

## STAKEHOLDER ENGAGEMENT GUIDELINE

True Group gives importance to its business impact in the economic, social, and environmental aspects, operating under the Stakeholder Engagement Policy with the following objectives:

To use the Policy as a guideline for effective stakeholder communication and information exchange

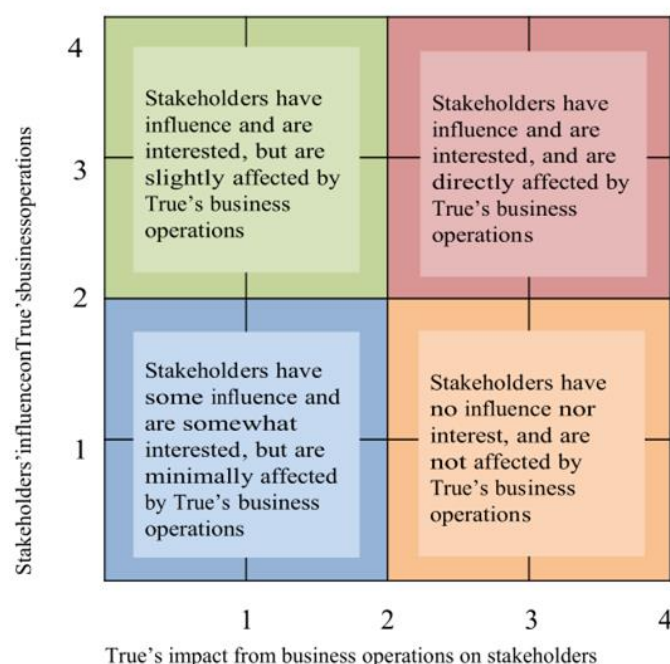
- To listen to the opinions and concerns of all stakeholder groups, and to respond to their needs appropriately
- To use stakeholder input in improving various operations of the Company

### Stakeholder Groups

1	<b>Customer</b>	refer to individuals and organizations that purchase products and services from the Company, whether for personal use or for business purpose.
2	<b>Employee</b>	refer to all types of employees working for True Group under any type of contractual arrangement.
3	<b>Business Partner &amp; Supplier</b>	refers to individuals or organizations that provide raw materials, products, content, and services to the Company, distribute the Company's products and services to customers through various channels, or sell them directly to customers.
4	<b>Shareholder &amp; Creditor</b>	refers to individuals or organizations that invest in the Company, its subsidiaries, or its joint-venture entities, individuals or organizations who have financial claims against the Company.
5	<b>Government</b>	refer to public sector agencies, organizations, stateowned enterprises, as well as regulators and the legislative branch of government, whose regulations may impact how the Company operates.
6	<b>Community &amp; Society</b>	refer to communities or group of people who benefit from or are impacted by the Company's operations.

True's guideline on how to engage with stakeholders is based on the 'AA1000 Stakeholder Engagement Standard (AA1000SES)' which outlines three important principles; Inclusivity, Materiality, and Responsiveness as well as the ISO26000 Guidance on Social Responsibility, which outlines seven principles; Organizational Governance, Human Rights, Labor Practices, The Environment, Fair Operating Practices, Consumer Issues, and Community Involvement & Development.

Moreover, True categorizes its stakeholders into 6 groups where each stakeholder group is evaluated according to a Stakeholder Evaluation 4x4 Matrix.



### Summary of True Stakeholder Engagement Guideline

#### 1. Stakeholder Engagement Policy:

True Group conducts its businesses with transparency and in compliance with business ethics. It is committed to upholding the principles of good corporate governance and sustainable business development, as well as corporate social responsibility, taking into consideration all groups of stakeholders. The Company respects the rights of all stakeholders and treats them with fairness. It listens to stakeholders' needs and concerns, and works together with them to build trust, understanding, and further collaboration on the issues that the stakeholders are interested in, including economic, social, and environmental aspects.

#### 2. Objectives of the Stakeholder Engagement Guideline

- To identify channels for communications between stakeholders and True;
- To facilitate the solicitation of opinions and concerns from stakeholders;
- To facilitate exchange of ideas and information;
- To establish a procedure for incorporating information from stakeholders in improving the Company's operations; and,
- To ensure proper response by the company to stakeholders' concerns and needs.

#### 3. Scope

True group has identified 6 groups of stakeholders:

1. Customer
2. Employee
3. Business Partner & Supplier

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4. Shareholder & Creditor
  5. Government
  6. Community & Society

#### 4. Roles and Responsibility of Relevant Parties

Defining roles and responsibilities for the True Corporation's Sustainable Development Committee, Strategy & Sustainable Development Office, and business units who are in contact with their relevant stakeholders.

#### 5. Identification of Stakeholders

True Corporation identifies stakeholders in accordance with the following 5 factors:

- Individuals or organizations with whom True Corporation has a legal obligation, e.g. contractual agreement.
- Individuals or organizations who are impacted by True's operations
- Individuals or organizations who rely on True's products, services, or other activities
- Individuals or organizations who have financial dealings with True
- Individuals or organizations who provide opinions, analyses, or assessments, of True's operations.

#### 6. Categorization and Prioritization of Stakeholders

Categories of stakeholders are prioritized based on the level of impact True's operations have on them, and the degree of influence they have on True's operations.

#### 7. Identification and Prioritization of Issues

True assess issues concerning the relationship between the Company and its stakeholders annually, to ensure that the list of material issues is up to date.

#### 8. Development of Engagement Plan

Stakeholder engagement plan is developed based on the findings of the prioritization of stakeholder groups and issues. Before engaging with stakeholders, first True will assess the capacity of stakeholders (i.e. their understanding on the topics of engagement). If capacity building is needed, True will conduct capacity building (e.g. training, workshop) to help ensure stakeholders are well informed on the issues for engagement. Engagement activities can range from communications via various channels to two-way interaction (meeting, seminar, public-hearing, survey), and collaborative projects.

#### 9. Monitoring Reporting & Public Communication

Stakeholder Engagement Plan and activities should be reported on a quarterly basis. Publicly disclose the results of stakeholder engagement to all via report or company website.

<http://www3.truecorp.co.th/new/sustain?ln=en> : SD & CSR Highlights

## 10. Risk Mitigation

True will then continue to monitor stakeholder risks and develop mitigation plans to address those risks if necessary.

### Annex: Society and Community Engagement Guideline

In implementing community engagement projects, responsible parties should understand the dynamics and relationship between: the Company and society at large, the Company and specific stakeholders, and stakeholders and society. The Guideline contains the following topics:

1. Social Development Projects
  - a. True's focus area for social development projects
2. Community Development Projects
  - a. Community Development Project Management and Framework
  - b. Setting the project scope
  - c. Assessment of impacts
  - d. Stakeholder mapping
  - e. Community assessment tools
  - f. Stakeholder requirement assessment
  - g. Monitoring and review process

## 11. Communication Channel

Stakeholders can communicate in various matters via True's communication channels or alternatively via the following communication channels which are accessible 24/7 to everyone:

- True Call Center : Call 1242
- e-mail : CSR-SD@truecorp.co.th
- website : <http://www3.truecorp.co.th>

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