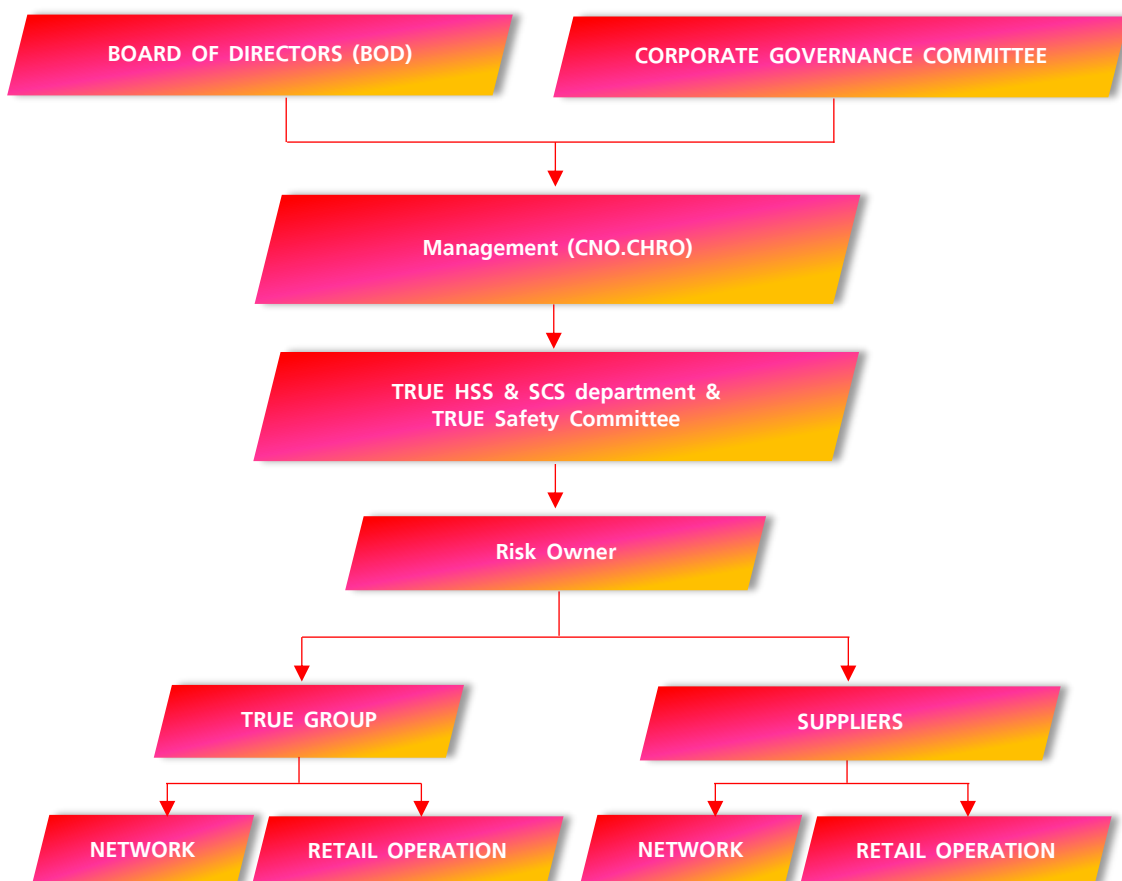


OCCUPATIONAL HEALTH, AND SAFETY

1. Occupational Health, Safety, and Environment Management Structure

True Corporation strictly complies with the law and has appointed the Occupational Health, Safety, and Environment Committee (OHSEC) that focuses on employee participation by electing representatives from the employer and employees according to the proportion prescribed by the law. We hold a monthly meeting and occupational health and safety is one of many key criteria required in supplier sourcing and selection. We manage occupational health, safety, and environment at a corporate wide covering all areas of our operations, consider issues, determine measures, and monitor the results.



2. Objective and Program

OHS objectives and measurable targets are established and coherent action plans are defined and implemented to manage OHS risks and opportunities based on their priorities. Performance is continually monitored and evaluated for improvement.

3. Occupational Health, Safety, and Environment Management System

True Corporation strives to achieve Zero Fatality Rate and Zero Lost Time Injury Frequency Rate by 2030 and We have implemented several initiatives to step up our safety culture maturity level to be in “Proactive safety culture” in 2030 to prevent serious accidents reduce the potential impacts and align with local and international safety standards.



Transforming our safety culture from reactive to proactive by the year 2030 is not just about ensuring everyone follows the rules. Our goal is to create an environment where people genuinely care for one another, guided by **4 dimensions matched to 4 True Safety Behaviors**



Transforming our safety culture from reactive to proactive by the year 2030 is not just about ensuring everyone follows the rules. Our goal is to create an environment where people genuinely care for one another, guided by four safety behaviors

1. Leadership Commitment & Team Ownership (Behavior “T” = Take a Pause)

Starting at the executive level, strong leadership commitment is demonstrated through the establishment of clear safety targets, implementation of control measures, and allocation of resources to mitigate organizational risks. Leaders act as role models in safe work practices and empower all employees with the authority to **“Take a Pause”**—to stop work immediately when risks are identified. This reinforces the principle that no task is more important than life, and that pausing to think before acting is the foundation of shared responsibility.

2. Reporting & Communication Activities (Behavior “R” = Report Immediately)

The organization promotes a culture of immediate hazard reporting. **Reporting** is positioned not as fault-finding, but as a proactive communication tool to prevent incidents and protect others. Reported data is systematically analyzed to identify trends and implement preventive controls. In parallel, continuous safety awareness activities are conducted to strengthen engagement and communication across the organization.

3. Governance & HSS Management System (Behavior “U” = Use the Right Equipment)

A robust Health, Safety, and Security (HSS) management system is established to ensure clear standards and consistent risk control practices. Employees are required to **use appropriate tools and personal protective equipment (PPE)** suitable for their tasks. The system is continuously improved in alignment with the Plan-Do-Check-Act (PDCA) cycle to enhance operational effectiveness and risk mitigation.

4. HSS & SCS Competency Building (Behavior “E” = Educate Yourself)

Continuous learning and capability development are prioritized to enhance workforce competency. Through ongoing education (**“educate yourself”**), employees are equipped to identify risks more effectively and respond appropriately to dynamic work situations. Strengthening competency enables faster hazard recognition and more confident, effective incident prevention and response.

3.1 ISO 45001 OHS management system

True Corporation determines the occupational health, safety, and environment management system to control risks from potential dangerous activities within the organization by focusing on managing a safe working environment, preventing accidents and injuries at work, and reducing the impact on the environment.



3.2 The safety risk assessment of employees and contractors

We provide our employees an opportunity to report accidents and high-risk activities through various channels and set the procedures for accident investigation and corrective actions. The safety risk assessment of employees and contractors conducted in 2025 found three high-risk activities as shown in the table below.

2025 High Risk Activities

High Risk Activities	Investigation Procedures	Corrective Actions
1. Employees safety when traveling to provide customer services	- Identify and assess road-related hazards to prevent traffic incidents and ensure driver safety. - Analyze contributing factors (e.g., driving behavior, route conditions, vehicle status) to determine root causes. - Develop risk mitigation strategies based on identified hazards and incident trends	- Preventive Measures: Implement safety protocols (e.g., speed limits, distraction-free driving, defensive driving practices). - Maintenance: Regularly inspect and maintain vehicles to address mechanical issues. - Competency & Training: Provide mandatory driver safety training on hazard awareness and safe practices. - Emergency Preparedness: Equip drivers with knowledge on handling emergencies (e.g., breakdowns, accidents).

High Risk Activities	Investigation Procedures	Corrective Actions
2. Working at heights of employees and suppliers	■ Fall prevention is a critical aspect in the telecommunication industry, especially during fiber installation & maintenance including tower construction and maintenance. ■ Ensuring the safety of workers who climb towers & ladders is essential to prevent accidents and injuries.	■ Competency Management: Only trained and certified personnel who have successfully met competency requirements are authorized to perform work at height. Train climbers on safe practices, including proper harness usage, fall arrest techniques, and emergency procedures. ■ Asset Integrity: Ensure routine inspection and certification of fall protection equipment (e.g., harnesses, lanyards, anchorage systems). ■ Risk Assessment: Implement site-specific risk assessments to identify and mitigate fall hazards prior to work execution to identify potential fall hazards, such as unprotected edges, slippery surfaces, or unstable structures. ■ Operation Controls: Enforce working-at-height standards, including permit-to-work and fall protection requirements.
3. Employee and supplier safety from electric shock accidents	■ Determine the qualifications and training of the person who experienced the electric shock. Were they adequately trained for the electrical work they were performing? ■ Assess whether the injured person followed best practices and understood the associated risks ■ Investigate whether the equipment was verified to be de-energized before work began. ■ Ensure that proper lockout/tagout procedures were followed. ■ Ensure that a safe distance is properly maintained between body parts, tools, equipment, and high-voltage cables.	■ Competency Management: Only trained and certified personnel who have successfully met competency requirements (including the requirement from MEA&PEA) are authorized to perform electrical work. Educate them on electrical hazards, safe practices, and emergency procedures. ■ Use voltage testers to verify de-energization before handling wires or equipment ■ Always maintain safe distance from overhead high voltage power line (worker & installation equipment). ■ Conduct regular inspections of poles and fiber installations to identify any damaged or compromised components. Look for signs of wear, frayed wires, or exposed conductors. ■ Ensure that all poles and equipment are properly grounded. Grounding provides a low-resistance path for electrical currents, preventing shocks and directing excess electricity safely into the ground.

High Risk Activities	Investigation Procedures	Corrective Actions
		- Keep electrical equipment dry during installation. Avoid working in wet weather or damp environments. - Inspect cords and plugs for damage before use. Replace any frayed or damaged cords promptly. Use extension cords temporarily and avoid overloading them. - Ensure workers wear appropriate personal protective equipment (PPE), including insulated gloves and safety boots.

In addition, we have designed our occupational health, safety, and environment management system in line with international standards such as ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Occupational Health and Safety Management Systems. We have also put an internal audit plan in place to audit compliance with the safety management system in all activities of the organization regularly.

4. Occupational Health and Safety Development Plan

4.1 ISO 45001:2018

True successfully achieved the ISO 45001:2018 standard certification in Q3 2025. From 2026 onwards, the focus shifts to maintaining the standard and driving continuous improvement through regular internal audits, monitoring KPIs and training, undergoing external surveillance audits, and expanding the scope of certification to other designated locations as planned.



5. Risk, Emergency, and Crisis Management

True Corporation has developed an emergency and crisis management plan, analyzing and assessing risks related to security and safety in the workplace to identify and prioritize risks appropriately and determine measures to prevent and reduce risks in a timely manner. We take into consideration the protection of life, environment, property and reputation of the organization. Moreover, our central support center will conduct the emergency and crisis management plan exercise together with other operational units regularly. The results and suggestions obtained from these exercises will be forwarded to the operational units in each area for further improve the plan and personnel for dealing with various types of emergencies effectively.

Injuries Severity Rate	Days per million man-hours	2019	2020	2021	2022	2023	2024	2025
Injuries Severity Rate	Percent	5.00	3.97	10.04	0.00	0.00	0.15	1.43

remarks: *ISR= Number of lost working day x 1,000,000hrs/(5 working day x 8hrs x 52weeks x Total Employee),

6. Safety Training

True Corporation has established a comprehensive Occupational Health and Safety (OHS) training program for employees and contractors, aligned with its OHS Training and Competency Standard and applicable regulatory requirements. The program ensures that all personnel are equipped with the necessary knowledge, skills, and competencies to perform their work safely and in compliance with company and legal standards.

To strengthen training governance and standardization, the company implements a Safety Passport Program as a mandatory framework for employees and contractors. The program consolidates required safety training, certification, and competency records, ensuring that only qualified personnel are authorized to access and perform work on-site.

A risk-based approach is applied to tailor training according to job roles and exposure levels, enabling personnel to effectively prevent work-related accidents, injuries, and occupational diseases. Completion of the Safety Passport requirements is mandatory prior to and during work execution, ensuring consistent safety performance across operations and throughout the supply chain.

TRUE SAFETY TRAINING PROGRAM

Learning Center: Supporting Function Training

Course	YEAR								
	2017	2018	2019	2020	2021	2022	2023	2024	2025
General Safety Training	6,720	8,517	7,528	413	10,000	2,793	27,835	28,183	8,316
Technical Safety Training	2,070	612	720	5,790	13,296	15,564	2,617	1,761	2,874
Total Hours	8,790	9,129	8,248	6,203	23,296	18,357	30,452	29,944	11,190
Target	8,500	9,000	9,000	9,000	10,000	11,000	12,000	15,000	10,000

7. Reporting Channels

True Corporation allows employees and contractors to report accidents that occurred and high-risk activities through various channels, as well as set procedures for accident investigation and appropriate correction actions based on the assessment of safety risks of employees and contractors as follows:

- Success Factors App>HR Portal>HSS & SCS>True Safety Report>Crate Workflow
- Website: <https://hrcarecenter.truecorp.co.th/service/app/safety/login?t=vender>
- E-mail: hss_scs@truecorp.co.th

8. Supply Chain Sustainability

True Corporation outlines Business Partner Management (BPM) procedures for managing suppliers, emphasizing responsible conduct and compliance with the **Business Partner Code of Conduct (BP CoC)**.

When selecting suppliers in the pre-contract stage, it's crucial to consider OHS criteria to ensure a safe and healthy working environment. Here are some key factors to incorporate into True corporation's supplier selection process;

- **Competence of Personnel:** Assess the qualifications and expertise of the contractor's personnel. Ensure they have the necessary skills to handle HSS-related tasks effectively e.g. Fall prevention system, Electrical safety and Fire fighting & protection system.
- **Experience With Similar Works:** Prior experience in projects involving HSS systems is valuable. Assess supplier's technical capabilities to provide HSS services. Consider factors such as scalability, redundancy, and security. Evaluate whether supplier's existing infrastructure can support HSS requirements (e.g., hardware, software, network architecture)
- **Hazard Assessment and Control Measures:** Contractors demonstrate their ability to identify hazard, assess risks related to their operations. Robust control measures to mitigate these risks are essential.
- **Legal Considerations:** Familiarize themselves with relevant regulations, such as labor laws. Ensure compliance with local law and regulation requirements.

True corporation implements a 5-step process for risk-based integrity due diligence on prospective business partners, including registration, initial risk rating, database and sanctions screening, self-assessment, additional due diligence, and evaluation;

- 1) Identify the Risks: Determine the hazard or threat and its potential source, the initial risk model assesses engagement within the following risk domains:
 - Human and Labor Rights
 - Health, Safety and People Security
 - Environment
 - Prohibited Business Practices
 - Personal Data Privacy
 - Information Security
 - Trade Compliance
- 2) Evaluate the Risks: Assess the likelihood and impact of each risk.
- 3) Implement Control Measures: Decide on measures to eliminate or control risks.
- 4) Document the Event: Record findings and decisions.
- 5) Review the Assessment: Regularly revisit and update the assessment.

Business partners are engaged based on their individual risk rating, and ongoing compliance with BP CoC is monitored throughout the engagement, with specific actions for medium and high-risk partners.

- **Risk-Based Monitoring:** The company conducts risk-based monitoring of Business Partners' compliance with the Business Partner Code of Conduct (BP CoC) throughout the engagement.
- **Safety Policy & Supplier Contracts:** Standardized occupational health, safety and security requirements (HSS Requirements) are embedded in contracts for high- and medium-risk suppliers in alignment with the Business Partner Code of Conduct (BP-COC). Compliance is actively monitored through structured oversight mechanisms in collaboration with Network and Procurement functions.
- **Basic and Enhanced Follow-Up:** Business Partners are subject to ongoing automated database and sanctions screening (basic follow-up), and those with High and Medium Individual Risk Ratings receive additional enhanced follow-up actions annually as follows.
 - **BP CoC Performance Reporting:** This tool is designed to systematically collect information on how Business Partners monitor and mitigate risks in their operations and supply chains. It helps prioritize where to conduct inspections or audits based on performance reports and self-assessment responses.
 - **Key Vendor Meetings:** These meetings involve Company Ethics & Compliance and SCS leading discussions with Key Vendors. The focus is on reporting against defined KPIs and receiving feedback to enhance BP CoC compliance.
 - **BP CoC Audit:** Audits assess the policies, processes, and systems Business Partners have in place to ensure compliance with BP CoC. They identify areas for improvement and are conducted by competent auditors using a designated checklist.
 - **Operational Control & Enforcement:** Suppliers classified as **High** and **Medium risk** under the Business Partner Management (BPM) framework will be continuously

monitored through IDD forums. Standardized enforcement measures, including penalties, will be applied to ensure compliance.

- **Inspections:** The goal of site inspections is to verify the implementation of controls by Business Partners within areas such as Health and Safety, Human & Labor Rights, and Environment. Inspectors use a defined checklist and record findings systematically.

TRUE has implemented **“Online Live Safety Inspection,”** a real-time safety inspection approach conducted via video call, developed by True HSS to oversee contractor field operations during actual work activities.

Inspections are conducted through risk-based random checks in collaboration with contractors’ Operations and Safety teams to ensure safety readiness prior to work commencement, strengthening preventive controls and operational risk management.

The assessment covers four key areas:

- (a) task risk assessment,
- (b) worker qualifications and training,
- (c) readiness of equipment and personal protective equipment (PPE), and
- (d) safety communication.

If any risks are identified, a Stop Work decision will be immediately enforced until the issues are corrected in accordance with established standards.

This approach enables True to monitor a large volume of work activities efficiently, strengthen risk control, and support the development of a proactive safety culture within the organization.

- **Incident Management:** Serious incidents related to BP CoC must be reported and escalated, with the Supply Chain Sustainability (SCS) function overseeing incident management and follow-up actions.
- **Sanctions Application:** As a last resort, sanctions may be applied to Business Partners for severe non-conformity to BP CoC, with the possibility of terminating the engagement.

True Corporation maintains thorough documentation and reporting of risk assessments and follow-up activities, with periodic reviews and reassessments of business partner risks.