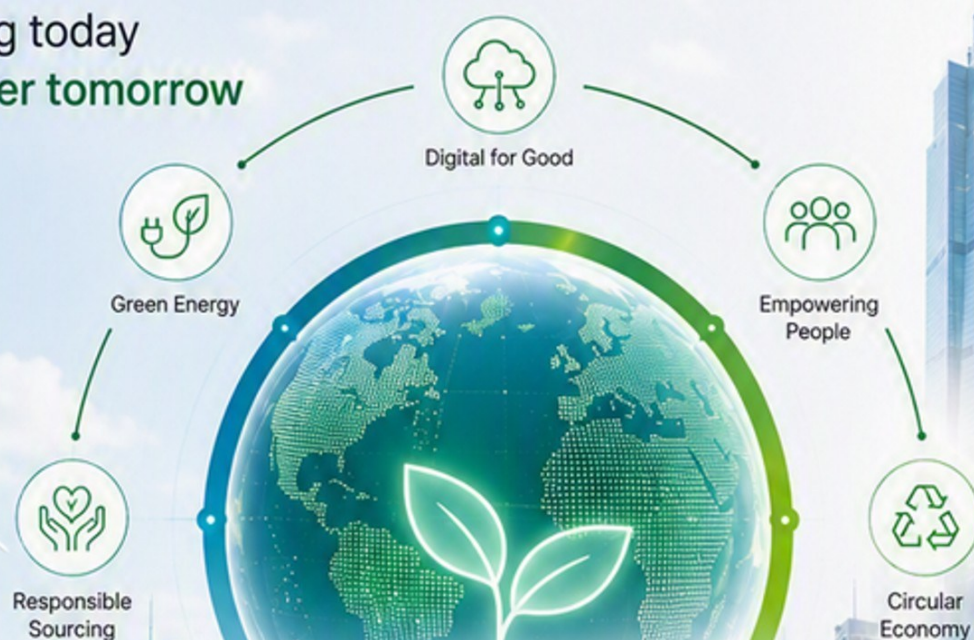


Sustainable Products and Services Report 2025

Innovating today
for a **better tomorrow**



Our Planet
Protecting the planet
for future generations



Our People
Empowering people
and communities



Our Purpose
Creating sustainable
value together

Sustainable Products and Services

Although True operates primarily in Thailand, the Company has voluntarily adopted the EU Taxonomy criteria, where applicable, to identify and classify sustainable products and services. Products and services are assessed against the relevant EU Taxonomy eligibility criteria. The classification methodology, including the alignment of sustainable products and services with the relevant EU Taxonomy activity descriptions and substantial contribution criteria, is subject to internal review and external verification.

1. The Smart Building and Energy Management System (SBEMS) is an AI-powered, integrated platform developed in-house by TRUE Digital Group (TDG) 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 from telecom sites, data centers, to large commercial buildings, digitize and decarbonize their operations in line with national and global climate goals. It supports regulatory compliance and ESG reporting, while delivering direct financial benefits through energy savings, carbon reduction, and operational efficiency.

Substantial Contribution:

SBEMS 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.

SBEMS combines key functions into a centralized digital platform, including:

- Energy Management System (EMS): Provides real-time energy monitoring and efficiency tracking.
- Building Management System (BMS): Offers centralized control of critical building operations for optimal energy use.
- AI-driven HVAC Optimization: Reduces cooling energy by up to 30% through predictive analytics, weather data, and occupancy patterns, aligning with ASHRAE standards.
- Facility and Utility Management: Optimizes water and electricity systems.
- Solar Rooftop Integration: Enables on-site renewable energy generation and tracking.
- GHG Accounting and Carbon Footprint Tracking: Monitors emissions at both organizational and product levels, aligning with ISO 14064 and ISO 14067.
- Advanced Technology Integration: Embeds AI, IoT, and environmental intelligence to drive climate-positive transformations.

2. The company has developed innovative digital applications that leverage data and digital technologies to reduce the need for physical travel, improve service efficiency, and support low-carbon lifestyles. These solutions are aligned with the EU Taxonomy business activity “Data-driven solutions for GHG emissions reductions.” They include:

1. MorDee – A telemedicine application that collects, transmits, and securely stores patient and consultation data, enabling remote medical consultations, e-prescriptions, and digital healthcare services. By replacing physical visits with virtual consultations, the platform reduces travel demand and the associated GHG emissions.
2. True App – An integrated digital platform that collects and processes transaction and service usage data to enable customers to access telecommunications services, billing, payments, and customer support digitally. The platform replaces in-person service visits and paper-based processes with digital interactions, reducing travel requirements and resource consumption.

Substantial Contribution

These digital solutions make a substantial contribution to climate change mitigation by:

- Enabling data-driven digital services: The applications collect, transmit, store, and process operational and user data to deliver digital services that replace carbon-intensive physical activities.
- Reducing transport demand: Remote healthcare services and digital customer transactions reduce the need for travel, resulting in lower fuel consumption and associated GHG emissions.
- Promoting resource efficiency: Digital processes reduce paper consumption while improving the efficiency and accessibility of services.
- Supporting low-carbon behavioral change: Convenient digital alternatives encourage customers to adopt lower-carbon lifestyles by shifting from physical to digital interactions.
- Life-cycle GHG accounting: The Company quantifies life-cycle GHG emission reductions associated with these digital services using recognized GHG accounting methodologies, appropriate emission factors, and transparent assumptions. The assessment methodology, assumptions, and calculated GHG emission reductions are independently verified by a third party.

3. 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 and intermediary platform, connecting individual customers with device producers and certified recycling partners for Category C26: Manufacture of electronic products.

Substantial contribution:

- The True Easy Swap / Easy Trade program facilitates e-waste management by promoting device reuse and responsible recycling. It provides a convenient channel for customers to exchange used electronic devices, such as smartphones, for new ones, extending product lifecycles and preventing landfill waste.
- The trade-in process is user-friendly and accessible nationwide at True retail locations, promoting equitable access to sustainable services. The program acts as an intermediary by facilitating the evaluation, exchange, and transfer of used smartphones between customers and downstream partners. Customers can evaluate their used devices in-store and receive a trade-in discount for new purchases. Collected devices are sorted for reuse, while unsuitable ones are recycled according to environmental standards.

4. Solar Cell Solutions is a renewable energy service that enables customers to adopt solar photovoltaic (PV) systems across residential, commercial, industrial, and institutional facilities. The service includes system design, engineering, procurement, installation, commissioning, performance monitoring, and maintenance to ensure the safe, reliable, and efficient operation of solar PV systems throughout their lifecycle. The solution is aligned with the EU Taxonomy economic activity "Installation, maintenance and repair of renewable energy technologies", as it enables the deployment and long-term operation of solar photovoltaic systems, supporting the transition to a low-carbon energy system.

Substantial Contribution

- **Deployment of Renewable Energy Technologies:** Enables the installation and commissioning of solar PV systems, increasing the adoption of renewable energy.
- **Efficient Lifecycle Operation:** Provides monitoring, preventive maintenance, and repair services to optimize system performance, reliability, and operational efficiency throughout the asset lifecycle.
- **Low-carbon Energy Transition:** Supports customers in reducing reliance on conventional electricity sources through the adoption of renewable energy technologies.

Metric and Target

True aims to increase the share of revenues from sustainable products and services at least 10% by 2030. To support this target, the company integrates sustainability-related business objectives into the performance management of relevant commercial functions, with the target cascaded to sales functions responsible for sustainable products and services and reflected in their sales performance evaluation. Performance are supported through sustainability-related KPIs that encourage business growth in sustainable products and services, including solutions that contribute to health, well-being and digital society.

In 2025, The company continues to support sustainable products through 4 projects, in alignment with the EU Taxonomy criteria. The sustainable revenue is approximately 2,888 million Baht.

Year	2022	2023	2024	2025
% Turnover of environmentally sustainable activity (Taxonomy eligible)	0.96%	0.70%	1.01%	1.48%

Investment in Sustainable Products and Services

In 2025, True invested approximately THB 394.6 million in capital expenditure (CAPEX) and operational expenditure (OPEX) to strengthen the development, delivery, and long-term performance of its sustainable products and services. These investments reinforce True's strategy to integrate sustainability throughout the product lifecycle—from research and innovation to deployment, operation, and continuous improvement.

At the research, development, and innovation stage, a portion of the investment was allocated to enhancing climate technology platform solutions and expand the Company's sustainable product portfolio. This included the development of new climate-tech features and digital functionalities that help customers improve environmental performance and resource efficiency. True invested in the development and enhancement of energy management solutions for different customer segments. In collaboration with Alibaba Cloud, True developed the Smart Building and Energy Management System (SBEMS), integrating AI and IoT capabilities to support energy monitoring and optimization for applications such as telecom sites, data centers, and large commercial buildings.

In addition, True continuously enhances its digital platforms, including True App and MorDee, by developing new features and functionalities, and improving workflows and systems to strengthen service delivery, customer experience, and the sustainability performance of its digital solutions. Furthermore, the company also initiated research into climate adaptation advisory services to support customers in strengthening climate resilience, while exploring emerging sustainability innovations to address future environmental challenges and business opportunities.

Figure 1: Smart Building and Energy Management System (SBEMS), in collaboration with Alibaba Cloud



At the implementation and deployment stage, True invested in physical and digital infrastructure to strengthen the delivery and long-term operation of sustainable solutions. For Solar Cell Solutions, True invested in a centralized digital monitoring platform that enables real-time monitoring and management of distributed solar photovoltaic (PV) installations across multiple customer sites. The platform provides centralized performance monitoring, operational analytics, fault detection, and preventive maintenance capabilities, enabling True to identify performance deviations, inverter or equipment abnormalities, and potential system issues at an early stage. This allows timely maintenance and corrective actions, helping reduce system downtime, maintain optimal solar energy generation, improve asset reliability, and extend the operational life of PV systems. At the customer level, True further extends its monitoring infrastructure through the TrueX application, enabling customers to monitor solar energy generation and energy consumption. Together, these two platforms help customers manage their energy use better, maximize renewable electricity generation and utilization, improve system reliability, and optimize operational efficiency throughout the asset lifecycle.

Figure 2: TrueX application, enabling customers to monitor solar energy generation and energy usage.



Assess energy self-sufficiency.

Summarize the proportion of electricity generated from solar energy compared with electricity supplied by the grid.

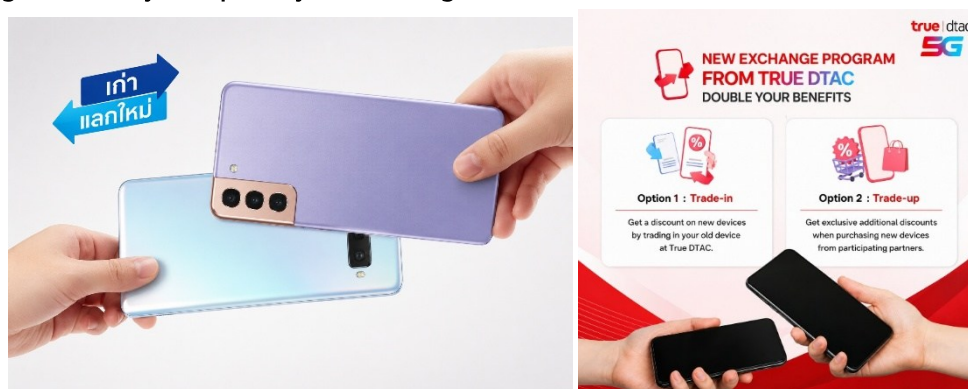
Evaluate the extent to which the household relies on solar power.

Optimize electricity consumption for greater efficiency and effectiveness.

Integrated with smart equipment through the TrueX application to enable real-time monitoring of electricity generation and consumption.

For True Easy Swap / Easy Trade, True invested in digital and operational infrastructure that enables customers to trade in their used devices when purchasing new ones. This includes a device assessment platform, customer-facing trade-in channels, data management systems, collection and logistics networks, and refurbishment capabilities. The infrastructure allows returned devices to be inspected, repaired, refurbished, and reintroduced into the market, extending product lifecycles and reducing electronic waste. By facilitating device reuse and resource efficiency, the program supports responsible consumption while creating value from existing materials and products. Alongside infrastructure improvements, True also enhances MorDee's service capabilities through a network of more than 500 doctors and healthcare professionals across over 20 specialties, together with partnerships with more than nine insurance providers.

Figure 3: Easy Swap/ Easy Trade Program



As part of its continuous improvement efforts, True invests in developing training materials and knowledge-sharing resources to enhance employees' knowledge and capabilities in sustainable product and service development. The company also provides training programs for relevant employees, particularly those involved in product development, innovation, and related functions. These initiatives aim to build the knowledge and skills needed to integrate sustainability considerations into the design, development, and delivery of products and services, including sustainable design principles, climate technologies, renewable energy solutions, and sustainability integration. Please refer to the **Internal Training on Sustainable Design Principles for Functions Developing Products or Services**.

Internal Training on Sustainable Design Principles for Functions Developing Products or Services

True has implemented internal awareness and capacity-building programs to support the design and development of sustainable products and services in alignment with EU Taxonomy principles. To strengthen understanding and consistent application, the Company developed the “Guideline for Sustainable Product Design and Development in Alignment with the EU Taxonomy” and a supporting video clip on sustainable products and services. These materials were communicated to employees through internal channels, including SharePoint, email, and Microsoft Viva Engage.

Target participants included employees from product development, sustainability, and business-related functions. In addition, briefing and knowledge-sharing sessions were conducted with relevant business units, including True Business, to explain the EU Taxonomy criteria, eligibility and alignment requirements, and the environmental and business benefits of sustainable products and services.

Figure 4: Guideline for Sustainable Product Design and Development in Alignment with the EU Taxonomy

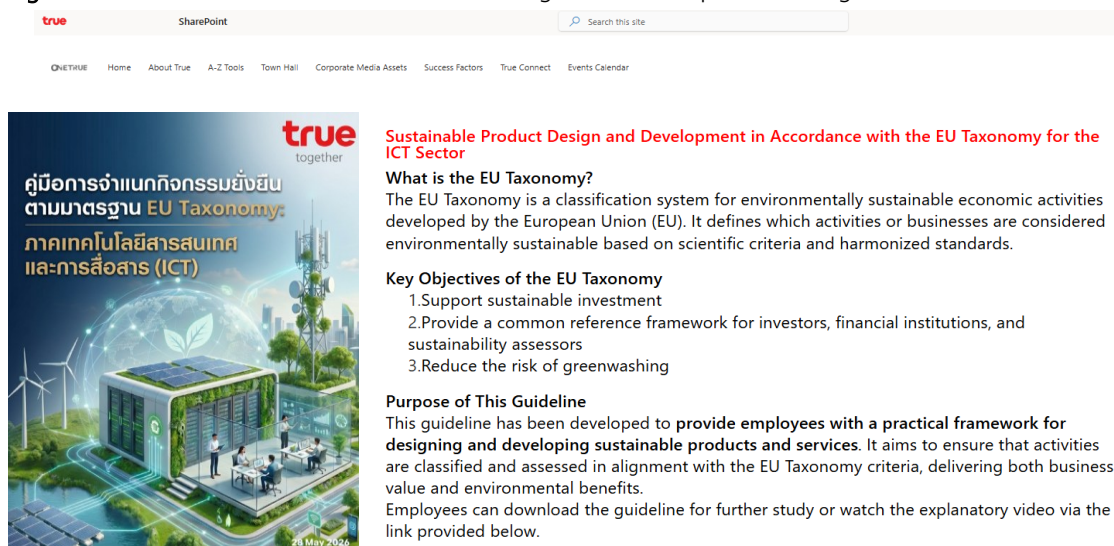


Figure 5: VDO for Internal Communication
(Sustainable Product Design and Development align with the EU Taxonomy)



Figure 6: Sharing of Sustainable Products and Services content with the Sustainability and Environmental Management Committee.

