



True Internet Data Center Company Limited

Sustainability Report 2024

**FORWARD
FASTER**
FOR A BETTER TOMORROW





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Message from the Executives

Amid the context of constant change in today's world, where digital technology has intensified its critical role and become a primary mechanism driving the country's economic and social systems. True Internet Data Center Company Limited (True IDC) is deeply aware of its mission to lay a strong foundation to support the transition into the digital era. We operate with a firm determination to elevate Thailand's infrastructure to meet international standards by advancing the organization toward becoming a Complete Digital Infrastructure Ecosystem, a provider of integrated digital infrastructure, driven by cutting-edge innovation under corporate values that uphold high standards, ethical business conduct, and collaboration with partners to strengthen customer capabilities to navigate dynamic change and achieve resilient growth in the digital economy. At the same time, the data center industry, which is critical infrastructure supporting the growth and processing of massive volumes of data, is facing significant challenges arising from volatility in the global landscape, including the climate change crisis and economic uncertainty. We, therefore, place the highest priority on striking a balance between enabling future-ready data storage and processing, and effectively managing environmental impacts, in order to deliver infrastructure that not only drives business, but also creates sustainable social and environmental value.

For this reason, True IDC has established a sustainability strategy with proactive targets to reduce greenhouse gas emissions and to maintain leadership in Green Data Center.

We focus on applying innovation and technology to enhance energy management efficiency to the highest effectiveness, while accelerating the proportion of clean and renewable energy use through concrete operational actions.

With a forward-looking vision, we are committed to moving ahead and making strategic investments to build a foundation that is ready to support future technologies such as Artificial Intelligence (AI) and Cloud Computing, based on environmentally friendly design standards. These actions are not only to fulfill our environmental commitments, but also to build confidence among customers and partners that the infrastructure you choose is characterized by stability and sustainability, fully prepared to support long-term competitiveness and growth.

Thanasorn Jaidee

President

True Internet Data Center Company Limited





Performance Highlights

HEART: Living Right

100 %

of Businesses Received
Human Rights Risks
Assessment

100 %

of Employees Received and
Passed Annual Training on
Corporate Governance

6 Persons

Number of Students and
College Students Received
Internships

330 Persons

Number of Employees
Received Training on Cyber
and Information Security

Lost Time Injury Rate

Employee

0 Case/1,000,000
Hours Worked

Contractor

0 Case/1,000,000
Hours Worked

24.85 %

of Employees Received Training and
Development on Sustainability

1.74

Hours/Person/Year

Average Training Hours for
Employee

HEALTH: Living Well

81 %

Stakeholder Satisfaction Scores,
Increase from 2023 by 81%

34 Persons

Total number of R&D personnel

0.14 Million THB

Donation Value

HOME: Living Together

17.30

Thousand CO₂e
Greenhouse Gas Scope 1 and 2
Emission

135.76

Thousand Gigajoule
Total Energy Consumption

3.51 %

Proportion of Renewable
Energy Consumption

8.53 %

Percentage Increased of Water
Intensity decreased from 2024

86.27 %

Proportion of Tier-1 Suppliers that
Received Sustainability Assessment



Awards and Recognitions



Data Centre Project: Design & Build

True IDC received the “Data Centre Project: Design & Build” award from the W.Media Asia Pacific Awards, reaffirming its leadership in data center and cloud innovation. The True IDC East Bangna Campus, Phases 3–5, was designed to support AI and Hyperscale Computing, featuring one of the lowest PUE levels in the country to optimize energy use and minimize environmental impact. With advanced cooling technologies and high-efficiency power systems, the facility now serves over 80% of Thailand’s major cloud service providers and global tech companies. This underscores True IDC’s role as a key digital and AI infrastructure enabler, driving Thailand toward becoming a major regional hub.



Top Growth Channel Partner of the Year & Rising Star Award 2024

The awards “Top Growth Channel Partner of the Year” and “Rising Star Award 2024” from Alibaba Cloud not only reflect True IDC’s business success but also highlight its commitment to ESG-driven sustainable practices. This achievement underscores the company’s dedication to advancing Cloud Computing and Data Centers with a focus on Energy Efficiency and support for Green Information Technology (IT), aimed at reducing energy consumption and carbon emissions.



Sustainability Impact Award 2024

True IDC received the “Sustainability Impact Award 2024” Country Winner level from Schneider Electric, a global leader in energy management and automation systems. This prestigious award recognizes organizations with outstanding sustainability performance worldwide. True IDC was honored for its commitment to developing digital infrastructure that aligns with sustainable practices. The company utilizes solar energy at its data centers and installs cooling systems that integrate AI and smart energy management solutions to reduce carbon emissions efficiently. In addition, True IDC consistently operates under ESG principles across all business processes.



Partner of the Year

True IDC Wins “Partner of the Year: Telecom” Award at Huawei Cloud Asia-Pacific (APAC) Partner Connection Summit 2024. True IDC has been honored with the Partner of the Year: Telecom award at the Huawei Cloud APAC Partner Connection Summit 2024. This prestigious recognition reaffirms True IDC’s success as a trusted partner with proven expertise in delivering comprehensive cloud services, offering a wide range of solutions that effectively support businesses in accelerating their digital transformation in today’s rapidly evolving digital landscape.



Trust Assurance Award & Decades of Excellence

True IDC Participates in BSI Exclusive Loyalty Clients 2024 and Receives Two Prestigious Awards. True IDC participated in the BSI Exclusive Loyalty Clients 2024 event, organized by the British Standards Institution (BSI), where the company was honored with two prestigious awards. The first award, the Trust Assurance Award, recognizes organizations that demonstrate a strong commitment to transparency, integrity, and responsible operations. The award reflects True IDC’s excellence in risk management, industry credibility, and the consistent

delivery of high-quality services, as well as its ongoing efforts to foster trust among all stakeholders, including customers, business partners, and employees.

The second award, Decades of Excellence, was presented by BSI to reaffirm True IDC’s sustained operational excellence in meeting international standards. This recognition highlights the company’s long-standing leadership in quality, innovation, and customer satisfaction, maintained continuously for more than 18 years.



About this Report

True Internet Data Center Company Limited (True IDC) has published its 2024 Sustainability Report for the first consecutive year. This report serves as a supplementary summary outlining the company's sustainability performance and is part of the broader suite of sustainability reports within the Charoen Pokphand Group of Companies.

This report presents detailed information on the company's sustainability management approach and performance during the period from January 1 to December 31, 2024. It also aims to complement the 2024 Charoen Pokphand Group Sustainability Report by providing specific insights into the company's sustainability vision and commitment.

In response to stakeholders' expectations for greater transparency in information disclosure, this report has been prepared with reference to various standards and reporting frameworks as follows:



GRI Standards
2021



International Financial
Reporting Standards:
S1 and S2



Sustainability
Accounting Standards
Board



United Nations
Global Compact

United Nations
Global Compact



Sustainable
Development Goals



United Nations Guiding
Principles on Business
and Human Rights



**True Internet Data Center
Company Limited**
Sustainability Report 2024



This Report can be
Downloaded here



Charoen Pokphand Group
Sustainability Report 2024



More Information
Available in



Link to C.P. Group's Topic-specific Supplements



**Double & Dynamic Materiality
Assessment Supplement 2024**



**Stakeholder Engagement
Supplement 2024**



**Sustainability
Performance Supplement 2024**



**Delivering on Our SDG
Commitments 2024**



**Climate & Nature Resilience
Supplement 2024
(IFRS S2 & TNFD)**



More Topic-specific
Report Available in





About True IDC

“To be a Leader in Building Digital Infrastructure and Driving the Digital Economy in the ASEAN Region.”

True Internet Data Center Company Limited (True IDC), operating under the supervision of the Charoen Pokphand Group, is a leader in data center and cloud computing systems in Thailand. It provides services that meet the highest international standards to ensure stability, security, and reliability. True IDC offers services across various levels, including Hyperscale Data Center services, comprehensive cloud services (Multi-Cloud, Private Cloud, and Hybrid Cloud), and IT system management services (Professional & Managed Services).

True IDC has driven digital innovation and technology-driven approaches to support the country's digital infrastructure, enhance technological capabilities, and accelerate the growth of the digital business ecosystem of Thailand and the ASEAN region. True IDC focuses on leveraging technology to increase business efficiency, reduce environmental impacts, and promote collaboration in developing a sustainable digital society and economy.

Employees

330 Persons

3 Business Lines

Digital Infrastructure

Cloud Services

Professional & Managed Services

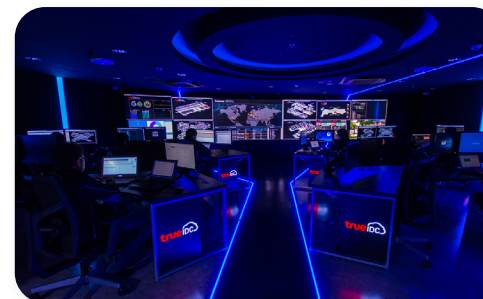
5 Data Centers

4 Data Centers in Thailand

1 Data Center in Myanmar

3 Countries

Operates Business in Thailand, Myanmar, and Vietnam



Digital Infrastructure

Data Center & Colocation Services

Provides space for hosting customers' servers and network equipment in high-standard data centers.

Network Connectivity

Connects high-speed and low-latency networks within the Data Center and extends connectivity to external networks, both domestically and internationally.

Cloud Services

Cloud Services

Provides a wide range of cloud services in the form of Public Cloud, Private Cloud, or Hybrid Cloud, covering IaaS, PaaS, and SaaS.

Specialized Cloud Solutions

Offers tailored solutions such as Cloud Storage & Backup, Managed Database Services, Big Data & AI Tools, and Cloud Billing Service.

Professional & Managed Services

Professional Services

Provides consulting, system design, installation, and migration (Cloud Migration), along with services to improve efficiency and reduce costs (Cloud Cost Optimization), and cybersecurity services.

Managed Services

Monitors and manages customers' IT systems comprehensively, both in Data Centers and on the Cloud. Services also include Disaster Recovery (DR) Solution and protection against cyberattacks.

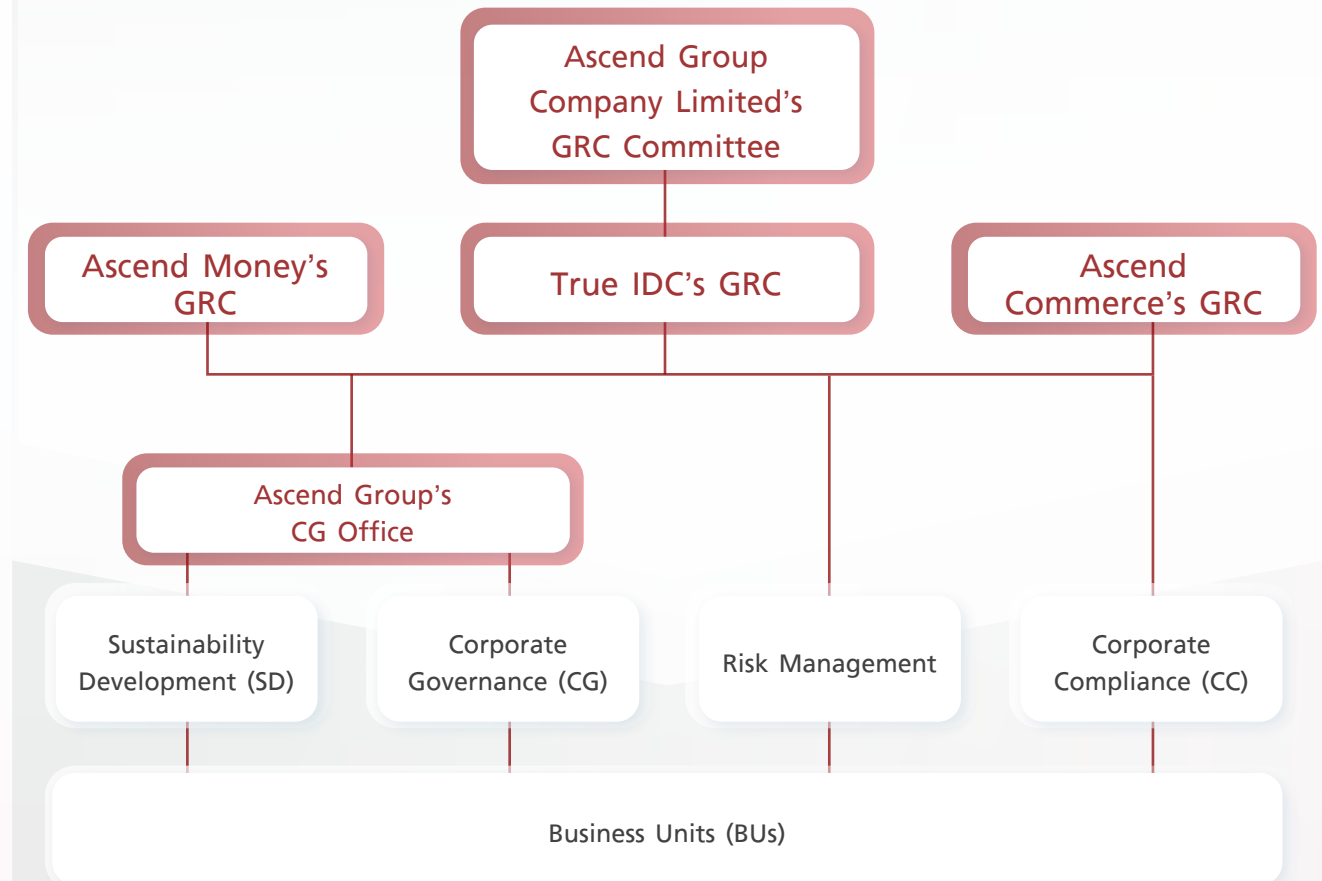
Sustainability Governance



True Internet Data Center Company Limited (True IDC), under the supervision of Charoen Pokphand Group, recognizes the importance of integrating sustainability principles into all business operations and services within the digital economy. This approach not only strengthens business resilience and enhances competitive advantage in a rapidly changing technology landscape but also plays a critical role in driving balanced growth across business, society, and the environment, ensuring that sustainability goals are achieved in a practical and accountable way. The company's board of directors has assigned responsibility to senior executives with deep

knowledge and understanding of Environment, Social & Governance: (ESG) to oversee the implementation of sustainability practices. This ensures alignment between the company's operations and its sustainability policies and strategies, tailored to fit the business context and stakeholder expectations. This is to ensure that organizational decisions are made with consideration for both current and future situations. Moreover, the company is committed to reducing environmental impacts through reducing energy consumption and greenhouse gas emissions effectively.




Governance, Risk, and Compliance (GRC) Steering Committee








Stakeholder Engagement

True Internet Data Center Company Limited (True IDC) has established a process for identifying and prioritizing key stakeholders through collaboration with internal departments and relevant experts. Stakeholders are identified based on their level of engagement and influence, and then prioritized by considering their level of impact or dependence on the company's operations, as well as how the company's business or strategies may affect them, both now and in the future. In 2024, the company identified a total of 6 stakeholder groups. Each group's concerns and expectations were assessed and summarized as follows:

	Issues of Interest	Response Actions	Value Created
 Shareholders/ Investors	<ul style="list-style-type: none">• Corporate governance• Risk management• Transparent disclosure of information• Enhancement of business competitiveness	<ul style="list-style-type: none">• Conducting business according to good governance principles• Announcing the risk management policy and procedures• Disclosing performance with transparency	<ul style="list-style-type: none">• Financial and economic stability of the country• Ethical business operations
 Communities and Societies	<ul style="list-style-type: none">• Business impacts on societies, and the environment• Community quality of life• Fair whistleblowing process and transparency communication	<ul style="list-style-type: none">• Controlling pollution control systems• Promoting quality of life and supporting food security for communities• Employing the businesses strength to create a positive impact and minimize the negative impact	<ul style="list-style-type: none">• Community hiring• Strong societies and communities• Environmental protection and preservation
 Suppliers	<ul style="list-style-type: none">• Transparency and ethical business conduct• Suppliers' capacity building• Supply chain human rights and labor practices	<ul style="list-style-type: none">• Organizing supplier capacity building courses• Developing supplier assessment criteria in according with sustainable procurement policy• Treating all suppliers equally in line with agreements and SCoC	<ul style="list-style-type: none">• Supplier knowledge and capability development• Competitiveness in the global market• Protecting and conserving the environment

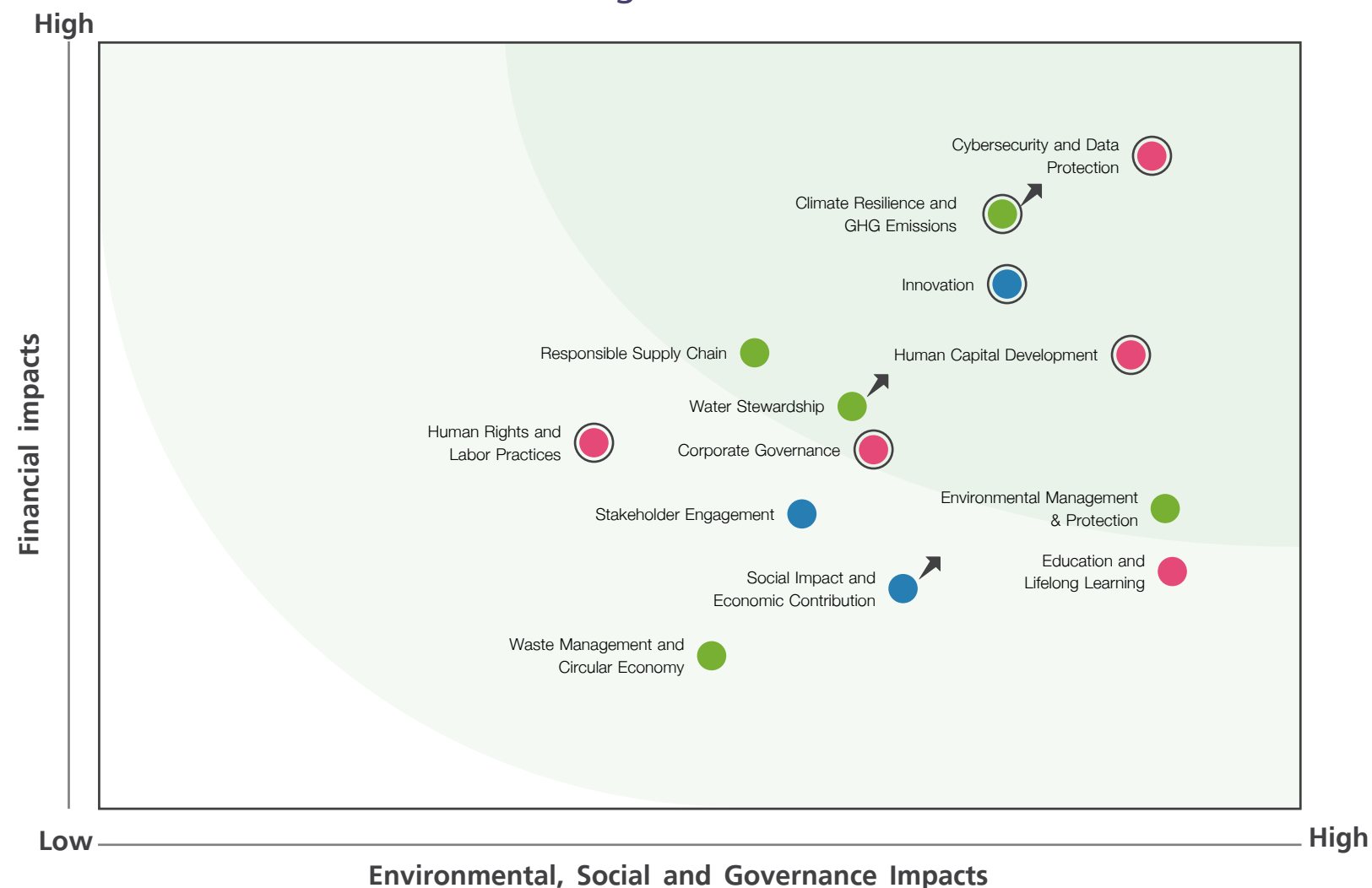
	Issues of Interest	Response Actions	Value Created
 Employees and Families	<ul style="list-style-type: none">• Skill development and career advancement• Operating in accordance with human rights principles• Workplace environment, occupational health and safety	<ul style="list-style-type: none">• Treating employee according to human rights principles• Developing employee capacity continuously• Enforcing human rights guidelines and Safety, Occupational Health and Environment Management Standards	<ul style="list-style-type: none">• Stability in career• Knowledge and skills for growth• Safety and equality
 Governments	<ul style="list-style-type: none">• Compliance with relevant laws and regulations• Being a model in social and environmental responsible business operations• Information disclosure in transparency and timely manner	<ul style="list-style-type: none">• Monitoring and strictly obeying relevant laws and regulations• Collaborating in the development of projects that create benefit for the country and communities• Communicating and disclosing information in transparency and timely manner	<ul style="list-style-type: none">• Financial and economic stability of the country• Development of the country's infrastructure• Ethical business operations
 Customers and Consumers	<ul style="list-style-type: none">• High-quality products at reasonable prices• Counterfeit and imitation products• Product traceability• Product information and after-sales services• Personal data security	<ul style="list-style-type: none">• Developing standardized products and services,• Communicating product information to customers and consumers• Establishing personal data protection policies and procedures• Developing product traceability systems• Environmental product procurement	<ul style="list-style-type: none">• Initiation of new production and product innovations• Maintaining quality of products and services• Trusted in transparency, safety, and company's standards• Sustainable procurement

Double and Dynamic Materiality Assessment

Materiality assessment is a key process in True Internet Data Center Company Limited (True IDC)'s sustainability management approach. It enables the company to identify issues that are critical to business operations and of high interest to various stakeholder groups. The outcome of the assessment supports efficient resource allocation for sustainable business practices and helps mitigate social and environmental impacts effectively.

True IDC conducts materiality assessment using a Double and Dynamic Materiality approach. This involves identifying and prioritizing issues that have a significant impact on both the organization and its stakeholders. The process begins with data collection from a variety of sources, including stakeholder feedback, industry trend analysis, and internationally recognized sustainability standards, to determine issues with potential impacts. Subsequently, the company evaluates these issues using two dimensions: Impact Materiality to assess economic, environmental, and social impacts Financial Materiality to assess financial implications for the business over different time horizons. The next step involves stakeholder interviews to gather insights and recommendations. This feedback is incorporated into the prioritization process. The results of the assessment and issue prioritization are then submitted to senior management for review and approval prior to public disclosure.

Prioritization of Significant Material Issues



● **HEART:** Living Right

● **HEALTH:** Living Well

● **HOME:** Living Together

○ True IDC's Material Issues

➤ Emerging Topics



Sustainability Strategy and Goals

True Internet Data Center Company Limited (True IDC), as a subsidiary of Charoen Pokphand Group, operates in alignment with the Charoen Pokphand Group's 2030 sustainability strategy and goals. These encompass economic, social, and environmental dimensions to create value for customers, employees, suppliers, and all stakeholders.

True IDC is committed to sustainable growth by driving the digital economy through the development of efficient and environmentally friendly digital infrastructure, covering both data center systems and cloud technologies. This supports the vision of the Charoen Pokphand Group, with a focus on three key areas as follows:

3 Key Sustainability Strategies



Net Zero Organization

Becoming Carbon Neutral Organization by 2030 and Net Zero Organization by 2050



Zero Waste Organization

Becoming the organization that will achieve zero waste to landfill by 2030



Organization that Reduces Social Inequality

Promote accessibility to quality education for youth and under privileged group, and build capacity and new skills for employees and suppliers



To Be a Leading Tech And Innovation Conglomerate, Providing Food
for Body and Mind, that Creates Shared Value and Brings Health and Well-Being For All

Three-Benefit Principle

Sufficiency Economy
Philosophy

C.P. Excellence Management
Approach

The 10 UNGC Principle
17 UN SDGs & UNGP

Regulations
and Standards

HEART: Living Right



Corporate Governance



Human Rights & Labor Practices



Education & Inequality Reduction



Leadership & Human Capital
Development



Cybersecurity & Data Protection

HEALTH: Living Well



Health & Well-being



Social Impact & Economic
Contribution



Food Security & Access
to Nutrition



Innovation



Stakeholder Engagement

HOME: Living Together



Climate Resilience



Circular Economy



Water Stewardship



Ecosystem & Biodiversity
Protection



Responsible Supply Chain
Management

Enabled by Partnerships, Capability, and Culture of Sustainability

Charoen Pokphand Group's Sustainability Strategies and Goals for 2030

Value Creation Process

Input Factors



Financial Capital

- Costs essential to business operations



Manufacturing Capital

- 3 business lines
- 5 data centers



Intellectual Capital

- Research and development expenses



Human Capital

- 330 employees
- Employee-related expenses



Relationship Capital

- Relationship with stakeholders
- Membership in organizations



Natural Capital

- 135.76 thousand GJ of energy usage
- 44.59 thousand m³ water withdrawal

Value Creation Process through Our Operations



Vision

To be a Leader in Building Digital Infrastructure and Driving the Digital Economy in the ASEAN Region

Cloud of Platform ▶ Services ▶ True IDC Value Chain ▶ Digital Technology



Network Connectivity ◀ Sustainable Green Design ◀ Digital Infrastructure

Corporate Strategies

- S1 – New Business Platform
- S2 – Digital Transformation
- S3 – R&D/Excellence Center
- S4 – Global Talent & Leadership Development

Sustainability Goals



Stakeholder



Impact and External Risk Analysis

- Regulatory change and data privacy
- Severity and frequency of cybercrimes
- Intense competition and market saturation

Outputs and Values for Stakeholders



- Value creation for the company



- 100% of production plants certified with international standards
- 100% of businesses certified for data security



- 34 researchers and innovators
- 2 innovative products and services
- Total revenue from new commercialized products and services



- 100% of businesses assessed for human rights risks
- 100% of employees received training
- 29.09% of female employees
- 1.74 average employee training hours per year
- 0 employee and contractor fatalities
- 65 employee resignations

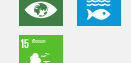


- 81% stakeholder engagement score
- Establishment of a global sustainability network with more than 4 member organizations
- People benefiting from job and livelihood creation
- Impact on corporate reputation



- 15.24% of GHG emissions (Scope 1 and 2) decreased when compared to 2022
- 3.51% ratio of renewable energy consumption
- 8.53% decrease in water intensity when compared to 2022
- 21.92% waste diverted from disposal

Relevance SDGs





Supporting the UN SDGs

As a digital technology company that aims to deliver sustainable value to society, hence True Internet Data Center Company Limited (True IDC) is recognizing our role in driving positive change and collaboration at the global level for sustainable development. The company is focusing on the utilization of expertise and resources to create a significant impact across Southeast Asia.

The selection of True IDC's relevant Sustainable Development Goals (SDGs) is based on a thorough and thoughtful process. It draws upon an in-depth analysis of the company's operations, stakeholder needs, and the evolving challenges and opportunities in our markets. In this process, we considered the company's strategic direction, sustainability strategy, value chain, and stakeholder feedback. Following the 2024 SDG prioritization review, six SDGs were identified as strategically significant, while another six were designated as the company's primary goals.

	True IDC Activities, Strategy and Goals				Prioritization	Related Content
	Value Chain	Corporate Strategy	Sustainability Goals	Material Issues		
SDG 1: No Poverty	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Social Impact and Economic Contribution
SDG 2: Zero Hunger	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	
SDG 3: Good Health and Well-being	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	
SDG 4: Quality Education	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Education and Inequality Reduction● Leadership and Human Capital Development
SDG 5: Gender Equality	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Human Rights and Labor Practices
SDG 6: Clean Water and Sanitation	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Water Stewardship
SDG 7: Affordable and Clean Energy	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Climate Resilience
SDG 8: Decent Work and Economic Growth	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Social Impact and Economic Contribution
SDG 9: Industry, Innovation and Infrastructure	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Innovation
SDG 10: Reduced Inequality	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Human Rights and Labor Practices
SDG 11: Sustainable Cities and Communities	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Climate Resilience
SDG 12: Responsible Consumption and Production	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Circular Economy● Responsible Supply Chain Management
SDG 13: Climate Action	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Climate Resilience
SDG 14: Life below Water	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Ecosystem and Biodiversity Protection
SDG 15: Life on Land	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Ecosystem and Biodiversity Protection
SDG 16: Peace, Justice and Strong Institutions	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Corporate Governance
SDG 17: Partnership for the Goals	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<ul style="list-style-type: none">● Stakeholder Engagement● Cybersecurity and Data Protection

Connection: Low Medium High | Strategically Important Goals Important Goals Other Goals



HEART

Living Right

True Internet Data Center Company Limited (True IDC) conducts business in an integrity, ethical, and transparent manner to create trust among all stakeholder groups. The company values fair human rights and labor practices, promotes equality within the organization, and develops leadership skills, as well as elevates cybersecurity and data protection practices to global standards. Moreover, True IDC supports education and society inequality reduction to create co-value creation, both in economic, social and the environment, sustainably. This is in line with C.P. Group's visions – For a Better Tomorrow.

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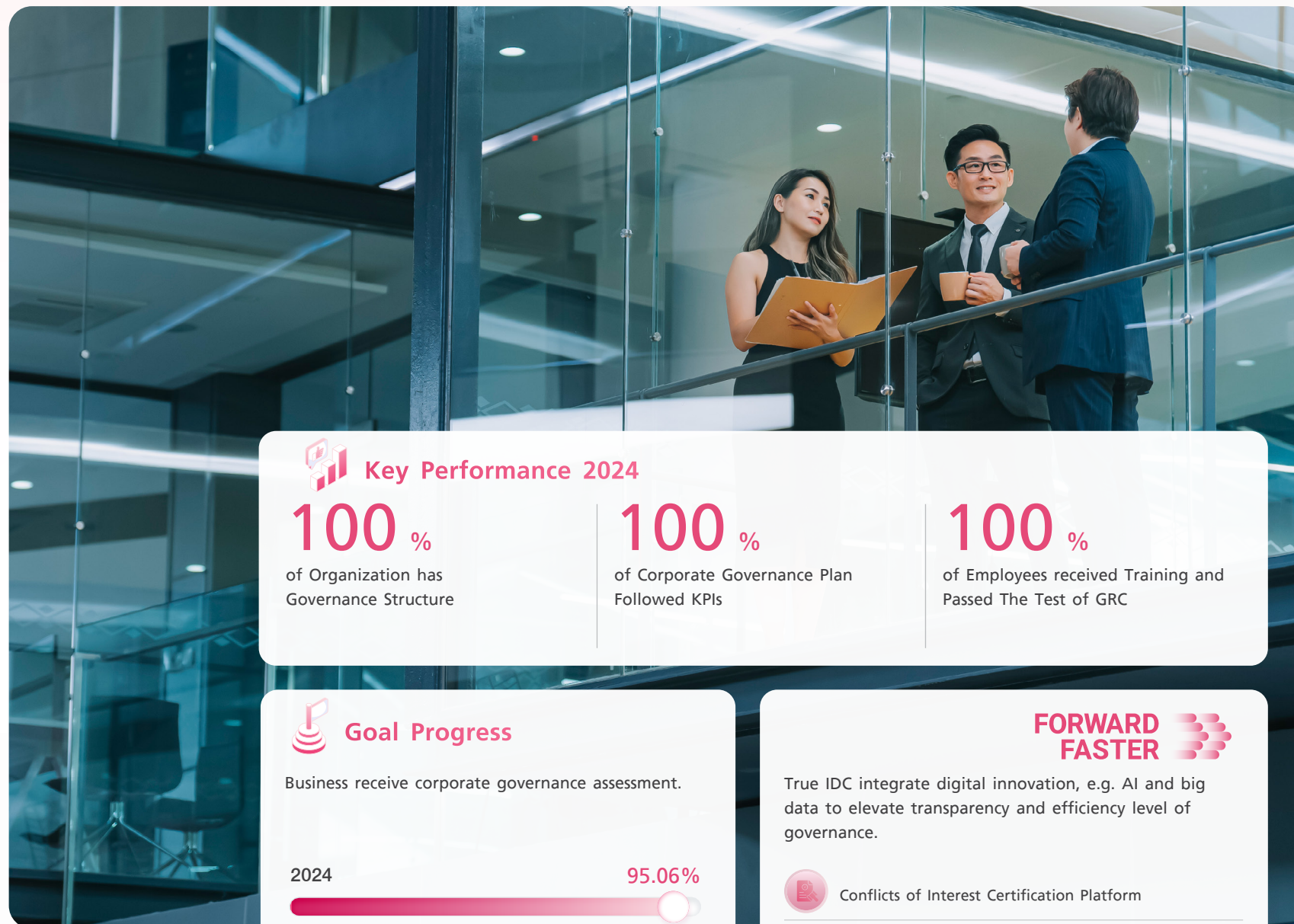




CORPORATE GOVERNANCE

As a subsidiary of Charoen Pokphand Group, True Internet Data Center Company Limited (True IDC) recognizes the critical importance of effective corporate governance as a foundational element for transparent, responsible, and sustainable business operations. In today's rapidly evolving digital era, addressing increasingly stringent regulations, diverse stakeholder expectations, and complex systemic risks requires a modern, comprehensive, and adaptive governance framework. True IDC is committed to continuously enhancing its corporate governance standards in alignment with international best practices. This includes regular reviews and improvements to governance mechanisms covering strategic decision-making, risk management, internal controls, and independent auditing. These efforts aim to mitigate ethical risks, promote transparency, and strengthen stakeholder trust across all levels. Guided by its vision to lead in technology infrastructure with good governance at its core, the company actively fosters a culture where executives and employees at all levels understand and uphold the principles of corporate governance. True IDC promotes integrity, accountability, and constructive participation as key drivers of organizational resilience, sustainable growth, and the agility to adapt to change in every dimension.

Supporting the SDGs



Corporate Governance

Corporate governance at True Internet Data Center Company Limited (True IDC) is a vital role in promoting transparency, accountability, and trust in business operations. Amidst rapid technological transformation and regulatory changes, the company embraces the challenges of operating in accordance with global standards, ensuring data privacy and security, and managing complex risks, especially in the data center business, where data sensitivity and customer trust are highly significant. However, these challenges present opportunities to strengthen business conduct with ethics, in order to create competitiveness and promote long-term sustainability, True IDC places great importance on establishing a comprehensive and

systematic governance framework. The company has set forth clear governance policies that align with legal and regulatory requirements, while fostering a strong corporate culture that promotes integrity and transparency at all levels. By implementing effective risk management practices and maintaining open communication with stakeholders, True IDC enhances transparency and accountability across its operations. This approach not only reduces the potential for misconduct and ethical breaches but also strengthens trust among stakeholders. The company believes that integrity, transparency, and accountability are the cornerstones of sustainable success and the foundation for long-term business continuity.

Corporate Governance Management Approach



Toward Excellence: The Next Era of CG



Value Creation Human Capital

Ms. Achira Taulananda, Group Chief Financial Officer Ascend Group, represented the company in receiving the prestigious 2024 CG Achievement Awards, earning the Gold level recognition from Mr. Suphachai Chearavanont, Chief Executive Officer of Charoen Pokphand Group, at the Toward Excellence The Next Era of CG. This award reflects Ascend Group's strong commitment to transparency, integrity, and sustainable business practices.

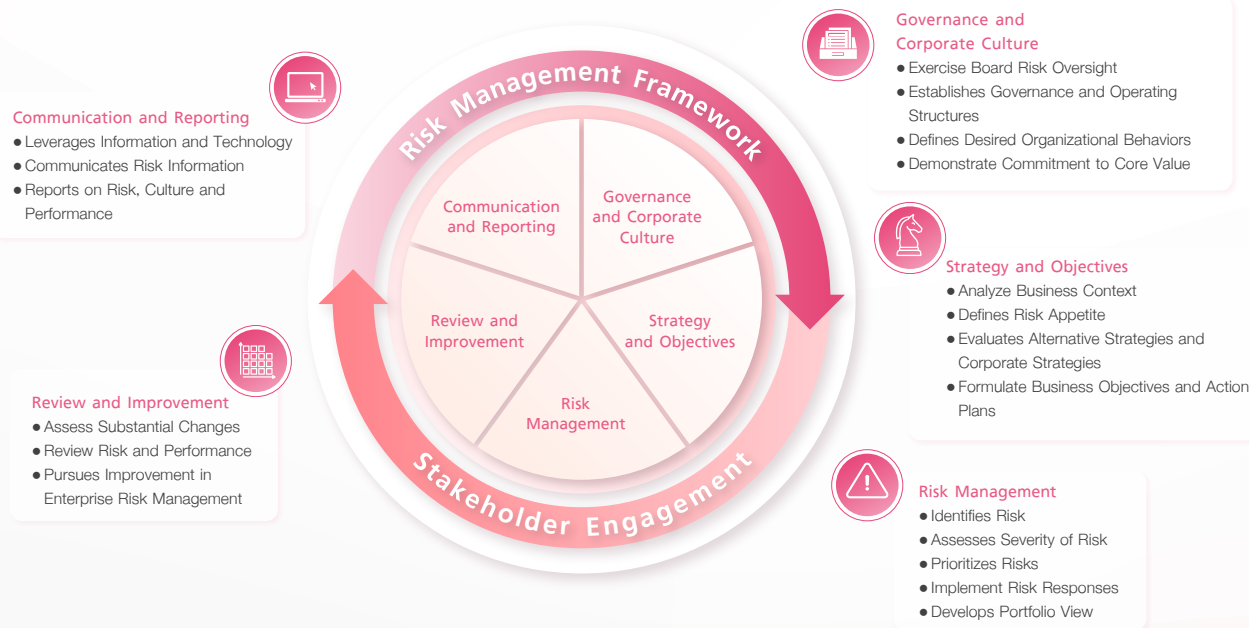
Charoen Pokphand Group has reaffirmed its strong commitment to raising governance standards across all BUs within the Group. The organization aims to elevate corporate governance practices to a globally recognized level, and annually hosts the CG Achievement Awards to honor individuals and companies that demonstrate outstanding performance in governance and ethics. In 2024, the awards were held for the first time as part of C.P. Group's strategic initiative to drive sustainability across the organization. The ESG Corporate Excellence Awards were also presented to registered companies within the Group, recognizing them as leaders in advancing sustainability.

Risk Management

True Internet Data Center Company Limited (True IDC) implements a comprehensive and systematic risk management approach to ensure operational stability and maintain stakeholder trust as a key provider of digital infrastructure. This approach is aligned with the risk management policies and frameworks of the Charoen Pokphand Group. In the area of cybersecurity, True IDC prioritizes investment in advanced technologies, international-standard data encryption, systematic vulnerability management, and continuous upskilling of personnel through regular training. The company also

maintains robust disaster recovery plans to ensure rapid response to potential disruptions. To strengthen business continuity, True IDC has developed resilient backup infrastructure that includes power supply systems, environmental control mechanisms, preventive maintenance, and 24/7 monitoring. In addition, the company strictly complies with applicable regulations and international standards, including the Personal Data Protection Act (PDPA) and relevant ISO certifications, while actively supporting the sustainability goals of the Charoen Pokphand Group.

Risk Management



Cyber Risk Prevention and Security, and Secure Technology Development

True IDC has established a structured Enterprise Risk Management (ERM) policy framework to align with the strategic direction and sustainability goals of the Charoen Pokphand Group. The framework integrates three globally recognized approaches: COSO-ERM 2017, which emphasizes the integration of risk management with strategy and performance; the Sustainability and Enterprise Risk Management framework by the World Business Council for Sustainable Development (WBCSD), which incorporates sustainability dimensions; and ISO 31000, the international standard for risk management. True IDC as a subsidiary of Charoen Pokphand Group, has adopted this policy and implements it through a clear risk governance structure. This includes a Risk Management Committee and dedicated specialists

responsible for overseeing the processes of identifying, assessing, prioritizing, and mitigating risks across all areas: strategic, operational, financial, technology and cybersecurity, regulatory compliance, and ESG-related risks. The company supports this framework with modern tools and systems, including a Risk Management Information System (RMIS), Business Continuity Plan (BCP) and emergency response plans. True IDC also continuously develops employee competencies through training programs and risk awareness initiatives, embedding risk management into its corporate culture. The company regularly reviews and updates its risk policies to effectively respond to evolving business challenges in the digital era.

Value Creation



Manufacturing Capital

Building a Risk Management Culture

True IDC has established an Enterprise Risk Management policy and guidelines to ensure that its operations are aligned with the strategy and sustainability goals of Charoen Pokphand Group, as well as the enterprise-wide risk management framework of The Committee of Sponsoring Organizations of the Treadway Commission – Enterprise Risk Management: Integrating with Strategy and Performance (COSO-ERM) 2017 and the international risk management standard ISO 31000 Risk Management. This enables systematic risk management across the organization. True IDC has received this policy direction and communicated and cascaded it to employees at all levels.

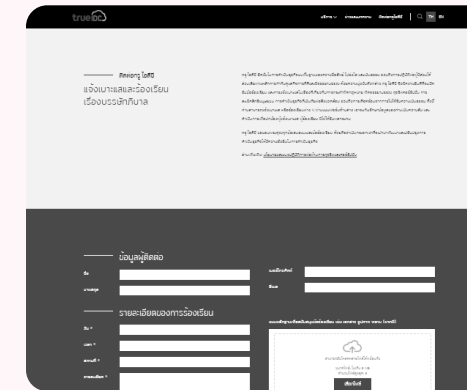
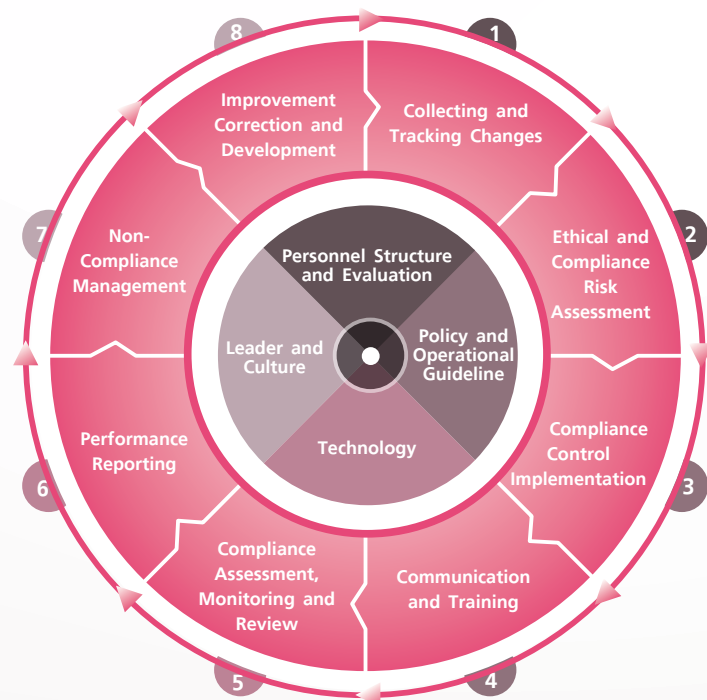


Compliance

True Internet Data Center Company Limited (True IDC) under the governance of Charoen Pokphand Group, places strong emphasis on strict compliance with all applicable laws, regulations, rules, and standards relevant to every aspect of its business operations. This commitment is aimed at promoting transparency, trust, and accountability, while enhancing the company's audit readiness and credibility. True IDC has established clear policies and operating guidelines to ensure that employees at all levels understand and consistently follow these practices.

These efforts are also intended to prevent legal and regulatory non-compliance risks that could undermine organizational stability or negatively impact stakeholders. True IDC continuously monitors, audits, and evaluates its compliance performance to ensure full alignment with legal requirements and evolving standards to ensure that its governance approach remains efficient, responsive, and appropriate for a rapidly changing business environment.

Compliance Framework



Whistleblowing Process

True IDC recognizes the importance of listening to the voices and opinions of all stakeholders, whether they are customers, suppliers, employees, or members of the public to promote ethical conduct and transparency in business operations. To support this, True IDC has established a formal and auditable grievance mechanism.

Key guidelines for handling grievance mechanisms

1. Multiple grievance channels are available, both online and offline.
2. A protection system is in place to ensure confidentiality and the safety of whistleblowers.
3. Complaints are investigated transparently and ethically, with fairness for all parties involved.
4. A clear process is established for resolution and appropriate action. If the issue is substantiated, disciplinary or corrective measures will be taken in accordance with the company's procedures and applicable laws.
5. The grievance mechanism is continuously improved, and employees at all levels are regularly informed and trained on the policy to ensure understanding and compliance with regulations.

Auditing for Transparency

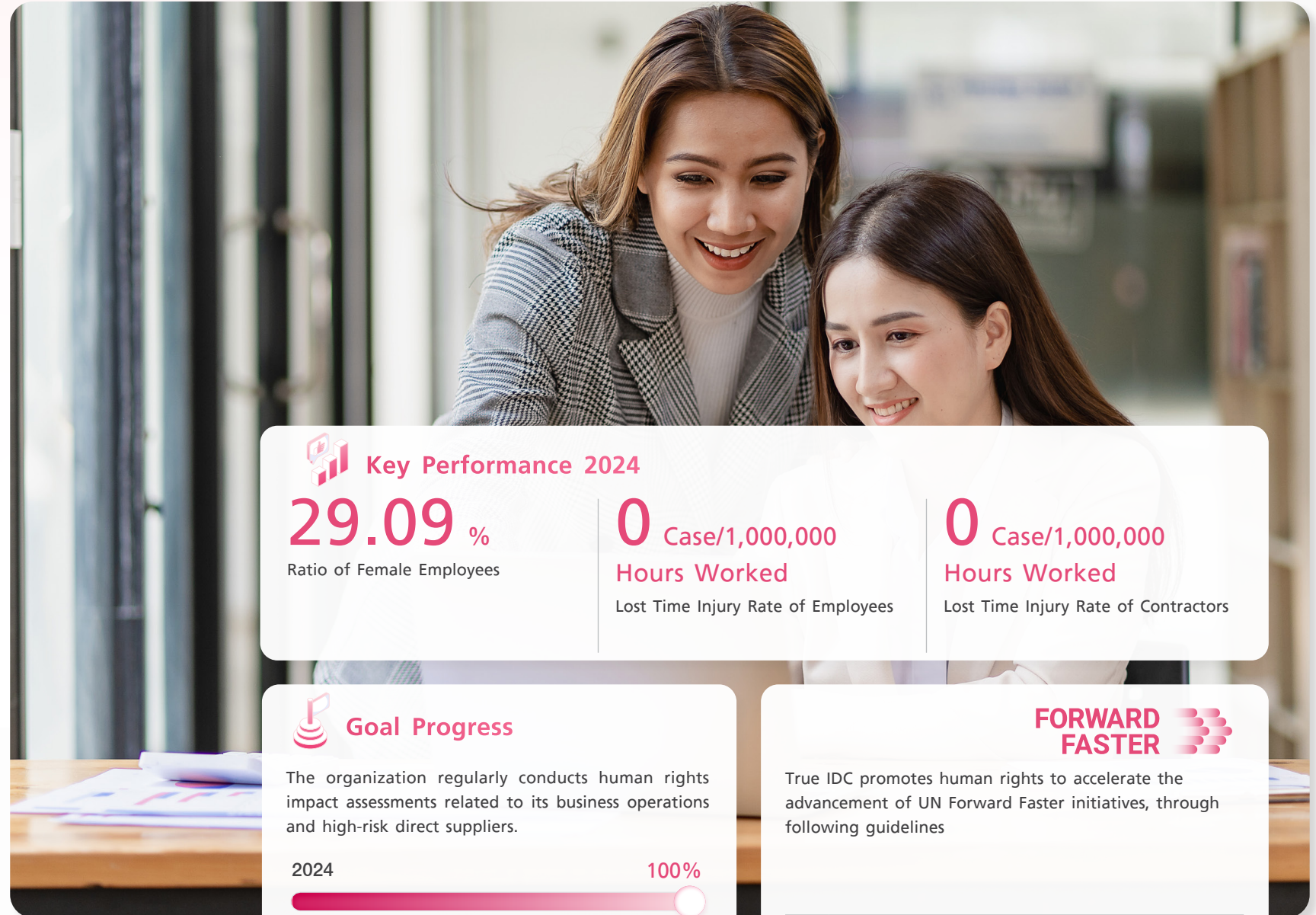
True IDC places great importance on holistic risk management to ensure operational stability and uphold stakeholder confidence in its role as a provider of digital infrastructure services. The company focuses on investing in cybersecurity, applying advanced technologies for data encryption, vulnerability management, and continuous employee training. These measures are supported by well-prepared disaster recovery plans. True IDC ensures service continuity through a robust infrastructure. This includes redundant systems, such as power supply and air conditioning, along with regular maintenance programs and 24/7 monitoring and incident prevention to ensure uninterrupted operations.



HUMAN RIGHTS AND LABOR PRACTICES

True Internet Data Center Company Limited (True IDC) under the supervision of Charoen Pokphand Group has established human rights and fair labor policies as core principles in all aspects of its business operations. The company is committed to fostering a safe and healthy working environment and free from all forms of discrimination and harassment. True IDC strictly adheres to international human rights principles and applicable labor laws, with a strong emphasis on treating all employees with dignity and respect. The company promotes equality, fair employment practices, and provides appropriate compensation and benefits. It also supports the freedom of association and collective bargaining to encourage constructive employee engagement. Beyond its internal workforce, True IDC extends its human rights and labor practices across its supply chain by establishing clear criteria for the selection of suppliers and business partners whose practices align with the company's standards. This ensures that all business operations uphold human and labor rights comprehensively and sustainably.

Supporting the SDGs



Key Performance 2024

29.09 %

Ratio of Female Employees

0 Case/1,000,000
Hours Worked

Lost Time Injury Rate of Employees

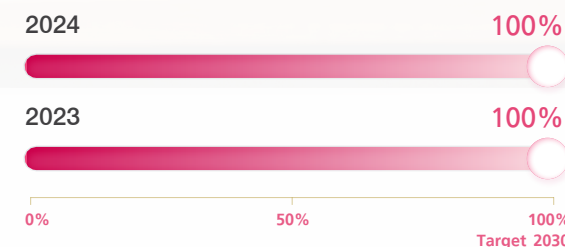
0 Case/1,000,000
Hours Worked

Lost Time Injury Rate of Contractors



Goal Progress

The organization regularly conducts human rights impact assessments related to its business operations and high-risk direct suppliers.



FORWARD FASTER

True IDC promotes human rights to accelerate the advancement of UN Forward Faster initiatives, through following guidelines



Comprehensive Human Rights Due Diligence

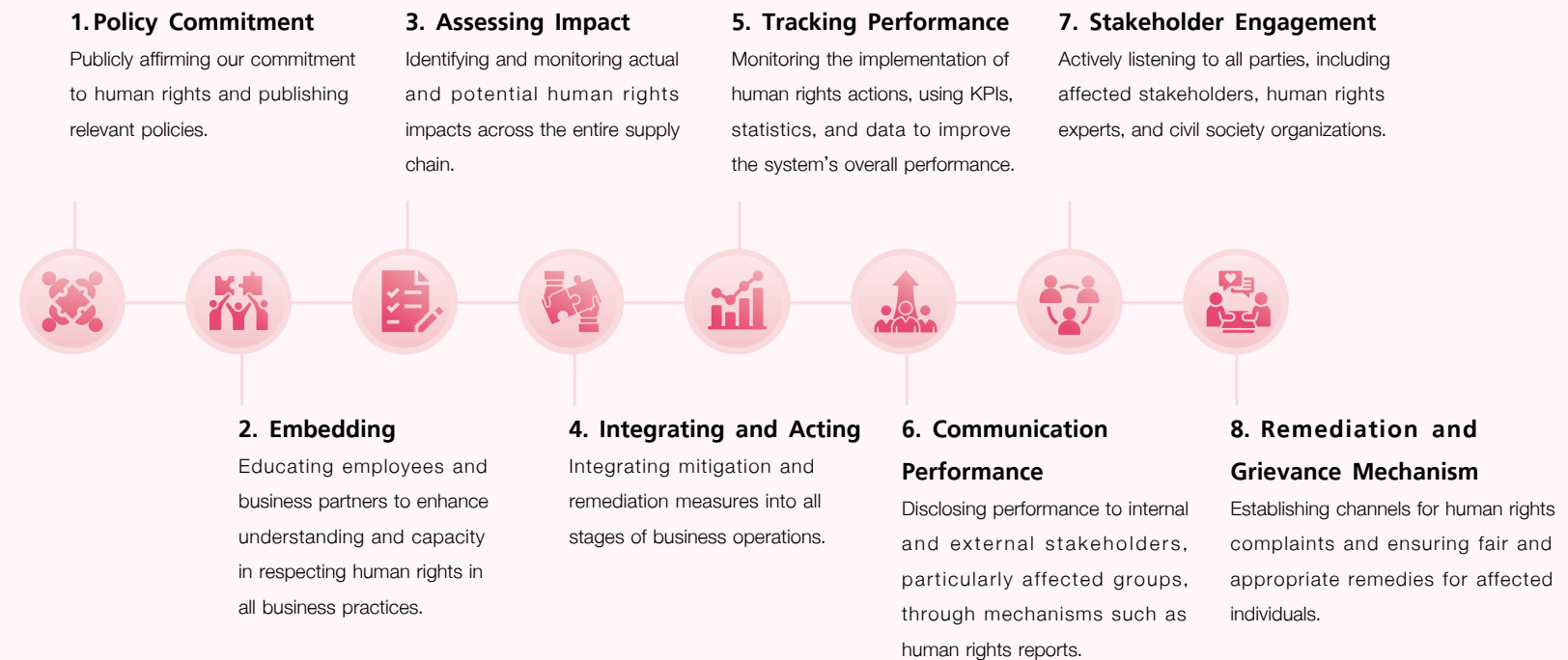


Human Rights Risk Assessments

Human Rights Due Diligence

True Internet Data Center Company Limited (True IDC) is firmly committed to respecting the rights of all stakeholders, including employees, customers, and business partners. The company conducts its operations in strict compliance with the legal frameworks of every country in which it operates, while also fully adhering to Charoen Pokphand Group's Human Rights Policy and Guidelines and Code of Conduct. We are dedicated to promoting and protecting human rights in accordance with globally recognized standards, including the Universal Declaration of Human Rights (UDHR), the UN Global Compact's Principles on Human Rights and Labor, and ILO guidelines. In doing so, we have adopted the C.P. Group Human Rights Due Diligence framework, guided by the UN Guiding Principles on Business and Human Rights (UNGPs), to ensure our operations are responsible, transparent, and grounded in dignity and respect for all.

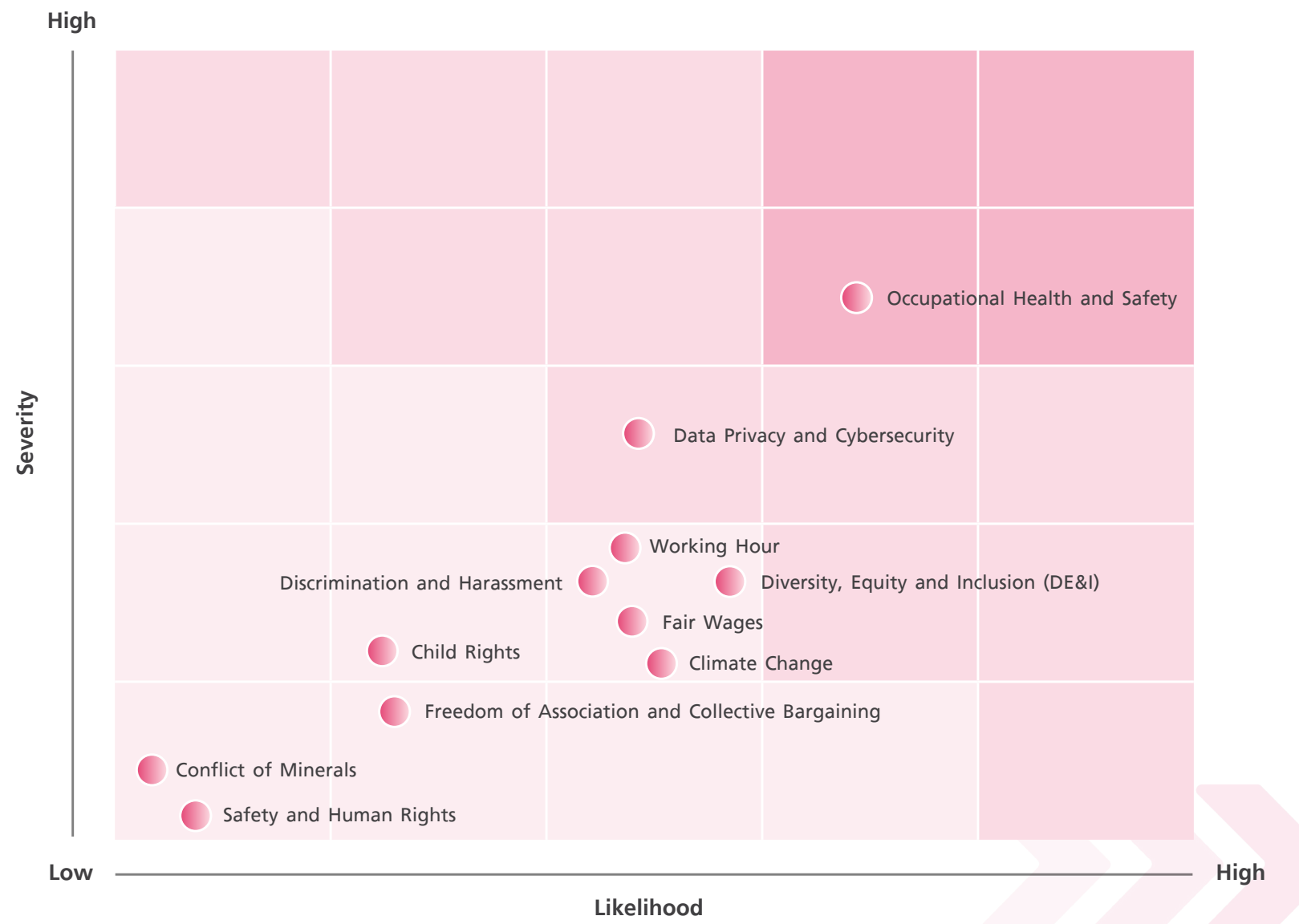
Human Rights Due Diligence





Human Rights Risk Impact Assessment 2024

True Internet Data Center Company Limited (True IDC) conducts an annual human rights risk assessment and continuously monitors progress in mitigating identified risks. Each year, the assessment is tailored to reflect the evolving context and updated data. For the current year, the company enhanced its evaluation methodology with support from external human rights experts. The assessment also introduced a disaggregated analysis by rights holders, which enabled greater accuracy and specificity in evaluating the likelihood and severity of human rights impacts across various issues. This year's assessment identified occupational health and safety as a salient human rights issue, particularly concerning contractors, suppliers, and laborers, groups requiring close attention and targeted remediation. Additionally, ergonomic risks and workplace conditions were found to affect employees directly. In response, the company implemented proactive measures, such as encouraging contractors and suppliers to comply with the safety standards issued by the Charoen Pokphand Group and promoting office ergonomics and health-conscious use of workplace equipment. Furthermore, The company fosters human rights awareness among employees through ongoing ethics and inclusivity training, emphasizing respect, non-discrimination, and appreciation of diversity.





Human Rights Impact Assessment

Since 2022, True Internet Data Center Company Limited (True IDC) has conducted regular human rights impact assessments and continuously improved its assessment methodology for greater effectiveness. The Company places strong emphasis on identifying and understanding the needs of rights holders to ensure that potential human rights risks linked to business operations are clearly identified. This enables the development of more effective preventive measures and risk mitigation strategies to minimize negative impacts.

Human Rights Issues	Impacted Groups				
	Employee	Worker Contractor	Supplier	Community	Consumer
1. Forced Labor	N/A	N/A	N/A	N/A	N/A
2. Child Rights	N/A	N/A	N/A	N/A	N/A
3. Minor Labor	●	●	●	N/A	N/A
4. Child Labor	N/A	N/A	N/A	N/A	N/A
5. Occupational Health and Safety	●	●	●	N/A	N/A
6. Pollution and Environment	N/A	N/A	N/A	N/A	N/A
7. Discrimination and Harassment	●	●	●	N/A	●
8. Diversity and Inclusion	●	●	●	N/A	●
9. Freedom of Association and Collective Bargaining	●	●	●	N/A	N/A
10. Rights to Access Clean Water and Sanitation	N/A	N/A	N/A	N/A	N/A
11. Land Rights	N/A	N/A	N/A	N/A	N/A
12. Conflict Minerals	N/A	N/A	●	N/A	N/A

Human Rights Issues	Impacted Groups				
	Employee	Worker Contractor	Supplier	Community	Consumer
13. Protection of Security and Human Rights	N/A	N/A	N/A	N/A	N/A
14. Rights of Vulnerable Groups	N/A	N/A	N/A	N/A	N/A
15. Data Privacy	●	●	●	N/A	●
16. Rights to Fair Wages	●	●	●	N/A	N/A
17. Working Hours	●	●	●	N/A	N/A
18. Rights to Culture	N/A	N/A	N/A	N/A	N/A
19. Privacy and Safety in Life	N/A	N/A	N/A	N/A	N/A
20. Rights to Housing	N/A	N/A	N/A	N/A	N/A
21. Biodiversity	N/A	N/A	N/A	N/A	N/A
22. Climate Change and Human Rights	N/A	N/A	N/A	●	N/A
23. Rights of Migrant Workers	N/A	N/A	N/A	N/A	N/A
24. Rights of Indigenous Peoples	N/A	N/A	N/A	N/A	N/A

Impact Level: ● Very High ● High ● Medium ● Low ● Very Low

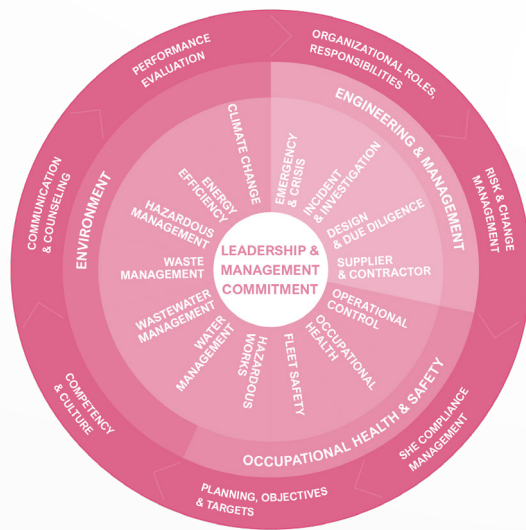


Occupational Health, Safety and Working Environment

True Internet Data Center Company Limited (True IDC) places the highest priority on safety, occupational health, and the working environment, recognizing that people are the most valuable asset in driving the organization toward long-term success in the digital era. The company is committed to implementing preventive safety management practices in alignment with the Group's safety policy, as well as adhering to international standards as operational guidelines. True IDC has established a clear and comprehensive Safety and Occupational Health Policy, which applies not only to internal employees but also to contractors, suppliers, and surrounding communities. This is especially critical in data center environments, where complex systems such as electrical infrastructure, cooling systems, and information technology equipment require high levels of care and control. The company's primary goal is to achieve zero workplace accidents

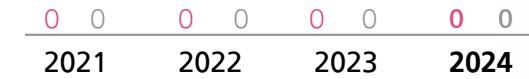
across all activities, including system maintenance, equipment installation, and infrastructure management. To achieve this, all tasks are subject to advanced risk assessments, systematic hazard identification, and thorough inspection processes. Internal communication is actively promoted to ensure that employees at all levels are informed, engaged, and consistently follow safety protocols. Regular training is conducted on key topics, such as high-voltage electrical safety, electronic waste management, and emergency response procedures specific to data centers. These practices reflect the company's strong commitment to building a safety-first culture and a healthy, inclusive work environment, ultimately enhancing employee well-being, stakeholder confidence, and the uninterrupted, secure delivery of digital services.

Safety, Occupational Health and Working Environment Management Framework



Occupational Fatality (Case)

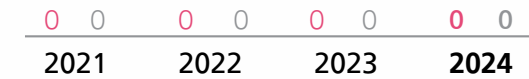
● Employee ● Contractor



Total Recordable Injury Rate

(case/1,000,000 hours worked)

● Employee ● Contractor



High-consequence Injury Rate

(case/1,000,000 hours worked)

● Employee ● Contractor





EDUCATION AND INEQUALITY REDUCTION

True Internet Data Center Company Limited (True IDC) has established a social responsibility approach that emphasizes technology knowledge sharing as a core mission for social development. As part of this commitment, the company founded the True IDC Experience Center, the first learning center in Thailand dedicated to data center and cloud technology. This center aims to provide equal access to global-standard technology knowledge for all sectors of society, including government agencies, private enterprises, educational institutions, and the general public. The learning center is designed to serve a wide range of users, from startups and SMEs to large-scale organizations. It is open to the public free of charge and offers accessible guided tours tailored to different audiences. This initiative reflects True IDC's commitment to sustainable development, particularly in the areas of education and reducing inequality, in alignment with the United Nations SDGs.

Supporting the SDGs



Key Performance 2024

6 Persons

Number of Students Receiving Internships



Goal Progress

The number of people who received support in the form of access to quality education, lifelong learning or upskilling.

In Progress

0% 50% 100%
Target 2030

FORWARD FASTER

True IDC uses innovation to systematically elevate education and reduce inequality through “SI Model”, which integrates data-driven insight, PPP and digital technology.



Micro-Learning System



ConnexED Platform



Smart Classroom System

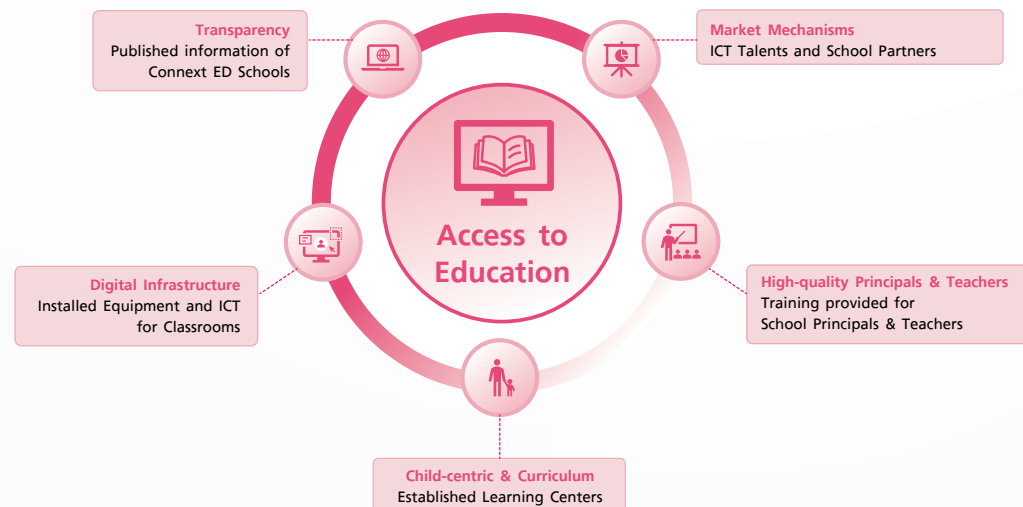
Enhancing the Quality of Education

True Internet Data Center Company Limited (True IDC) has a clear vision for enhancing the quality of education by promoting experiential learning and equitable access to technology. The company established the True IDC Experience Center, Thailand's first dedicated learning center for data center and cloud technology, to enable all sectors, coving governments, academic institution, and general public, to have equal access to global level technological knowledge.

The learning center has been designed to be appropriated for all diverse groups, ranging from new business, SMEs to large companies, the center is opened for all with no cost, and easy access educational tour. These implementations reflects our operation towards sustainability, especially in education inequality reduction, which are a part of UN SDGs.

True IDC believes that quality education must meet international standards and apply to real-world work environments. As such, it provides certified knowledge from its Uptime-certified data centers (all three tiers), supported by a team of Cloud Hero experts who offer guidance aligned with the needs of the evolving technology job market. The company views the advancement of education as a long-term investment in human capital development, playing a key role in positioning Thailand as a regional digital hub in ASEAN. True IDC believes that building a strong foundation of knowledge is essential for enhancing national competitiveness and keeping pace with rapid technological change.

Education Management Framework



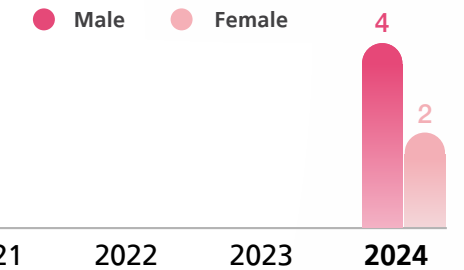
Promoting Education

True IDC believes that learning and skill development is a lifelong journeys. The company is committed to fostering a culture of continuous learning for employees at all levels through a variety of initiatives, including training programs in digital technologies, skill development in data center operations and digital infrastructure, and support for international certification attainment. In addition, True IDC extends learning opportunities to communities and society at large by supporting initiatives that promote technology literacy and expand access to digital learning resources. These efforts aim to cultivate a more inclusive and sustainable learning society.



Promoting Education

Number of Student and College Students Received Internships (person)



Ascend Group Brings Joy to the Visually Impaired



In September, Ascenders came together to support the visually impaired through the “Feel GoooooD Eyes for the Blind” initiative. Employees volunteered to read and record audiobooks for the blind and donated nutritious meals and educational scholarships. The scholarships were funded through the Ascend Virtual Run 2024, held from June to August 2024. The donations were presented to students at the Bangkok School for the Blind under the Foundation for the Blind in Thailand under the Royal Patronage of Her Majesty the Queen.

Value Creation



Human Capital



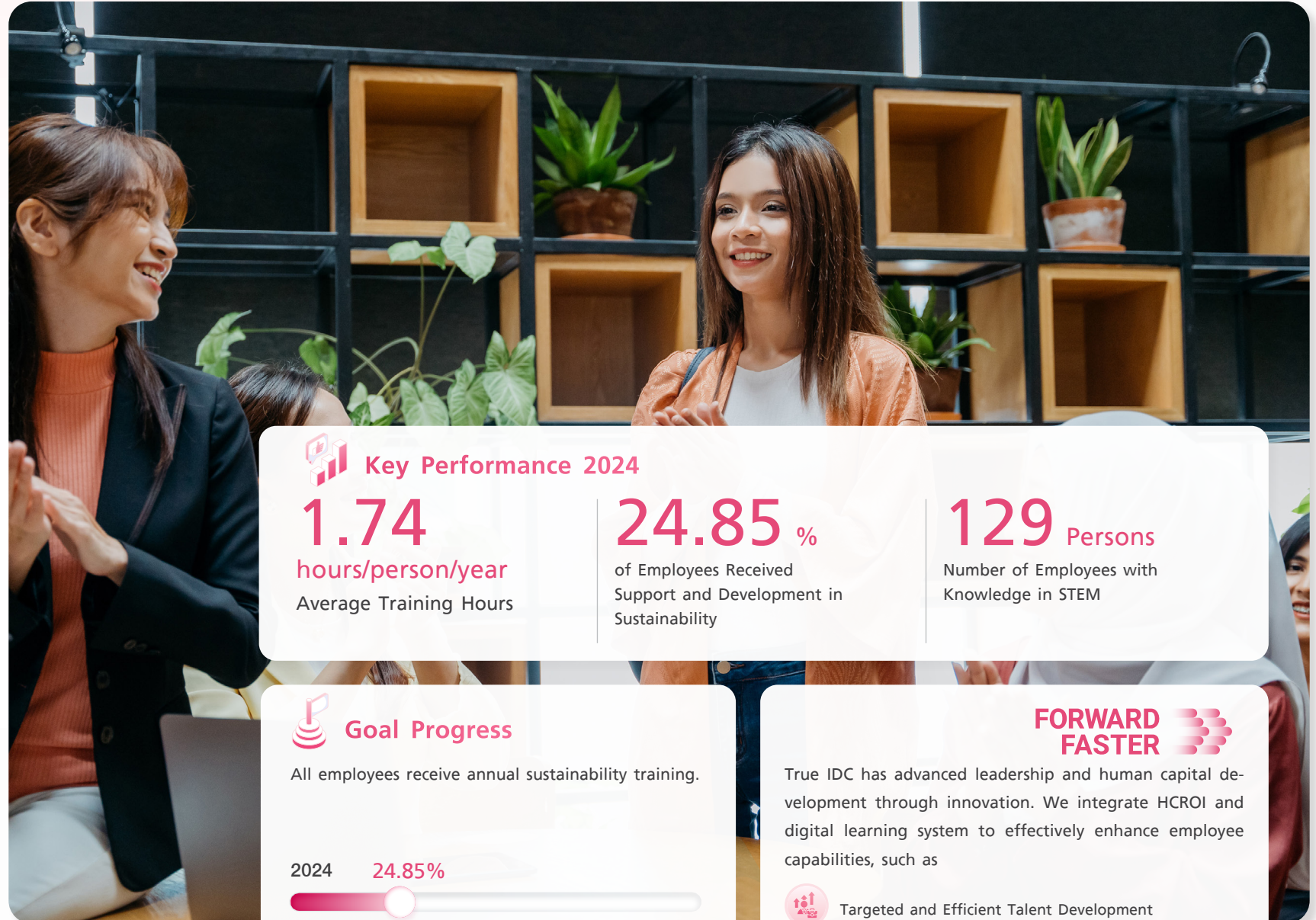
Relationship Capital



LEADERSHIP AND HUMAN CAPITAL DEVELOPMENT

True Internet Data Center Company Limited (True IDC) is committed to empowering its workforce to keep pace with the rapid changes in the data center industry, from cloud technologies and cybersecurity to energy sustainability. In 2024, the company established a Technical Learning Center to enhance expertise in international standards (such as CDCP, CDCS, and ISO 27001), emerging technologies (AI/ML, Edge Computing, and Green Data Centers), as well as skills in safety and customer service. This development initiative is aligned with the SDGs, particularly those related to quality education, decent work, and reducing inequality. True IDC also invests in developing future leaders through technical, operational, and strategic leadership programs in collaboration with academic institutions and global partners. The company implements Individual Development Plans (IDPs) to align personal goals with business objectives and advances DEI (Diversity, Equity, and Inclusion) to foster equal opportunity for all. True IDC believes that “people are at the heart of digital infrastructure”, and they are the key to maintaining industry leadership, supporting the digital economy, and delivering long-term value to both customers and society.

Supporting the SDGs



Key Performance 2024

1.74

hours/person/year

Average Training Hours

24.85 %

of Employees Received
Support and Development in
Sustainability

129 Persons

Number of Employees with
Knowledge in STEM



Goal Progress

All employees receive annual sustainability training.

2024 24.85%



0%

50%

100%
Target 2030

FORWARD FASTER

True IDC has advanced leadership and human capital development through innovation. We integrate HCROI and digital learning system to effectively enhance employee capabilities, such as



Targeted and Efficient Talent Development



Online Learning Via Digital Platform



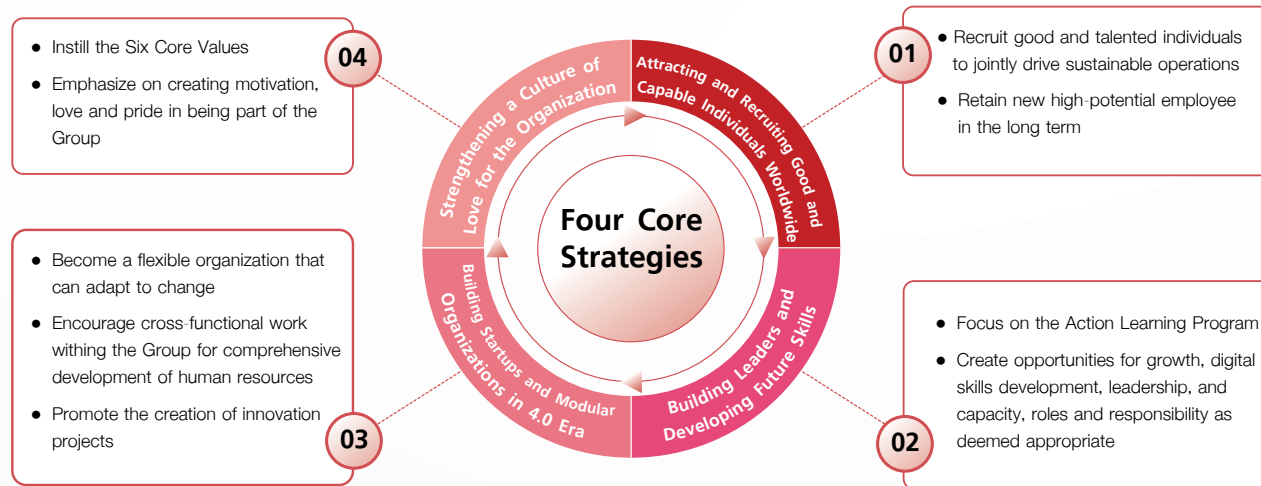
Action Learning Platform

Leadership and Human Capital Development

True Internet Data Center Company Limited (True IDC) is committed to developing leaders and talent equipped to thrive in the rapidly evolving digital infrastructure industry. The company emphasizes deep knowledge of technology and strategic thinking to adapt to fast-changing landscapes. True IDC promotes a growth mindset and encourages continuous learning to build a strong foundation for digital leadership. The company collaborates with global experts to deliver advanced learning programs covering areas such as data center management, cloud services, cybersecurity, and

resilient infrastructure, while also cultivating soft skills like critical thinking and empathy. The company has also created a supportive learning environment that encourages ongoing upskilling. This includes cross-functional collaboration, energy-efficient operations, AI integration in services, green workplace initiatives, and promotion of digital innovation in day-to-day operations. True IDC empowers employees to actively participate in creating safe, resilience, and high-performing work environments.

Leadership and Human Capital Development Framework



In Conversation with Programmers from Ascend Group



Mr. Jirawat Kranwitayakarn, Mobile Application Development Team Lead at True Money, and Mr. Prasert Pratipakorn, Developer at True Money, shared their perspectives on working at Ascend Group. They emphasized that everyone at True IDC is encouraged to speak up and take part in real project execution. Programmers here are expected to continuously upskill, with access to both local and international training opportunities. What sets True IDC apart is that programmers are entrusted with responsibilities and collaborate with diverse teams, such as marketing, customer service, and sales. This exposure allows them to develop a holistic understanding of professional workflows. Employees work in a multicultural environment, gaining experience across various domains, and are constantly supported

in their personal development journey. Ascend fosters a culture of knowledge sharing and peer learning. Employees have the opportunity to work alongside talented individuals and industry experts. Internal initiatives such as English Stand-Up Meetings and Knowledge Sharing sessions are regularly held to promote communication and learning. This reflects a workplace culture that embraces innovation and new ideas, driven by both leadership and employees alike.



Value Creation Human Capital Relationship Capital

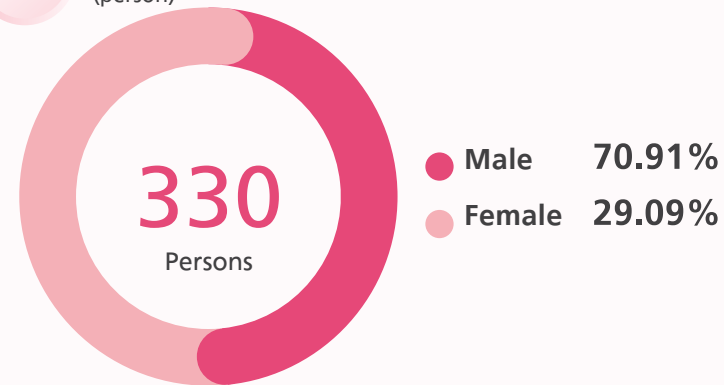


Data on Employee Diversity



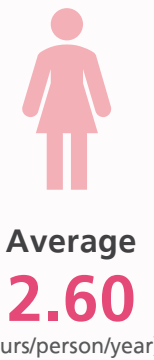
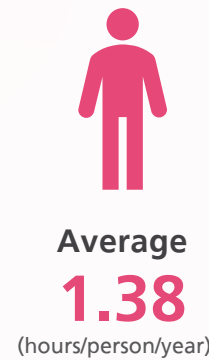
Total Number of Employees

(person)



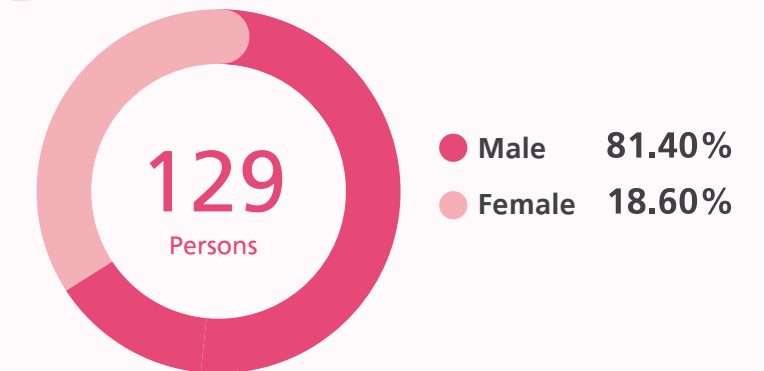
Employee Training Hours

(hour/person/year)



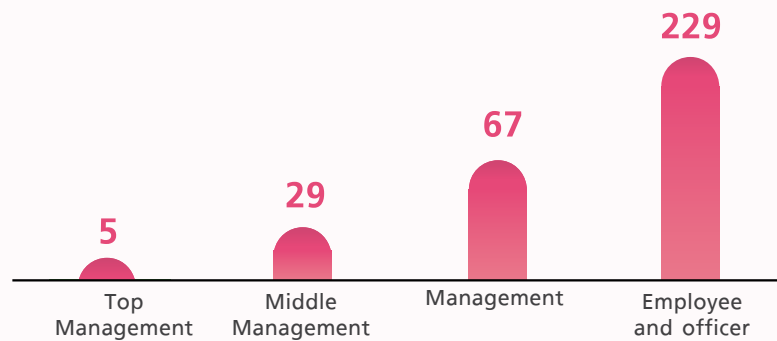
Number of Employee in STEM

(person)



Total Employees by Level

(person)



2.00



Middle
Management



2.33

1.70



Management



4.70

1.26



Employee
and Officer

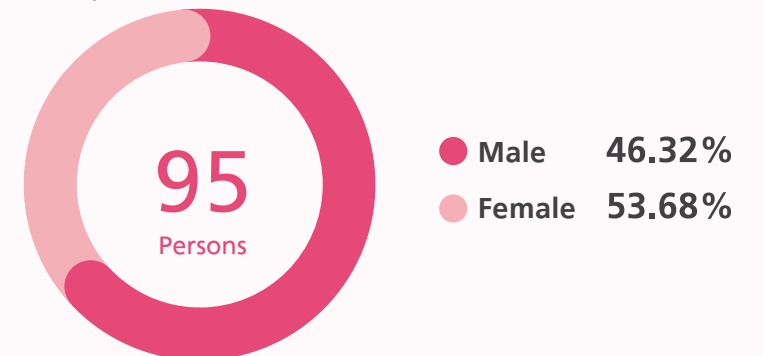


2.05



Number of Employee in Revenue Generating Functions

(person)





CYBERSECURITY AND DATA PROTECTION

True Internet Data Center Company Limited (True IDC) offers end-to-end cloud system deployment services, with a strong focus on helping enterprise customers adopt cloud technology safely, efficiently, and in accordance with international standards. True IDC prioritizes cloud architecture and implementation tailored to each organization's specific needs—particularly in areas such as network security, user access management based on the Zero Trust model, and robust data governance. The company also supports compliance with relevant security standards and legal frameworks, such as PDPA and ISO/IEC 27001. In addition, True IDC provides Logging & Monitoring services to enable effective system tracking and incident response, along with the implementation of Infrastructure as Code (IaC) technologies to ensure precise and automated system configuration and management. This is further supported by customer training programs to build internal capabilities for confident, independent system management. All of these efforts reflect True IDC's strong commitment to being a trusted partner for organizations undergoing a sustainable transition to the cloud.

Supporting the SDGs

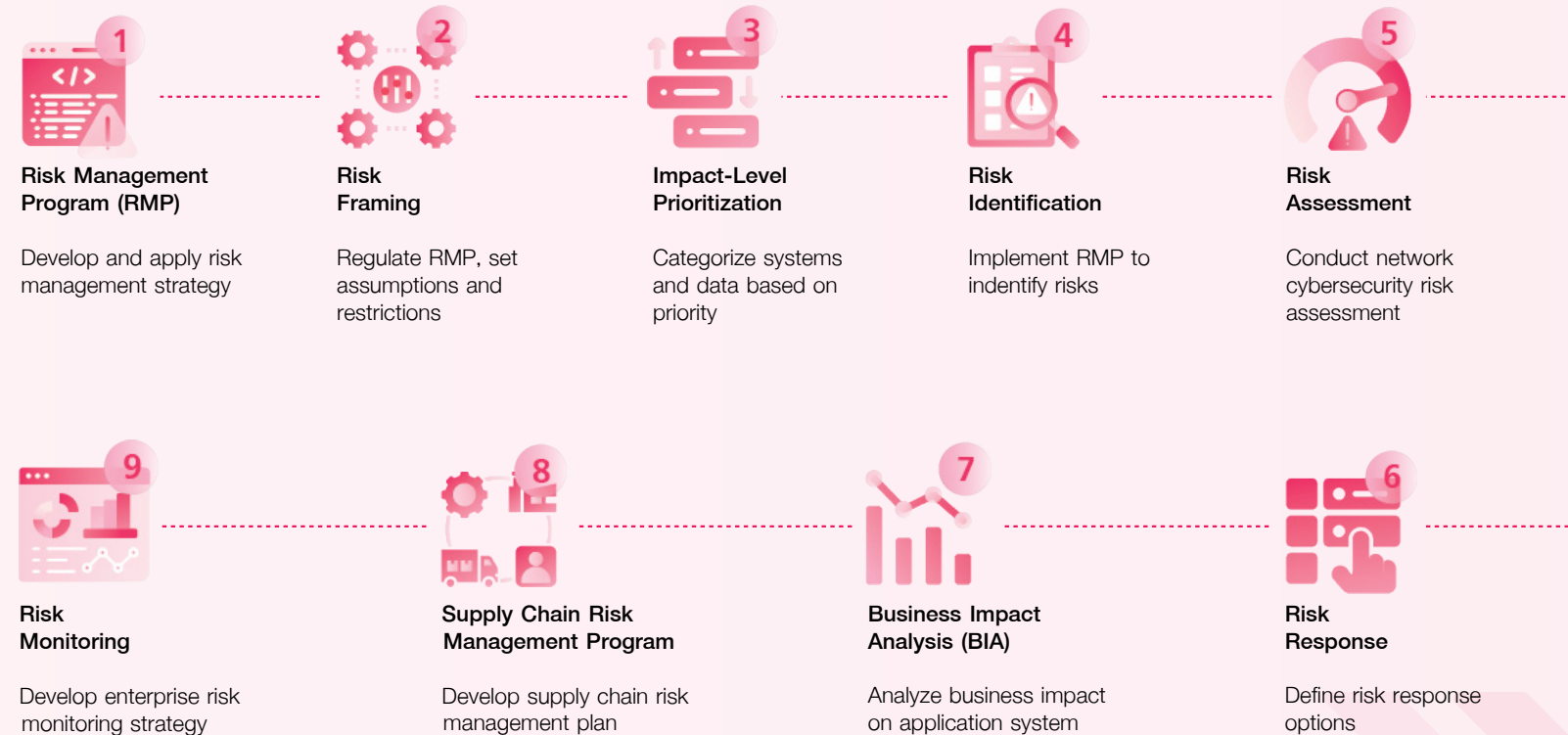


Cybersecurity and Data Protection



True Internet Data Center Company Limited (True IDC) prioritizes building a secure and stable cloud environment from the ground up. Systems are designed in accordance with international security standards, with robust network configurations and tight user access controls based on the Zero Trust model to ensure effective access management at all levels. The company also provides real-time logging and monitoring systems to detect anomalies immediately and minimize risks from potential cyber threats. Additionally, True IDC supports infrastructure management through the IoC approach, enhancing precision and security across operational processes.

Cyber Risk Management



Cybersecurity Risk Prevention and Data Protection

True Internet Data Center Company Limited (True IDC) is one of Thailand's leading data center and cloud service providers, with a strong focus on cybersecurity. The company has earned multiple internationally recognized certifications, including ISO/IEC 27001 (Information Security Standard), ISO 22301 (Business Continuity Standard), CSA STAR (Cloud Security Standard), and PCI-DSS (Financial Transactions Security Standard), reinforcing trust among enterprise clients. True IDC has deployed multi-layered cybersecurity protections, including Web Application Firewall (WAF), DDoS protection, vulnerability scanning, and threat intelligence monitoring systems, along with an Incident Response Plan to ensure rapid recovery and impact

mitigation in the event of a cyberattack. In addition, True IDC offers Backup and Disaster Recovery-as-a-Service (BaaS & DRaaS), supported by multiple data centers operating in Active-Active mode to ensure uninterrupted services even during crises or attacks. From a legal and compliance standpoint, the company strictly adheres to the Personal Data Protection Act (PDPA), with clear policies governing the collection, use, and disclosure of personal data. Users are granted full rights to access and delete their own data. These practices are supported by strong technical, structural, and legal governance frameworks. As a result, True IDC stands out as a national case study in effective cybersecurity risk management and data protection.



TrueMoney Introduces 3-Layer Account Protection to Combat Online Scams

True IDC is a leading data center provider in Thailand, equipped with international-standard security systems and holding the highest number of global certifications in the country. These include Uptime Tier III, along with key security standards such as ISO 27001, PCI-DSS, and SOC 2 Type II. The company operates a centralized Command Center that monitors and manages systems 24/7, supported by a team of cybersecurity experts. Its robust DDoS protection system can withstand attacks of up to 560 Gbps, and a Web Application Firewall (WAF) is deployed to protect client websites from malicious attacks.

In addition, True IDC offers disaster recovery services, including data backup and system restoration, as well as proactive incident management and threat detection systems that can identify and mitigate risks before they impact customers. With its comprehensive, globally recognized security measures, True IDC is a trusted partner for organizations requiring the highest levels of security in today's digital era.





HEALTH

Living Well

True Internet Data Center Company Limited (True IDC) is committed to advancing Thailand's digital economy through the development of high-performance digital infrastructure, coupled with innovation and sustainability management. The company aims to create long-term shared value for both business and society. True IDC believes that the development of advanced data center technologies and services must go hand in hand with environmental and social responsibility. Its operations are therefore designed with a focus on energy efficiency, carbon emission reduction, and capacity building for partners and communities within the digital business ecosystem. The company places strong emphasis on innovation management that supports both technological advancement and sustainability. This is achieved through investments in smart systems, research and development, and the creation of services that deliver economic value to businesses while also generating wider benefits for society. In addition, True IDC is deeply committed to strengthening stakeholder engagement, both within and beyond the organization. This includes active listening, proactive participation, and transparent communication to build trust and drive sustainable growth through collaboration.

Social Impact and Economic Contribution

33

Innovation

35

Stakeholder Engagement

37

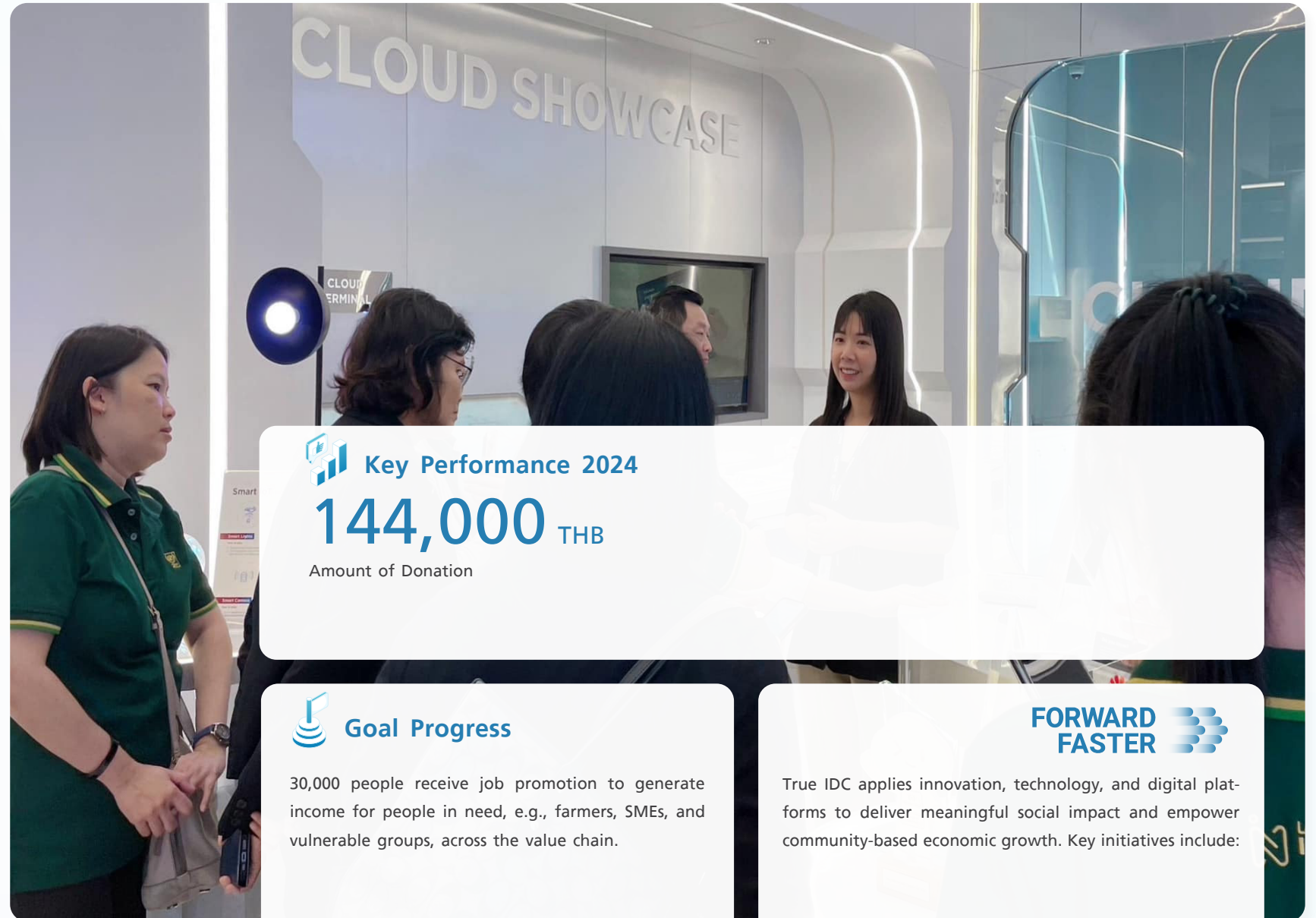




SOCIAL IMPACT AND ECONOMIC CONTRIBUTION

In a world where economic systems are rapidly transitioning to digital, a key challenge for True Internet Data Center Company Limited (True IDC) is to make digital technology a driving force that creates value and economic benefits for society at large, especially for small communities and small-scale restaurant operators, who often lack opportunities to access efficient digital infrastructure. To address this challenge, True IDC has supported cloud-based solutions and digital platforms for community businesses by co-developing a system that enables restaurants to manage orders, inventory, and customer data in a structured manner through an easy-to-access, low-cost cloud application. True IDC also supports civil society organizations in leveraging technology to create new opportunities in marketing and in expanding business networks.

Supporting the SDGs



Key Performance 2024

144,000 THB

Amount of Donation



Goal Progress

30,000 people receive job promotion to generate income for people in need, e.g., farmers, SMEs, and vulnerable groups, across the value chain.

In Progress



FORWARD FASTER

True IDC applies innovation, technology, and digital platforms to deliver meaningful social impact and empower community-based economic growth. Key initiatives include:



Smart Farm Project



Agricultural Water Management Project

Social Value Creation Strategy

As part of Charoen Pokphand Group, True Internet Data Center Company Limited (True IDC) recognizes its vital role in advancing economic development and generating positive social impact through the application of digital technologies. The company supports a wide range of initiatives, including expanding access to educational resources, creating job opportunities, and empowering communities. In addition, True IDC promotes sustainable development by creating economic opportunities for vulnerable groups and supporting small-scale entrepreneurs. These efforts help improve operational efficiency, facilitate smoother business transactions, and boost sales for small retailers. Through these initiatives, True IDC contributes meaningfully to enhancing quality of life and fostering long-term, inclusive economic growth.

Social Value Creation Framework





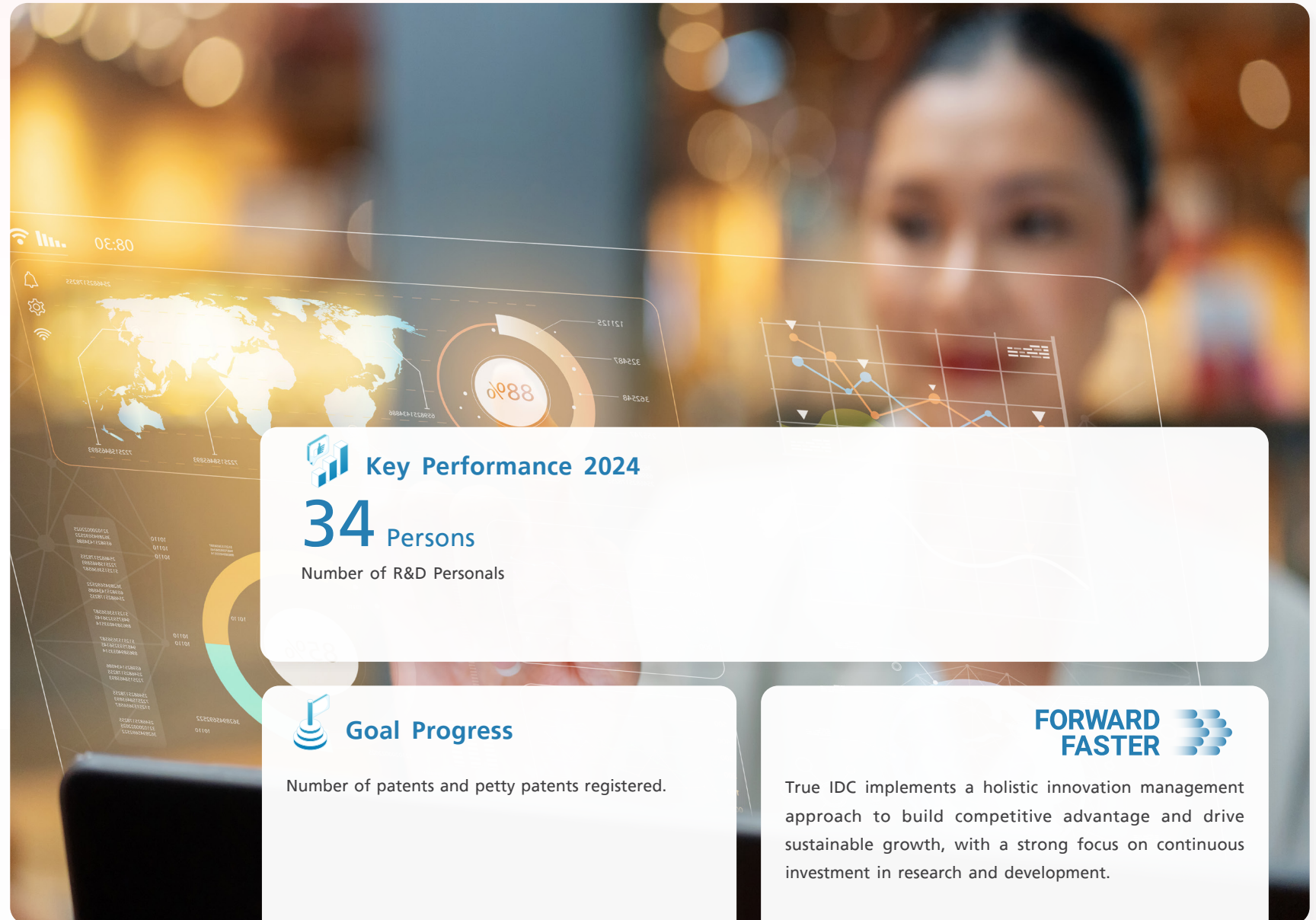
INNOVATION

True Internet Data Center Company Limited (True IDC) demonstrates innovation leadership through a strategic investment of over THB 10 billion between 2024 and 2027, in response to the projected 12.9% growth of Southeast Asia's data center market and the anticipated 19.5% rise in AI adoption by 2030.

The company pioneered Thailand's first AI Hyperscale Data Center, with a power capacity exceeding 20 megawatts, integrating AI-powered Data Center Infrastructure Management (DCIM) and IoT technologies to enhance operational efficiency. An expansion of an additional 41 megawatts will make it the largest in the country. True IDC also achieves best-in-class Power Usage Effectiveness (PUE) for sustainability. Its Green Data Centers, developed in line with LEED standards, utilize multiple renewable energy sources and target carbon neutrality by 2030, in alignment with Charoen Pokphand Group's sustainability policy.

In terms of strategic partnerships, True IDC serves as the Authorized Distributor and leading Managed Service Provider (MSP) for Alibaba Cloud in Thailand. It collaborates with global technology leaders, including AWS, Google Cloud, HUAWEI, and Microsoft, and has been recognized as Top Growth Partner by Alibaba Cloud (with 500% growth) and Partner of the Year by HUAWEI Cloud. To promote digital knowledge and empower entrepreneurs, the company established the True IDC Experience Center. Its innovation excellence has earned Frost & Sullivan's Company of the Year Award for ten consecutive years, underscoring its sustained success in creating long-term value for both business and society.

Supporting the SDGs



Innovation Management for High-Quality Product Development

True Internet Data Center Company Limited (True IDC) anchors its growth strategy on cutting-edge technology investment, with more than THB 10 billion committed to a major expansion in data center and cloud capabilities, aimed at building a world-class digital infrastructure. One of its core strategies is adhering to global design standards, incorporating the latest engineering and architectural innovations, and earning dual Uptime Institute certifications along with five ISO certifications.

True IDC is the first and only provider in Thailand to achieve all three Uptime Institute certifications, covering design,

construction, and operations, a testament to its operational excellence and commitment to global standards. The company also launched True IDC Cloud, a world-class cloud service designed specifically for Thai businesses, offering comprehensive solutions for organizations of all sizes. To foster digital knowledge, True IDC established the True IDC Experience Center, drawing on two decades of expertise to deliver immersive learning. Additionally, its carrier-neutral design enables customers to freely connect with any network provider, offering flexibility and freedom of choice.

Innovation Management Framework

Culture

- Group-level innovation award: Chairman Award
- Business group-level innovation award
- One Day Satisfaction project



People

- Incorporate innovation/work improvement as part of evaluation
- Researchers/innovators

Knowledge

- Training on innovation /technology for employees
- Innovation knowledge management system

Resource

- R&D investment
- Research centers



True IDC's Innovative Cooling Technology

True IDC has developed advanced cooling systems to support AI processors that generate extremely high levels of heat. The company adopts an integrated cooling approach that combines multiple technologies. These include a fundamental Hot-aisle Containment system, which separates hot and cold airflows to improve cooling efficiency; Liquid Cooling technology, which uses a closed-loop liquid system to directly cool equipment, delivering 10 to 100 times the performance of air cooling thanks to water's heat

capacity being 3,000 times greater than air; and an innovative Magnetic Oil-Free Water-Cooled Chiller that uses magnetic bearings instead of oil to spin the shaft, reducing friction, saving up to 30% in energy, extending equipment lifespan, and lowering maintenance requirements. The system also includes a high-efficiency Fan-Wall Unit controlled by AI, which adjusts fan speed according to actual demand and operates in coordination with other systems for optimal performance.

Value Creation



Manufacturing



Relationship Capital



STAKEHOLDER ENGAGEMENT

True Internet Data Center Company Limited (True IDC) believes that stakeholder engagement is the foundation of sustainable business operations in a rapidly evolving digital world. Strong relationships between the organization and all stakeholder groups, whether customers, employees, business partners, government agencies, or the broader society, are essential components in driving innovation, creating shared value, and advancing Thailand's digital economy to the regional level. Given the diversity of stakeholders and the dynamic nature of material issues, True IDC has developed an inclusive, transparent, and adaptable stakeholder engagement approach. This includes conducting Materiality Assessments to identify and prioritize relevant issues, and implementing two-way communication through various formats such as seminars, focus group discussions, surveys, and digital platforms. We are committed to building meaningful relationships based on trust, accountability, and genuine responsiveness, toward becoming a trusted technology partner with whom all stakeholders can grow together.

Supporting the SDGs



Key Performance 2024

81 %

Stakeholder Satisfaction Score

75.48 %

Proportion of Sales from Online Channels

73.02 %

Proportion of Online Customers



Goal Progress

80% engagement score from multi-stakeholder survey

2024

81%

2023

78%

0%

50%

100%

Target 2030

FORWARD FASTER

True IDC applies strategic communication innovation through multiple approaches, including:



Engagement Survey and Analysis Systems



Enhancing Communication Through Digital Tools



Integrating Innovation for Sustainable Development

Stakeholder Engagement Processes

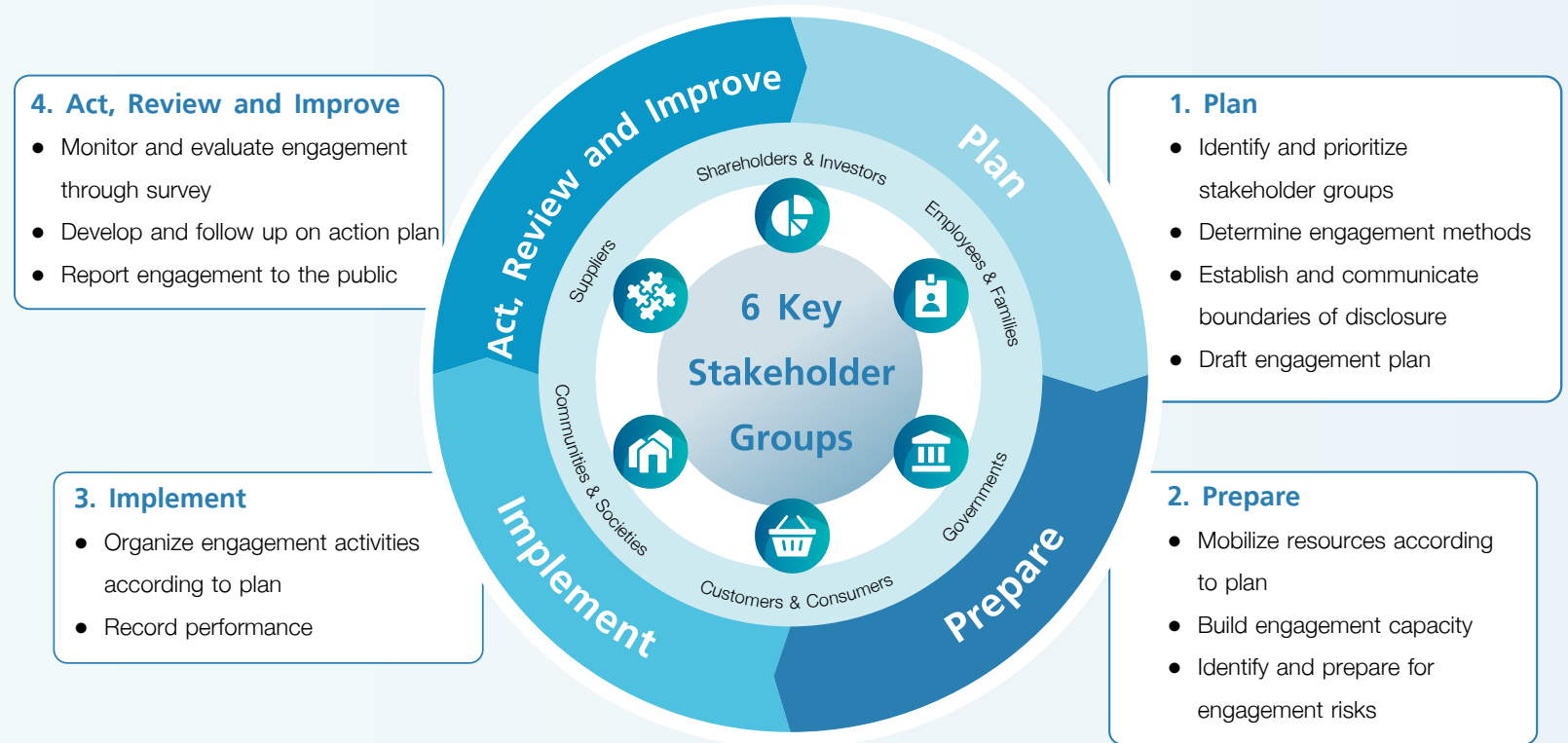
True Internet Data Center Company Limited (True IDC) engages systematically with six key stakeholder groups under the governance framework of Charoen Pokphand Group. The process comprises four main steps:

- 1. Planning** – identifying and prioritizing stakeholders, determining engagement methods, and developing the action plan
- 2. Preparation** – allocating resources in line with the plan and identifying operational risks
- 3. Implementation** – conducting engagement activities as planned and recording performance results, and
- 4. Review and Improvement** – monitoring and evaluating outcomes through surveys, as well as reporting to the public.

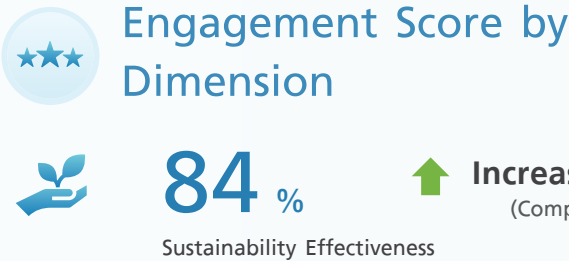
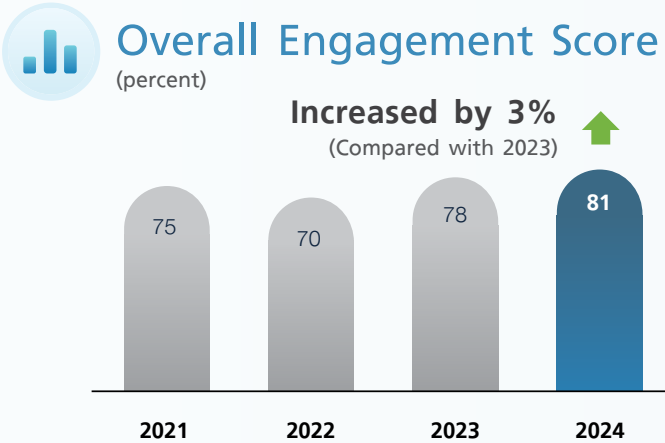
This approach aims to incorporate stakeholders' perspectives and concerns into operational planning and the formulation of the organization's strategy.

True IDC is committed to building strong relationships based on trust, accountability, and genuine responsiveness. The company applies transparent and flexible mechanisms, such as a materiality assessment, to respond to the dynamics of the digital industry. Two-way communication is conducted through various channels, including seminars, meetings, and digital platforms. This ongoing engagement supports the company in becoming a trusted technology partner and growing together with all stakeholders.

Stakeholder Engagement Process



Stakeholder Engagement Survey 2024





HOME

Living Together

True Internet Data Center Company Limited (True IDC) clearly integrates environmental stewardship into its business strategy by prioritizing carbon reduction and enhancing energy efficiency through investments in solar energy and Artificial Intelligence (AI) technology to accurately control data center temperatures. In parallel, the company promotes the circular economy concept through systematic waste management, reduction of waste, and reuse of materials. Additionally, True IDC efficiently manages water resources and develops a transparent and responsible supply chain, while also supporting partners in raising environmental standards. True IDC also recognizes the importance of biodiversity, taking into consideration the impacts on ecosystems throughout all stages of its business operations. This commitment is reflected in its goals to achieve Carbon Neutrality by 2030 and Net Zero by 2050. These efforts align with the sustainability strategies of the True Group and Charoen Pokphand Group, with various sustainability awards serving as evidence of the company's responsibility as a technology leader growing in a balanced and sustainable manner.

Climate Resilience	41
Circular Economy	45
Water Stewardship	48
Ecosystem & Biodiversity Protection	51
Responsible Supply Chain Management	53

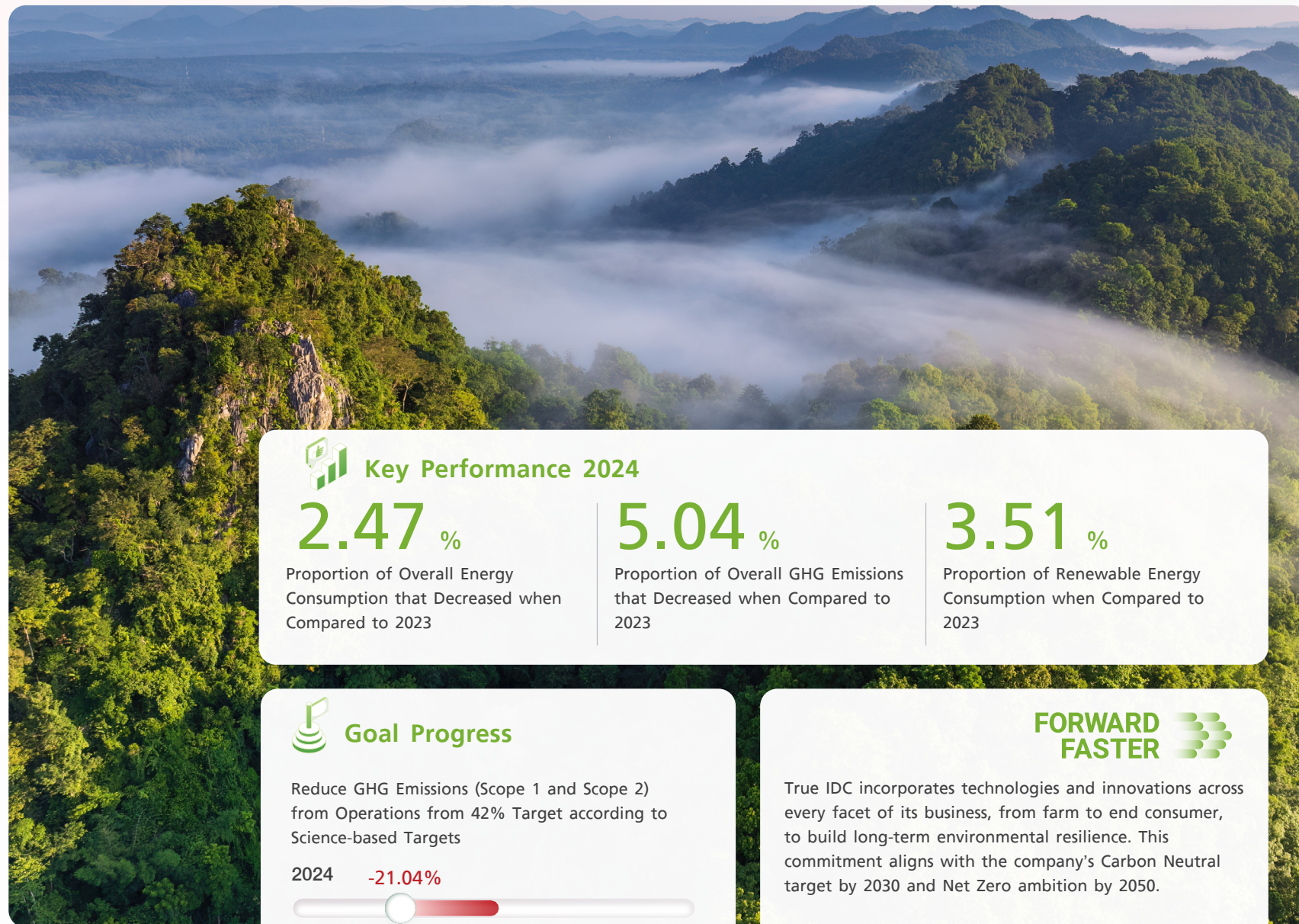


CLIMATE RESILIENCE

True Internet Data Center Company Limited (True IDC) a member of Charoen Pokphand Group, places great importance on managing environmental risks, particularly those arising from climate change, which directly affect data center operations. The company goes beyond merely mitigating negative impacts and is focused on building climate resilience across the organization. This includes systematically assessing environmental risks and opportunities at all levels, and committing to reducing greenhouse gas emissions in line with the Science Based Targets initiative (SBTi), a clear demonstration of its commitment to being part of the global climate solution.

True IDC fully integrates environmental measures into its core operations, such as installing solar panels for on-site renewable energy generation and using AI and Data Center Infrastructure Management (DCIM) systems to intelligently control cooling systems, thereby maximizing energy efficiency. The company also promotes the use of renewable energy across its supply chain and collaborates with both public and private sector partners to enhance climate risk adaptation. These initiatives reflect the company's commitment to growing its business responsibly while caring for society and the environment, in alignment with C.P. Group's sustainability principles, and contribute to building a more resilient and balanced future.

Supporting the SDGs

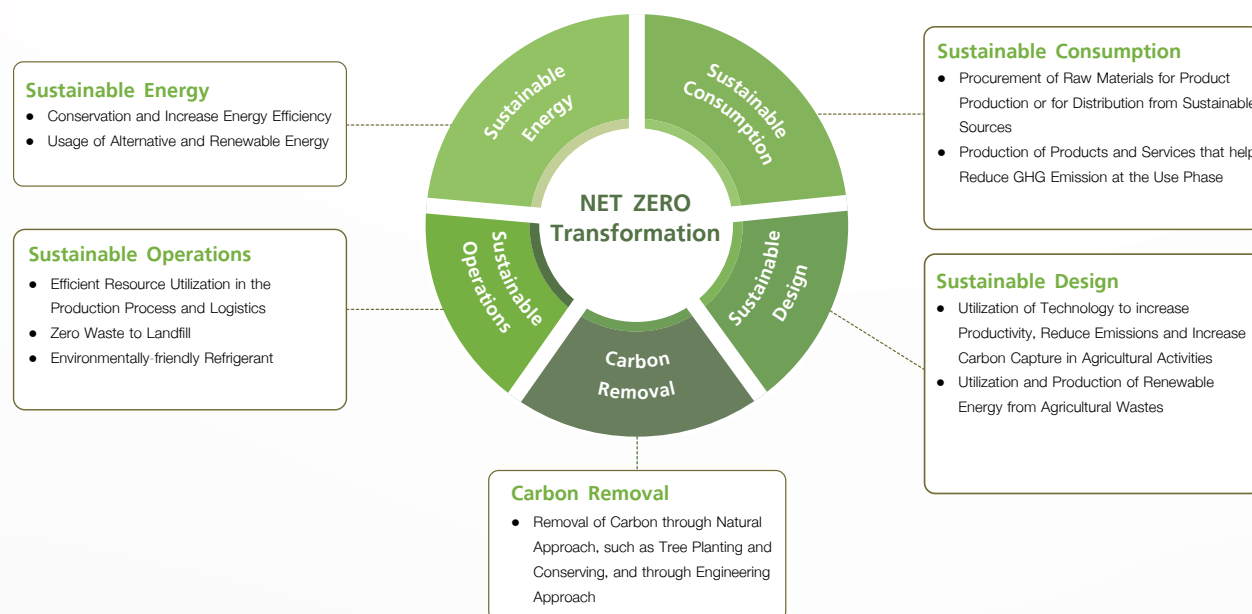


Climate Change Adaptation

Environmental and climate issues have become a major area of concern, especially among younger generations. For True Internet Data Center Company Limited (True IDC), climate change adaptation is one of its core priorities. The impacts of climate change present significant challenges, such as supply chain disruptions, resource shortages, and increased operational risks. In response, the company has

adopted the Charoen Pokphand Group's Climate Change Management Framework to guide its organizational climate strategy, including product and service development, as well as innovation. Through this approach, True IDC demonstrates its technological capabilities in driving positive and sustainable change for communities and society at large.

Climate Change Management Approach



Cooling Innovation

True IDC has enhanced its heat management capabilities in data centers to support AI and high-performance processors by deploying a Liquid Cooling System that directly cools servers. This is complemented by a Magnetic Oil-Free Water Cool Chiller, which reduces energy consumption by 30%, and high-efficiency Fan-Wall Units for optimized airflow. These innovations reinforce True IDC's commitment to building the next-generation data centers that are both cutting-edge and energy-efficient.



Value Creation



Manufacturing



Natural Capital



Sustainability from Core to Edge

True IDC places great importance on supporting sustainability through the use of clean energy in its data centers. Currently, the company's data centers utilize a mix of solar energy and conventional electricity to reduce carbon-based energy consumption and to contribute to the goal of carbon neutrality for all industries in the future. True IDC plans to continuously increase the proportion of alternative energy usage alongside the expansion of its data centers, with the aim of building a sustainable and environmentally friendly digital infrastructure.



GHG Emissions Management Data



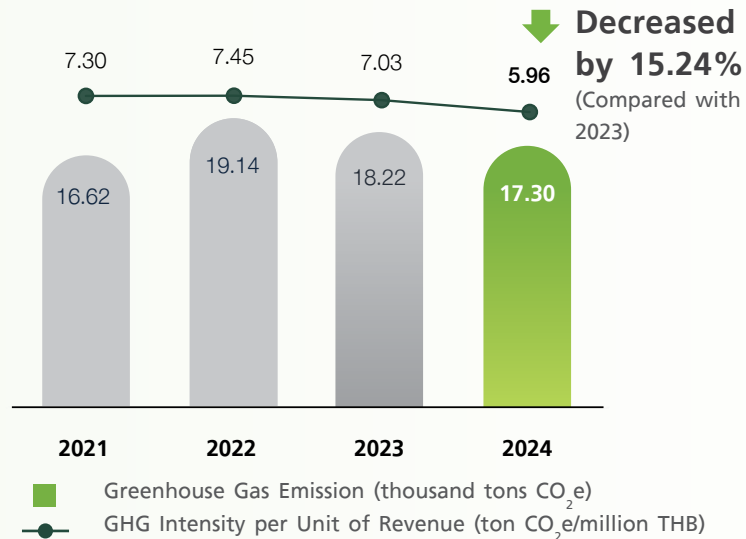
Total Greenhouse Gas Emission (thousand tons CO₂e)

17.30

↓ Decreased by 5.06%
(Compared with 2023)



GHG Intensity per Unit of Revenue (ton CO₂e/million THB)



GHG Emissions (Scope 1 & 2) (thousand tons CO₂e)



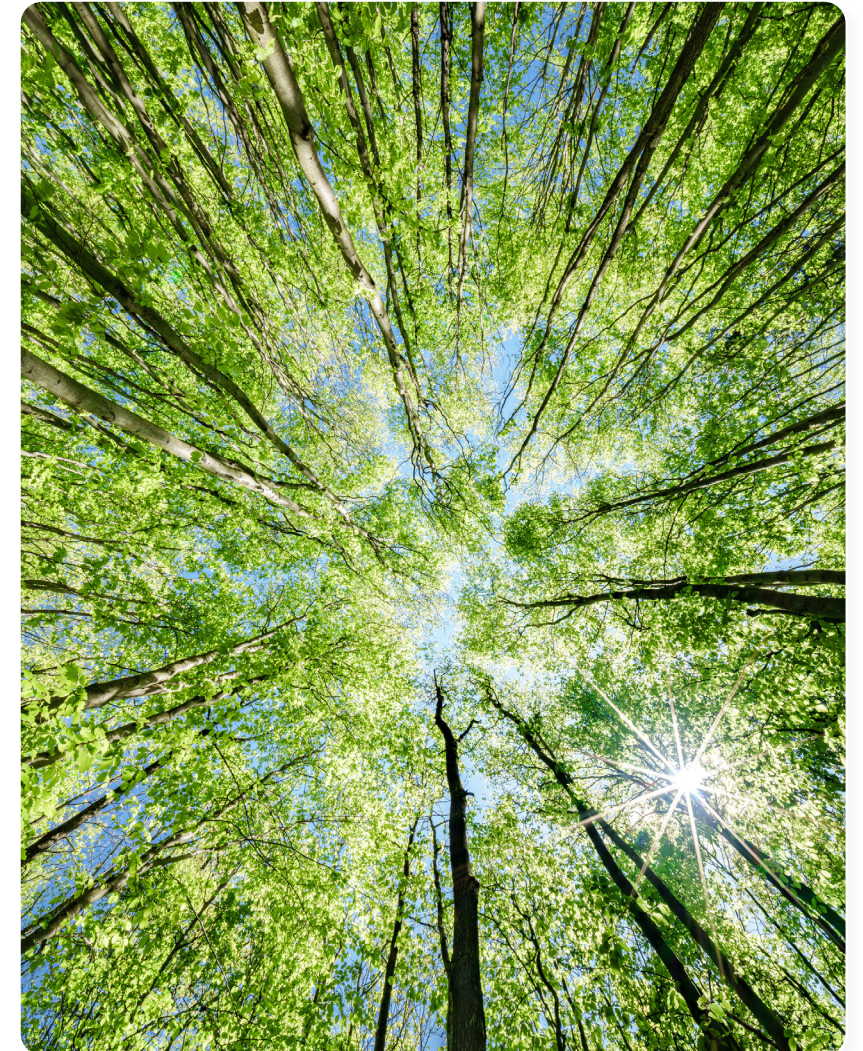
● Scope 1 8.52%
● Scope 2 91.48%



GHG Emissions by Source (thousand ton CO₂e)



● Electricity 91.48%
● Coolant 8.16%
● Stationary Combustion 0.36%





Energy Management Data



Total Energy Consumption (thousand GJ)

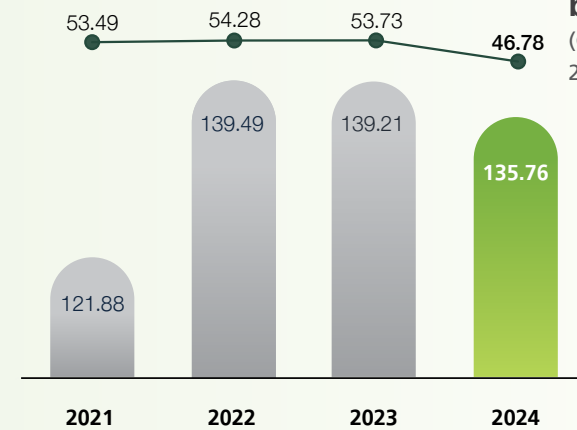
135.76

↓ Decreased by 2.48%
(Compared with 2023)



Total Energy Usage per Unit of Revenue (GJ/million THB)

↓ Decrease
by 12.94%
(Compared with
2023)



■ Energy Consumption (thousand GJ)
● Energy Consumption/Unit of Revenue (GJ/million THB)



Energy Consumption by Energy Source (thousand GJ)



● Electricity 95.81%
● Renewable Energy 3.52%
● Fossil Fuel 0.67%



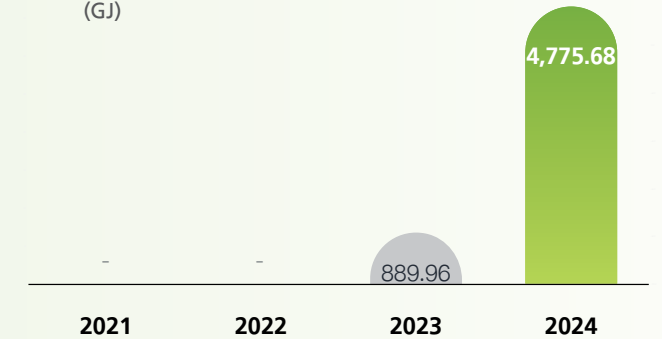
Energy Consumption by Type (thousand GJ)



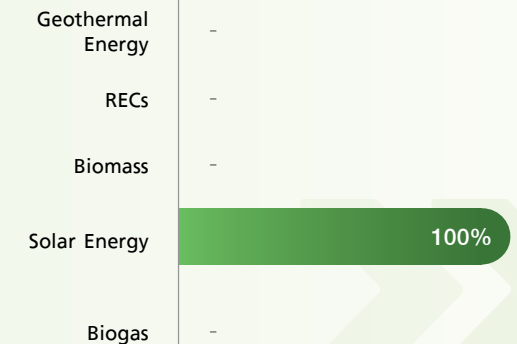
● Electricity 95.81%
● Renewable Energy 3.52%
● Diesel 0.67%



Renewable Energy Consumption (GJ)



Renewable Energy Consumption by Type





CIRCULAR ECONOMY

True Internet Data Center Company Limited (True IDC), recognizes the challenges posed by increasing resource consumption and the issue of electronic waste, which directly impact the environment and the long-term sustainability of the digital infrastructure business. To address this, the company has adopted the circular economy concept and systematically integrated it into its operations, following Charoen Pokphand Group's approach to improving resource efficiency. True IDC effectively manages electronic waste by overseeing end-of-life equipment such as servers, batteries, and other digital devices, in alignment with Charoen Pokphand Group's Zero Waste to Landfill policy. The company also assesses the life cycle of equipment to extend usage and maximize energy and material efficiency. In addition, True IDC supports the development of technologies that reduce resource consumption and foster collaboration with government agencies, civil society organizations, and supply chain partners to promote sustainable resource use and increase recycling rates. The company also emphasizes communication and awareness-building among employees, partners, and stakeholders to collectively drive the circular economy forward in both organizational and industry-wide levels.

Supporting the SDGs



Key Performance 2024

2.70 tons

Total Volume of Waste

21.92 %

of Hazardous Waste
that can be Reused/Recycled

2.11 tons

Total Volume of Waste
that Sent to the Landfill



Goal Progress

100% of total waste can be reused/recycled

In Progress

0% 50% 100%
Target 2030

FORWARD FASTER

True IDC integrates circular economy principles across its entire value chain through innovation, technology, and strategic collaboration with partners to ensure resources are utilized efficiently and sustainably, while advancing toward Zero Waste to Landfill and Zero Food Waste.



Comprehensive Packaging Management System



Waste and Food Waste Transformation Innovation

Circular Economy Framework

True Internet Data Center Company Limited (True IDC) operates in alignment with the circular economy approach, consistent with the sustainability policies of Charoen Pokphand Group. The company emphasizes efficient resource usage, waste reduction, and promoting the reuse and recycling of materials through systematic processes. Its data centers are designed to be energy-efficient and to minimize resource consumption, from the installation phase to the management of equipment and various systems.

In terms of electronic waste management, True IDC adopts a Zero Waste to Landfill approach by controlling the collection, sorting, and recycling of end-of-life equipment in accordance with standards. The company also conducts life cycle assessments of equipment to extend usability and minimize the generation of new waste.

In addition, True IDC supports the development of technologies that improve resource efficiency and reduce waste within its operations. The company also collaborates with partners, suppliers, and relevant organizations to promote circular economy practices throughout the supply chain, while continuously engaging stakeholders through communication and education. All these efforts reflect True IDC's strong commitment to being a digital organization that grows in a balanced and environmentally responsible

Circular Economy Framework





Waste Management Data



Quantity of Waste (tons)

2.70

↓ Decreased by 100%
(Compared with 2023)

By Category



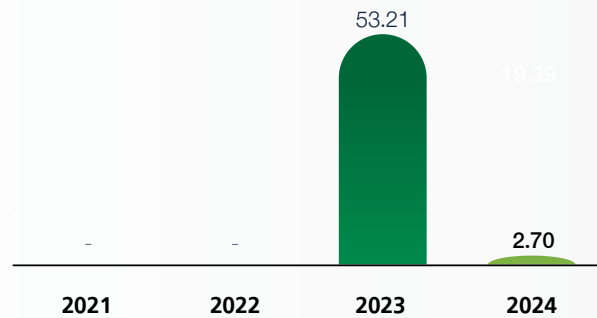
● Non-Hazardous Waste **78.08%**
● Hazardous Waste **21.92%**



Waste Diverted from Disposal
21.92%



Quantity of Waste (tons)



■ Non-Hazardous Waste
■ Hazardous Waste



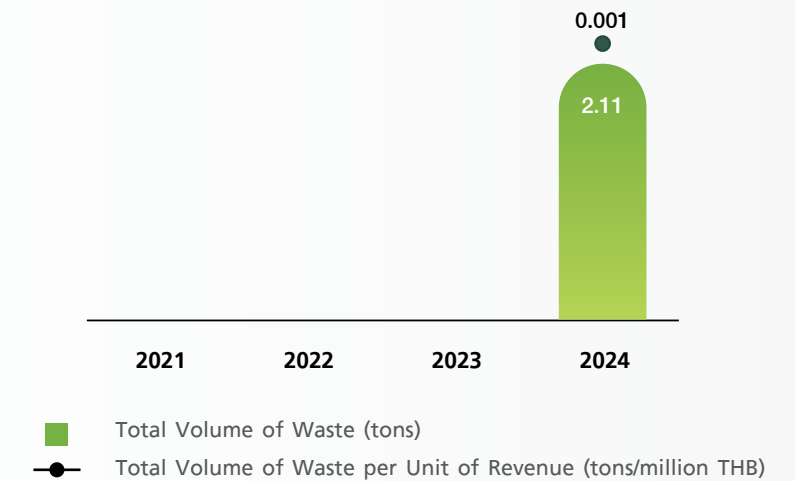
Quantity of Non-hazardous Waste by Disposal Methods (tons)



Quantity of Hazardous Waste by Disposal Methods (tons)



Quantity of Waste Sent to Landfill (tons)

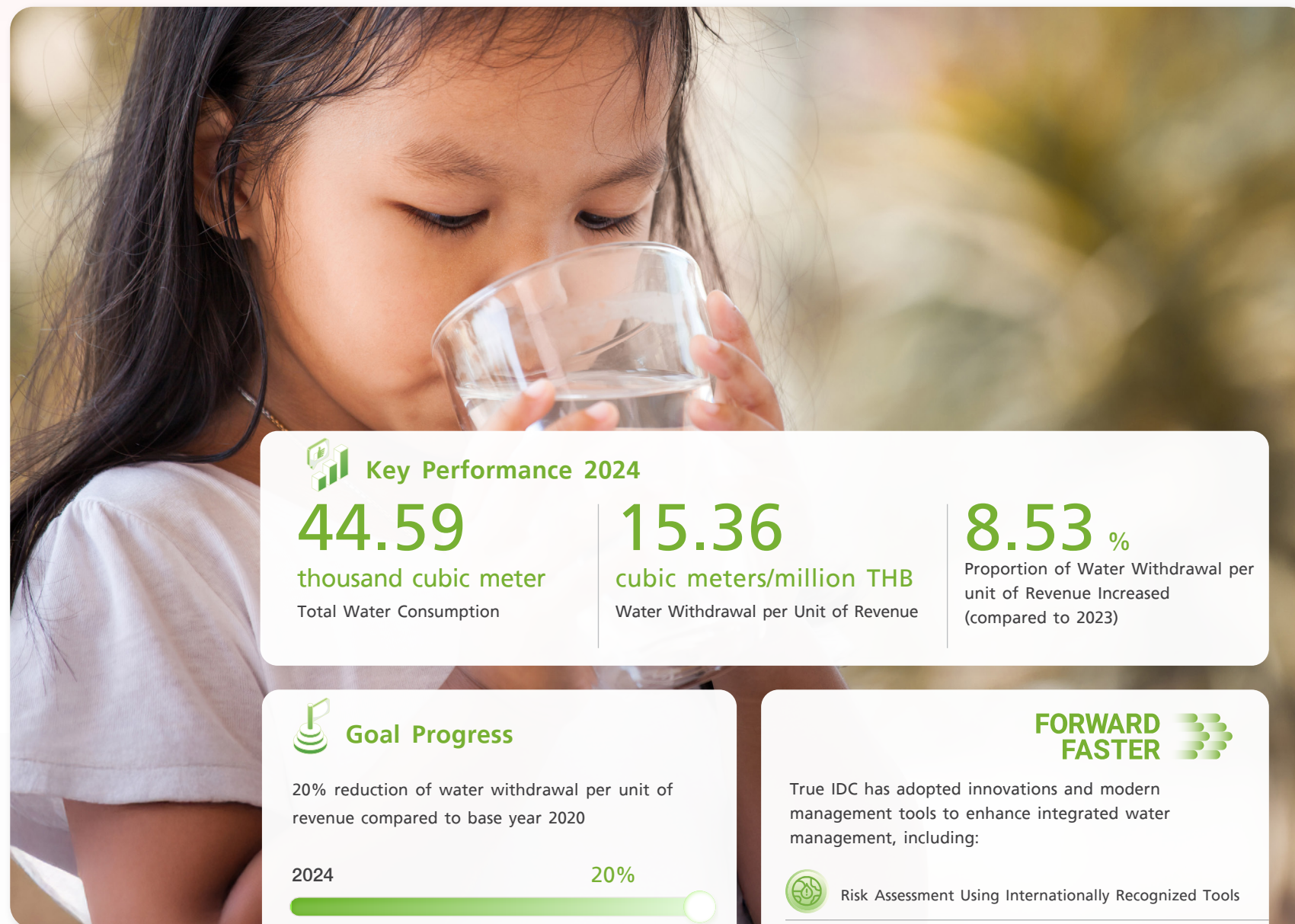




WATER STEWARDSHIP

True Internet Data Center Company Limited (True IDC), although not a high-volume water user by nature of its business, remains fully aware of the importance of responsible water management, especially in the context of climate change, which poses long-term risks to water resource stability. As such, The company has designed its data center cooling and temperature control systems to maximize water efficiency, integrating smart technologies such as AI and DCIM to simultaneously reduce both water and energy consumption. In addition, the company places emphasis on selecting materials and equipment that promote water efficiency, and it has outlined plans to support water conservation efforts in collaboration with local partners and communities surrounding its data centers. These initiatives reflect True IDC's strong commitment to being a digitally driven organization that grows in a balanced and responsible manner, including technologically, commercially, and environmentally, through the mindful and sustainable use of water resources.

Supporting the SDGs



Organization Water Management

True Internet Data Center Company Limited (True IDC) places strong emphasis on efficient water management. Although the company operates in a low water-intensive industry, it adheres to Water Stewardship principles in line with the Charoen Pokphand Group (CPG) guidelines. The focus is on optimizing water usage within the data center cooling systems and leveraging smart technologies to continually reduce water consumption.

True IDC conducts water risk assessments at all operational sites and designs its infrastructure in alignment with CPG's environmental goals. The company also promotes collaboration with partners and surrounding communities on water conservation initiatives. These efforts reflect a firm commitment to the responsible use of resources and support long-term sustainable growth.

Circular Water Management

Recover

Separate other types of waste (besides water) from wastewater for reutilization

Restore

Release standard quality water back into natural water sources

5Rs

Reduce

Reduce water consumption and water loss from processes, optimize water-use efficiency

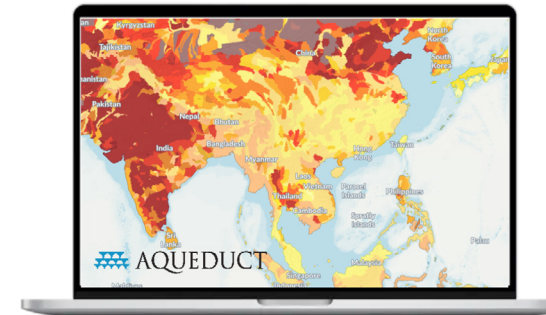
Reuse

Reuse water that has passed through minimal or zero treatment processes, reuse water in old and new processes

Recycle

Recycle water using various treatment technologies to achieve high quality water for both internal and external use

Baseline Water Stress



Water Stress Level

Low (<10%)	Low Medium (10-20%)	Medium-High (20-40%)	High (40-80%)	Very High (>80%)	Drought with Low Level Water Consumption
---------------	------------------------	-------------------------	------------------	---------------------	--

Charoen Pokphand Group conducts assessments of baseline water stress, which measures the ratio of water withdrawal to the total renewable water available annually. These assessments classify water stress levels as high (40-80%) or extremely high (>80%) for all units across the Group's business sectors. The evaluation is carried out using the globally recognized Aqueduct Water Risk Atlas developed by the World Resources Institute (WRI) and reported in accordance with GRI standards.




Water Resources Data



Water Withdrawal

(thousand cubic meters)

44.59


Increase by
2.45%
(Compared with 2023)

Proportion of Water in Stressed Areas



- Water in non water stressed areas 0%
- Water in water stressed areas* 100%

Proportion of Water by Type

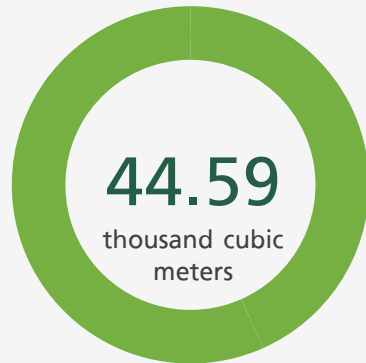


- Freshwater TDS ≤ 1,000 mg/L 100%
- Other Water TDS > 1,000 mg/L 0%



Water Withdrawal by Source

(thousand cubic meters)




- Third-party Water 100%



Water Discharge

(thousand cubic meters)

36.67


Increase by
2.43%
(Compared with 2023)

Proportion of Water in Stressed Areas



- Water in non water stressed areas 0%
- Water in water stressed areas* 100%

Proportion of Water by Type

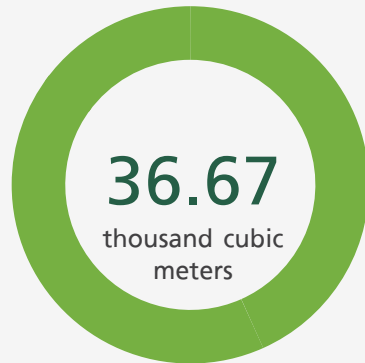


- Freshwater TDS ≤ 1,000 mg/L 100%
- Other Water TDS > 1,000 mg/L 0%



Water Discharge by Source

(thousand cubic meters)



- Surface Water 100%



Water Consumption

(thousand cubic meters)

7.92


Increase by
2.45%
(Compared with 2023)

Proportion of Water in Stressed Areas

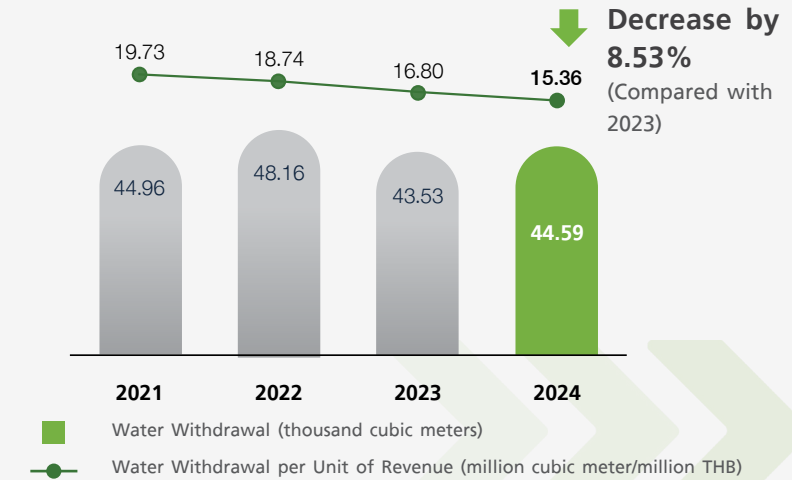


- Water in non water stressed areas 0%
- Water in water stressed areas* 100%



Water Withdrawal per Unit of Revenue

(cubic meter/million THB)



*Remark: Units located in high and extremely high baseline water stress areas based on Aqueduct Water Risk Atlas



ECOSYSTEM & BIODIVERSITY PROTECTION

True Internet Data Center Company Limited (True IDC) operates with a commitment to biodiversity conservation in alignment with the environmental policies of the Charoen Pokphand Group. The company places importance on selecting data center locations that do not disturb ecosystems, and on designing buildings and surrounding areas to be environmentally friendly. This includes the use of energy-efficient technologies, effective water management, and proper waste management, as well as collaboration with local communities and external organizations to carry out activities for environmental restoration. These approaches support True IDC's business growth while conserving natural resources and promoting biodiversity in a sustainable manner.

Supporting the SDGs



Key Performance 2024



IBAT

These measures include biodiversity risk assessment programs using the Integrated Biodiversity Assessment Tool (IBAT), which evaluates site locations based on the geographic distribution of production bases in each country.



Goal Progress

100% of business groups conduct collaborative projects with international partners to manage and monitor biodiversity in business operations

In Progress



FORWARD FASTER

True IDC integrates innovation with governance to minimize ecosystem impacts and build a supply chain that respects biodiversity using technology for assessment, prevention, monitoring, and restoration across the business value chain, including:



Risk Assessment using Scientific Tools



Traceability Systems using Satellite and Blockchain Technology

Ecosystem and Biodiversity Protection

True Internet Data Center Company Limited (True IDC), under Charoen Pokphand Group recognizes the importance of ecosystem and biodiversity conservation in every aspect of its operations. Although the company operates in the information technology service sector, which does not directly impact natural resources, it takes a proactive and cautious approach to minimize indirect impacts from energy consumption, data center construction, and waste management. The company emphasizes environmentally friendly data center design, applying Green Data Center principles to enhance energy efficiency and reduce greenhouse gas emissions, ultimately easing pressure on ecosystems and mitigating climate change. True IDC uses clean energy, such as solar power, and collaborates with partners in the energy sector to expand the use of renewable energy within its data centers. In addition, the company has implemented systematic wastewater and construction waste management to prevent leaks or contamination of the surrounding environment. It also promotes tree planting and green space development around its data centers, while encouraging employees to actively participate in natural resource conservation and responsible consumption. All these efforts aim to reduce the company's environmental footprint and foster a balance between technological advancement and sustainable environmental conservation, in alignment with the United Nations SDGs, Goal 13: Climate Action and Goal 15: Life on Land.

Ecosystem and Biodiversity Protection Management Framework

Promoting Ecosystem and Biodiversity Awareness

Raising awareness and capacity in ecosystem and biodiversity protection and restoration

Zero Deforestation Commitment

Working with key stakeholders along the value chain to eliminate commodities-driven deforestation



Creating Networks and Collaboration with Stakeholders for Ecosystem and Biodiversity Protection

Collaborating through projects and initiatives with business partners, suppliers, governmental agencies and other national and international agencies on ecosystem and biodiversity protection along the value chain.

Conserving and Restoring on Land and Marine Ecosystem and Biodiversity

Protecting lives and restoring land and marine ecosystems and biodiversity.

Respecting and Managing Natural Resources

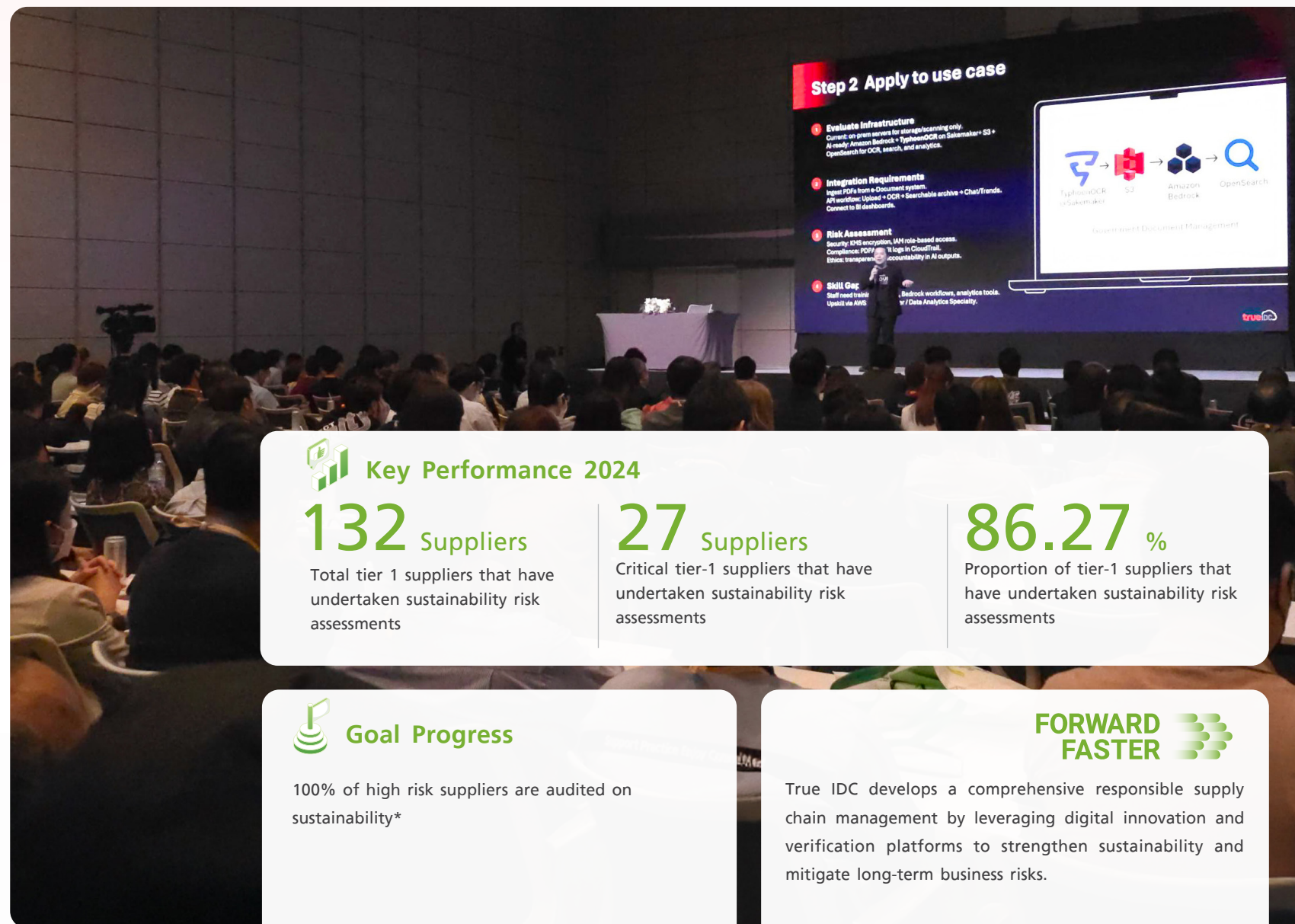
Engaging people and local communities in managing the benefit of natural resources, the environment, and biodiversity.



RESPONSIBLE SUPPLY CHAIN MANAGEMENT

True Internet Data Center Company Limited (True IDC) conducts responsible supply chain management in line with the sustainability goals of the Charoen Pokphand Group, emphasizing transparency, good governance, and respect for human rights at every stage. The company selects suppliers based on ESG standards and supports suppliers in developing environmentally responsible operations. Performance of suppliers is continuously monitored and assessed to ensure compliance with established standards. In addition, True IDC promotes collaboration through joint activities and establishes communication mechanisms. True IDC also organizes training programs to raise awareness of sustainability among suppliers, in order to drive the supply chain ethically and responsibly, in alignment with the Group's sustainable development goals.

Supporting the SDGs



Key Performance 2024

132

Suppliers

Total tier 1 suppliers that have undertaken sustainability risk assessments

27

Suppliers

Critical tier-1 suppliers that have undertaken sustainability risk assessments

86.27

%

Proportion of tier-1 suppliers that have undertaken sustainability risk assessments



Goal Progress

100% of high risk suppliers are audited on sustainability*

In Progress



FORWARD FASTER

True IDC develops a comprehensive responsible supply chain management by leveraging digital innovation and verification platforms to strengthen sustainability and mitigate long-term business risks.



Digital System for Supplier Screenings and Evaluation



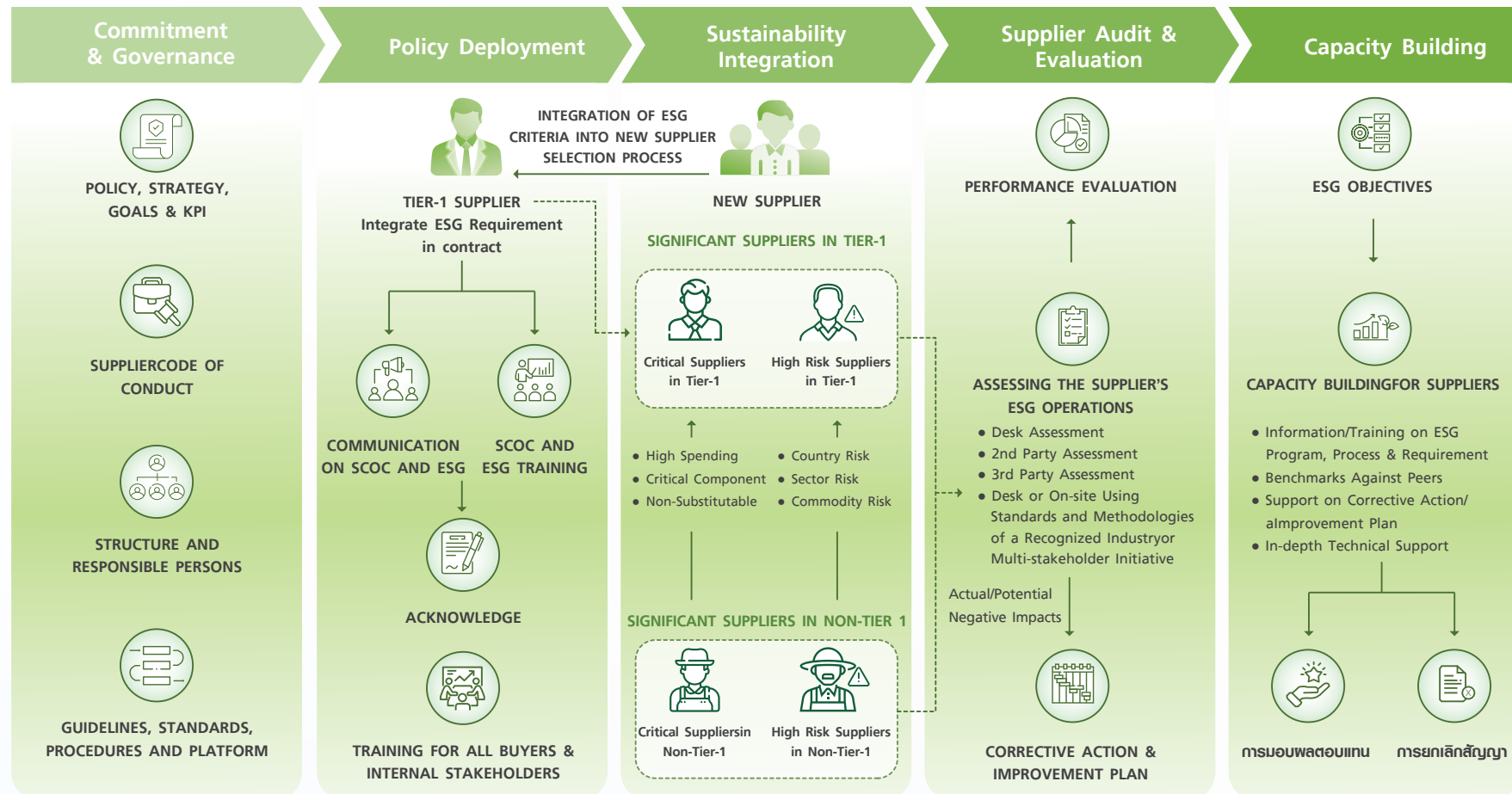
Supplier ESG Training and Development Platform

Responsible Supply Chain Management

True Internet Data Center Company Limited (True IDC), a subsidiary of Charoen Pokphand Group under the Charoen Pokphand Group, recognizes the critical role of the supply chain in driving sustainable and socially responsible data center operations. Effective supply chain management enables True IDC to deliver high-quality and highly reliable digital infrastructure services to its clients, including server

systems, data storage, network infrastructure, and cloud solutions. At the same time, it fosters long-term stability and sustainability for suppliers, communities, and the environment. True IDC has therefore strengthened its supply chain management approach to ensure maximum transparency and uphold the highest standards—starting from the selection of hardware vendors, cooling systems,

and power and energy solutions, through to data center operations and service delivery processes. These efforts aim to enhance energy efficiency, minimize environmental impact, and promote the well-being of communities and workers throughout the supply chain, building trust among customers, suppliers, and all stakeholders in the digital industry.



153 Suppliers

Total Tier 1 Suppliers

29 Suppliers

Significant Tier-1 Suppliers with Sustainability Importance

90.22 %

Proportion of Procurement Value from Tier 1 Suppliers with Critical Sustainability Importance

SUSTAINABILITY PERFORMANCES

Business Activities

GRI Standards	Disclosure	2021	2022	2023	2024
	Data Center (Center)	-	-	5	5
	Tier-1 Suppliers (Entity)	-	-	-	153

Anti-corruption and Anti-competitive

GRI Standards	Disclosure	2021	2022	2023	2024
Communication and training about anti-corruption policies and procedures					
GRI 205-2	Total Percentage of Governance Body Members Received Communication and Training on Anti-corruption Policy (Percentage)	-	-	100	100
	Total Percentage of Employees Received Communication and Training on Anti-corruption Policy (Percentage)	-	-	100	100
	Total Percentage of Supplier Received Communication on Anti-corruption Policy (Percentage)	-	-	100	100
GRI 205-3	Total Number of Confirmed Incidents of Corruption (Case)	-	-	0	0
	● Fraud (Case)	-	-	0	0
	● Conflict of Interest (Case)	-	-	0	0
	● Non-compliance (Case)	-	-	0	0
	● Discrimination and Harassment (Case)	-	-	0	0
	● Corruption (Case)	-	-	0	0
	● Anti-competitive Behavior (Case)	-	-	100	100

Anti-corruption and Anti-competitive

GRI Standards	Disclosure	2021	2022	2023	2024
GRI 205-3	Total Number of Confirmed Incidents in which Employees were Dismissed or Disciplined (Case)	-	-	0	0
	Total Number of Confirmed Incidents when Contracts with Business Partners were Terminate (Case)	-	-	0	0
GRI 206-1	Total Number of Legal Actions for Anti-competitive Behavior (Case)	-	-	0	0

Material

GRI Standards	Disclosure	2021	2022	2023	2024
Plastic Packaging Volume					
GRI 301-1	Total Plastic Packaging (Thousand Ton)	-	-	-	-
	Reusable – Recyclable Plastic Packaging (Percentage)	-	-	-	-
GRI 301-2	Overview of Recycled Input Materials for Plastic & Non-plastic Packaging (Ton)	-	-	-	-
		-	-	-	-
	● Plastic (Recycled Input Materials of Plastic) (Ton)	-	-	-	-
		-	-	-	-
	● Paper and Wood (Recycled Input Materials of Paper & Wood) (Ton)	-	-	-	-
		-	-	-	-
	● Metal (Steel and Aluminum) (Recycled Input Materials of Metal) (Ton)	-	-	-	-
		-	-	-	-
	● Glass (Recycled Input Materials of Glass) (Ton)	-	-	-	-
		-	-	-	-

Material

GRI Standards		Disclosure	2021	2022	2023	2024
Plastic Packaging Volume						
GRI 301-2	● Glass (Recycled Input Materials of Glass) (Ton)	-	-	-	-	
		-	-	-	-	
Energy Consumption within Organization						
GRI 302-1	Total Energy Consumption (Thousand GJ)	121.88	139.49	139.21	135.76	
	Total Energy Consumption (Thousand MWh)	33.64	38.42	38.47	36.13	
	Total Non-renewable Energy Consumption (Thousand GJ)	0.77	1.18	0.71	0.91	
	Total Non-renewable Energy Consumption (Thousand MWh)	0.21	0.33	0.19	0.25	
	Total Renewable Energy Consumption (Thousand GJ)	-	-	0.89	4.78	
	Total Renewable Energy Consumption (Thousand MWh)	-	-	0.15	1.33	
	Electricity Purchased (Thousand GJ)	121.10	138.31	138.50	134.86	
	Electricity Purchased (Thousand MWh)	33.64	38.42	38.47	37.46	
	Electricity Sold (Thousand GJ)	276.58	309.31	324.70	321.87	
	Electricity Sold (Thousand MWh)	76.83	85.92	90.14	89.41	
GRI 302-3	Energy Intensity (Total Energy Consumption/ Million THB of Revenue)	53.49	54.28	53.73	46.78	
GRI 302-4	Reduction of Energy Consumption (Thousand GJ)	-	-	-	-	
	Reduction of Energy Consumption (MWh)	-	-	-	-	

Water and Effluents

Unit: Thousand m³

GRI Standards	Disclosure	2021	2022	2023	2024
Water Withdrawal					
GRI 303-3	Total Water Withdrawal from all Areas	44.96	48.16	45.53	44.59
	● Freshwater Withdrawal	44.96	48.16	45.53	44.59
	- Surface water	-	-	-	-
	- Groundwater	-	-	-	-
	- Third-party Water	44.96	48.16	45.53	44.59
	- Rainwater	-	-	-	-
	● Other Water Withdrawal	-	-	-	-
	- Surface water	-	-	-	-
	- Groundwater	-	-	-	-
	- Third-party Water	-	-	-	-
	- Rainwater	-	-	-	-
	Total Water Withdrawal from all Areas with Water stress	44.96	48.16	45.53	44.59
	● Freshwater Withdrawal	44.96	48.16	45.53	44.59
	- Surface water	-	-	-	-
	- Groundwater	-	-	-	-
	- Third-party Water	44.96	48.16	45.53	44.59

Water and Effluents

Unit: Thousand m³

GRI Standards	Disclosure	2021	2022	2023	2024
Water Withdrawal					
GRI 303-3	● Other Water Withdrawal	-	-	-	-
	- Seawater	-	-	-	-
	- Surface water	-	-	-	-
	- Groundwater	-	-	-	-
	- Third-party Water by the Withdrawal Sources	-	-	-	-
GRI 303-3	Water Intensity (m ³ /Million THB of Revenue)	19.73	18.74	16.80	15.36
Water Discharge					
GRI 303-4	Total Water Discharge to all Areas of Destination	35.97	38.53	34.82	35.67
	● Seawater	-	-	-	-
	● Surface water	35.97	38.53	34.82	35.67
	● Third-party Water	-	-	-	-
	Total Water Discharge to all Areas by Categories	35.97	38.53	34.82	35.67
	● Freshwater	35.97	38.53	34.82	35.67
	● Other Water	-	-	-	-

Water and Effluents

Unit: Thousand m³

GRI Standards	Disclosure	2021	2022	2023	2024
Water Discharge					
GRI 303-4	Total Water Discharge to all Areas with Water Stress	35.97	38.53	34.82	35.67
	• Freshwater	35.97	38.53	34.82	35.67
	• Other Water	-	-	-	-
Quality of Treated Water					
GRI 303-4	Biological Oxygen Demand (BOD) (Mg./L)	-	-	N/A	N/A
	Chemical Oxygen Demand (COD) (Mg./L)	-	-	N/A	N/A
Water Consumption					
GRI 303-5	Total Water Consumption from all Areas	8.99	9.63	8.71	8.92
	Total Water Consumption from all Areas with Water Stress	-	-	-	-

Emissions

Unit: tCO₂e

GRI Standards	Disclosure	2021	2022	2023	2024
Direct (Scope 1) GHG Emissions					
GRI 305-1	Direct (Scope 1) GHG Emissions	578.46	1,812.69	1,372.66	1,474.66
	Biogenic CO ₂ Emissions	4.02	6.12	3.68	4.70
Indirect (Scope 2) GHG Emissions					
GRI 305-2	Indirect (Scope 2) GHG Emissions (Location Based)	16,046.11	17,326.70	16,851.09	16,407.56
	Indirect (Scope 2) GHG Emissions (Market Based)	16,046.11	17,326.70	16,851.09	16,407.56
	Purchased Heating	-	-	-	-
	Purchased Colling	-	-	-	-
GRI 305-5	Reduction of GHG Emissions	-	-	-	-
GHG Emissions Intensity					
GRI 305-4	GHG Emissions Intensity (Scope 1 & 2) (tCO ₂ e/ Million THB of Revenue)	7.30	7.45	7.03	5.96
Other Significant Emissions					
GRI 305-7	Volatile Organic Compounds	-	-	N/A	N/A
Other Indirect (Scope 3) GHG Emissions					
GRI 305-3	Total Scope 3 GHG Emissions	-	-	-	-



Waste

Unit: Ton

GRI Standards	Disclosure	2021	2022	2023	2024
Waste Generated					
GRI 306-3	Total Weights of Waste	-	-	53.21	2.70
	• Hazardous Waste	-	-	53.21	0.59
	• Non-hazardous Waste	-	-	0	2.11
	Waste Intensity	-	-	0.021	0.001
Waste Diverted from Disposal					
GRI 306-4	Total Weights of Waste Diverted from Disposal: Hazardous Waste	-	-	53.21	0.59
	• Reused	-	-	-	-
	• Recycled	-	-	53.21	0.59
	Total Weights of Waste Diverted from Disposal: Non-hazardous Waste	-	-	-	-
	• Reused	-	-	-	-
	• Recycled	-	-	-	-
Waste Directed to Disposal					
GRI 306-5	Total Weights of Waste Directed to Disposal: Hazardous Waste	-	-	-	-
	• Incineration	-	-	-	-
	- Incineration with Energy Recovery	-	-	-	-
	- Incineration without Energy Recovery	-	-	-	-
	• Landfilled	-	-	-	-
GRI 308-1	Percentage of New Suppliers that were Screened using Environmental Criteria (Percent)	-	-	100	100

Waste

Unit: Ton

GRI Standards	Disclosure	2021	2022	2023	2024
Waste Directed to Disposal					
GRI 306-5	• Landfilled	-	-	-	-
	• Other Methods	-	-	-	-
GRI 306-5	Total Weights of Waste Directed to Disposal: Non-hazardous Waste	-	-	-	2.11
	• Incineration	-	-	-	-
	- Incineration with Energy Recovery	-	-	-	-
	- Incineration without Energy Recovery	-	-	-	-
	• Landfilled	-	-	-	2.11
	• Other Methods	-	-	-	-

Supplier Environmental Assessment

GRI Standards	Disclosure	2021	2022	2023	2024
New suppliers that were screened using environmental criteria					
GRI 308-1	Percentage of New Suppliers that were Screened using Environmental Criteria (Percent)	-	-	100	100

Supplier Environmental Assessment

GRI Standards	Disclosure	2021	2022	2023	2024
New suppliers that were screened using environmental criteria					
GRI 308-2	Number of Suppliers Assessed for Environmental Impacts (Entity)	-	-	-	23
	Number of Suppliers Identified as having Significant Actual and Potential Negative Environmental Impacts (Entity)	-	-	-	0
	Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon (Percent)	-	-	-	0%
	Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated (Percent)	-	-	-	0%

Human Capital

Unit: Person

GRI Standards	Disclosure	2021		2022		2023		2024	
		Female	Male	Female	Male	Female	Male	Female	Male
Total Workforce									
GRI 2-7	Employee	238		322		325		330	
		66	172	91	231	95	230	96	234

Human Capital

Unit: Person

GRI Standards	Disclosure	2021		2022		2023		2024		
		Female	Male	Female	Male	Female	Male	Female	Male	
Total Employee by Region										
GRI 2-7	Thailand	288		302		305		309		
		65	163	87	215	89	216	92	217	
	Myanmar	9		10		11		14		
		1	8	1	9	1	10	1	13	
	Vietnam	1		10		9		7		
		0	1	3	7	5	4	3	4	
	Total Employee by Age Group									
	GRI 2-7	Under 30 Years Old	33		49		34		38	
10			23	13	36	17	17	10	28	
30-50 Years Old		30		82		40		32		
		9	21	26	56	10	30	16	16	
Over 50 Years Old		2		2		2		0		
		0	2	1	1	0	2	0	0	
Total Employee by Contract Type										
GRI 2-7		Permanent Employees	238		322		325		330	
	66		172	91	231	95	230	96	234	

Human Capital

Unit: Person

GRI Standards		Disclosure		2021		2022		2023		2024	
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Total Employee by Contract Type											
GRI 2-7	Temporary Employees	-		-		-		-		-	
		-	-	-	-	-	-	-	-		
	Full-time Employees	238		322		325		330			
		66	172	91	231	95	230	96	234		
Total Employee by Level											
	Top Managements	3		3		5		5			
		0	3	0	3	0	5	0	5		
	Middle Managements	22		28		29		29			
		8	14	10	18	10	19	9	20		
	Managements	42		57		63		67			
		11	31	12	45	14	49	20	47		
	Staff/Officers	170		233		227		228			
		46	124	68	165	70	157	66	162		
	Workers	1		1		1		1			
		1	0	1	0	1	0	1	0		

Human Capital

Unit: Person

GRI Standards		Disclosure		2021		2022		2023		2024	
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
New Employee Hired											
GRI 401-1	Total New Employee Hired	65		133		76		70			
		19	46	40	93	27	49	26	44		
New Employee Hired by Age Group											
GRI 401-1	Under 30 Years Old	33		49		34		38			
		10	23	13	36	17	17	10	28		
	30-50 Years Old	30		82		40		32			
		9	21	26	56	10	30	16	16		
	Over 50 Years Old	2		2		2		0			
		0	2	1	1	0	2	0	0		
Employee Turnover											
GRI 401-1	Total Employee Turnover (Person)	26		56		74		65			
		11	15	16	40	24	50	23	42		
	Employee Turnover Rate (All Level) (Percent)	11.35%		18.12%		23.79%		20.57%			
	Employee Turnover Rate (Exclude Worker Level) (Percent)	11.35%		18.12%		23.79%		20.57%			

Human Capital

Unit: Person

GRI Standards	Disclosure	2021		2022		2023		2024	
		Female	Male	Female	Male	Female	Male	Female	Male
Employee Turnover by Age Group									
GRI 401-1	Under 30 Years Old	14		28		38		32	
		4	10	10	18	13	25	11	21
	30-50 Years Old	12		25		36		32	
		7	5	6	19	11	25	11	21
	Over 50 Years Old	0		3		0		1	
		0	0	0	3	0	0	1	0
Parental Leave									
GRI 401-3	Total number of employees that were entitled to parental leave	238		322		325		330	
		66	172	91	231	95	230	96	234
	Total number of employees that took parental leave	2		2		11		6	
		0	2	1	1	3	8	2	4
	Total number of employees that returned to work in the reporting period after parental leave ended	2		2		11		6	
		0	2	1	1	3	8	2	4
	Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	2		2		11		6	
		0	2	1	1	3	8	2	4

Human Capital

Unit: Person

GRI Standards	Disclosure	2021		2022		2023		2024		
		Female	Male	Female	Male	Female	Male	Female	Male	
Number of Hours Worked (Employees)										
	Number of Hours Worked (Million Hour)	-	-	-	-	-	-	0.03	0.15	
Work-related Injuries (Employees)										
	Fatality as a Result of Work-related Injury (Case)	-	-	-	-	-	-	0	0	
		-	-	-	-	-	-	0	0	
	Fatality as a Result of Work-related Injury (Case/1,000,000 Hrs. Worked)	-	-	-	-	-	-	0	0	
		-	-	-	-	-	-	0	0	
	High-consequence Work-related Injury (Excluded Fatality) (Case)	-	-	-	-	-	-	0	0	
		-	-	-	-	-	-	0	0	
	High-consequence Work-related Injury (Excluded Fatality) (Case/1,000,000 Hrs. Worked)	-	-	-	-	-	-	0	0	
		-	-	-	-	-	-	0	0	
	Work-related Ill Health (Employees)									
	GRI 403-10	Recordable Work-related Ill Health (Case)	-	-	-	-	-	-	0	0
			-	-	-	-	-	-	0	0
		Occupational Illness Frequency Rate (OIFR) (Lost Day/1,000,000 Hrs. Worked)	-	-	-	-	-	-	0	0
		-	-	-	-	-	-	0	0	

GRI Standards	Disclosure	2021		2022		2023		2024	
		Female	Male	Female	Male	Female	Male	Female	Male
Work-related Injuries (Contractors)									
GRI 403-9	Others (Case)	-	-	-	-	-	-	0	-
Work-related Injuries (Contractors)									
GRI 403-9	Recordable Work-related Injury (Case)	-	-	-	-	-	-	0	0
	Recordable Work-related Injury (Case/1,000,000 Hrs. Worked)	-	-	-	-	-	-	0	0
	Lost-time Injury Frequency Rate (LTIFR) (Case/1,000,000 Hrs. Worked)	-	-	-	-	-	-	0	0
	Lost Day Rate (LDR)	-	-	-	-	-	-	0	0
Work-related Ill Health (Contractors)									
GRI 403-10	Recordable Work-related Ill Health (Case)	-	-	-	-	-	-	0	0
	Occupational Illness Frequency Rate (OIFR) (Lost Day / 1,000,000 Hrs. Worked)	-	-	-	-	-	-	0	0

Training and Education

Unit: Hour/Employee/Year

GRI Standards		Disclosure		2021		2022		2023		2024	
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Average Hours of Training											
GRI 404-1	Average Training Hours for all Employees	1.31		1.51		3.38		1.74			
		1.55	1.22	1.97	1.33	3.44	3.36	2.60	1.38		
Hours of Training by Employee Level											
	Top Managements	-		-		-		-		-	
		-	-	-	-	-	-	-	-		
	Middle Managements	0.14		0.93		8.28		2.10			
		0	0.21	1.10	0.83	12.60	6.00	2.33	2.00		
	Managements	2.12		1.39		9.02		2.60			
		2.36	2.03	1.25	1.42	5.36	10.06	4.70	1.70		
	Staff / Officers	1.29		1.64		1.29		1.49			
		1.65	1.15	2.25	1.39	1.80	1.06	2.05	1.26		
	Workers	-		-		-		-		-	
		-	-	-	-	-	-	-	-		
Employee Performance Appraisal											
GRI 404-3	Percentage of employees received a regular performance and career development review (Percent)	100		100		100		100			
		100	100	100	100	100	100	100	100		

Human Capital

Unit: Person

GRI Standards	Disclosure	2021		2022		2023		2024	
		Female	Male	Female	Male	Female	Male	Female	Male
Freedom of Association / Collective Bargaining Agreements									
GRI 407-1	Employee Covered by Collective Bargaining Agreements (Percent)	-	-	-	-	-	-	-	-

Supplier Social Assessment

GRI Standards	Disclosure	2021	2022	2023	2024
New suppliers that were screened using environmental criteria					
GRI 414-1	Percentage of New Suppliers that were Screened using Social Criteria (Percent)	-	-	-	100
GRI 414-2	Number of Suppliers Assessed for Social Impacts (Entity)	-	-	-	23
	Number of Suppliers Identified as having Significant Actual and Potential Negative Social Impacts (Entity)	-	-	-	0
	Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon (Percent)	-	-	-	0%
	Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated (Percent)	-	-	-	0%

Assurance Statement



LRQA Independent Assurance Statement
Relating to TRUE INTERNET DATA CENTER COMPANY LIMITED’s ESG
data for the calendar year 2024

This Assurance Statement has been prepared for TRUE INTERNET DATA CENTER COMPANY LIMITED in accordance with our contract but is intended for the readers of this Report.

Terms of engagement

LRQA (Thailand) Ltd. was commissioned by TRUE INTERNET DATA CENTER COMPANY LIMITED (TRUE IDC) to provide independent assurance on its ESG data 2024 “the data” against the assurance criteria below to a limited level of assurance and at the materiality of the professional judgement of the verifier, using ISAE3000.

Our assurance engagement covered TRUE IDC’s operations in Thailand only, and services and specifically the following requirements:

Evaluating the reliability of data and information, with reference to GRI for only the selected indicators listed below:

- *Environmental:*
GRI 302-1 Energy consumption within the organization, GRI 303-3 Water withdrawal, GRI 303-4 Water discharge, GRI 303-5 Water consumption, GRI 305-1 Direct (scope 1) GHG emissions, GRI 305-2 Energy indirect (scope 2) GHG emissions, GRI 306-3 Waste generated, GRI 306-4 Waste diverted from disposal and GRI 306-5 Waste directed to disposal.
- *Social:*
GRI 403-9 to 10 Work-related injuries and ill health.

Our assurance engagement excluded the data and information of TRUE IDC’s subsidiaries and operations where it has no operational control, all operations, and activities outside of Thailand and suppliers and any third-parties mentioned in the report.

LRQA’s responsibility is only to TRUE IDC. LRQA disclaims any liability or responsibility to others as explained in the end footnote. TRUE IDC’s responsibility is for collecting, aggregating, analysing and presenting all the data and information within the report and for maintaining effective internal controls over the systems from which the data is derived. Ultimately, the report has been approved by, and remains the responsibility of TRUE IDC.

LRQA’s Opinion

Based on LRQA’s approach nothing has come to our attention that would cause us to believe that TRUE IDC has not, in all material respects:

- Met the requirements above
- Disclosed reliable performance data and information as no errors or omissions were detected

The opinion expressed is formed on the basis of a limited level of assurance and at the materiality of the professional judgement of the verifier.

Note: The extent of evidence-gathering for a limited assurance engagement is less than for a reasonable assurance engagement. Limit assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained in a reasonable assurance engagement.

LRQA’s approach

LRQA’s assurance engagements are carried out in accordance with our verification procedure. The following tasks though were undertaken as part of the evidence gathering process for this assurance engagement:



- Auditing TRUE IDC’s data management systems to confirm that there were no significant errors, omissions or misstatements in the report. We did this by reviewing the effectiveness of data handling process, and systems, including those for internal verification. We also spoke with key people in various departments responsible for compiling the data.
- Visited TRUE IDC’s operations as business representative (Data Centre in Samutprakarn) to sample performance data and information for the selected specific standard disclosures to confirm its reliability.

Observations

Further observations and findings, made during the assurance engagement, are:

- Reliability: Data management systems are well defined, periodically internal verification should be conducted to maintain reliability.

LRQA’s standards, competence and independence

LRQA ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

This verification is the only works undertaken by LRQA for TRUE IDC and as such does not compromise our independence or impartiality.

Opart Charuratana
Lead Verifier

Dated: 12 November 2025

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