the Chief Sustainability Officer.

[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

- Chief Sustainability Officer (CSO)

(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
- Reduction in absolute emissions in line with net-zero target

Strategy and financial planning

- Board approval of climate transition plan
- Shift to a business model compatible with a net-zero carbon future

Emission reduction

- Implementation of an emissions reduction initiative

- Reduction in emissions intensity
- Increased share of renewable energy in total energy consumption
- Reduction in absolute emissions

Resource use and efficiency

- Improvements in emissions data, reporting, and third-party verification
- Energy efficiency improvement
- Reduction in total energy consumption

Engagement

- Increased engagement with suppliers on environmental issues
- Implementation of employee awareness campaign or training program on environmental issues

(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 who also serves as Chief Sustainability 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 serves as "Chief Sustainability Officer" 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 on 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

- Chief Sustainability Officer (CSO)

(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

Resource use and efficiency

- Reduction of water withdrawals – direct operations
- Improvements in water efficiency – direct operations

Engagement

- Implementation of employee awareness campaign or training program on environmental issues

(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 who serves as the Chief Sustainability 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 serves as the "Sustainability Officer", is responsible for managing water consumption, which is integrated into the company's corporate sustainability 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: <input checked="" type="checkbox"/> 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

(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 No Net Loss environmental issues
- Commitment to stakeholder engagement and capacity building on environmental issues
- Commitment to a circular economy strategy
- Commitment to comply with regulations and mandatory standards
- Commitment to take environmental action beyond regulatory compliance
- Commitment to avoidance of negative impacts on threatened and protected species

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_Enviromental_Policy.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)
- Task Force on Nature-related Financial Disclosures (TNFD)
- 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 to keep the global average temperature increase below 2°C and limit global warming to below 1.5°C 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 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 to the supply chain and regularly assess risks, opportunities, and impacts. In parallel, the same framework is also applied to all stages of our value chain of company products with risks, opportunities and impacts assessed as well. We have then set strategy and sustainability targets, create policies, implement, measure and communicate with 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
- Yes, we engaged indirectly through, and/or provided financial or in-kind support to a trade association or other intermediary organization or individual whose activities could influence policy, law, or regulation

(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

True_Enviromental_Policy.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

UN GCNT Member

(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

As a founding member of the UN Global Compact Network Association of Thailand, True is dedicated to leveraging comprehensive technological capabilities to drive climate change initiatives, create opportunities, and develop human capital, in alignment with the United Nations' sustainable goals.

[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 company participated in a Capital Market Development Fund (CMDf) study on Thailand's greenhouse gas and tax measures, offering insights and recommendations through an exclusive interview. These contributions will help inform the drafting of future national policies. Additionally, the company supported the United Nations Global Compact (UNGC) with both financial and in-kind contributions. This support aims to drive climate change initiatives, create new opportunities and develop human capita.

(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

Environmental impacts and pressures

Emissions – CO2

(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

Ad-hoc meetings

Participation in voluntary government programs

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)

730000

(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

1) *As a leading sustainable telecom operator in Thailand, the company recognizes the value of contributing insights and recommendations to the government on Thailand's GHG and tax measure, 2) As a founding member of the UN Global Compact Network Association of Thailand, True is dedicated to leveraging comprehensive technological capabilities to drive climate change initiatives, create opportunities, and develop human capital, in alignment with the United Nations' sustainable goals.*

(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]

(4.11.2) Provide details of your indirect engagement on policy, law, or regulation that may (positively or negatively) impact the environment through trade associations or other intermediary organizations or individuals in the reporting year.

Row 1

(4.11.2.1) Type of indirect engagement

Select from:

Indirect engagement via a trade association

(4.11.2.4) Trade association

Asia and Pacific

Other trade association in Asia and Pacific, please specify :The UN Global Compact Network Association of Thailand and The Federation of Thai Industries.

(4.11.2.5) Environmental issues relevant to the policies, laws, or regulations on which the organization or individual has taken a position

Select all that apply

Climate change

(4.11.2.6) Indicate whether your organization's position is consistent with the organization or individual you engage with

Select from:

Consistent

(4.11.2.7) Indicate whether your organization attempted to influence the organization or individual's position in the reporting year

Select from:

Yes, we publicly promoted their current position

(4.11.2.8) Describe how your organization's position is consistent with or differs from the organization or individual's position, and any actions taken to influence their position

The company has aligned its activities with the Paris Agreement and shares the same commitment to climate action as its engaged partners.

(4.11.2.9) Funding figure your organization provided to this organization or individual in the reporting year (currency)

890000

(4.11.2.10) Describe the aim of this funding and how it could influence policy, law or regulation that may impact the environment

The company's contributions have supported comprehensive climate action across the value chain, with a particular focus on Thailand and continued global expansion.

(4.11.2.11) Indicate if you have evaluated whether your organization's engagement is aligned with global environmental treaties or policy goals

Select from:

Yes, we have evaluated, and it is aligned

(4.11.2.12) Global environmental treaties or policy goals aligned with your organization's engagement on 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

IFRS

TCFD

TNFD

(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
- Water pollution indicators
- Content of environmental policies
- Value chain engagement
- Dependencies & Impacts
- Biodiversity indicators
- Public policy engagement
- Water accounting figures

(4.12.1.6) Page/section reference

Sustainability Report 2024, Climate Change Environmental Impact Management and Biodiversity Chapter, pdf page 62-71

(4.12.1.7) Attach the relevant publication

2024 True sustainability report-EN.pdf

(4.12.1.8) Comment

Sustainability Report 2024, P.62-71 at <https://truesustainability.info/sustainability/wp-content/uploads/2025/05/true-sustainability-report-high-NN-EN.pdf>

Row 2

(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

- IFRS
- TCFD

(4.12.1.3) Environmental issues covered in publication

Select all that apply

- Climate change

(4.12.1.4) Status of the publication

Select from:

- Complete

(4.12.1.5) Content elements

Select all that apply

- | | |
|---|---|
| <input checked="" type="checkbox"/> Strategy | <input checked="" type="checkbox"/> Value chain engagement |
| <input checked="" type="checkbox"/> Governance | <input checked="" type="checkbox"/> Dependencies & Impacts |
| <input checked="" type="checkbox"/> Emission targets | <input checked="" type="checkbox"/> Public policy engagement |
| <input checked="" type="checkbox"/> Emissions figures | <input checked="" type="checkbox"/> Content of environmental policies |
| <input checked="" type="checkbox"/> Risks & Opportunities | |

(4.12.1.6) Page/section reference

Climate-Related Risk Management Summary Report 2024, pdf page 1-45

(4.12.1.7) Attach the relevant publication

2024 TCFD True Climate-Related Risk Management.pdf

(4.12.1.8) Comment

Climate-Related Risk Management Summary Report 2024, pdf page 1-45 at <https://truesustainability.info/sustainability/wp-content/uploads/2025/06/True-Climate-related-Risk-Management.pdf>

Row 3

(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

- TNFD

(4.12.1.3) Environmental issues covered in publication

Select all that apply

- Biodiversity

(4.12.1.4) Status of the publication

Select from:

- Complete

(4.12.1.5) Content elements

Select all that apply

- Strategy
- Governance
- Risks & Opportunities
- Value chain engagement
- Biodiversity indicators
- Public policy engagement
- Content of environmental policies

Dependencies & Impacts

(4.12.1.6) Page/section reference

TNFD Summary Report 2024, pdf page 1-29

(4.12.1.7) Attach the relevant publication

2024 TNFD Nature Related Risk Management.pdf

(4.12.1.8) Comment

*TNFD Summary Report 2024, pdf page 1-29 at <https://truesustainability.info/sustainability/wp-content/uploads/2025/07/Nature-Related-Risk-ManagementTNFD.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
- Market
- Reputation

(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

Stakeholder and customer demands

- Consumer sentiment

Regulators, legal and policy regimes

- Global regulation
- Global targets
- Methodologies and expectations for science-based targets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Thailand is expected to introduce a carbon tax covering energy, transport, and industrial sectors to support its carbon neutrality (2050) and net-zero (2065) targets. In the SDS pathway, a carbon tax is assumed by 2028, benchmarked against Singapore's tax structure, with a phased approach (40% of the first stage applied between 2030–2039). Estimated carbon prices: 129 THB/tCO₂e (2030), 1,165 THB/tCO₂e (2040), 1,295 THB/tCO₂e (2050). Financial impacts are projected at 129 million THB (0.14% EBITDA) in 2030, 1,412 million THB (1.36%) in 2040, and 1,904 million THB (1.63%) in 2050. Uncertainties include the timing of enforcement, final tax rates, and the effectiveness of mitigation measures.

(5.1.1.11) Rationale for choice of scenario

SDS reflects a stringent policy pathway with faster adoption of carbon pricing, aligned with Thailand's long-term climate goals. It enables True to assess the potential financial risks of early and higher carbon prices and to plan mitigation strategies accordingly.

Water

(5.1.1.1) Scenario used

Water scenarios

- WRI Aqueduct

(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

- Chronic physical
- 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 Resources Institute (WRI) to evaluate water risks, including water supply quantity, water stress. WRI has recently updated its Aqueduct Water Risk Atlas to version 4.0. The reliance on these datasets means that updates in methodology may shift the classification of certain areas into higher water-stress categories, which directly impacts the company's assessment results. Therefore, True has assessed the uncertainties related to water-stressed areas, which may lead to higher water tariffs in the future.

(5.1.1.11) Rationale for choice of scenario

Water stress is a serious global issue, and the analysis supports UN SDG 6: Clean Water and Sanitation. True selected this scenario to assess risks affecting office facilities, which are the company's primary source of water use. Using WRI Aqueduct 4.0 helps capture near- and long-term changes in water availability, anticipate tariff increases, and support water reduction and recycling targets.

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
- Market

(5.1.1.6) Temperature alignment of scenario

Select from:

- 2.5°C - 2.9°C

(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

Regulators, legal and policy regimes

- Global regulation
- Level of action (from local to global)

Macro and microeconomy

- Domestic growth

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Under the STEPS pathway, Thailand's carbon tax is assumed to begin later, by 2030, with the same phased approach (40% of the first stage from 2030–2039). Estimated carbon prices: 52 THB/tCO_{2e} (2030), 129 THB/tCO_{2e} (2040), 1,165 THB/tCO_{2e} (2050). Financial impacts are projected at 52 million THB (0.06% EBITDA) in 2030, 157 million THB (0.15%) in 2040, and 1,714 million THB (1.47%) in 2050. Uncertainties remain similar to SDS, particularly around policy design, timing, and mitigation effectiveness.

(5.1.1.11) Rationale for choice of scenario

STEPS represents a delayed and less stringent policy environment, reflecting a more gradual adoption of carbon taxation. Using this scenario alongside SDS allows True to test the resilience of its strategy under both early and late carbon pricing pathways.

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
- Market

(5.1.1.6) Temperature alignment of scenario

Select from:

- 1.6°C - 1.9°C

(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

- Changes in ecosystem services provision
- Climate change (one of five drivers of nature change)

Relevant technology and science

- Granularity of available data (from aggregated to local)

Direct interaction with climate

- On asset values, on the corporate

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumes global temperature rise <2 °C with moderate increase in flood risk. Historical 2011 flood event used as reference for financial impacts. Uncertainty lies in rainfall intensity and asset exposure. Constraints include reliance on limited provinces and historical data for projections. As riverine floods were identified as a high likelihood hazard at baseline level with intensity projected to significantly moderately increase in 2030 (short-term) and 2040 (medium-term). Also, there is significantly increase in 2050 (long-term).

(5.1.1.11) Rationale for choice of scenario

Both RCP 2.6 and RCP 8.5 were selected in line with TCFD guidance to capture a range of climate futures—from stringent mitigation to business-as-usual. This allows True to assess physical risks under different warming pathways, identify vulnerabilities across operations and supply chain, and develop targeted adaptation measures to strengthen long-term resilience.

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:

- 3.5°C - 3.9°C

(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

- Changes to the state of nature
- Number of ecosystems impacted
- Speed of change (to state of nature and/or ecosystem services)
- Climate change (one of five drivers of nature change)

Direct interaction with climate

On asset values, on the corporate

(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. Assumes ~3.7 °C rise with severe increase in flood and extreme weather risks. Higher uncertainty on frequency and severity of hazards. Constraints remain similar, as analysis is limited to key suppliers/operations and historical benchmarks. As riverine floods were identified as a high likelihood hazard at baseline level with intensity projected to significantly moderately increase in 2030 (short-term) and 2040 (medium-term). Also, there is significantly increase in 2050 (long-term).

(5.1.1.11) Rationale for choice of scenario

Both RCP 2.6 and RCP 8.5 were selected in line with TCFD guidance to capture a range of climate futures—from stringent mitigation to business-as-usual. This allows True to assess physical risks under different warming pathways, identify vulnerabilities across operations and supply chain, and develop targeted adaptation measures to strengthen long-term resilience.

[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 poses material long-term risks to our business, driven by policy and regulatory changes, market transitions, and physical impacts such as rising temperatures and extreme weather that could disrupt infrastructure and supply chains. In response, we are implementing strategies aligned with the Science Based Targets initiative (SBTi), including expanding renewable energy use, enhancing energy efficiency, and developing low-carbon products and services. We are also engaging suppliers to set their own GHG reduction targets, which will strengthen value chain resilience and create positive spillover effects on broader environmental issues such as resource efficiency.

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

From the scenario analysis, True has identified facilities located in areas of high and extremely high water stress, which may affect office operations. As a result, True has set a target to reduce water withdrawal per revenue by 42% by 2030, compared to the base year 2020. True has implement water reduction initiatives to align with target. This outcome highlights the importance of proactive water risk management.

[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, but we 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 1.5 °C 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

In respond to the Climate Risk Assessment, True's strategy includes a climate transition plan aimed at achieving carbon neutrality by 2030 and Net Zero by 2050. The plan is based on the following key assumptions and dependencies: 1. Electricity – Expanded access to renewable electricity in Thailand, both through on-site installations and market mechanisms (e.g., RECs, PPAs), together with ongoing energy efficiency improvements in network, data centers, and offices. 2. Direct emissions – Reduction of Scope 1 emissions through Apply TMS i.e. managing the Network Service Routing to improve car fleet efficiency, refrigerant management, and Promote EV or bio-fuel vehicles to shift away from fossil fuel use, dependent on technology readiness and supportive policies. 3. Products and services – Development and customer adoption of digital and low-carbon solutions that enable emissions reductions across the value chain. 4. Enabling environment – Achievement of the transition targets relies on supportive government regulations, grid decarbonization, market instruments, and collaboration with partners and stakeholders in the telecom sector.

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

We are actively implementing our transition plan. In 2024, we achieved an 18.5% reduction in Scope 1 and 2 GHG emissions compared to the 2020 base year, exceeding our SBTi-aligned target of 16.8%. In addition, we communicate our climate ambition, strategy, and targets through our Annual Report and Sustainability Report, which are made available for feedback from all stakeholder groups, including shareholders.

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

2024 TCFD True Climate-Related Risk Management.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.

(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 2024, True continued developing low-carbon products and services that address climate change: • Smart Energy Product & TrueX application – uses IoT and the Energy Analytics Platform to optimize household energy consumption, helping customers reduce electricity use and avoid GHG emissions. • True iService & True VWORLD – digital platforms for customer service and teleconferencing, reducing customer travel and associated Scope 3 emissions. • Smart Building and Energy Management System (SBEMS) – an AI-powered platform developed by True Digital Group to digitize and decarbonize operations in telecom sites, data centers, and buildings. SBEMS supports compliance with regulatory standards, ESG reporting, and delivers energy savings, carbon reduction, and operational efficiency.

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

True set targets a 25% reduction in supplier-related product emissions by 2030 (2.5% annually), through supplier engagement programs that encourage production of low-carbon products and climate-aligned practices. True collaborates with high-spending suppliers to reduce Scope 3 emissions across the value chain. In 2024, 77% of high-spending suppliers committed to Net Zero by 2050 in line with SBTi.

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 R&D strategy focuses on low-carbon innovations and environmentally friendly solutions that attract new customers and drive revenue while mitigating climate risks. Key priorities include: • Renewable energy integration and energy efficiency solutions. • Climate-related technologies and new digital services with low-carbon footprints. • Open innovation to accelerate product development, enhance customer satisfaction, and align with ESG goals. This strategy positions True as a tech-driven company advancing Thailand's digital and sustainable transition.

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 has set a 42% GHG (Scope 1 and 2) reduction target by 2030 and Net Zero by 2050. Key actions include: • Renewable energy: In 2024, True continued to install solar cell. Since the start of the project, a total of 10,406 solar cells have been installed with a capacity of 46.15 MWp (target: 40 MWp) and 35,216 MWh/year generated, greenhouse gas emissions reduction by 14,051 tonCO₂e/year. • Energy Efficiency Management: In 2024, True combined signal towers to improve network efficiency through the Network Modernization project, supported by AI and ML, optimizes energy use through the Network Modernization Project, and deployment of high-efficiency air conditioners, VRV/VRF systems, and advanced RAN equipment. These measures saved 165,039 MWh/year and reduced 65,850 tCO₂e/year. • ISO 14001:2015: We have implemented an environmental management system in alignment with the ISO 14001:2015 standard. There is a continuous effort to promote energy-saving initiatives and track the performance of energy consumption and environmental projects through the Sustainability and Environmental Management System (EMS) Steering Committee.

[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

- Assets
- Revenues
- Direct costs
- Indirect costs
- Access to capital
- Capital allocation
- Capital expenditures
- Acquisitions and divestments

(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: True has invested in R&D and continues to develop low carbon products and services can attract customers and generate additional revenue such as Climate Technology Platform helps our clients leverages AI, IoT, and environmental intelligence to drive sustainable revenue and facilitate climate positive transformation for customers. It significantly reduces GHG emissions through data-driven capabilities. 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 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 few 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: <input checked="" type="checkbox"/> Yes	Select all that apply <input checked="" type="checkbox"/> 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)

(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 (%)

0.02

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

0.04

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

[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)

6.7

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

2

(5.9.5) Please explain

In 2024, True reduced water consumption by more than 6.7% compared to 2023, driven by employee awareness initiatives, upgrades to water-saving equipment, and the rollout of water-reuse projects. The reduction in water use consequently led to a decrease in water-related OPEX. In addition, True has set a target to reduce office water consumption by at least 2.0% per year to sustain the downward trend in water-related OPEX.

[Fixed row]

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

	Use of internal pricing of environmental externalities	Environmental externality priced
	<i>Select from:</i> <input checked="" type="checkbox"/> Yes	<i>Select all that apply</i> <input checked="" type="checkbox"/> 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

- Navigate regulations
- Drive energy efficiency
- Set a carbon offset budget
- Drive low-carbon investment
- Conduct cost-benefit analysis
- Identify and seize low-carbon opportunities
- Setting and/or achieving of climate-related policies and targets
- Incentivize consideration of climate-related issues in decision making

(5.10.1.3) Factors considered when determining the price

Select all that apply

- Alignment with the price of a carbon tax
- Benchmarking against peers
- Scenario analysis

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

True determined its ICP by conducting a Marginal Abatement Cost Curve (MACC) analysis of existing and planned GHG reduction measures, combined with a review of regional carbon pricing regulations and peer benchmarking. This ensures that the ICP reflects both internal abatement potential and external market signals. For assumptions, True adopted a reference price of 600 THB/tCO₂e (≈ USD 20) as a conservative benchmark aligned with regional peers and anticipated policy developments. The ICP is integrated into investment decision-making through financial indicators.

(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
- Capital expenditure
- 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

We adopted an internal carbon price (ICP) at 600 THB/tonCO₂e as a shadow price to support the feasibility assessment and investment decisions for low-carbon projects. The ICP is applied in project evaluation (e.g., solar PV installation and energy-efficiency measures) to reflect potential future carbon costs in financial models, such as NPV and payback period. This enables management to compare options and prioritize projects that deliver both emission reductions and financial value. In addition, we conducted training sessions and communicated the ICP framework across the organization to ensure employees understand its purpose and application in decision-making.

[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: <input checked="" type="checkbox"/> Yes	Select all that apply <input checked="" type="checkbox"/> Climate change <input checked="" type="checkbox"/> Water
Customers	Select from: <input checked="" type="checkbox"/> Yes	Select all that apply <input checked="" type="checkbox"/> Climate change <input checked="" type="checkbox"/> Water
Investors and shareholders	Select from: <input checked="" type="checkbox"/> Yes	Select all that apply <input checked="" type="checkbox"/> Climate change <input checked="" type="checkbox"/> Water
Other value chain stakeholders	Select from: <input checked="" type="checkbox"/> Yes	Select all that apply <input checked="" type="checkbox"/> Climate change <input checked="" type="checkbox"/> 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

True defines suppliers with substantive environmental dependencies and/or impacts as those classified as Significant Suppliers, determined based on four criteria for screening including; 1. High-value products/services 2. Core products and services 3. Limited competitors 3. High ESG risks, such as high greenhouse gas emissions or environmental vulnerabilities Suppliers meeting these criteria are prioritized for assessment and engagement.

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

Select from:

- 100%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

Water

(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

Impact on pollution levels

(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

Program and/or procedures for management of wastewater, including monitoring, characterization, treatment, discharge, and/or recycling.

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

Select from:

100%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

43

[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

- In line with the criteria used to classify suppliers as having substantive dependencies and/or impacts relating to climate change
- Procurement spend

(5.11.2.4) Please explain

To achieve our near-term targets to reduce Scope 1 and 2 emissions by 42% and Scope 3 emissions by 25% by 2030, and to reach Net Zero by 2050 in line with SBTi. In our procurement process, suppliers are required to comply with the Business Partner Code of Conduct, which includes environmental criteria, specifically the management and reduction of greenhouse gas emissions. Additionally, we prioritize engagement with significant suppliers to reduce greenhouse gas emissions from the value chain.

Water

(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

- In line with the criteria used to classify suppliers as having substantive dependencies and/or impacts relating to water
- Procurement spend

(5.11.2.4) Please explain

True has engaged with suppliers on water issues across the value chain. True has established a Business Partner Code of Conduct for suppliers to acknowledge and comply with, recommending that they implement measures to address water scarcity challenges in their operations and ensure that wastewater is treated and discharged responsibly, in compliance with local standards.

[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 implemented 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, water, soil, forests, and biodiversity, as well as proactively address 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. Additionally, True conduct the Environmental Policy states Partnerships and Processing of Data by Third-Parties – Where it has advantages or is necessary to establish partnerships with external organizations to undertake initiatives to achieve environmental management, the Company shall adhere to the Business Partner Management Policy.

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 Business 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. These systems should specifically mitigate adverse effects from their operations to prevent the impacts on air, water, soil, forests, and biodiversity, as well as proactively address broader issues like climate change, energy consumption, and water scarcity." Specifically, this also covers water issues, requiring business partners to mitigate adverse effects on water and proactively address water scarcity and wastewater discharges. The True Business Partner Code of Conduct has been disseminated to all suppliers working with the Company through the Online Procurement Platform.

[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:

- Setting a science-based emissions reduction target

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

- Off-site third-party audit
- On-site third-party audit
- Supplier self-assessment

(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:

- 76-99%

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

Select from:

- 76-99%

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

Select from:

- 76-99%

(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:

- 100%

(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
- Developing quantifiable, time-bound targets and milestones to bring suppliers back into compliance
- Providing information on appropriate actions that can be taken to address non-compliance

(5.11.6.12) Comment

Suppliers are required to comply with True's Business Partner Code of Conduct, which mandates the implementation of environmental management systems and continuous improvement measures to minimize environmental impacts. These requirements cover GHG emissions, air, water, soil, forests, and biodiversity, while also addressing broader issues such as climate change, energy use, and water scarcity. In addition, True collaborates with significant suppliers with high environmental impact to jointly reduce Scope 3 emissions across the supply chain, supporting our commitment to achieve Net Zero by 2050 in line with the SBTi. True supports our suppliers to achieve this target together by providing GHG platform to report their greenhouse gas emissions.

Water

(5.11.6.1) Environmental requirement

Select from:

- Other, please specify :program and/or procedures for management of wastewater, including monitoring, characterization, treatment, discharge, and/or recycling.

(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%

(5.11.6.5) % tier 1 suppliers with substantive environmental dependencies and/or impacts related to this environmental issue required to comply with this environmental requirement

Select from:

100%

(5.11.6.6) % tier 1 suppliers with substantive environmental dependencies and/or impacts related to this environmental issue that are in compliance with this environmental requirement

Select from:

76-99%

(5.11.6.12) Comment

True has a Business Partner Code of Conduct requiring suppliers to commit 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 such as climate change, energy consumption, and water scarcity. Moreover, True conducts ESG onsite audits of its suppliers on an annual basis.

[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:

Emissions reduction

(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:

- 76-99%

(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 a strong focus on improving suppliers' capabilities. We have integrated ESG principles into business operations across the supply chain to reduce risks that may impact joint operations. Our engagement measures include: delivering the Business Partner Code of Conduct to all suppliers (100%), requiring all suppliers to complete an online sustainability self-assessment (100%) before transactions, and conducting on-site sustainability audits at significant tier-1 suppliers (100%) to verify compliance with minimum requirements. Effect of engagement: This approach has improved supplier compliance with environmental requirements, enhanced transparency of Scope 3 emissions data, and strengthened suppliers' environmental management systems. In particular, collaboration with significant suppliers has resulted in better GHG monitoring and initiatives to reduce indirect emissions, thereby contributing to the Company's Net Zero 2050 target.

(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:

- Other, please specify :program and/or procedures for management of wastewater, including monitoring, characterization, treatment, discharge, and/or recycling.

(5.11.7.3) Type and details of engagement

Information collection

- Collect water quality information at least annually from suppliers (e.g., discharge quality, pollution incidents, hazardous substances)

(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 and wastewater management.

(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:

Customers

(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:

- 51-75%

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

True prioritizes customer engagement because customers' electricity use through digital services is a significant contributor to downstream emissions. We engage customers through initiatives that provide access to renewable energy (e.g., Renewable Energy Certificates options), promote energy-efficient devices, and offer digital solutions that enable dematerialization (such as e-billing & e-tax, online platforms reducing travel and paper usage).

(5.11.9.6) Effect of engagement and measures of success

Engagement with customers has resulted in increased adoption of digital services and low-carbon solutions. For example, expanding e-billing reduced paper consumption by 1,808 tons and associated GHG emissions by 3,800 tCO₂e in 2024. Campaigns promoting energy-efficient devices, developing the TrueX application to track and manage energy usage for Smart Home customers. Using Internet of Things (IoT) technology and the Energy Analytics Platform, along with smart energy products in order to reduce electricity consumption and avoid greenhouse gas emissions.

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

Education/Information sharing

- Share information on environmental initiatives, progress and achievements

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 2024 was reduced by 16% compared to the base year 2020. (The absolute target for 2030 is a 20% reduction compared to the base year 2020)

[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 data on sustainability operations, such as climate change and water through publish disclose or 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)

(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

We share data on sustainability operations, such as climate change and water through publish disclose.

Row 2

(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

Other communications, please specify :Communication through publish disclose.

(5.12.5) Details of initiative

Share data through publish disclose.

(5.12.6) Expected benefits

Select all that apply

- Reduction of own operational emissions (own scope 1 & 2)
- Reduction of downstream value chain emissions (own scope 3)

(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

*We share data on sustainability operations, such as climate change and water through publish disclose.
[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: <input checked="" type="checkbox"/> 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
- Water

(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

Share data on sustainability operations, such as climate change and water through publish disclose or webinars.

(5.13.1.7) Benefits achieved

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)

(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

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

Row 2

(5.13.1.1) Requesting member

Select from:

(5.13.1.2) Environmental issues the initiative relates to

Select all that apply

- Climate change
- Water

(5.13.1.4) Initiative ID

Select from:

- Ini1

(5.13.1.5) Initiative category and type

Communications

- Other communications, please specify :Communication through publish disclose

(5.13.1.6) Details of initiative

Share data through publish disclose.

(5.13.1.7) Benefits achieved

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)

(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

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

We apply the operational control approach for the calculation of environmental performance data. Under this approach, we include GHG emissions from operations where we have the authority to establish and implement policies and processes that materially impact the company's activities whether through ownership, control via lease agreements, or other contractual arrangements. This method ensures consistency with our existing data-gathering system and provides a comprehensive assessment of the emissions we are able to directly influence and manage.

Water

(6.1.1) Consolidation approach used

Select from:

Operational control

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

We apply the operational control approach for the calculation of water performance data. Under this approach, we include water withdrawals, wastewater quality, and reuse/recycling from operations where we have the authority to establish and implement policies and processes that materially impact the company's activities, whether through ownership, control via lease agreements, or other contractual arrangements. This method ensures consistency with our existing data-gathering system and provides a comprehensive assessment of the water usage that we are able to directly influence and manage.

Plastics

(6.1.1) Consolidation approach used

Select from:

Operational control

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

We apply the operational control approach for tracking waste reduction performance. This covers single-use plastics from operations where True can set and implement policies to influence behavior. This approach aligns with our data-gathering practices and allows us to monitor areas we can directly manage. In particular, True has implemented the “Say No to Plastic” campaign, encouraging employees to reduce plastic bottle usage and eliminate single-use plastics by switching to reusable containers and utensils.

Biodiversity

(6.1.1) Consolidation approach used

Select from:

Operational control

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

We apply the operational control approach for the assessment of biodiversity performance data. Under this approach, we include impacts and dependencies on ecosystems from operations, as well as across the value chain within the scope where True can establish environmental guidelines and measures to prevent or mitigate impacts on biodiversity, whether through managing its own sites or by setting standards for suppliers. This method ensures consistency with our existing data-gathering system and provides a comprehensive assessment of biodiversity impacts and opportunities that we are able to directly influence and manage.
[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?

	Change(s) in methodology, boundary, and/or reporting year definition?
	<i>Select all that apply</i> <input checked="" type="checkbox"/> No

[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 2, market-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

2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories

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 renewable energy projects 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)

161445.01

(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)

65781.14

(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)

145489.12

(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)

3302.04

(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)

1816.61

(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)

1000.01

(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)

68743.11

(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

(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

(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

(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

(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)

560.92

(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

(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

(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

(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

(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	9721.32	<i>Date input [must be between [11/19/2015 - 11/19/2024]</i>	<i>Location based method</i>
Past year 1	15777.79	12/30/2023	<i>Location based method</i>
Past year 2	26771.62	12/30/2022	<i>Location based method</i>
Past year 3	21252.95	12/30/2021	<i>Location based method</i>

[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)

757501.55

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

661048.99

(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)

856553.86

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

702553.86

(7.7.3) End date

12/30/2023

(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)

865233.29

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

696267.29

(7.7.3) End date

12/30/2022

(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)

873827.23

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

778427.23

(7.7.3) End date

12/30/2021

(7.7.4) Methodological details

Location based method, Market 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)

104110.74

(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 2024 were calculated based Production of smartphones purchased through True's retail shops and other channels. This is our most significant source of upstream emissions on purchase data. Apple's product environmental reports were used to calculate- GHG emission from production phase (Cradle to Gate). For other brands, we used the conservative scenario (the highest GHG emission of iPhone model: iPhone 16 Pro Max, Apple Watch series 10) to calculate for GHG emission. GWP of IPCC AR5 100 years were used.

Capital goods

(7.8.1) Evaluation status

Select from:

Relevant, calculated

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

28586.03

(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

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). The emission conversion factors are from UK Conversion Factors 2024.

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)

67529.83

(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 2024" to calculate GHG emission from the energy used in 2024 (Well to Wheel). GWP of IPCC AR5 100 years were used.

Upstream transportation and distribution

(7.8.1) Evaluation status

Select from:

Relevant, calculated

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

3797.27

(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

The upstream transportation cost (The Purchase order of mobile devices, tablets and smart watches) was used to estimate scope 3 category 4. The emission factors are from production phase (Apple's product environmental reports).

Waste generated in operations

(7.8.1) Evaluation status

Select from:

Relevant, calculated

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

200.56

(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

0

(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 2024 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)

1311.12

(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 2024.

Employee commuting

(7.8.1) Evaluation status

Select from:

Relevant, calculated

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

4826

(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 2024.

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)

14838.28

(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 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 16 Pro Max, Apple Watch series 10) to calculate for GHG emission. GWP of IPCC AR5 100 years were used.

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)

828.5

(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 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 16 Pro Max, Apple Watch series 10) to calculate for GHG emission. GWP of IPCC AR5 100 years were used.

Downstream leased assets

(7.8.1) Evaluation status

Select from:

Relevant, calculated

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

1887.73

(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 our leasing product such as True provided Modem Router, True ID box, and True Vision box. The emission conversion factors are from the electricity consumption of each product.

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

12/30/2023

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

78090

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

0

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

239390

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

3012

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

250

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

856

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

5298

(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)

15852

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

1069

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

15

(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

12/30/2022

(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 3

(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.
[Fixed row]*

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

	Verification/assurance status
Scope 1	<i>Select from:</i> <input checked="" type="checkbox"/> Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	<i>Select from:</i> <input checked="" type="checkbox"/> Third-party verification or assurance process in place
Scope 3	<i>Select from:</i> <input checked="" type="checkbox"/> 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

2024 The Sustainability Assurance Statement_Signed.pdf

(7.9.1.5) Page/section reference

pdf page 1-4

(7.9.1.6) Relevant standard

Select from:

ISAE 3410

(7.9.1.7) Proportion of reported emissions verified (%)

100

Row 2

(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

2024 The Sustainability Assurance Statement_Signed.pdf

(7.9.1.5) Page/section reference

pdf page 1-4

(7.9.1.6) Relevant standard

Select from:

ISAE3000

(7.9.1.7) Proportion of reported emissions verified (%)

100

(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 location-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

2024 The Sustainability Assurance Statement_Signed.pdf

(7.9.2.6) Page/ section reference

pdf page 1-4

(7.9.2.7) Relevant standard

Select from:

ISAE 3410

(7.9.2.8) Proportion of reported emissions verified (%)

100

Row 2

(7.9.2.1) Scope 2 approach

Select from:

- Scope 2 location-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

2024 The Sustainability Assurance Statement_Signed.pdf

(7.9.2.6) Page/ section reference

pdf page 1-4

(7.9.2.7) Relevant standard

Select from:

- ISAE3000

(7.9.2.8) Proportion of reported emissions verified (%)

100

Row 3

(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

2024 The Sustainability Assurance Statement_Signed.pdf

(7.9.2.6) Page/ section reference

pdf page 1-4

(7.9.2.7) Relevant standard

Select from:

ISAE 3410

(7.9.2.8) Proportion of reported emissions verified (%)

100

Row 4

(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

2024 The Sustainability Assurance Statement_Signed.pdf

(7.9.2.6) Page/ section reference

pdf page 1-4

(7.9.2.7) Relevant standard

Select from:

ISAE3000

(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: Fuel and energy-related activities (not included in Scopes 1 or 2)
- Scope 3: Use of sold products

(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

2024 The Sustainability Assurance Statement_Signed.pdf

(7.9.3.6) Page/section reference

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(7.9.3.7) Relevant standard

Select from:

ISAE 3410

(7.9.3.8) Proportion of reported emissions verified (%)

82

Row 2

(7.9.3.1) Scope 3 category

Select all that apply

Scope 3: Purchased goods and services

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

Scope 3: Use of sold products

(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

2024 The Sustainability Assurance Statement_Signed.pdf

(7.9.3.6) Page/section reference

pdf page 1-4

(7.9.3.7) Relevant standard

Select from:

ISAE3000

(7.9.3.8) Proportion of reported emissions verified (%)

82

[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)

110503

(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 2024, True installed and expanded the number of solar cell panels at base stations and major exchange, saving 35,216 MWh and purchased the Renewable Energy Certificates (REC) to offset 241,735.75 MWh of electricity consumption from the Hydropower Plant, which reduced our Scope 2 Market based emission by 110,503.75 tonCO₂e, and our total GHG Scope 1 and 2 emission in the previous year were 718,332 tonCO₂e, therefore we arrived at -24.05%. (calculation as $173,876/723,039 * 100 = 24.05\%$).*

Other emissions reduction activities

(7.10.1.1) Change in emissions (metric tons CO2e)

65850

(7.10.1.2) Direction of change in emissions

Select from:

Decreased

(7.10.1.3) Emissions value (percentage)

9.17

(7.10.1.4) Please explain calculation

*In 2024, True improved network efficiency through the Network Modernization project, used AI and ML to analyze, optimize energy consumption, and installed energy saving equipment. These efforts have resulted in 165,039 MWh/year of electricity saving and reducing GHG emission 65,850 tonCO2e/year. Compared to gross emissions (Scope 1 and 2) of 718,332 tCO2e in the previous year, this 65,850 tCO2e reduction would contribute to a GHG reduction of 9.17%. (Calculated as $(65,850 / 718,332) * 100 = 9.17\%$).*

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)

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 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)

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

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)

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

[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
	303.49	<i>The CO2 emissions from biogenic carbon derived by the Biodiesel fuel usage for our operations.</i>

[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)

4495.51

(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:

CH4

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

37.09

(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:

N2O

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

56.06

(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:

HFCs

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

5132.67

(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	9721.32	757501.55	661048.99

[Fixed row]

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

Select all that apply

By business division

By activity

(7.17.1) Break down your total gross global Scope 1 emissions by business division.

	Business division	Scope 1 emissions (metric ton CO2e)
Row 1	Operational Business	9031.5
Row 2	Office Operations	689.82

[Add row]

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

	Activity	Scope 1 emissions (metric tons CO2e)
Row 1	<i>Stationary combustion</i>	983.2
Row 2	<i>Mobile combustion</i>	3605.45
Row 3	<i>Fugitive</i>	5132.67

[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	<i>Operations of Retail Shops</i>	1028.95	1028.95
Row 2	<i>Office Operations</i>	12994.71	12994.71
Row 3	<i>Network Operational</i>	743477.89	647025.33

[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)

9721.32

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

757501.55

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

661048.99

(7.22.4) Please explain

True uses operational control and the same consolidation approach as used in its financial accounting. 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

104111

(7.26.10) Uncertainty ($\pm\%$)

0

(7.26.11) Major sources of emissions

NA

(7.26.12) Allocation verified by a third party?

Select from:

Yes

(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. The reported data covers all of True's 2024 Scope 3 Category 1 emissions, which are from purchased goods and services.

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

*We disclosed our greenhouse gas emissions data on pages 63 and 84 of the sustainability report, available at the link below.
<https://truesustainability.info/sustainability/wp-content/uploads/2025/05/true-sustainability-report-high-NN-EN.pdf>*

Row 2

(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

104111

(7.26.10) Uncertainty (±%)

0

(7.26.11) Major sources of emissions

NA

(7.26.12) Allocation verified by a third party?

Select from:

Yes

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

The reported data covers all of True's 2024 Scope 3 Category 1 emissions, which are from purchased goods and services.

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

We disclosed our greenhouse gas emissions data on pages 63 and 84 of the sustainability report, available at the link below.

<https://truesustainability.info/sustainability/wp-content/uploads/2025/05/true-sustainability-report-high-NN-EN.pdf>

[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

If GHG emissions are allocated to customers, we will continue to raise awareness of their climate impact while developing and promoting low-carbon and sustainable products and services, ensuring customers have access to practical low-carbon solutions.

[Fixed row]

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

Select from:

More than 0% but less than or equal to 5%

(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: <input checked="" type="checkbox"/> Yes
Consumption of purchased or acquired electricity	Select from: <input checked="" type="checkbox"/> Yes
Consumption of purchased or acquired heat	Select from: <input checked="" type="checkbox"/> No
Consumption of purchased or acquired steam	Select from: <input checked="" type="checkbox"/> No
Consumption of purchased or acquired cooling	Select from: <input checked="" type="checkbox"/> No
Generation of electricity, heat, steam, or cooling	Select from: <input checked="" type="checkbox"/> Yes

(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

1445.5

(7.30.1.3) MWh from non-renewable sources

16753.36

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

18198.86

Consumption of purchased or acquired electricity

(7.30.1.1) Heating value

Select from:

LHV (lower heating value)

(7.30.1.2) MWh from renewable sources

241735.75

(7.30.1.3) MWh from non-renewable sources

1656764.37

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

1898500.12

Consumption of self-generated non-fuel renewable energy

(7.30.1.1) Heating value

Select from:

LHV (lower heating value)

(7.30.1.2) MWh from renewable sources

35215.89

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

35215.89

Total energy consumption

(7.30.1.1) Heating value

Select from:

LHV (lower heating value)

(7.30.1.2) MWh from renewable sources

278397.13

(7.30.1.3) MWh from non-renewable sources

1673517.74

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

1951914.87

(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: <input checked="" type="checkbox"/> Yes
Consumption of fuel for the generation of heat	Select from: <input checked="" type="checkbox"/> No
Consumption of fuel for the generation of steam	Select from: <input checked="" type="checkbox"/> No
Consumption of fuel for the generation of cooling	Select from: <input checked="" type="checkbox"/> No
Consumption of fuel for co-generation or tri-generation	Select from: <input checked="" type="checkbox"/> 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:

LHV

(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

Not relevant

Other biomass

(7.30.7.1) Heating value

Select from:

LHV

(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

Not relevant

Other renewable fuels (e.g. renewable hydrogen)

(7.30.7.1) Heating value

Select from:

LHV

(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

Not relevant

Coal

(7.30.7.1) Heating value

Select from:

LHV

(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

Not relevant

Oil

(7.30.7.1) Heating value

Select from:

LHV

(7.30.7.2) Total fuel MWh consumed by the organization

18198.86

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

3829.6

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

0

(7.30.7.8) Comment

True consumed biofuel in generators for UPS.

Gas

(7.30.7.1) Heating value

Select from:

LHV

(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

Not relevant

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

(7.30.7.1) Heating value

Select from:

LHV

(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

Not relevant

Total fuel

(7.30.7.1) Heating value

Select from:

LHV

(7.30.7.2) Total fuel MWh consumed by the organization

18198.86

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

3829.6

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

0

(7.30.7.8) Comment

Total fuel from oil, which is used for both our electricity generators and vehicles.

[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)

39045.49

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

39045.49

(7.30.9.3) Gross generation from renewable sources (MWh)

35215.89

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

35215.89

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:

Purchase from an on-site installation owned by a third party (on-site PPA)

(7.30.14.3) Energy carrier

Select from:

Electricity

(7.30.14.4) Low-carbon technology type

Select from:

Solar

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

19198

(7.30.14.6) Tracking instrument used

Select from:

Contract

(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:

Yes

(7.30.14.9) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

2022

(7.30.14.10) Comment

True entered into the power purchase agreement (PPA) with business partners to install solar cell at base station and Mobile Switching Center (MSC).

Row 2

(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)

241736

(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:

Yes

(7.30.14.9) Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)

1980

(7.30.14.10) Comment

*True supported the electricity consumption from renewable energy by purchased the renewable energy certificates or REC (market-based) from Hydro Power 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)

1898500.12

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

39045.49

(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)

1937545.61

[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

3.26

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

670770

(7.45.3) Metric denominator

Select from:

unit total revenue

(7.45.4) Metric denominator: Unit total

206020

(7.45.5) Scope 2 figure used

Select from:

Market-based

(7.45.6) % change from previous year

8.01

(7.45.7) Direction of change

Select from:

Decreased

(7.45.8) Reasons for change

Select all that apply

Change in renewable energy consumption

Other emissions reduction activities

(7.45.9) Please explain

The company continued to install solar cell and entered into the Power Purchase Agreement (PPA) with business partners at more base stations and Mobile Switching Center (MSC), and purchased the Renewable Energy Certificates (RECs). Moreover, We improved network efficiency through the Network Modernization project, delved deeply into usage details in each area combined with the use of Artificial Intelligence (AI) and Machine Learning (ML) to analyze, optimize energy consumption and as the result to achieve energy efficiency. Additionally, we installed energy-saving equipment or changed some equipment at base stations and exchange nodes by changing network equipment that save more energy such as high-efficiency air conditioners and improved Radio Access Network (RAN) equipment have been deployed and upgraded the air-conditioning system to a variable refrigerant volume (VRV) or Variable Refrigerant Flow (VRF) system in office building.

[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

508.75

(7.52.3) Metric numerator

Amount of general waste (ton)

(7.52.4) Metric denominator (intensity metric only)

NA

(7.52.5) % change from previous year

8.17

(7.52.6) Direction of change

Select from:

Decreased

(7.52.7) Please explain

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 3Rs framework (Reduce, Reuse, Recycle). 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:

Energy usage

(7.52.2) Metric value

1951915

(7.52.3) Metric numerator

MWh

(7.52.4) Metric denominator (intensity metric only)

NA

(7.52.5) % change from previous year

3.35

(7.52.6) Direction of change

Select from:

Decreased

(7.52.7) Please explain

We improved network efficiency through the Network Modernization project, delved deeply into usage details in each area combined with the use of Artificial Intelligence (AI) and Machine Learning (ML) to analyze, optimize energy consumption and as the result to achieve energy efficiency. Additionally, we installed energy-saving equipment or changed some equipment at base stations and exchange nodes by changing network equipment that save more energy such as high-efficiency air conditioners and improved Radio Access Network (RAN) equipment have been deployed and upgraded the air-conditioning system to a variable refrigerant volume (VRV) or Variable Refrigerant Flow (VRF)

Row 3

(7.52.1) Description

Select from:

Other, please specify :Avoided emissions through our services

(7.52.2) Metric value

3800

(7.52.3) Metric numerator

tons

(7.52.4) Metric denominator (intensity metric only)

NA

(7.52.5) % change from previous year

41.37

(7.52.6) Direction of change

Select from:

Increased

(7.52.7) Please explain

True has expanded True e-billing and True e-Tax Invoice system to replace paper-based invoices and receipts. This initiative reduces paper usage by 362 million sheets/year, avoid greenhouse gas emissions 3,800 tons CO2e/year.

Row 4

(7.52.1) Description

Select from:

Other, please specify :Water Withdrawal

(7.52.2) Metric value

737

(7.52.3) Metric numerator

Liter per total revenue

(7.52.4) Metric denominator (intensity metric only)

Total Revenue Million Baht

(7.52.5) % change from previous year

8.14

(7.52.6) Direction of change

Select from:

Decreased

(7.52.7) Please explain

True expanded the installation of VRV (Variable Refrigerant Volume) or VRF (Variable Refrigerant Flow) air conditioning systems in buildings and implemented water-cooling air conditioning systems in offices. Additionally, water-saving sensor devices were installed in office facilities.

[Add row]

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

Select all that apply

Absolute 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

True_SBTi_Near-Term approval letter.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)

26425.25

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

796705.33

(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)

823130.580

(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)

477415.736

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

9721.32

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

661048.99

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

670770.310

(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

44.07

(7.53.1.80) Target status in reporting year

Select from:

Underway

(7.53.1.82) Explain target coverage and identify any exclusions

This target is company-wide and covers 100% of both its Scope 1 & 2 (market based) emissions.

(7.53.1.83) Target objective

To reduce GHG Scope 1 and 2 emissions by 42% and Scope 3 emissions by 25% by 2030 compared to base year 2020, aligned with the 1.5°C scenario of 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 that save more energy, 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

True_SBTi_Near-Term approval letter.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 (not included in Scope 1 or 2)
- 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)

161445.01

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

65781.14

(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)

145489.12

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

3302.04

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

1816.61

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

1000.01

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

68743.11

(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

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

560.92

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

481485.960

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

481485.960

(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

(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

(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

(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

(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

(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

(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

(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

(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

(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

(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

(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 (%)

25

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

361114.470

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

104110.74

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

28586.03

(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)

67529.83

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

3797.27

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

200.56

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

1311.12

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

4826

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

14838.28

(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)

828.5

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

1887.73

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

227916.060

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

227916.060

(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

210.66

(7.53.1.80) Target status in reporting year

Select from:

Underway

(7.53.1.82) Explain target coverage and identify any exclusions

This target is company-wide and covers 100% of relevant categories of Scope 3 emissions. We have estimated the emissions of the 15 categories included in the GHG Protocol Scope 3 Standard in order to have a comprehensive view of the total Scope 3 emissions.

(7.53.1.83) Target objective

To reduce Scope 3 emissions by 25% by 2030 compared to base year 2020, aligned with 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 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

Row 3

(7.53.1.1) Target reference number

Select from:

Abs 3

(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

True_SBTi_Long-Term and Net-Zero Approval Letter.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)

26425.25

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

796705.33

(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)

823130.580

(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

12/30/2050

(7.53.1.55) Targeted reduction from base year (%)

90

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

82313.058

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

9721.32

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

661048.99

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

670770.310

(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

20.57

(7.53.1.80) Target status in reporting year

Select from:

Underway

(7.53.1.82) Explain target coverage and identify any exclusions

This target is company-wide and covers 100% of both its Scope 1 & 2 (market based) emissions.

(7.53.1.83) Target objective

To reduce GHG Scope 1 and 2 emissions 90%, and achieving Net Zero by 2050 compared to base year 2020.

(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 that save more energy, 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 4

(7.53.1.1) Target reference number

Select from:

Abs 4

(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

True_SBTi_Long-Term and Net-Zero Approval Letter.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 (not included in Scope 1 or 2)
- 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)

161445.01

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

65781.14

(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)

145489.12

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

3302.04

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

1816.61

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

1000.01

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

68743.11

(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

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

560.92

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

481485.960

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

481485.960

(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

(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

(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

(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

(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

(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

(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

(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

(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

(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

(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

(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

12/30/2050

(7.53.1.55) Targeted reduction from base year (%)

90

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

48148.596

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

104110.74

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

28586.03

(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)

67529.83

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

3797.27

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

200.56

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

1311.12

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

4826

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

14838.28

(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)

828.5

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

1887.73

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

227916.060

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

227916.060

(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

58.52

(7.53.1.80) Target status in reporting year

Select from:

Underway

(7.53.1.82) Explain target coverage and identify any exclusions

This target is company-wide and covers 100% of relevant categories of Scope 3 emissions. We have estimated the emissions of the 15 categories included in the GHG Protocol Scope 3 Standard in order to have a comprehensive view of the total Scope 3 emissions.

(7.53.1.83) Target objective

To reduce GHG Scope 3 emissions 90%, and achieving Net Zero by 2050 compared to base year 2020.

(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 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]

(7.54) 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, and this target has been approved by the Science Based Targets initiative

(7.54.3.7) Science Based Targets initiative official validation letter

True_SBTi_Long-Term and Net-Zero Approval Letter.pdf

(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

- | | |
|---|---|
| <input checked="" type="checkbox"/> Methane (CH ₄) | <input checked="" type="checkbox"/> Sulphur hexafluoride (SF ₆) |
| <input checked="" type="checkbox"/> Nitrous oxide (N ₂ O) | <input checked="" type="checkbox"/> Nitrogen trifluoride (NF ₃) |
| <input checked="" type="checkbox"/> Carbon dioxide (CO ₂) | |
| <input checked="" type="checkbox"/> Perfluorocarbons (PFCs) | |
| <input checked="" type="checkbox"/> Hydrofluorocarbons (HFCs) | |

(7.54.3.10) Explain target coverage and identify any exclusions

The target covers the scope 1-3 emissions company-wide. GHG emission covered all business and supply chain, which is 100% coverage.

(7.54.3.11) Target objective

To reduce Scope 1-3 emissions by 90%, and achieving Net Zero by 2050 compared to base year 2020, aligned with the 1.5°C scenario of the Paris Agreement and validated by the Science-Based Targets initiative (SBTi).

(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 are currently purchasing and cancelling carbon credits for beyond value chain mitigation

(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 to achieve Carbon Neutral by 2030 and Net Zero by 2050 aligned to SBTi as follow; - Increase the proportion of renewable energy consumption by Continue to install solar cell panels and entered into the power purchase agreement (PPA) with business partners at more base stations and Mobile Switching Center (MSC). - Encourage Energy Efficiency activities annually (2021-2050), combined signal towers to improve network efficiency through the Network Modernization project, delved deeply into usage details in each area combined with the use of Artificial Intelligence (AI) and Machine Learning (ML) to analyze, optimize energy consumption and as the result to achieve energy efficiency. Additionally, True installed energy-saving equipment or changed some equipment. - Support by purchase Renewable Energy Certificate or REC (2021-2050) to reduce GHG emission. Additionally, True actively supports to purchase the carbon credit for offsetting. - Create innovation towards sustainability by developing new platforms and technologies which will help to reduce energy consumption and greenhouse gas emissions. - Adopted Internal Carbon Pricing (ICP) to set a shadow price at 600 THB/tonCO₂e, which assess related risks and manage costs from greenhouse gas emissions efficiently. Carbon costs are factored into project evaluations to support decision-making to select low-carbon projects at an initial phase and achieving the company's greenhouse gas reduction goals. - Engage with high sending suppliers to set their GHG emission targets, support our suppliers to achieve this target together by providing GHG platform to report their greenhouse gas emissions and assisting them to reduce greenhouse gas emissions. - Encourage tree planting through the WE GROW app to restore ecosystems, provide habitats for various species, increase green spaces, and absorb carbon dioxide.

(7.54.3.16) Describe the actions to mitigate emissions beyond your value chain

True considers greenhouse gas emissions throughout the entire value chain. For suppliers, True collaborates with high-spending suppliers to reduce indirect greenhouse gas emissions (Scope 3). Our key suppliers have committed to achieving Net Zero by 2050 in line with the Science Based Targets initiative (SBTi). To support this, True provides a GHG reporting platform, sharing and consulting to help suppliers measure, report, and reduce their emissions. For customers, True communicates and raises awareness about the importance of climate action and the impacts of climate change. We also continue to develop low-carbon products and services to help customers reduce their emissions. Beyond our value chain, True supports broader climate action by promoting collaboration on decarbonization initiatives, exploring participation in nature-based solutions such as reforestation and renewable energy projects, and engaging in partnerships to accelerate the transition toward a low-carbon economy.

(7.54.3.17) Target status in reporting year

Select from:

Underway

(7.54.3.19) Process for reviewing target

To ensure that True's targets remain aligned with the most recent climate science, the Company has established a The Sustainability and Environmental Management System (EMS) Steering Committee to review our target and ensures environmental performance alignment with the company's sustainability framework and goals and report 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.

[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
Under investigation	0	<i>Numeric input</i>
To be implemented	1	25530
Implementation commenced	3	70675
Implemented	8	189683
Not to be implemented	0	<i>Numeric input</i>

[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

Machine/equipment replacement

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

65851

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

- Scope 2 (location-based)
- 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 1.2)

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

(7.55.2.7) Payback period

Select from:

- 16-20 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

- 16-20 years

(7.55.2.9) Comment

Network Modernization: to improve network efficiency through the Network Modernization project, into a single grid. We have delved deeply into usage details in each area combined with the use of Artificial Intelligence (AI) and Machine Learning (ML) to analyze, optimize energy consumption and as the result to achieve energy efficiency. Additionally, True installed electricity consumption efficiency energy-saving equipment or changed some equipment at base stations and exchange nodes by changing network equipment that save more energy such as high-efficiency air conditioners and improved Radio Access Network (RAN) equipment.

Row 2

(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)

140

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

Scope 2 (location-based)

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 1.2)

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

(7.55.2.7) Payback period

Select from:

16-20 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

- 21-30 years

(7.55.2.9) Comment

True upgraded the air conditioning system to a variable refrigerant volume (VRV) or variable refrigerant flow (VRF) system at the office.

Row 3

(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)

14253

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

- Scope 2 (location-based)
- 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 1.2)

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

(7.55.2.7) Payback period

Select from:

4-10 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

16-20 years

(7.55.2.9) Comment

The Company continued to install solar cell panels and entered into the power purchase agreement (PPA) with business partners at more base stations and Mobile Switching Center (MSC) and the TDPK office building.

Row 4

(7.55.2.1) Initiative category & Initiative type

Low-carbon energy consumption

Large hydropower (>25 MW)

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

105639

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

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

(7.55.2.4) Voluntary/Mandatory

Select from:

- Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in 1.2)

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

(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

True supported and purchased the renewable energy source to offset the electricity consumption from the Hydropower Plant.

Row 5

(7.55.2.1) Initiative category & Initiative type

Company policy or behavioral change

Customer engagement

(7.55.2.2) Estimated annual CO2e savings (metric tonnes CO2e)

3800

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

Scope 3 category 1: Purchased goods & services

(7.55.2.4) Voluntary/Mandatory

Select from:

Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in 1.2)

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

(7.55.2.7) Payback period

Select from:

No payback

(7.55.2.8) Estimated lifetime of the initiative

Select from:

Ongoing

(7.55.2.9) Comment

For customers, True has expanded True e-billing and True e-Tax Invoice system to replace paper-based invoices and receipts. This initiative reduces paper usage by 362 million sheets/year, equivalent to 1,808 tons and helps avoid greenhouse gas emissions 3,800 tons CO2e/year.

[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:

Financial optimization calculations

(7.55.3.2) Comment

We prioritize energy efficiency and conservation projects by applying financial optimization methods, such as ROI, payback period, and marginal abatement cost (MAC) analysis. All projects must meet our financial performance criteria, with budget allocated to maximize emissions reduction per investment. Exceptions are made for selected pilot projects with high innovation potential.

Row 2

(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 tCO2e.

[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:

The EU Taxonomy for environmentally sustainable economic activities

(7.74.1.3) Type of product(s) or service(s)

Other

Other, please specify :Easy Trade, Platform and tele health

(7.74.1.4) Description of product(s) or service(s)

The company is committed to advancing sustainable products and has proactively aligned its practices with EU Taxonomy criteria. 1. The True Easy Swap / Easy Trade is considered taxonomy-eligible under EU Taxonomy Business Activity “Marketplace for the trade of second-hand goods for reuse” It operates as a B2C physical marketplace, connecting individual customers with device producers and certified recycling partners for Category C26: Manufacture of electronic products. 2. The Smart Building and Energy Management System (SBEMS) is an AI-powered, integrated platform developed in-house by TRUE Digital Group and launch its “Climate Technology Platform” to accelerate sustainable operations in buildings and infrastructure across Thailand. It falls under the EU Taxonomy business activity “Data-driven solutions for GHG emissions reductions”. SBEMS integrates multiple systems to deliver high-impact, climate-aligned outcomes, and helps our clients decarbonize their operations in line with national and global climate goals. 3. The company has developed innovative digital applications aimed at reducing the need for physical travel and supporting low-carbon lifestyles. These include: 1. MorDee: a telemedicine application that enables users to consult with doctors and receive prescriptions online, and 2. True App: This application facilitates various online transactions. These innovations are under the EU Taxonomy business activity “Close-to-Market Research, Development and Innovation”.

(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

1.01

[Add row]

(7.79) Has your organization retired any project-based carbon credits within the reporting year?

Select from:

Yes

(7.79.1) Provide details of the project-based carbon credits retired by your organization in the reporting year.

Row 1

(7.79.1.1) Project type

Select from:

Biomass energy

(7.79.1.2) Type of mitigation activity

Select from:

Emissions reduction

(7.79.1.3) Project description

We purchased carbon credits from Thailand Voluntary Emission Reduction Program (Biomass projects) that were approved by Thailand Greenhouse Gas Management Organization (TGO).

(7.79.1.4) Credits retired by your organization from this project in the reporting year (metric tons CO2e)

1000

(7.79.1.5) Purpose of retirement

Select from:

Voluntary offsetting

(7.79.1.6) Are you able to report the vintage of the credits at retirement?

Select from:

Yes

(7.79.1.7) Vintage of credits at retirement

2019

(7.79.1.8) Were these credits issued to or purchased by your organization?

Select from:

- Purchased

(7.79.1.9) Carbon-crediting program by which the credits were issued

Select from:

- Other regulatory carbon crediting program, please specify :Thailand Voluntary Emission Reduction Program: T-VER

(7.79.1.10) Method the program uses to assess additionality for this project

Select all that apply

- Standardized Approaches

(7.79.1.11) Approaches by which the selected program requires this project to address reversal risk

Select all that apply

- Monitoring and compensation

(7.79.1.12) Potential sources of leakage the selected program requires this project to have assessed

Select all that apply

- Upstream/downstream emissions

(7.79.1.13) Provide details of other issues the selected program requires projects to address

Emissions associated with the transportation, processing, or combustion of biomass feedstock.

(7.79.1.14) Please explain

True actively supports the carbon credit market mechanism by purchasing 1,000 tonCO2e of carbon credits.

[Add row]

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 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. Monitoring is conducted through water meter readings and water usage expense records, with verification by the Provincial Waterworks Authority and the Metropolitan Waterworks Authority of Thailand to ensure the accuracy and transparency of the data.

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, sourced exclusively from third parties (MWA and PWA), are measured and monitored using metering devices, utility invoices, or recorded data 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

The quality of water withdrawals is measured in accordance with the standard procedures of the Metropolitan Waterworks Authority (MWA) and the Provincial Waterworks Authority (PWA) of Thailand, which are aligned with the World Health Organization (WHO) guidelines.

(9.2.4) Please explain

MWA and PWA are responsible for monitoring water quality to ensure that it meets their respective water quality standards, which follow the World Health Organization (WHO, 2006) Guidelines for Drinking-water Quality.

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 calculation data on a monthly basis.

(9.2.4) Please explain

True's water discharge volumes are measured and monitored using metering devices or estimated calculation data 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 calculation 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 calculation data on a monthly basis.

(9.2.4) Please explain

True's office building 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) standard effluent parameters, measured by a 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

Water usage in True's business primarily occurs in office buildings, which do not generate nitrates, phosphates, pesticides, or other priority substances in their water discharge. Moreover, all water discharged is treated to meet quality standards and is tested in accordance with the Pollution Control Department's requirements.

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) standard effluent parameters, measured by a 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 and 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 the accuracy and transparency of the water withdrawal data.

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

Develop a water recycling and reuse project, including tracking and calculating the reduction in water withdrawals.

(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 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:

100%

(9.2.2) Frequency of measurement

Select from:

Daily

(9.2.3) Method of measurement

Daily inspection logs, maintenance records, and third-party laboratory testing of water quality to ensure all WASH facilities meet public health standards.

(9.2.4) Please explain

True ensures that 100% of employees have access to fully functioning, safely managed WASH services. The company sources water that meets the standards of the Provincial Waterworks Authority (PWA) and the Metropolitan Waterworks Authority (MWA) for both drinking water production and sanitation and hygiene purposes. For safe drinking water, True operates an in-house RO water plant, a filtration system certified for cleanliness and safety by globally recognized standards, including NSF, HACCP, ASTM, and the Thai FDA. Regular laboratory testing by an independent third party is conducted to monitor and verify water quality. For hygienic sanitation facilities, daily inspections and maintenance activities are carried out by designated personnel to ensure that WASH facilities are cleaned, properly maintained, and remain compliant with public health standards.

[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)

151.76

(9.2.2.2) Comparison with previous reporting year

Select from:

Lower

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:

Increase/decrease in efficiency

(9.2.2.4) Five-year forecast

Select from:

Lower

(9.2.2.5) Primary reason for forecast

Select from:

- Investment in water-smart technology/process

(9.2.2.6) Please explain

True has a water management plan, which includes setting a target to reduce water withdrawal per revenue by 42% by 2030, compared to the base year 2020; improving water efficiency through installing and upgrading water-saving equipment; implementing water reuse and recycling projects; and continuously tracking water withdrawals to assess usage, enhance efficiency, and implement water conservation plans.

Total discharges

(9.2.2.1) Volume (megaliters/year)

121.41

(9.2.2.2) Comparison with previous reporting year

Select from:

- Lower

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:

- Increase/decrease in efficiency

(9.2.2.4) Five-year forecast

Select from:

- Lower

(9.2.2.5) Primary reason for forecast

Select from:

- Investment in water-smart technology/process

(9.2.2.6) Please explain

True implemented water reuse initiatives by collecting wastewater from offices that remains in good condition (e.g., for watering plants around buildings) to reduce water consumption and maximize resource efficiency. In addition, the quality of the wastewater is verified by a third party to ensure compliance with the effluent standards set by the Pollution Control Department of Thailand

Total consumption

(9.2.2.1) Volume (megaliters/year)

151.76

(9.2.2.2) Comparison with previous reporting year

Select from:

Lower

(9.2.2.3) Primary reason for comparison with previous reporting year

Select from:

Increase/decrease in efficiency

(9.2.2.4) Five-year forecast

Select from:

Lower

(9.2.2.5) Primary reason for forecast

Select from:

Investment in water-smart technology/process

(9.2.2.6) Please explain

True has a water management plan, which includes setting a target to reduce water withdrawal per revenue by 42% by 2030, compared to the base year 2020; improving water efficiency through installing and upgrading water-saving equipment; implementing water reuse and recycling projects; and continuously tracking water withdrawals to assess usage, enhance efficiency, and implement water conservation plans.

[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)

151.76

(9.2.4.3) Comparison with previous reporting year

Select from:

Higher

(9.2.4.4) Primary reason for comparison with previous reporting year

Select from:

Other, please specify :The World Resources Institute (WRI) has recently updated its Aqueduct Water Risk Atlas to version Aqueduct 4.0, offering a more detailed and comprehensive view of global water risks, including for Thailand.

(9.2.4.5) Five-year forecast

Select from:

About the same

(9.2.4.6) Primary reason for forecast

Select from:

Other, please specify :We forecast that Thailand's water stress will remain unchanged, based on the latest comprehensive update from WRI's Aqueduct Water Risk Atlas, version 4.0

(9.2.4.7) % of total withdrawals that are withdrawn from areas with water stress

100.00

(9.2.4.8) Identification tool

Select all that apply

WRI Aqueduct

(9.2.4.9) Please explain

In 2024, water withdrawn from areas with water stress totaled 151.76 megaliters, an increase from 8.79 megaliters in 2023, representing a rise of more than 100%. Although overall water withdrawal in 2024 was lower than in 2023, the increase in withdrawals from water-stressed areas was primarily due to the update of the WRI Aqueduct, which resulted in many areas previously classified as “medium” water stress being reclassified as “high” or “extremely high” water stress. Nevertheless, True has set both short- and long-term targets to reduce water consumption, including plans to increase the use of water recycling, which will help lower withdrawals from water-stressed areas in the coming years.

[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 ground 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)

151.76

(9.2.7.3) Comparison with previous reporting year

Select from:

Lower

(9.2.7.4) Primary reason for comparison with previous reporting year

Select from:

- Increase/decrease in efficiency

(9.2.7.5) Please explain

True sources 100% of its water from third-party municipal suppliers (MWA and PWA), ensuring a reliable supply of clean freshwater that meets national quality standards and consistent water quality for its operations. In addition, True has set a target to reduce water withdrawal per revenue by 42% by 2030, compared to the 2020 base year, which has contributed to a decrease in total water withdrawal compared to the previous year.

[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)

37.64

(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 direct discharge of effluent into brackish surface water or seawater.

Groundwater

(9.2.8.1) Relevance

Select from:

Not relevant

(9.2.8.5) Please explain

There is no direct discharge of effluent into ground water.

Third-party destinations

(9.2.8.1) Relevance

Select from:

Relevant

(9.2.8.2) Volume (megaliters/year)

83.77

(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 has not yet implemented the reuse of treated water for domestic or drinking purposes. Currently, recycled water is used only for irrigation, with no human contact. Therefore, True does not treat wastewater at the tertiary level.

Secondary treatment

(9.2.9.1) Relevance of treatment level to discharge

Select from:

Relevant

(9.2.9.2) Volume (megaliters/year)

121.41

(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 conveyed 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, which consists of aeration and sedimentation processes. After treatment, the effluent is tested to ensure it meets quality standards before being 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 the initial stage of the treatment process, designed to remove oil and grease as well as solids from the wastewater before it proceeds to the second stage using the activated sludge system.

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 and monitors the quality of the treated water to ensure it meets the required standards 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 and monitors the quality of the treated water to ensure it meets the required standards before discharging it into a 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 and monitors the quality of the treated water to ensure it meets the required standards before discharging it.
[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

10

(9.3.3) % of facilities in direct operations that this represents

Select from:

100%

(9.3.4) Please explain

True has conducted an assessment of water-related dependencies, impacts, risks, and opportunities using the WWF tool, covering all offices, representing 100% of the organization's water use in operations.

Upstream value chain

(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

43

(9.3.4) Please explain

True conducts ESG onsite audits of its suppliers annually to reviewing their programs and/or procedures for wastewater management, including monitoring, characterization, treatment, discharge, and recycling. In addition, True has established a Business Partner Code of Conduct for suppliers to acknowledge and comply with, which recommends that business partners implement measures to address water scarcity challenges in their operations and ensure that wastewater is treated and discharged responsibly, in compliance with local standards.

[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)

TRUE 1

(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

Dependencies

Impacts

Risks

Opportunities

(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

13.7625

(9.3.1.9) Longitude

100.5681

(9.3.1.10) Located in area with water stress

Select from:

Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

45.3

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

45.3

(9.3.1.21) Total water discharges at this facility (megaliters)

36.24

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

11.23

(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

25

(9.3.1.27) Total water consumption at this facility (megaliters)

45.3

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 2

(9.3.1.1) Facility reference number

Select from:

- Facility 2

(9.3.1.2) Facility name (optional)

TRUE 2

(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

- Dependencies
- Impacts
- Risks
- Opportunities

(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

13.7361

(9.3.1.9) Longitude

100.6224

(9.3.1.10) Located in area with water stress

Select from:

Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

56.01

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

56.01

(9.3.1.21) Total water discharges at this facility (megaliters)

44.81

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

13.89

(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

30.92

(9.3.1.27) Total water consumption at this facility (megaliters)

56.01

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 3

(9.3.1.1) Facility reference number

Select from:

Facility 3

(9.3.1.2) Facility name (optional)

TRUE 3

(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

- Dependencies
- Impacts
- Risks
- Opportunities

(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

13.7878

(9.3.1.9) Longitude

100.5358

(9.3.1.10) Located in area with water stress

Select from:

- Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

11.21

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

11.21

(9.3.1.21) Total water discharges at this facility (megaliters)

8.97

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

2.78

(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

6.19

(9.3.1.27) Total water consumption at this facility (megaliters)

11.21

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 4

(9.3.1.1) Facility reference number

Select from:

- Facility 4

(9.3.1.2) Facility name (optional)

TRUE 4

(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

- Dependencies
- Impacts
- Risks
- Opportunities

(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

13.6854

(9.3.1.9) Longitude

100.6117

(9.3.1.10) Located in area with water stress

Select from:

Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

0.63

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

0.63

(9.3.1.21) Total water discharges at this facility (megaliters)

0.5

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

0.16

(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

0.35

(9.3.1.27) Total water consumption at this facility (megaliters)

0.63

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 5

(9.3.1.1) Facility reference number

Select from:

Facility 5

(9.3.1.2) Facility name (optional)

TRUE 5

(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

Dependencies

Impacts

Risks

Opportunities

(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

13.7567

(9.3.1.9) Longitude

100.5418

(9.3.1.10) Located in area with water stress

Select from:

Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

3.36

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

3.36

(9.3.1.21) Total water discharges at this facility (megaliters)

2.69

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

0.83

(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

1.85

(9.3.1.27) Total water consumption at this facility (megaliters)

3.36

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 6

(9.3.1.1) Facility reference number

Select from:

Facility 6

(9.3.1.2) Facility name (optional)

TRUE 6

(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

- Dependencies
- Impacts
- Risks
- Opportunities

(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

- Mekong

(9.3.1.8) Latitude

16.4411

(9.3.1.9) Longitude

102.8216

(9.3.1.10) Located in area with water stress

Select from:

- Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

0.51

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

0.51

(9.3.1.21) Total water discharges at this facility (megaliters)

0.41

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

0.13

(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

0.28

(9.3.1.27) Total water consumption at this facility (megaliters)

0.51

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 7

(9.3.1.1) Facility reference number

Select from:

Facility 7

(9.3.1.2) Facility name (optional)

TRUE 7

(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

Dependencies

Impacts

Risks

Opportunities

(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

13.64

(9.3.1.9) Longitude

100.6347

(9.3.1.10) Located in area with water stress

Select from:

Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

0.56

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

0.56

(9.3.1.21) Total water discharges at this facility (megaliters)

0.45

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

0.14

(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

0.31

(9.3.1.27) Total water consumption at this facility (megaliters)

0.56

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 8

(9.3.1.1) Facility reference number

Select from:

Facility 8

(9.3.1.2) Facility name (optional)

TRUE 8

(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

- Dependencies
- Impacts
- Risks
- Opportunities

(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

- Other, please specify :Gulf of Thailand

(9.3.1.8) Latitude

14.0136

(9.3.1.9) Longitude

100.7295

(9.3.1.10) Located in area with water stress

Select from:

- Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

0.27

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

0.27

(9.3.1.21) Total water discharges at this facility (megaliters)

0.22

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

0.07

(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

0.15

(9.3.1.27) Total water consumption at this facility (megaliters)

0.27

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 9

(9.3.1.1) Facility reference number

Select from:

Facility 9

(9.3.1.2) Facility name (optional)

TRUE 9

(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

Dependencies

Impacts

Risks

Opportunities

(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

16.8336

(9.3.1.9) Longitude

100.2064

(9.3.1.10) Located in area with water stress

Select from:

Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

13.45

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

13.45

(9.3.1.21) Total water discharges at this facility (megaliters)

10.76

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

3.33

(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

7.42

(9.3.1.27) Total water consumption at this facility (megaliters)

13.45

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

Row 10

(9.3.1.1) Facility reference number

Select from:

Facility 10

(9.3.1.2) Facility name (optional)

TRUE 10

(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

- Dependencies
- Impacts
- Risks
- Opportunities

(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

14.3337

(9.3.1.9) Longitude

100.5306

(9.3.1.10) Located in area with water stress

Select from:

- Yes

(9.3.1.13) Total water withdrawals at this facility (megaliters)

20.46

(9.3.1.14) Comparison of total withdrawals with previous reporting year

Select from:

Lower

(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

20.46

(9.3.1.21) Total water discharges at this facility (megaliters)

16.37

(9.3.1.22) Comparison of total discharges with previous reporting year

Select from:

Lower

(9.3.1.23) Discharges to fresh surface water

5.07

(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

11.29

(9.3.1.27) Total water consumption at this facility (megaliters)

20.46

(9.3.1.28) Comparison of total consumption with previous reporting year

Select from:

Lower

(9.3.1.29) Please explain

True has implemented a water management plan that includes regular tracking and recording of water use to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard. In addition, the company has established a Working Group on Environmental Management to monitor the organization's water consumption and has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year. These measures have enabled more efficient water use, resulting in a reduction in total water withdrawal compared to 2023.

[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 (2018)

Water withdrawals – volume by source

(9.3.2.1) % verified

Select from:

76-100

(9.3.2.2) Verification standard used

GRI 303-3 (2018)

Water withdrawals – quality by standard water quality parameters

(9.3.2.1) % verified

Select from:

Not relevant

(9.3.2.3) Please explain

True does not abstract water directly from natural sources. All water is supplied by municipal providers (MWA/PWA), which are already subject to regulatory quality testing; therefore, no verification has been conducted as this aspect is not currently considered a top environmental priority. However, True plans to assess it and will proceed with verification in the future if deemed significant.

Water discharges – total volumes

(9.3.2.1) % verified

Select from:

Not relevant

(9.3.2.3) Please explain

Wastewater volumes from operations is originate primarily from office facilities, with no significant process water discharges; therefore, no verification has been conducted as this aspect is not currently considered a top environmental priority. However, True plans to assess it and will proceed with verification in the future if deemed significant.

Water discharges – volume by destination

(9.3.2.1) % verified

Select from:

Not relevant

(9.3.2.3) Please explain

No verification has been conducted as this aspect is not currently considered a top environmental priority. However, True plans to assess it 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 relevant

(9.3.2.3) Please explain

No verification has been conducted as this aspect is not currently considered a top environmental priority. However, True plans to assess it 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 relevant

(9.3.2.3) Please explain

No verification has been conducted as this aspect is not currently considered a top environmental priority. However, True plans to assess it 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)

206020000000

(9.5.2) Total water withdrawal efficiency

1357538218.24

(9.5.3) Anticipated forward trend

True has set a target to reduce water withdrawal per unit of revenue by 42% by 2030, compared to the 2020 base year, and anticipates continued improvements in water use efficiency.

[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

737

(9.12.3) Numerator: Water aspect

Select from:

Water withdrawn

(9.12.4) Denominator

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 2024.

[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, but we 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

True will integrate IoT into water management by enabling real-time monitoring, optimizing water consumption, and supporting recycling and reuse in office facilities in order to align with low water impact services.

[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.

	Target set in this category	Please explain
Water pollution	Select from: <input checked="" type="checkbox"/> Yes	Rich text input [must be under 1000 characters]
Water withdrawals	Select from: <input checked="" type="checkbox"/> Yes	Rich text input [must be under 1000 characters]
Water, Sanitation, and Hygiene (WASH) services	Select from: <input checked="" type="checkbox"/> Yes	Rich text input [must be under 1000 characters]
Other	Select from: <input checked="" type="checkbox"/> No, and we do not plan to within the next two years	N/A

[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

1319

(9.15.2.7) End date of target year

12/30/2030

(9.15.2.8) Target year figure

765

(9.15.2.9) Reporting year figure

737

(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 2024, we used 151.76 million liters of tap water. We have developed and implemented a water management plan, set a water consumption target, commit to 42 % 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

True has a water management plan to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard, covering all office buildings through water-saving equipment upgrades, reuse initiatives, and awareness programs, 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

True will adopt AI-based monitoring and analytics to enhance water use efficiency in offices and expand the reuse of treated wastewater, helping to reduce both water withdrawals and water discharge.

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

182310

(9.15.2.7) End date of target year

12/30/2030

(9.15.2.8) Target year figure

145846

(9.15.2.9) Reporting year figure

151758

(9.15.2.10) Target status in reporting year

Select from:

Underway

(9.15.2.11) % of target achieved relative to base year

84

(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, and are committed to reducing absolute water withdrawal by 20% by 2030 compared to the 2020 base year.

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

True has a water management plan to improve water use efficiency and promote water saving in accordance with the ISO 14001:2015 standard, covering all office buildings through water-saving equipment upgrades, reuse initiatives, and awareness programs. The company has also developed water reuse and recycling projects, and applied IoT-based solutions to enhance monitoring and optimization of water consumption, supported by the Working Group on Environmental Management to ensure continuous progress toward the set targets.

(9.15.2.16) Further details of target

True will adopt AI-based monitoring and analytics to enhance water use efficiency in offices and expand the reuse of treated wastewater, helping to reduce both water withdrawals and water discharge.

Row 3

(9.15.2.1) Target reference number

Select from:

Target 3

(9.15.2.2) Target coverage

Select from:

Organization-wide (direct operations only)

(9.15.2.3) Category of target & Quantitative metric

Water pollution

Reduction in concentration of pollutants

(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

100

(9.15.2.7) End date of target year

12/30/2030

(9.15.2.8) Target year figure

100

(9.15.2.9) Reporting year figure

100

(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 has set a target to treat 100% of wastewater to ensure that effluent quality complies with the standards of the Pollution Control Department.

(9.15.2.15) Actions which contributed most to achieving or maintaining this target

True established an environmental working group to ensure that wastewater discharged from the office building is 100% treated and verified by a third party in accordance with the standard required by law. These actions are aligned with the ISO 14001:2015, ensuring a systematic approach to environmental management.

(9.15.2.16) Further details of target

True will adopt AI-based monitoring and analytics to enhance water use efficiency in offices and expand the reuse of treated wastewater, helping to reduce both water withdrawals and water discharge.

Row 4

(9.15.2.1) Target reference number

Select from:

Target 4

(9.15.2.2) Target coverage

Select from:

- Organization-wide (direct operations only)

(9.15.2.3) Category of target & Quantitative metric

Water, Sanitation, and Hygiene (WASH) services

- Increase in the proportion of employees using safely managed sanitation services, including a hand-washing facility with soap and water

(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

100

(9.15.2.7) End date of target year

12/30/2030

(9.15.2.8) Target year figure

100

(9.15.2.9) Reporting year figure

100

(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 has set a target to achieve 100% WASH (Water, Sanitation, and Hygiene) management to guarantee safe water and sanitation access for all employees.

(9.15.2.15) Actions which contributed most to achieving or maintaining this target

To achieve 100% WASH (Water, Sanitation, and Hygiene) management, the company sources water that meets the standards of the PWA and the MWA. For safe drinking water, True operates an in-house RO water plant with filtration systems certified by globally recognized standards, including NSF, HACCP, ASTM, and the Thai FDA, with regular third-party laboratory testing to ensure quality. In addition, hygienic sanitation facilities are subject to daily inspections and maintenance to ensure compliance with public health standards.

(9.15.2.16) Further details of target

True will adopt AI-based monitoring and analytics to enhance water use efficiency in offices and expand the reuse of treated wastewater, helping to reduce both water withdrawals and water discharge.

[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

- Law & policy
- Species management
- Education & awareness
- Land/water protection
- Land/water management
- Livelihood, economic & other incentives

[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: <input checked="" type="checkbox"/> Yes, we use indicators	Select all that apply <input checked="" type="checkbox"/> Response indicators

(11.4) Does your organization have activities located in or near to areas important for biodiversity in the reporting year?

Legally protected areas

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

Yes

(11.4.2) Comment

True has assessed pre-screened cell sites to identify significant sites situated near Key Biodiversity Areas and conducted biodiversity risk assessments to mitigate potential impacts.

UNESCO World Heritage sites

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

Yes

(11.4.2) Comment

True has assessed pre-screened cell sites to identify significant sites situated near UNESCO World Heritage sites and conducted biodiversity risk assessments to mitigate potential impacts.

UNESCO Man and the Biosphere Reserves

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

Yes

(11.4.2) Comment

True has assessed pre-screened cell sites to identify significant sites situated near UNESCO Biosphere Reserves and conducted biodiversity risk assessments to mitigate potential impacts.

Ramsar sites

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

Yes

(11.4.2) Comment

True has assessed pre-screened cell sites to identify significant sites situated near Ramsar sites and conducted biodiversity risk assessments to mitigate potential impacts.

Key Biodiversity Areas

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

Yes

(11.4.2) Comment

True has assessed pre-screened cell sites to identify significant sites situated near Key Biodiversity Areas and conducted biodiversity risk assessments to mitigate potential impacts.

Other areas important for biodiversity

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

- Data not available

(11.4.2) Comment

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)Mae Rim District, Chiang Mai Province 2)Mae Taeng District, Chiang Mai Province 3)Hang Dong District, Chiang Mai Province 4)Phrao District, Chiang Mai Province 5)Chiang Dao District, Chiang Mai 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 195 sites indicate that - Within a 1 km radius of 50 sites, it has been identified that the surrounding areas are located within protected areas. - Within a 1 km radius of 31 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, incorporating the TNFD (Taskforce on Nature-related Financial Disclosures) approach 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: <input checked="" type="checkbox"/> 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 – Water security

- Volume withdrawn from areas with water stress (megaliters)
- Water withdrawals– total volumes
- Water withdrawals – volumes by source

(13.1.1.3) Verification/assurance standard

General standards

- ISAE 3000
- ISAE 3410, Assurance Engagements on Greenhouse Gas Statements

(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 report. The assurance engagement was conducted against the Global Reporting Initiative Standards with a limited level of assurance and TUV NORD's verification procedure is based on current best practice, is in accordance with ISAE 3000 and ISAE 3410.

(13.1.1.5) Attach verification/assurance evidence/report (optional)

2024 The Sustainability Assurance Statement_Signed.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. However, the company has reported the historical performance of both True and DTAC prior to the amalgamation for reference (see True Sustainability Report, GHG emission (scope 1 and 2) PDF p.63, 85)

(13.2.2) Attachment (optional)

2024 True sustainability report-EN.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]