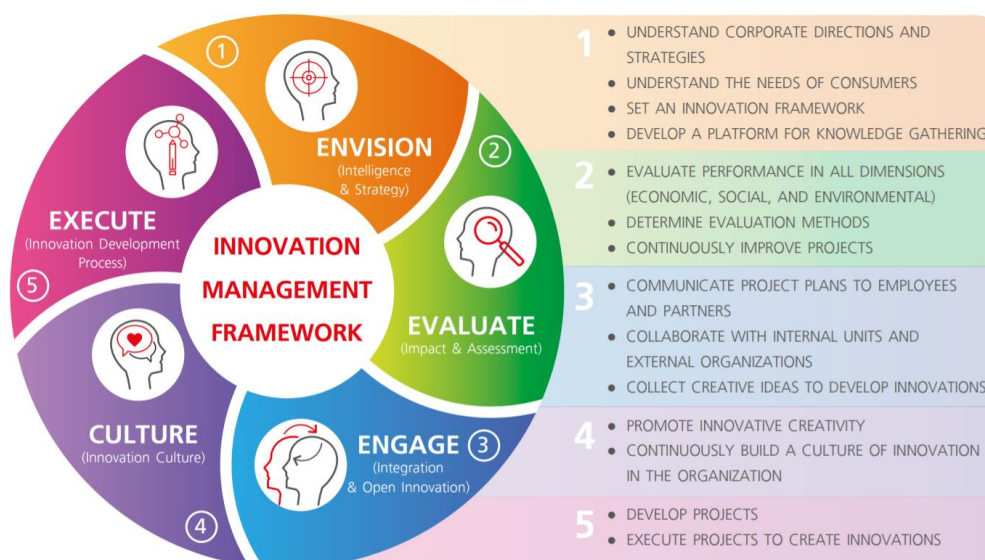


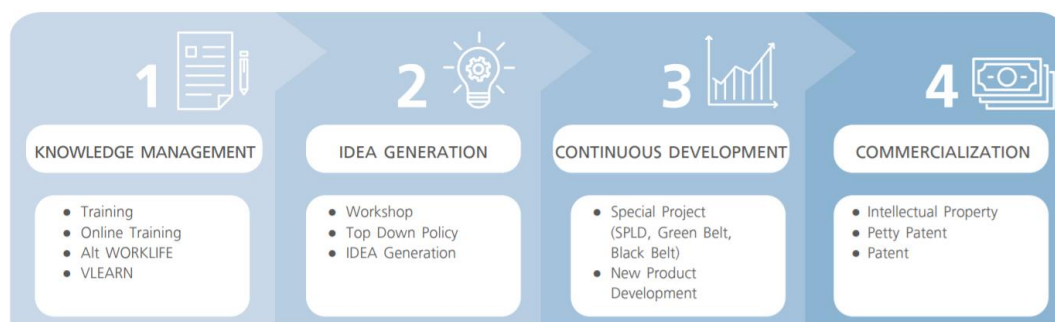
## TRUE INNOVATION

At True, innovations are new creations that create better results and deliver higher economic, social, or environmental values. Innovations are developed from ideas and imaginations through innovation process that leads to real practical applications.

## INNOVATION MANAGEMENT FRAMEWORK



## INNOVATION DEVELOPMENT PROCESS



## TRUE R&D SUMMARY

Description	Y2016	Y2017	Y2018	Y2019	Y2020
Total R&D Expense (MB)	10.04	1.73	120.86	410.38	388.20

## TRUE R&D 2020

Description	HEART	HEALTH	HOME	Total
	Economic	Social	Environment	
R&D Expense (MB)	370.86	0.00	17.34	388.20



**True Innovation Center** will drive organizational innovation together with other departments within the Company. True Group strives to develop innovations that include business innovations, social innovations, and environmental innovations to not only improve organizational processes, but also meet customer needs according to the convergence strategy that merges products, services, and networks into a unified whole in order to deliver the best value and benefit to consumers. Moreover, we encourage our internal units to develop innovations through in-house activities such as the **True Innovation Award Contest**

## **true**LAB

**True Lab** aims to support innovation research and development of leading educational institutions. At present, True Lab are built in nine universities with 48 Research and development Projects.

## **true**INCUBE

**True Incube** was established to create an ecosystem to help startups build innovative business on the ASEAN level. It has both invested in registered startup companies and incubated new generation of startups.

## **true** ROBOTICS

**True Robotics** is a robotic research and development team, both hardware and software. It focused on artificial intelligence (AI) research and development and image processing in robots.

## **true** digital\_park

**True Digital Park** is the first digital innovation hub in Thailand and the largest in Southeast Asia, located in an area of 77,000 square meters. It focuses on creating a complete startup ecosystem which is in line with international standards. True Digital Park brings together large multinational corporations, digital technology companies and Thai and foreign investors to develop digital innovations and promote startup growths.