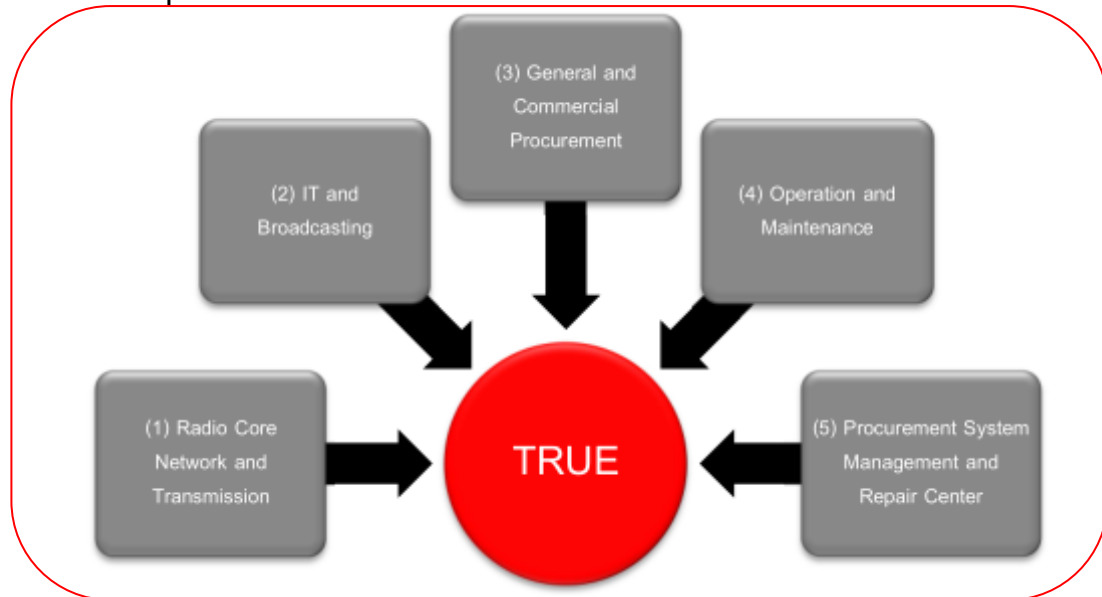


RESPONSIBLE SUPPLY CHAIN MANAGEMENT

True has a centralized supply chain management structure with company-wide procedures and standards to enable effective exchange of internal transaction data. There are five procurement areas as follows:



The Supply Chain Committee which is responsible for increasing procurement efficiency, strategizing, and driving procurement operations towards reaching the targets of the Company. The procurement unit provides support in selecting and evaluating suppliers, assessing risks and categorizing suppliers, negotiating, deciding on procurement, and building supplier capacity.

TRUE Supply Chain Management Strategy

1. Synergy with partners to increase efficiency and productivity in cost management

- Create synergy of procurement amongst the Charoen Pokphand Group and China Mobile by: 1) increasing the bargaining power of purchasing goods and services fairly and transparently 2) Apply same procurement standard across purchasing goods and services 3) Continuous sharing knowledge and new technology innovation

2. Align the supply chain to be consistent with the business

- Cost and Productivity Project to improve inventory turnover rate of network equipment
- Reduction of E-Waste Project to replace an existing lead-acid battery by a lithium battery for Telecom site, longer cycle life time, saving OPEX and reduce landfill waste

3. Embed sustainable business to the partners throughout the supply chain

- True Group's suppliers annual meeting
- Supplier Sustainability Self-Assessment

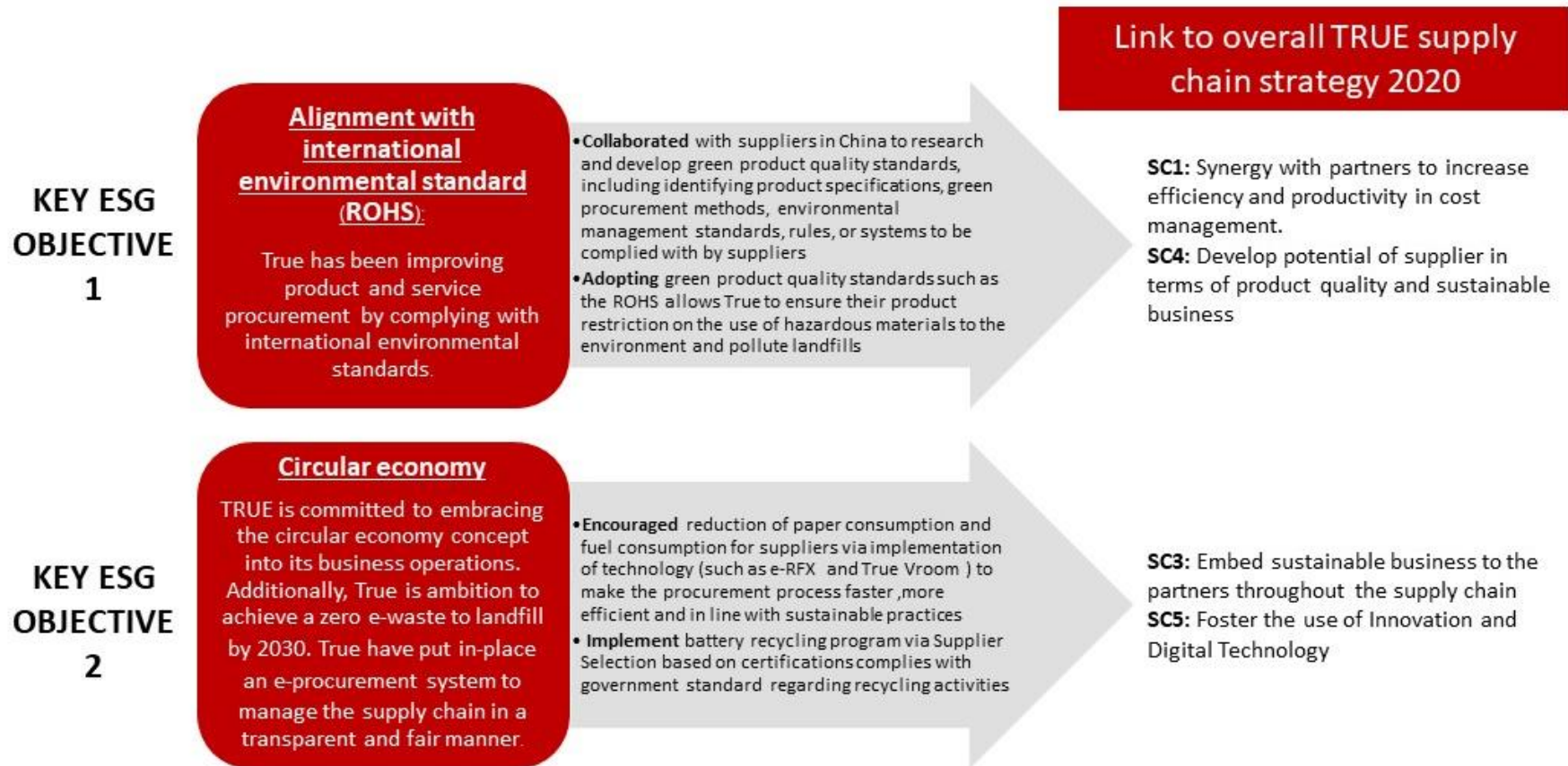
4. Develop potential of supplier in terms of product quality and sustainable business

- Product safety sharing from R&D to product line (Supplier involvement)
- Supplier Onsite audit

5. Foster the use of Innovation and Digital Technology

- Develop an e-Procurement system to share data and innovation across key partners
- Create "BOQ Management and Pricebook" platform to request prices and product list required to build a rollout network amongst vendors by including reference-based price from Pricebook. This information can be used later on to create a PR-PO

TRUE Supply Chain Management Strategy



ESG Integration into Supply Chain Management Strategy

True Group sees the importance of ESG as a metric for evaluating procurement decisions. Therefore True Group has integrated ESG criteria into the process for supplier selection. All our key supplier groups must pass through commercial and specification checks first, these checks are part of normal supplier selection processes and are not related to ESG metrics. Suppliers that pass these initial checks are then required to complete an online self-assessment that assesses their ESG performance.

The online self-assessment includes, but is not limited to the following criteria: compliance with law and regulations, financial risks, social risks, Business Ethics and Transparency, labor and SHE (Safety, Health and Environment). In order to pass this self-assessment suppliers must score at least 70%. All suppliers must pass this self-assessment process in order to continue the procurement process.

The company has conducted a supplier onsite audit to evaluate risks and ensure that suppliers comply with the established plans. If a significant ESG risk is found, we will work together with the supplier to investigate the cause and determine a corrective action, as well as conducting an evaluation after implementing the corrective action, to ensure compliance with minimum requirements of the labor law, environmental law, and management standards such as ISO 14001 and SA8000 standards.

Supply Spend Analysis

In 2020 we had a total of 1,948 Tier 1 suppliers and 31 critical non-tier 1 suppliers. Our spending on suppliers in 2020 is broken down as follows:

Supplier Category		Proportion of Procurement
Tier 1	Telecommunication Construction and Installation Service	64.1%
	Telecommunication Core Network Equipment and Services	11.9%
	Mobile Device and Accessories	9.0%
	IT Equipment and Services, Hybrid Set Top Box and OTT Box	9.0%
	Fiber Optic	3.0%
	Other	3.0%
	Total	100%
	Critical Suppliers	78.18%
Non-Tier 1 Suppliers	Critical Suppliers (31 suppliers)	-

Remarks: as of 2020, True Group's procurement activities are conducted only with suppliers and vendors who are based in Thailand or have representing entities located in Thailand.

Identification of Critical Supplier Groups

The Company identifies Critical Supplier groups through Spend Analysis, with the following criteria: Supplying High Value Products and Services, Supplying Core Products and Services, and Supplying Un-Substitutable Products and Services. In 2020, of the Company's 1,948 suppliers, 74 are Critical Suppliers, accounting for 78.18% of total procurement, covering 98 product and service categories.

Supply Chain Risks Assessment

In 2020, the Company conducted risk assessments on 1,948 suppliers, covering 98 product and service categories. All suppliers that have high risks identified must be audited within 1 year by True. For those suppliers that are audited, findings are separated into two categories: major actions (the supplier is required to have an action within 30 days) and minor actions (the supplier is required to have an action within 90 days). If the supplier is unable to provide action to close the finding True will consider to discontinue using that supplier.

An example of a corrective action was for safety issues that we found at one of our suppliers. We ordered for this supplier to solve these issues by ensuring proper use of personal protective equipment and use of proper operating procedures. After our correction action was communicated to the supplier, we inspected the work area to ensure the supplier had corrected all issues. In 2020, all suppliers (100%) that were given corrective actions were able to comply with True's request.

KPIs for Supply Chain Management

True Group Corporate KPIs for supply chain management are as follows:

- 100% of critical suppliers to be assessed on ESG
- 100% of tier 1 critical suppliers to be completed onsite audit
- 100% of Tier 1 suppliers to receive and agree to abide by True's Supplier Code of Conduct