

Unleash The Giant In You



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About This Report



'MESSAGE FROM THE CHAIR OF THE BOARD
OF DIRECTORS AND CHIEF EXECUTIVE
OFFICER'^[102-14]

A YEAR IN TRANSITION

A PATH TO SUSTAINABLE DEVELOPMENT

The year 2018 was a critical period of economic, industrial, technological and behavioral transitions caused by digital technology and the ensuing waves of digital disruption.

In recent years, Thailand has been propelled under the government's Thailand 4.0 initiative with the aim to step up to a high-income country through the digital economy model. Digital transformation also supports the country's efforts towards sustainable development, reduced inequalities and a more balanced economy, which ultimately will lead to more security and prosperity for all of society.

dtac, as a mobile service provider with more than 20 million subscribers, is fully committed to doing business responsibly under the Company's vision, "Empowering Societies." dtac also adheres to the principle of "Creating Shared Value (CSV)": generating economic value in a way that also produces value for society by addressing its challenges and helping it keep up with the rapid pace of change.

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INDUSTRY TRANSITION

The year 2018 can be considered a turning point in the industry's regulatory regime, which finished its transition from concession regimes to to a full licensing system, the internationally-accepted spectrum allocation approach. The concession between dtac and CAT Telecom Public Company Limited was the last concession contract in Thai telecom industry. The licensing system has the potential to bring greater economic and social benefits to the country, with more transparency and a higher efficacy.

The industry's regulatory transition also created a strong need for a customer-centric approach to telecoms. With concession expiry on the horizon, dtac tackled the problem by executing a wide-ranging communications strategy and marketing campaign to ensure customers were able to effectively transition to dtac's new spectrum holdings. This included home delivery of 3G/4G supportive SIM cards and handset subsidies to ensure customers can enjoy the benefits of today's network technology.

In addition, to ensure service's continuity and customers' trust, dtac plans to invest more than 100 billion baht over the next 15 years. This investment, that contributes to large fund circulating in the country's economy, includes providing Thailand's first 4G LTE-TDD on 2300 MHz with 60 MHz bandwidth; securing 10 MHz of 1800 MHz for 12 billion baht; the service agreement with CAT Telecom Public Company Limited for long-term use of telecom towers and concession network equipment; and the acquisition of 10 MHz of the low-band spectrum 900 MHz for 38 billion baht.

dtac also put a strong focus on customers' data protection and privacy to align with the standards recently issued by the European Union, called General Data Protection Regulation (GDPR). It took into effect on 25 May 2018. dtac interpreted these principles into a set of systematic, practical measures with clarity, tangibility, and accountability.

TECHNOLOGICAL TRANSITION

dtac also developed a range of applications along with its digital infrastructure expansion, based on the needs of society under the sustainable development goals framework, manifested by the United Nations. In particular, dtac focuses on the Social Development Goal 10 – Reduced inequalities – as we view digital connectivity as an equalizer.

The Smart Farmer, one of dtac's key projects, aims to empower Thai farmers with digital technology. One third of the Thai workforce is in the agricultural sector but the sector's GDP contribution stands at only 10 percent, meaning low productivity and endemic poverty. 2018 marked as the 10th anniversary of the project, which provides various information solutions via mobile application, online marketing and Internet of Things (IoT) devices to 122,000 smallholder farmers. These farmers using the Smart Farmer solutions can leverage access to in-depth agricultural data to improve their farming approaches. The most recent technology dtac jointly developed with its partners was an application powered by artificial intelligence (AI) and Big Data – Farm Man Yum. It allows subscribers to better plan their harvest and inputs

(such as pesticides and fertilizers) with hyperlocal weather prediction, health monitoring and a virtual farming assistant. The ultimate goal is to give them access to the most advanced technology in farming, subsequently leading to higher yields, cost reduction and better income.

To support a balanced technological transition, dtac also allocated more than 10 million baht in developing the AI Lab in partnership with Sirindhorn International Institute of Thailand. The AI Lab is aimed at research and teaching that can be applied to real world business-cases. In addition, dtac has improved its Virtualized Core Network (VCN) system in preparation for the emergence of 5G era, allowing the company to move faster and effectively manage resources, ushering in an era of technological sustainability.

BEHAVIORAL TRANSITION

Development has both positive and negative effects. Likewise, technology can shape that shapes a new behavior. The lack of digital resilience is likely to lead to problematic behaviors. Cyberbullying is one of key areas under the Safe Internet program where dtac has observed negative effects, especially among teenagers, stemming from digital technology. The Company joined hands with the Ministry of Digital Economy and Society development and the Path2Health Foundation to develop an online counselling and referral program called Child Chat Line, which enables victims to get the help they need.

Furthermore, dtac also promotes the sustainability principle through a public engagement program called Plik Thai, allowing people to become active citizens through an online crowdsourcing approach. Currently, a number of projects have been identified through the platform, from a braille-teaching assistant to an IoT-empowered walker for seniors and a domestic-violence hotline chat bot.

In the new normal of a fast-changing world, dtac embraces the principle of sustainability as a core value and long-term strategic plan, ensuring that dtac truly and durably stands for its customers and all of society. dtac publishes this Sustainability Report of 2018 in accordance with Global Reporting Initiative (GRI) Standards.



Mr. Boonchai Bencharongkul

Chair of the Board of Directors



Mrs. Alexandra Reich

Chief Executive Officer

About dtac

**Total Access
Communication Public
Company Limited,
or dtac,^[102-1, 102-5] operates
mobile business on
900 MHz, 1800 MHz,
2100 MHz, and 2300 MHz.^[102-2]**

THE HEADQUARTERS
is located at 319 Chamchuri
Square Building, 41st Floor,
Phayathai Road, Pathumwan
Sub-district, Pathumwan
District, Bangkok 10330.^[102-3]



DETAILS OF SUBSIDIARIES AND ASSOCIATED COMPANIES AS OF 31 DECEMBER 2018 ^[102-5, 102-45]

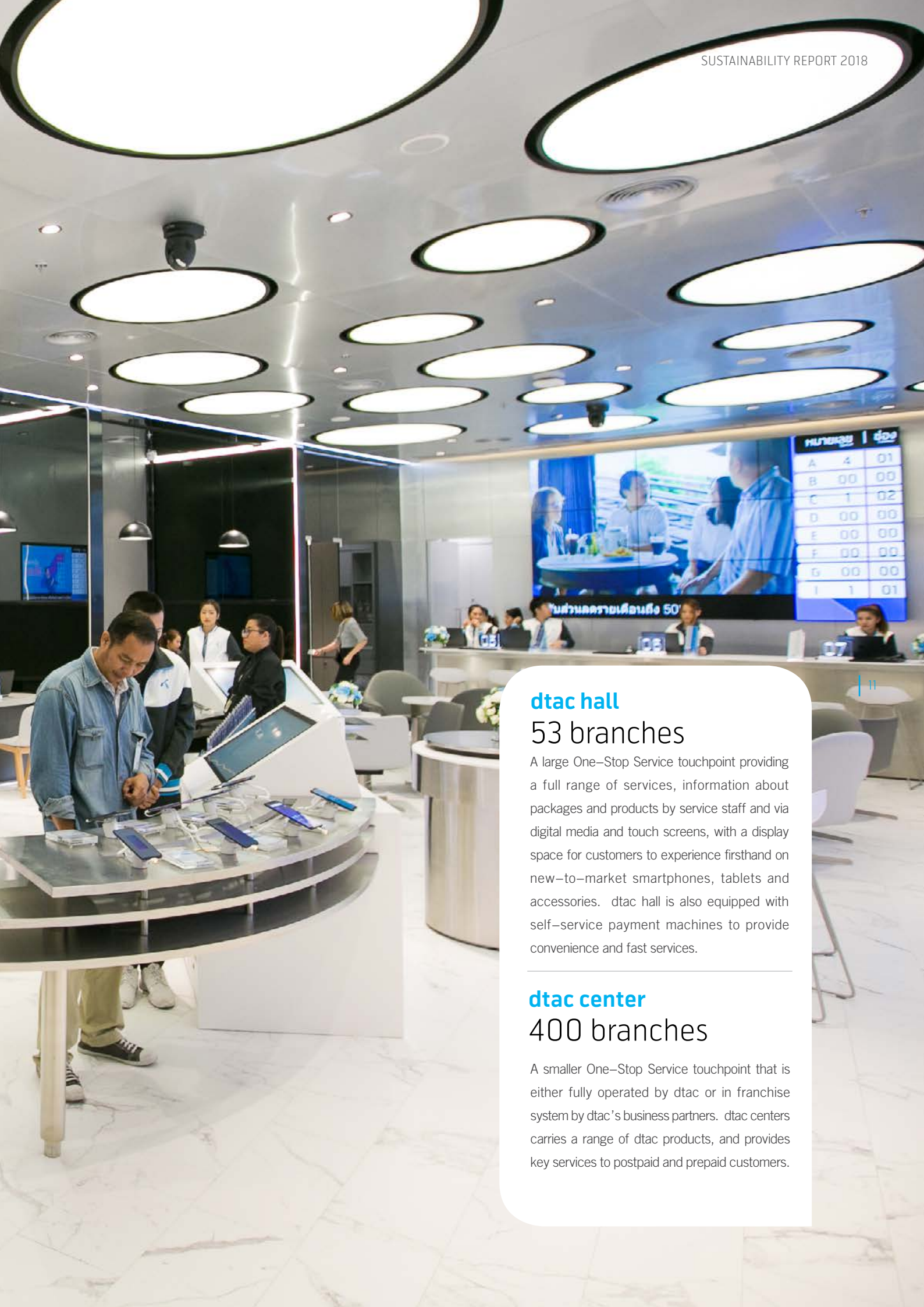
COMPANY'S NAME	NATURE OF BUSINESS	REGISTERED CAPITAL (THB MILLION)	SHARE TYPES	PERCENTAGE OF SHARE-HOLDING (%)	TOTAL SHARES OF EACH COMPANY
dtac Broadband Co., Ltd.	Providing telecommunications services (WiFi services) with Internet license type I. The Entire Business Transfer Transaction from DTAC Broadband Co., Ltd. is expected to take place on 1 January 2019	175	Ordinary shares	99.99	1,750,000
dtac TriNet Co., Ltd.	Providing telecommunications services	1,160	Ordinary shares	99.99	11,600,000
dtac Digital Media Co., Ltd.	Providing telecommunications services and operating the device business	100	Ordinary shares	99.99 (through dtac TriNet Co., Ltd.)	1,000,000
dtac Accelerate Co., Ltd.	Investment and support start-up companies to develop applications	15	Ordinary shares	99.99 (through dtac TriNet Co., Ltd.)	150,000
dtac Next Co., Ltd.	Asset administration and management	1	Ordinary shares	99.97 (through dtac TriNet Co., Ltd.)	10,000
dtac Service Co., Ltd.	Asset administration and management	1	Ordinary shares	99.97 (through dtac TriNet Co., Ltd.)	10,000
PaySbuy Co., Ltd.	Providing online payment service, cash card, e-payment and payment services	200	Ordinary shares	99.99	2,000,000

COMPANY'S NAME	NATURE OF BUSINESS	REGISTERED CAPITAL (THB MILLION)	SHARE TYPES	PERCENTAGE OF SHARE-HOLDING (%)	TOTAL SHARES OF EACH COMPANY
TeleAssets Co., Ltd.	Lease of telecommunication equipment and device	1	Ordinary shares	99.97 (through dtac TriNet Co., Ltd.)	10,000
TAC Property Co., Ltd.	Asset management	1	Ordinary shares	99.99	100,000
Eastern Beach Co., Ltd.	Asset management. The Entire Business Transfer Transaction from Eastern Beach Co., Ltd. is expected to take place on 1 January 2019	80	Ordinary shares	99.99 (through TAC Property Co., Ltd.)	800,000
United Communication Industry Public Co., Ltd.	Under liquidation process	313.55	Ordinary shares	99.81	434,668,207
WorldPhone Shop Co., Ltd.	Under liquidation process	450	Ordinary shares	99.99	4,500,000
United Distribution Business Co., Ltd.* (UD)	Sale of mobile phone, SIM card, voucher card and supplementary equipment	200	Ordinary shares	25	20,000,000
Clearing House for Number Portability Co., Ltd.	Operating the Information System and the centralized database for the number portability service	2	Ordinary shares	20 (by dtac and through dtac TriNet Co.,Ltd.)	20,000

SERVICE SHOPS [102-4, 102-6, 102-7]

dtac continuously improves its service shops to provide best and convenient services to customers. In 2018, there were 453 branches nationwide, operated in two types, dtac hall and dtac center.

All dtac service stores are able to accommodate 2 million customers per month on average who mostly come to make payments and other services, such as SIM Cards purchase and adjust service packages.



dtac hall

53 branches

A large One-Stop Service touchpoint providing a full range of services, information about packages and products by service staff and via digital media and touch screens, with a display space for customers to experience firsthand on new-to-market smartphones, tablets and accessories. dtac hall is also equipped with self-service payment machines to provide convenience and fast services.

dtac center

400 branches

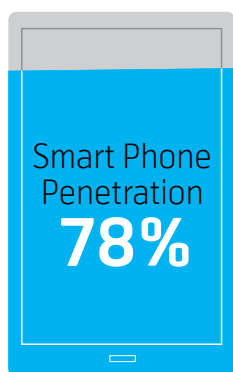
A smaller One-Stop Service touchpoint that is either fully operated by dtac or in franchise system by dtac's business partners. dtac centers carries a range of dtac products, and provides key services to postpaid and prepaid customers.

Number of Subscribers and Smartphone Penetration ^[102-71]

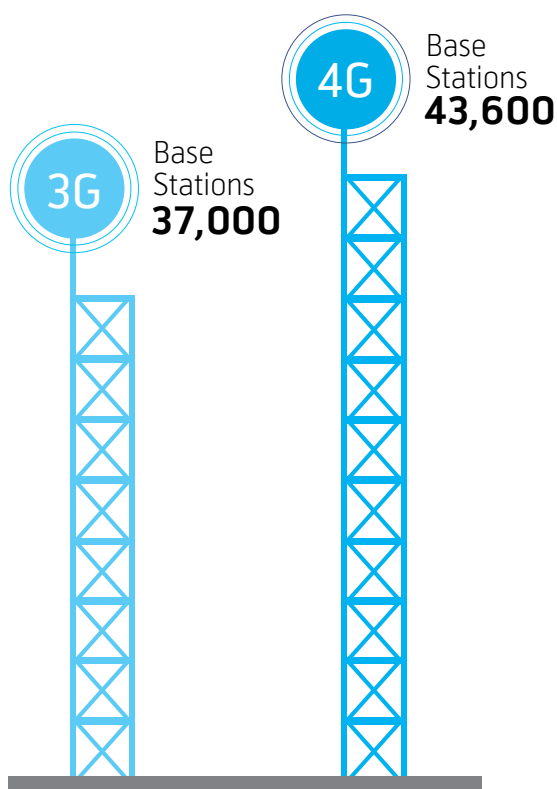


Number of Subscribers

21.2 MILLION



Number of Base Stations: ^[102-6]



Total Revenue and ARPU



Total Revenue:

THB 74,979,677,968

ARPU

THB 244 PER MONTH

Direct Economic Value Generated and Distributed^[102-7, 201-1]

DETAIL	AMOUNT (THB) IN 2017	AMOUNT (THB) IN 2018
DIRECT ECONOMIC VALUE GENERATED		
Revenues	78,274,804,473.00	74,979,677,968.00
DIRECT ECONOMIC VALUE DISTRIBUTED		
Operational Costs	59,528,836,579.00	57,279,615,639.00
Employee Wages and Benefits	4,570,894,396.62	4,188,096,578.00
Payments to Providers of Capital	1,508,254,373.00	4,272,857,279.00
Payments to Government	2,566,191,186.00	2,690,415,573.00
Community Investments	48,792,322.00	35,405,581.00
ECONOMIC VALUE RETAINED	10,051,835,616.38	6,513,287,318.00



PURPOSE AND STRATEGIES ^[102-16]

PURPOSE

**Connecting you to
what matters most.
Empowering Societies.**

GROWTH

like our customers,
we strive for more

We will capture and monetize growth opportunities in our market by connecting our customers with future-proof, secure, and reliable services. To do so, we will responsibly deliver personalized, contextual, relevant, and engaging experiences, helping us to become a key partner to our customers as they enjoy their digital lives, or as enterprises (large and small) digitalize their businesses.

SIMPLIFICATION & EFFICIENCY

we're ready for
the future

We continuously work to make our operations less complex and more efficient. We do so to create seamless, worry-free experiences for our customers and to facilitate long-term sustainable growth for our business. We digitalize and optimize sales, marketing and care; we simplify operating models, optimize IT and networks; and we are building new capabilities.

STRATEGIES

| 15

WINNING TEAM

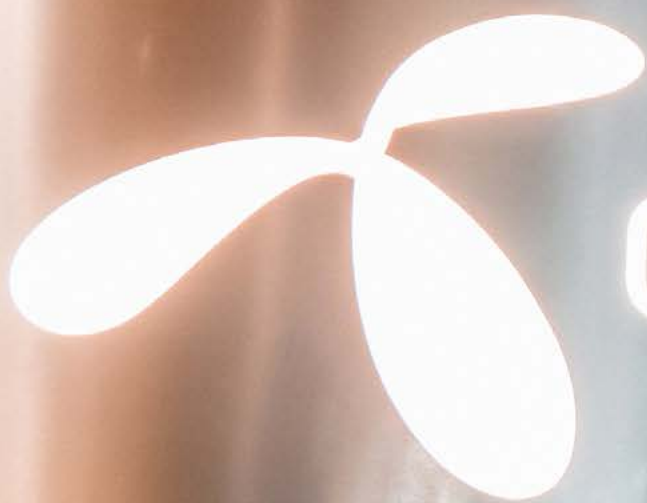
we embrace future
ways of working

We enable our strategic ambitions by nurturing a learning-based, agile and collaboration-oriented culture. We invest in critical competences, employee experience and agile organizations. We believe in building on people's strengths, and that diversity in all teams and at all levels is key to success.

RESPONSIBLE BUSINESS CONDUCT

we positively
contribute to society

We want to be a trusted partner with strong integrity, working to reduce inequalities, raise standards in our operations and supply chain, and deliver on safety, security, and data privacy regulations.



dtac



SUSTAINABILITY AT **dtac**

As an emerging market, Thailand offers endless economic and social growth opportunities to every industry. Nonetheless, one cannot deny that the fast-paced development entails possible exposure of risks in many areas, ranging from shortage of supplies and workforce to unstable public-private partnerships, which can disrupt the business.

To promote long-term sustainability at the Company's level and for the nation, dtac always holds on to the 'Do the Right Thing' practice in accordance with the principle of creating shared value with the society and stakeholders to prevent exposing to such events. This aligns with dtac's vision, 'Empowering Societies', and sustainability focus of 'Reducing Inequalities' in line with the UN Sustainable Development Goal 10. ^[103-2]

As a long-term goal, dtac aims to be recognized as a leading telecommunication company with excellent sustainability practice by investors, regulators, and other stakeholders as well as a strong contributor to Thailand's economic and social growth. dtac has a medium-term goal to ensure that sustainability practice is implemented throughout the Company with a strong sustainability reporting process. This requires dtac to perform sustainability risk and opportunity assessment on a yearly basis.

SUSTAINABILITY POLICY

dtac has developed its Sustainability Policy based on various international standards, such as the UN Universal Declaration of Human Rights, and ILO Core Conventions, in conjunction with assessments and discussions on important sustainability issues with stakeholders. This is to ensure that the company's business operations can truly create positive economic, social, and environmental impact.^[102-12]

1

Sustainability
is implemented across
dtac.

2

Benefits and
positive impact of
dtac's core business
are leveraged for the
country's economic
and social growth.

| 19

dtac's
sustainability
work principles
are

3

Responsible
business practice
and transparency
are carried out.

4

Sustainability risks and
opportunities are
assessed and managed
over time for continuous
improvement.

SUSTAINABILITY FOCUS

1

DO THE RIGHT THING

dtac opposes corruption in all forms, including any actions that violate the law or business ethics. We also establish policies and practice guidelines for personal data protection and supply chain management that conform to laws and international standards. dtac encourages fair competition and conduct periodic human rights due diligence to reduce risks in the business operations.

dtac believes that business operations that hinges upon legitimacy and transparency creates value for stakeholders. Selected business partners, for instance, benefit from a transparent assessment process, and proceed to enter fair business partnerships with us. Government agencies and regulators can also rest assured that the partnership will be transparent and without bribery or unethical persuasion, which might affect the government and dtac's business negatively. Thai society as a whole will also benefit from the expansion of the country's telecommunications infrastructure, increasing Thailand's competitiveness in the Southeast Asian region.

2

EMPOWER SOCIETIES

dtac's vision, Empowering Societies, reflects its determination and dedication to using its digital technology, expertise, and infrastructure to address societal problems sustainably. dtac emphasizes reducing inequality through the 'Creating Shared Value' (CSV) approach, as well as other efforts that correspond with the government's policy to boost long-term and sustainable development.

To reduce inequalities, dtac's efforts are in line with the UN Sustainable Development Goal 10 Reduced Inequalities. The Smart Farmer project, for instance, aims to increase income for smallholder farmers, one of the country's demographic groups with the lowest income, by using advanced technologies such as the Internet of Things (IoT), satellite imagery and Big Data. This is aimed at achieving the Goal's 'Target 1.1: By 2030, progressively achieve and sustain income growth of the bottom 40 percent of the population at a rate higher than the national average.'

Moreover, dtac also upholds the CSV principle in its sustainability efforts. We have a main process that identifies stakeholders, looks into their problems and expectations, and seeks to address those problems through its business mechanisms.



artificial intelligence lab



| 21

Another important strategy for dtac is to support government policies which seek to promote continuous and sustainable social development. This points in particular to the “Thailand 4.0” policy, which dtac has supported with digital technology, as well as with projects and activities that seek to improve the country’s telecommunication infrastructure and build basic skills to pave way for the utilization of digital technology to create further benefits for the country

and the economy. This includes the NetArsa project, which promotes the use of communications devices and information to improve quality of life and increase income for local communities, and memorandums of understanding (MOU) with various ministries, aimed at increasing people’s access to digital technology and ensuring equal access to public services from government agencies for the people.

VALUE CHAIN^[102-9]

Since dtac aims to be Thailand's top digital service provider, we have emphasized technological developments aimed at elevating our customers' experience, as well as employees' digital and service skills, in order to correspond with customers' behaviors and meet their digital demands. This has created value for the economy, the society, the environment throughout dtac's value chain, which rests upon the Sustainability Policy that dictates the entire business operations. dtac's value chain stays consistent every year but supported by different value-added initiatives along the changing trends in telecommunication industry.

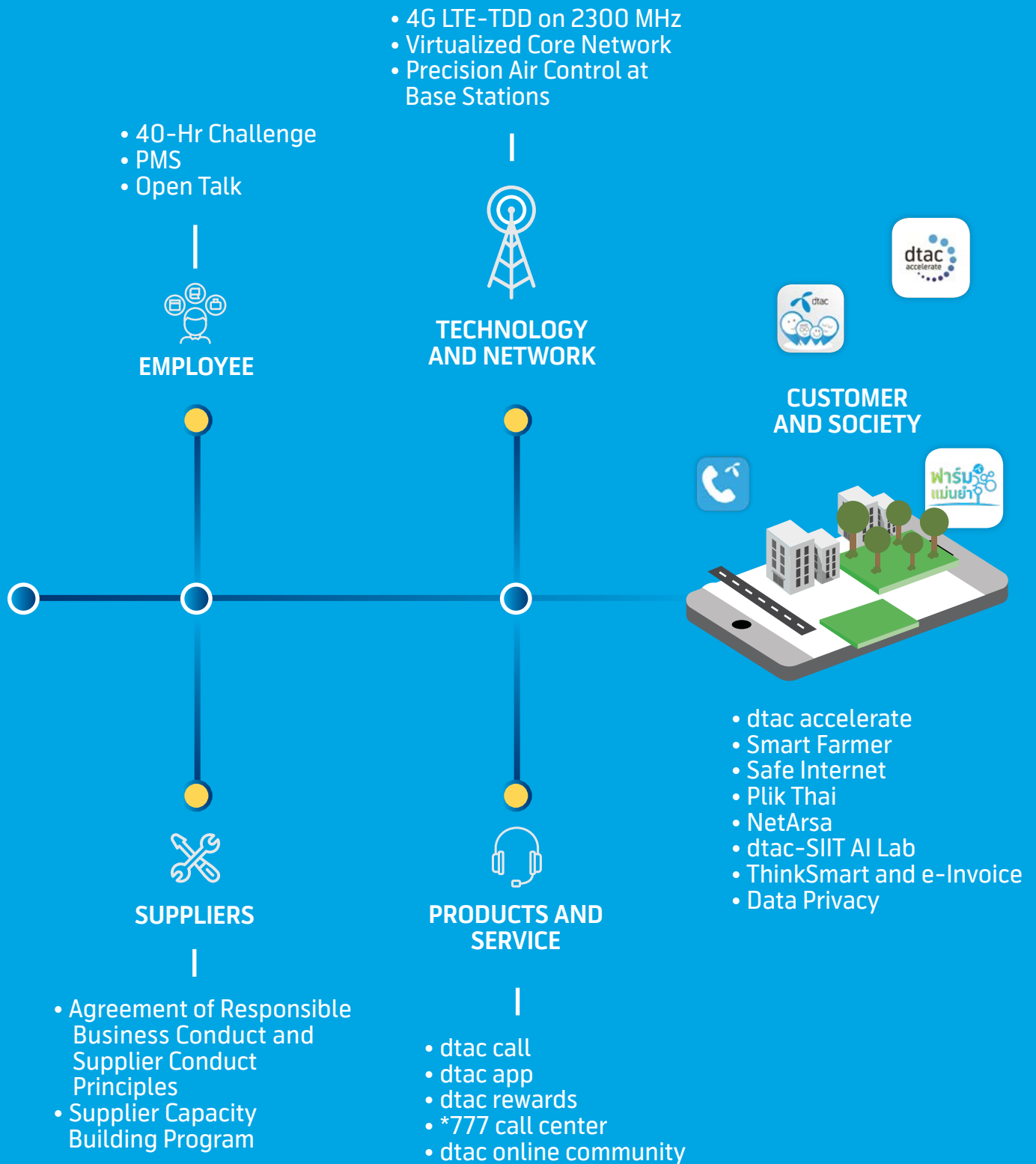
**RESPONSIBLE
BUSINESS CONDUCT**

**RISK /
OPPORTUNITY
ASSESSMENT**

**CREATING
SHARED VALUE**

**EMPOWER
SOCIETIES AND
REDUCED
INEQUALITIES**

**THAILAND 4.0
VISION OF
NATIONAL
GOVERNMENT**



STAKEHOLDER ENGAGEMENTS

24 |

In order to ensure that dtac's business operations truly creates maximum value and benefits to Thailand's economy and society as outlined in the Sustainability Policy, dtac has identified nine groups of stakeholders, who are all involved with the corporate operation, namely: shareholders and investors, employees, communities and the society, customers, business partners, creditors, state agencies, regulators, and competitors. dtac has also determined the rights each group of stakeholder is entitled to.

dtac's stakeholder identification procedure starts with identifying a business materiality, followed by an evaluation of the group both directly and indirectly, and both from within and without the company. Then we create a process which allows each group of stakeholders to engage in discussions of business directions, forging better understanding and cooperation between us and the stakeholder groups. This is greatly beneficial for confidence and stability building efforts for both us and the stakeholders, as well as competitiveness in the long run. The process also looks to ensure that each stakeholder group is entitled to their rights as determined by dtac.

[102-42]

dtac has set up various procedures and channels for the stakeholders to engage and efficiently voice their demands and expectations, because the stakeholders' opinions can reflect the true impact of the business operations. At the same time, dtac has taken steps to meet those expectations, and its achievements are listed below.

ENGAGEMENT CHANNELS ^[102-40, 102-43]	EXPECTATIONS ^[102-44]	ENGAGEMENT ACTIVITIES ^[102-44]	ACHIEVEMENTS
SHAREHOLDERS AND INVESTORS			
<ul style="list-style-type: none"> • 1 Annual General Meeting for shareholders • Teleconferences to report quarterly performance, 1 per quarter • Roadshow meetings or conferences with shareholders and investors in Thailand and overseas, with 19 such meetings in 2018 • Meetings with investors or teleconferences at the dtac head office, with 70 such activities in 2018 • Regularly updated investor relations website • Daily contact with investors via phone and email 	<ul style="list-style-type: none"> • Equal treatment for every shareholder • Accurate and timely publication of information via easily accessible channels • Growth in earnings that are profitable for shareholders • Regular dividend payments 	<ul style="list-style-type: none"> • Complying with guidelines and regulations by the Stock Exchange of Thailand and the Office of Securities and Exchange Commission • Operating according to Corporate Governance and social responsibility • Making investments to create growth • Paying dividend according to relevant policy • Providing varied channels for information publication and communications with shareholders and investors • Participating in activities such as roadshows or conferences to regularly meet with investors in Thailand and overseas 	<ul style="list-style-type: none"> • Received “Excellence” evaluation in corporate governance of listed companies by the Thai Institute of Directors. • Received Thailand Sustainability Investment Award which is a base for SET50 Index.
EMPLOYEES			
<ul style="list-style-type: none"> • Annual Employee Engagement Survey • Biennial Organizational Culture Survey • dtac People Council, re-elected every two years, to represent employees in different units, receiving opinions and concerns about benefits, safety, and work-life issues, to discuss with groups and find solutions on a monthly basis • Opportunity to voice opinion and suggestions for business operations and other issues during employee town halls or other communication channels 	<ul style="list-style-type: none"> • Change management • Necessary skills development and career advancements • Efficient and fair performance evaluation • Employee compensation, benefits, safety 	<ul style="list-style-type: none"> • Communicating goals, strategies and corporate performances with employees at all levels • Supporting employees in potential building, skills development, and education via channels suitable for each employee’s behavior, with varied educational topics • Supporting employees’ career advancements by developing an efficient performance review process to help employees bring out their abilities and plan additional skills development required to meet their career goals, including efficient planning and human resources management tools • Determining policies, strategies, and criteria used in managing compensation, benefits, and privileges to meet the minimum required by law or above, with market competitiveness • Giving employees compensation in appropriate rates in a timely manner • Electing the People Council to mediate communications between employees and the company on issues and opinion • Strictly operating according to Health, Safety, Security and Environment Policy (HSSE) and guidelines 	<ul style="list-style-type: none"> • 2018 Engagement Index at 84 percent • 2018 Enablement Index at 81 percent • Performance evaluation and career advancement review based on assessment of impact on customers and business • 93.9 percent of all employees entered the performance review for compensation and role adjustment, among other things • 4,100 employees completed the 40-Hour Challenge, 71.30 learning hours per employee on average. • dtac Open Talk as an internal communications platform, allowing employees to anonymously ask questions, raise issues, and give suggestions, etc., to the executives • The People Council could hold meetings with employees across different regions as planned, and worked with the company’s representative on improving accessibility of employee benefits

ENGAGEMENT CHANNELS <small>(102-40, 102-43)</small>	EXPECTATIONS <small>(102-44)</small>	ENGAGEMENT ACTIVITIES <small>(102-44)</small>	ACHIEVEMENTS
COMMUNITIES AND SOCIETY			
<ul style="list-style-type: none"> • 7,000 site visits to discuss safety issues, such as electromagnetic fields, the construction of cell towers, and other issues of interest, with such visits in 2018 • The Smart Farmer initiative to help Thai farmers build potential, increase income, and sustainably improve their quality of life • The Safe Internet initiative to create a safe internet ecosystem for children and youths • The “Plik Thai” initiative to help build potential for social development workers or the civil society for Thailand’s economic and social development • Activities organized for the civil society and the educational and communications sector to exchange opinion and gain knowledge in various issues related to sustainable development • Membership of alliances or networks with goals of sustainable economic, social, and environmental development 	<ul style="list-style-type: none"> • Safety in corporate operations, such as electromagnetic fields from cell towers, the construction of cell towers, etc. • Compliance with laws and regulations by state agencies or other relevant agencies at national and local levels in community-level corporate operations, such as the construction of cell towers • Cooperation with the civil society at national and international levels on issues related to sustainable development and inequality to address economic, social, and environmental problems • Participation in economic and social development, using the company’s expertise in digital technology, communications, and other resources to create benefits and value for the public and the underprivileged 	<ul style="list-style-type: none"> • Strictly complying with the Building Control Act 1979 and regulations by state agencies both nationally and locally to create understanding and provide accurate information about the electromagnetic field, safety and other issues related to the construction of the cell towers and the expansion of network infrastructure • Setting up an Electromagnetic Field Committee to oversee the construction and installation of all cell towers to ensure that all relevant parties follow the correct procedures • Carrying out the Smart Farmer initiative, aiming to build potential for smallholder farmers by increasing accessibility and digital technology skills development • Carrying out the Safe Internet initiative, aiming to create a safe internet ecosystem for children and youths • Carrying out the Plik Thai initiative to use dtac’s expertise in digital technology and other resources to strengthen social development workers in 10 programs • Continuously forging ties and networks with the civil society, with emphasis on groups working on inequality and safety issues, etc. 	<ul style="list-style-type: none"> • 12,700 site visits for the construction of base stations. • Reached to and engaged with 122,000 Young Smart Farmers through the Smart Marketing training and Precision Farming Technology projects • Reached to and engaged with 51,000 children and youth via Child Chat Line program and other initiatives such as school outreach, and bullying survey. • Established a partnership with UNICEF on the effort to promote child online safety. • Supported execution of 10 initiatives selected for the Plik Thai project in 7 provinces, addressing education, community development, water and environment issues. Also partnered with Taejai.com, raising additional THB 1,180,000 to support to 10 initiatives. • Engaged with Thammasat University’s Sirindhorn International Institute of Technology (SIIT) to build an artificial intelligence laboratory, with dtac subsidizing THB 12 million for the construction and operations, as well as allowing the company’s real-life data to be used in courses • Participated in the Stock Exchange of Thailand’s Sustainability Awards, and being awarded the 2018 Thailand Investment Stock, and listed in the 2018 Thailand Sustainability Index.

ENGAGEMENT CHANNELS <small>[102-40, 102-43]</small>	EXPECTATIONS <small>[102-44]</small>	ENGAGEMENT ACTIVITIES <small>[102-44]</small>	ACHIEVEMENTS
BUSINESS PARTNERS AND SUPPLIERS			
<ul style="list-style-type: none"> • Annual “Supplier Conduct Principles” (SCP) survey in the form of a Self-Assessment Questionnaire (SAQ), with a goal to evaluate 20 percent of suppliers in 2018 • Regular site visits to suppliers’ workplaces, including operational sites, e.g. cell towers, with a goal of 850 such visits per year • Monthly meetings and workshops to inform suppliers and contractors about the Supplier Conduct Principles, with a goal of 3,000 hours of such activities in 2018 • Meetings for suppliers who provide cell tower maintenance services to inform them about safety, labor rights and other related issues, and to exchange ideas for a more efficient cooperation between the partners and dtac 	<ul style="list-style-type: none"> • Equal treatment for all business partners and suppliers • Fair and transparent procurement process • Business confidentiality in areas such as concepts and products • Knowledge and skills to comply with the SCP, such as in HSS, fair labor practice and anti-corruption policy 	<ul style="list-style-type: none"> • Ensuring fair and equal treatment for all business partners and suppliers • Complying with the written Sourcing Policy that is easy to understand and conforms to the same standards to assure business partners and suppliers of the transparent selection process, as well as make clear the bidding policy • Complying with the policy to ensure that business partners and suppliers in turn comply with the SCP in various areas, such as labor rights, health, safety, security, environment and anti-corruption, in line with dtac’s self-same, internationally recognized standards • Respecting intellectual property rights of business partners and suppliers and other parties by ensuring that dtac directors, service providers, employees, and others who act in the name of the company avoid violating partners’ and others’ intellectual property rights, as set down in the dtac Code of Conduct • Visiting operation sites of business partners and suppliers and regularly sending them the questionnaire to elevate business operations standards and build sustainable stability for the partners 	<ul style="list-style-type: none"> • 22.4 percent of all suppliers completed the SAQ for the SCP. • 893 inspections conducted at suppliers’ workplaces or operational sites for impact assessment in areas of safety, labor rights, human rights, anti-corruption efforts, and environment. • 4,347 employees of suppliers attended workshops about operational safety and other topics in the SCP, accounting for 3,708 hours. • Suppliers held additional workshops for their employees and/or their subcontractors, accounting for 70 attendees and 140 workshop hours.

ENGAGEMENT CHANNELS ^(102-40, 102-43)	EXPECTATIONS ⁽¹⁰²⁻⁴⁴⁾	ENGAGEMENT ACTIVITIES ⁽¹⁰²⁻⁴⁴⁾	ACHIEVEMENTS
CUSTOMERS			
<ul style="list-style-type: none"> • 400 service shops nationwide to receive customer contact via dtac hall and dtac center • 24-hour customer call center lines at 1678 and *777 • Digital contact channels via the dtac app, www.dtac.co.th, email, social media, e.g. Facebook, LINE, and other forums such as Pantip.com • Customer satisfaction surveys on services and staff after receiving services via dtac hall, dtac center, the call center lines 1678 and *777, dtac app, and other channels, to assess Customer Satisfaction Score (CSAT) • Customer satisfaction and experience surveys on the call center line *777 and dtac app in the form of a Customer Easy Survey (CES), inviting customers to participate by sending SMS to customers' phone numbers at random • The Closed Feedback Loop (CFL) program, contacting customers who rate services as "unsatisfactory" to solicit more feedback and implement customers' suggestions to improve standards of services and cell signals, leading to better customer satisfaction in every aspect, with an aim to engage 25 percent of the targeted customer group in 2018 	<ul style="list-style-type: none"> • Service quality and quality of service by staff, as well as quality of cell signals for both voice and data • Constant improvement in different service channels in terms of efficiency, speed, and effectiveness in solving problems and meeting demands • Diverse and fairly priced product options, suitable for various usage types • Customer data protection and privacy measures 	<ul style="list-style-type: none"> • Following corporate policy on fair and equal customer treatment based on respect and customer-centric professionalism • Strictly complying with corporate policy on customer personal data protection, establishing that any proceedings involving personal data must be carried out carefully and only in accordance with defined steps; only when necessary for business operations, efficient customer care, and relevant commercial activities; and only with customers' consent • Relying on customer satisfaction data and customers' suggestions to constantly develop and improve systems and customer service channels to unfailingly help solve customers' problems with efficiency and speed • Developing and building potential and skills for employees to increase customer service efficiency and speed, especially artificial intelligence-related skills alongside other skills such as service mind 	<ul style="list-style-type: none"> • Provided services to 2 million customers per month on average at 400 service shops nationwide. • Reached to 39.3 percent of customers to complete CSAT. • Successfully completed CFL with 9,084 subscribers. • dtac call center 1678 received 'Best Call Center of the Year' by Office of the Consumer Protection Board. • dtac app was ranked number 1 on a list of 20 most-used apps in Thailand.
CREDITORS			
<ul style="list-style-type: none"> • Quarterly meetings with analysts and investors • Regular meetings, teleconferences, and email correspondence to communicate and share news about the company 	<ul style="list-style-type: none"> • Strict compliance with terms and conditions • Fair and equal treatment • Accurate, transparent, and verifiable information 	<ul style="list-style-type: none"> • Strictly implementing policy of fair and equal treatment for creditors; giving transparent and verifiable information to creditors; and strictly abiding by terms and conditions of contracts with creditors 	<ul style="list-style-type: none"> • Strictly following terms and conditions of contracts with creditors for business continuity

ENGAGEMENT CHANNELS ^[102-40, 102-43]	EXPECTATIONS ^[102-44]	ENGAGEMENT ACTIVITIES ^[102-44]	ACHIEVEMENTS
GOVERNMENT AGENCIES			
<ul style="list-style-type: none"> • Participation in or promotion of activities organized by state agencies • Meetings and discussions to develop relations • Open house events for visits by state agencies • Representation in working committees as an expert and stakeholder of the telecommunications industry 	<ul style="list-style-type: none"> • Equal and transparent development, expansion, and maintenance of relations at all levels to support works and efficiency of state agencies • Support in state efforts to realize the Thailand 4.0 vision, using dtac's expertise 	<ul style="list-style-type: none"> • Following corporate policy in maintaining cooperation and good interorganizational relations, by playing a role or participating in designing lawful public policies that correspond with dtac's governance and uphold the company's image • Supporting the government's Thailand 4.0 drive, including policies involving the use of digital technology to increase service efficiency for the people and the reduction of inequality in terms of access to technology, in order to create more income and increase quality of life through the NetArsa initiative 	<ul style="list-style-type: none"> • Provided skills training and knowledge to 7661, local authorities, civil organizations, educational institutions, etc. on how digital technology could promote public services and community development to support the achievement of the Thailand 4.0 vision. • Reached to more than 330,000 individuals through the Lifelong Learning in Digital Technology program • Participated in the public forum to share expertise on cybersecurity and personal data protection to develop Personal Data Act, organized by Electronic Transactions Development Agency
REGULATORS			
<ul style="list-style-type: none"> • Monthly meeting for 2.1 GHz licensees to report on proceedings as required by the license • Participation in every public hearing on regulations by the NBTC and other agencies • Monthly meetings by various working committees 	<ul style="list-style-type: none"> • Compliance with the NBTC's regulations and those of other agencies • Participation in designing of policies and telecommunications regulations • Cooperation and support for the NBTC's work and other national security agencies 	<ul style="list-style-type: none"> • Participating in discussions on rules and regulations by the NBTC and practicality issues • Presenting corporate stances on different issues, with supporting arguments in line with international best practices 	<ul style="list-style-type: none"> • Winning the 1800 MHz spectrum bid, with two 5 MHz licenses on 19 August 2018 • Earning the customer protection rights for customers of the 1800 MHz spectrum after expiry of license on 16 September 2018 • Winning the 900 MHz spectrum bid, with two 5 MHz licenses on 28 October 2018
COMPETITORS			
<ul style="list-style-type: none"> • Discussion panels and meetings • Feedback, suggestions, complaints 	<ul style="list-style-type: none"> • Support and promotion of fair competition, and honest and professional confrontation • No actions that violate laws regarding trade competition or damage competitors' reputation • Compliance with laws and regulations by the regulator and other relevant agencies • Offers of fairly-priced goods and services to create fair competitions for customers' best interests and a constant improvement of the telecommunications industry 	<ul style="list-style-type: none"> • Complying with laws and business ethics • Strictly following policies and the dtac Code of Conduct regarding fair competitions • Cooperating on various activities beneficial for customers and the betterment of the telecommunications industry 	<ul style="list-style-type: none"> • Collaborated and cooperated on different projects and activities for customers' best interests and the betterment of the telecommunications industry

CORPORATE GOVERNANCE





Thailand's Private Sector Collective Action Coalition Against Corruption (CAC)

CAC
Partners



Certificate of Membership

The CAC Council hereby certifies that

**Total Access Communication Public Company Limited
(DTAC)**

has met the commitments to the CAC declaration on anti-corruption
by putting in place good business principles
and control against bribery,
is now a full member of the CAC

Bangkok, 22nd July 2016

Supported by



(Dr. Bandid Nijathaworn)
Councilor and Secretary

Tanas Limud
(Dr. Panas Simasathien)
Chairman

CORPORATE GOVERNANCE



Good corporate governance is a very important foundation of dtac's business operations as it cultivates the trust and credibility of the organization to stakeholders and public.





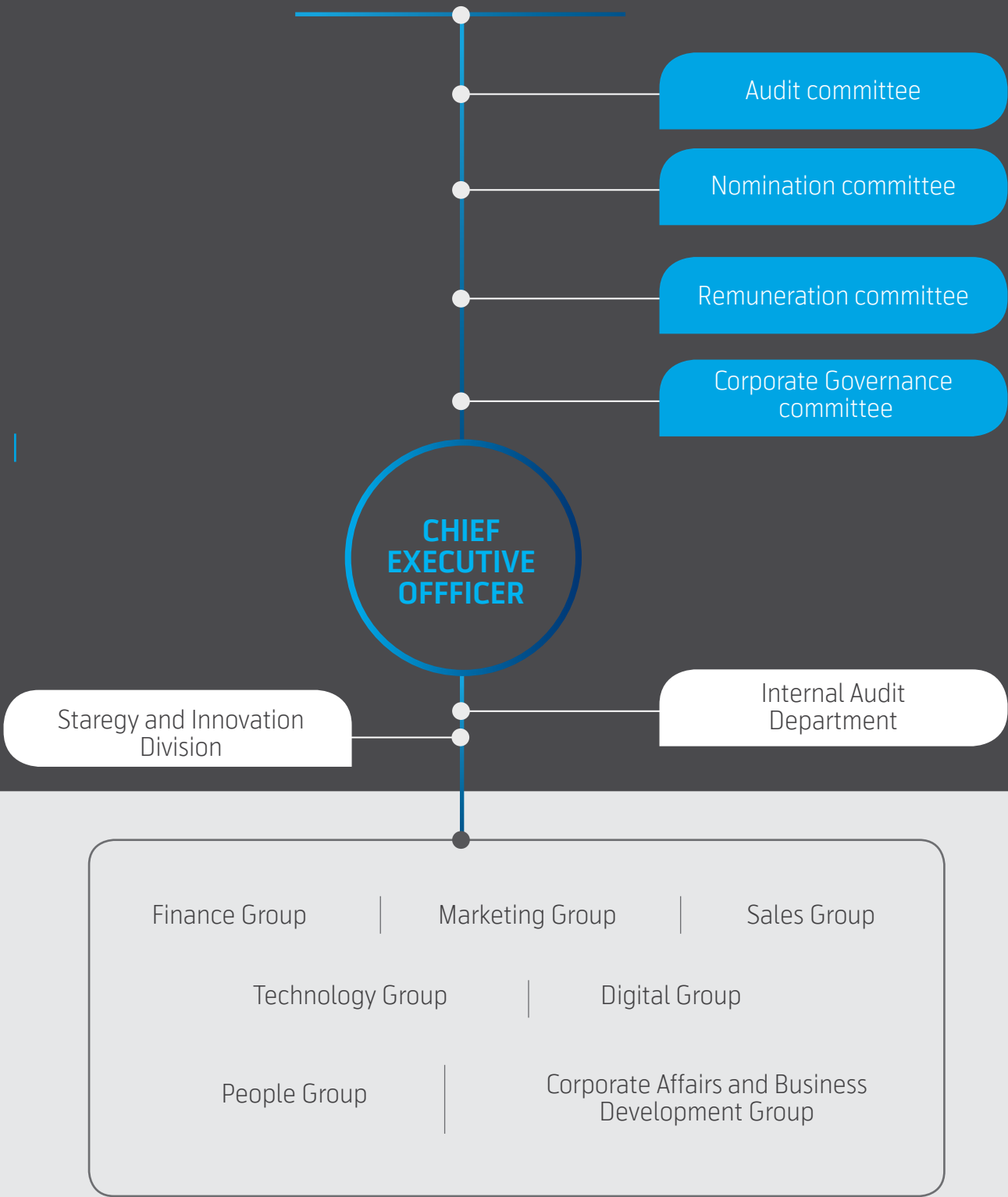
In the long run, dtac aims to maintain its strong governance to ensure continuous legitimately, zero-corruption business operations to avoid interruptions to telecommunication industry growth, which leads to economic and social development constraints at the country level. This is done through the 'dtac Code of Conduct' and 'Ethics and Compliance' mechanism. ^[103-1]

dtac adheres to the principle of good governance, in line with the Corporate

Governance Code for Listed Companies 2017 by the Securities and Exchange Commission of Thailand (SEC), which has been revised in accordance with the ASEAN CG Scorecard. dtac's Corporate Governance Policy and principles are publicized at <http://dtac-th.listedcompany.com/cg.html>, and is circulated internally for the Board of Directors, executives, and employees to conveniently access and reference.

dtac has established policies, strategies, and a code of conduct for corporate governance through the organizational structure, which consists of the Board of Directors, sub-committees, Internal Audit, and the Executive Management. To oversee that corporate governance is practiced effectively, the Chief Executive Officer has a duty to assess implementations of the policy on various levels and report the findings to the board of directors at least once a year. ^[103-2]

BOARD OF DIRECTORS ^[102-18]





dtac was rated

EXCELLENT
A SCORE RANGE OF 90 TO 100

being one of 142 who received such score, among 657 companies evaluated from the Thai Corporate Governance Report survey.

The survey is conducted by the Collective Action Coalition for Anti-Corruption (CAC) in which dtac has been a member since 2010 to declare its standpoint in zero tolerance to all forms of corruptions. ^[102-13, 103-2]



dtac Code of Conduct

dtac has established the “dtac Code of Conduct” which binds the board of directors, executives, employees, as well as other individuals acting in the name of dtac, which can be downloaded from the following link: https://www.dtac.co.th/document-upload/about/pdf/Dtac-s-2016-Code-of-Conduct_Final_EN.pdf

The code has been enforced since 2006 and has since been revised periodically. The latest revision, dated 31 October 2018, incorporates new content on four main aspects of dtac’s Code of Conduct, which form the basis of corporate ethics culture and a direction of how dtac conducts business:

1

**WE PLAY
BY THE RULES.**

2

**WE ARE
ACCOUNTABLE
FOR OUR ACTIONS.**

3

**WE ARE
TRANSPARENT
AND HONEST.**

4

WE SPEAK UP.

dtac also more strongly emphasizes on two areas that are crucial to business operations into the revised code of conduct

1. How to engage with business partners and suppliers, who dtac expects to comply with high standards and respect the same values as dtac

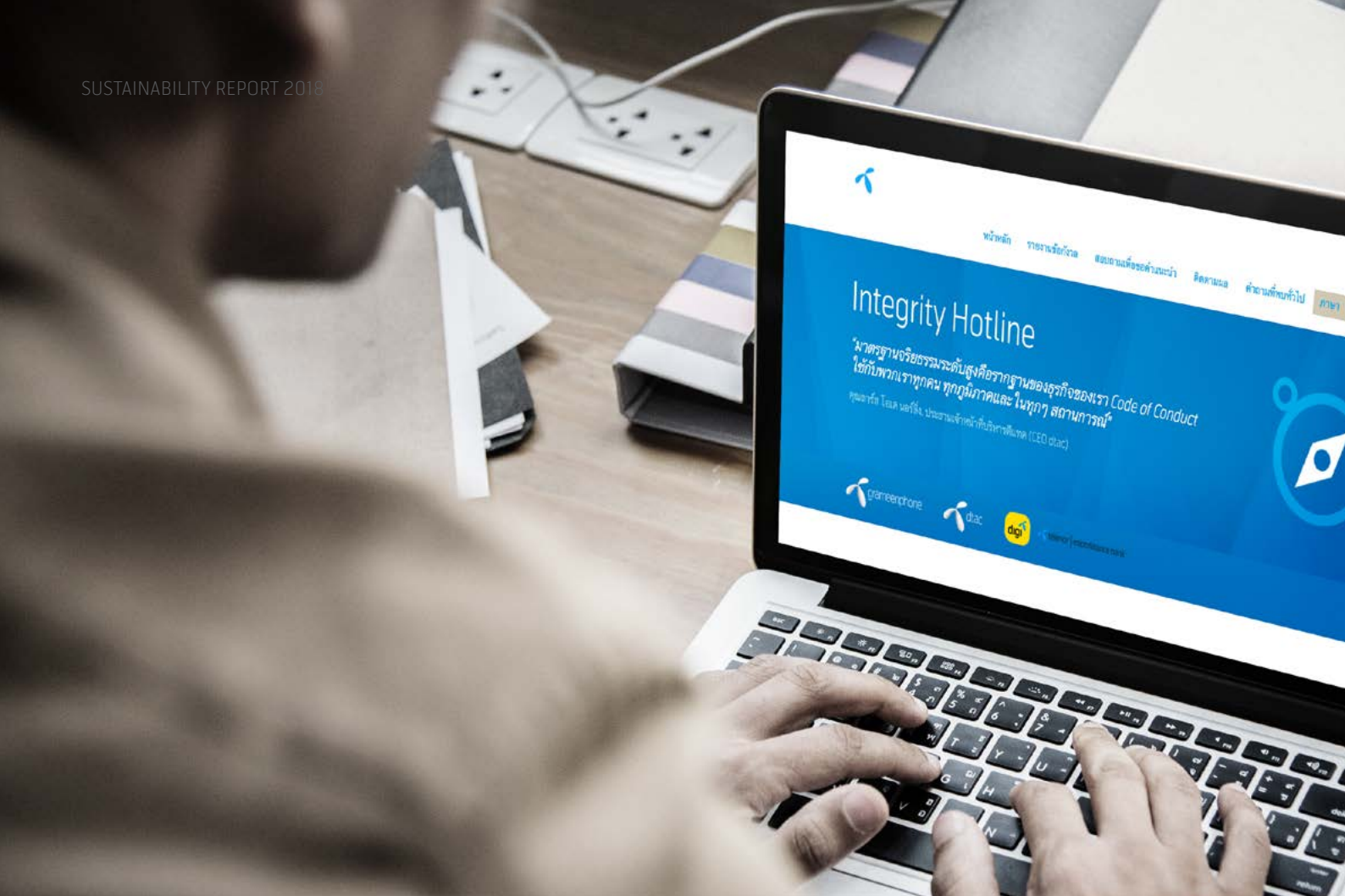
2. How to engage with government officials with whom we must always interact with according to the highest ethical standards.

The Code of Conduct also emphasizes important issues at international level, such as anti-corruption, trade and business competition, confidentiality and data management, human rights and employee rights, employees' health, safety, and welfare, and ethical principles relating to fraudulent or financial dealings.

It is mandatory for all dtac employees to review and confirm their understanding and compliance to the code of conduct on a yearly basis. In 2018, 3,899 or 93.5 percent of employees successfully signed to the compliance to the code. ^[103-3, 205-2]

Workshops and other activities relating to responsible business operations according to the dtac Code of Conduct in 2018 ^[205-2]

WORKSHOPS	WORKSHOP CONTENT	EMPLOYEES	
		EXECUTIVE LEVEL	OPERATIONS LEVEL
Awareness about risks from corruption and transactions with business partners and suppliers	<ul style="list-style-type: none"> • Why dtac cares about corruption? • Definition and types of corruption and third-party integrity risks • dtac's business procedures which are exposed or vulnerable to corruption risks • dtac's preventative measures against corruption risks 	37	200
The revised dtac Code of Conduct	<ul style="list-style-type: none"> • Content of the newly revised dtac Code of Conduct • the company's expectations • what employees should know and implement • reporting guide 	42	3,587
Dilemma e-Learning: Making a Decision in a Difficult Situation	Understanding about dtac Code of Conduct and know which action to take in a difficult situation at work	42	3,587



ETHICS AND COMPLIANCE

dtac has cultivated a corporate culture in which employees feel confident to report ethical issues and unethical dealings.

It is important for dtac that employees report such incidents to the 'Ethics and Compliance Department' which is an independent body not influenced by executive or any business functions. The department's roles include providing knowledge and skills, assessment, and supervision of the company's operation to correspond with the four main aspects of the dtac Code of Conduct and various other topics.



THE ETHICS AND COMPLIANCE DEPARTMENT WILL REPORT ITS PROCEEDINGS TO THE BOARD OF DIRECTORS **AT LEAST 4 TIMES A YEAR.**

In 2018, dtac set up a new body called the “Investigation Department,” which also acts independently to collect facts, analyze data, and interrogate employees and related individuals in cases where a report has been filed accusing said dtac employees of involvement in a violation or defiance of the dtac Code of Conduct, whether directly or indirectly. The department will carry out investigations from start to finish in violation cases.

It is imperative that employees report any actions that may violate the dtac Code of Conduct. If employees wish to seek advice regarding such violation reports, they can always contact the Ethics and Compliance Department or their direct managers. dtac has also set up a website to receive reports and give advice about compliance with the dtac Code of Conduct at <http://dtac.ethicspoint.com>.

Besides dtac employees, customers, business partners, or other individuals are also able to use the channels to report dtac employees’ actions that may violate the dtac Code of Conduct. The website is operated by NAVEX Global, Inc., a service provider company located in the European Union and unaffiliated with dtac. All reports will be handled by the Ethics and Compliance Department and will be kept confidential – employees can opt to report anonymously. Moreover, records of the reporters’ computers (such as IP addresses) or phone numbers will not be kept.

dtac will not tolerate any retaliatory actions against those who report violations of the dtac Code of Conduct. If a violation of the dtac Code of Conduct is found, there will be consequences for the violator, which will be determined according to the severity of the violation. In a severe case, this can lead to the termination of employment.

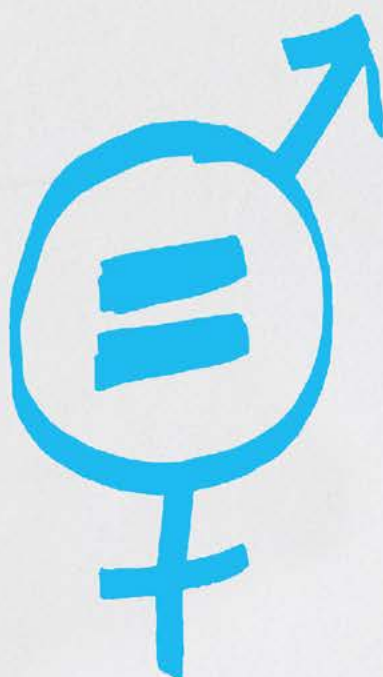
Misconducts which may be subject to disciplinary punishments also include:

- Violation of the dtac Code of Conduct or request for others to violate it
- Failure to immediately report a violation which is known or suspected to have taken place
- Failure to cooperate with dtac in a probable investigation
- Retaliation against an employee who reports an unethical dealing in good faith

The board of directors will proceed as appropriate to investigate any violations. If a violation is found to have taken place, dtac will order a disciplinary punishment or take steps to prevent such occurrence as appropriate.

HUMAN RIGHTS

**WE BELIEVE
IN
EQUALITY**





Doing business
with respect for
human rights
is one of
the practices
supporting dtac's
sustainability
efforts.



dtac perceives that its business operations, including the entire supply chain with no respect for human rights will damage not only the company and its business partners but also society. For example, failures to comply with domestic or international laws will create an environment that is not safe for the public, especially the underprivileged of the society.

[103-1]

Therefore, dtac concurs with respect for human rights as is standardized in the international community, as well as other declarations and conventions by the United Nations regarding human rights. Nonetheless, the Company is present in the country with significant human rights challenges. Therefore, understanding the complexity of the potential impacts of the business operations, mitigating negative impacts and continuously improving are key focus areas.

dtac aims to become an organization with zero human rights violation. As a mid-term goal, dtac has a plan to conduct human rights due diligence in a timely manner to revisit and reprioritize human rights issues that are relevant to dtac's business operations, especially policies and principles that mandate supply chain management and human resources.

[103-2]



HUMAN RIGHTS DUE DILIGENCE^[103-2]

dtac conducts a Human Rights Due Diligence to identify parts of the operations that are vulnerable to human rights violations as well as to design risk mitigation and code of conduct to prevent the violations.

In 2018, dtac still considered 'anti-corruption' one of the most important issues in violating human rights as it was the year with significant events, like the end of concession on the 1800 MHz and 850 MHz spectrums with CAT Telecom Public Company and participation in the auction for the 1800 MHz and 900 MHz spectrums, which required the Company to work closely with government agencies and regulators. dtac sees that corruption or unfair business transactions could lead to limitations of dtac and key stakeholders to promote telecommunication industry to provide full benefits equally to the supply chain and the society. Therefore, the 'Responsible Business' practice is strongly implemented throughout dtac to prevent sensitive situations that are risky to corruptions of all forms. In parallel, dtac provides trainings and communications to employees to increase skills and awareness about anti-corruption. Another important issue is safe environment at workplace, especially in the sexual harassment issue. dtac therefore developed and enforced the Prevention of Sexual Harassment Policy in 2018.

1 Human Rights in dtac Code of Conduct

The dtac Code of Conduct therefore includes relevant issues like having a respect to human dignity, privacy, freedom of speech, and individual rights.

Because dtac's business is about enabling to communicate, and its operations are services touch on core human rights, This must be compliant by Board of Directors, executives, employees, business partners and others who officially act on behalf of dtac. The 'dtac Good Governance' code of conduct identifies reporting channels for employees, business partners, customers, and the public, who are violated or encounter violations of human rights by dtac. It also provides details of the investigation process and consequences of the violation.

2 Human Rights in Supply Chain

Human rights is included in the Supplier Conduct Principles (SCP), which dtac's selected suppliers will agree to in the Agreement of Responsible Business Conduct (ABC).

This will mean consent for dtac to inspect their business operations to make sure there are no violations of human rights. Moreover, dtac also regularly holds training sessions on human rights for suppliers, in order to raise awareness, increase skills, and support corporate responsibility in dtac's supply chain.

แอบมองฮาอ่อน ลูบแขน เล่าเรื่องลามก แชวเรื่องเพศ
จะแบบไหนๆ ก็ไม่ใช่เรื่องตลก
แถมยังเข้าข่ายพฤติกรรมคุกคามทางเพศ



#respectthedifference
เป็นหัวใจสำคัญของดีแทค

#RESPECT
THE
DIFFERENCE

ทำความเข้าใจเพิ่มเติมเกี่ยวกับ สิทธิในที่ทำงานที่พึงมีและแนว
นโยบายการป้องกันการคุกคามทางเพศ (Prevention to
Sexual Harassment)

1. สแกนเพื่อดูคลิป



2. ทำความเข้าใจผ่านบทเรียนออนไลน์บน LMS
และแอปพลิเคชัน PLearn

3 HUMAN RIGHTS IN THE WORKPLACE - PREVENTION OF SEXUAL HARRASSMENT

One of the important issues pertaining to dtac's human rights principles is sexual harassment. Thus, dtac established the Prevention of Sexual Harassment Policy in 2018, to affirm its commitment to maintaining a workplace that respects human rights and dignity and is void of sexual harassment. Moreover, dtac also laid down definitions of "sexual harassment," steps and channels to report such threats, the investigation process, punishment, reconciliation, efforts to prevent retaliation, and appeal petitions, etc.

Following the establishment of the policy, dtac formed the Sexual Harassment Investigation Committee, comprising of representatives from HR Business Partner, HR Services Division, Ethics & Compliance Department, Legal Department and other representatives nominated as deemed appropriate. Employees are encouraged to report incidents through the <http://dtac.ethicspoint.com>. dtac also designates line managers and HR Business Partners to be a point of contact in case employees would like to seek for advice and information about prevention of sexual harassment at workplace. Most importantly, employees will be assured that all sexual harassment incidents as well as personal information of victims and witnesses will be kept confidential. The committee will only release this information to relevant agencies when absolutely necessary. Victims and witnesses will be protected from threats, revenge, and retaliation from harassers. ^[103-2]

47

Training on Prevention of Sexual Harassment in 2018 ^[103-3, 412-2]

TOPICS	CONTENT DETAILS	NUMBER OF ATTENDEES			
		EXECUTIVE LEVEL		OPERATION LEVEL	
Prevention of sexual harassment and sexual abuse in workplace.	<ul style="list-style-type: none"> • Definition and scope of sexual harassment, assault and abuse in workplace. • Effects of sexual harassment • Prevention of Sexual Harassment Policy • Reporting channels and investigation process. 	12	8%	8	0.2%

CORPORATE RISK AND CRISIS MANAGEMENT







Risk management helps dtac achieve goals by proactively identifying risks and actions to prevent such situations from interrupting the business operations.

At the most basic level, dtac's corporate risk management process focuses on ensuring that customers can continuously enjoy benefits of telecommunication services. Nonetheless, it is a main long-term goal that risk management is practiced across the Company and its supply chain to ensure that every stakeholder group will not be affected by dtac's business operations that are related to economy, society, and environment.
[103-1, 103-2]

To establish a corporate risk culture, dtac has incorporated a set of practices to assess and manage risks in the company's various policies and has specifically established a corporate risk management policy, in line with the ISO 31000 and COSO II Enterprise Risk Management frameworks. We also regularly review the policy and practices.

THE RISK MANAGEMENT PRINCIPLES

1

Risk management must be carried out in a cross-functional and multi-disciplinary manner.

It must be a continuous process and undergo regular reviews.

2

Risk management must be a part of the decision-making, strategy planning, and investment processes, and other processes essential for the Company's business operations.

3

The agency responsible for specific subject matter areas must identify the overall risk picture and constantly manage those risks.

4

Line managers are responsible for ensuring that risk management is a part of the daily business operations.

5

Employees have a duty and responsibility to manage risks within their own area of responsibility.

6

Every unit within dtac must use the risk management process and tool designated by the Corporate Risk Management unit.



DTAC'S RISK MANAGEMENT PROCESS



1

dtac has set up a unit responsible for drawing up the company's risk management framework, encouraging its implementation, as well as regularly reporting the proceedings to the executives. The unit uses the designated risk management process and tool, and works with other units who are risk owners or subject matter experts, namely: Health, Safety and Security Department, Legal Department, Regulatory Department, Compliance and Ethics Department, Sustainability Department as well as members from People Group, Finance Group and other relevant functions.

2

The risk management function will follow up and report identified risk issues to the Risk Forum, consisting of executives from different groups and chaired by the CEO, on a quarterly basis. The CEO will then assess the risk issues and report the top risk picture to the Board of Directors.



RISK MANAGEMENT TRAINING IN 2018

Risk Champions
attendees

12

Corporate Risk Management
for Executives
attendees

140

Risk Management
for Mid-Management
attendees

50



As dtac is well aware that communications and access to information are two of the foundations of a strong economy and society it is our responsibility to provide continuous services that dtac always adheres to.

The Company has established a practice guideline for crisis management as part of our Safety and Security Policy. It is the main goal that the crisis management guideline is periodically assessed and improved to ensure that dtac's business operations is not harmed or interrupted by any crisis incidents. In 2018, dtac had no crisis incidents that interrupted its business operations.



CRISIS MANAGEMENT TEAM

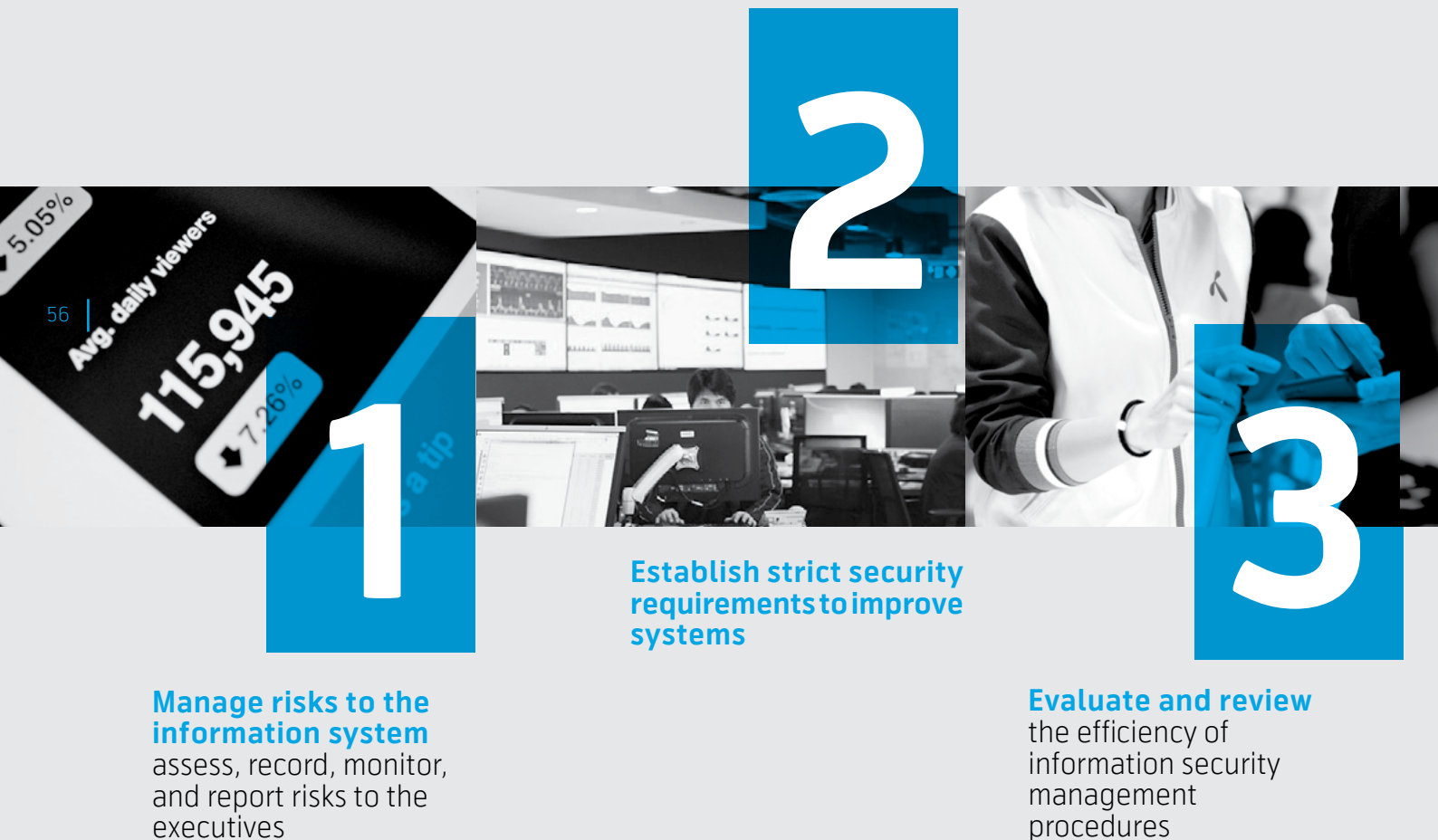
dtac has set up a Crisis Management Team, which consists of representatives from several organizations. A Crisis Manager, appointed by dtac's CEO, will supervise the Crisis Management Team, and oversee that a crisis plan is drawn up and its steps are followed. Such steps include preparations, keeping the plan up to date, assessing situations that may lead to a crisis and planning measures to prevent it. The team will report its proceedings to the Audit Committee at least once a year.

dtac is aware of several risks that may disrupt and suspend the network infrastructure, which may also affect other critical infrastructures and lead to a crisis in which dtac cannot operate with continuity. Therefore, dtac has developed a plan to prepare for the potential emergency, by creating a Network Management System and a maintenance guideline to keep networks the devices in the perfect conditions, to effectively provide telecommunications services for customers. dtac has also drawn up a 'Plan B' for emergency situations and improved safety systems, such as the fire prevention system, the network usage control system, and the real-time reporting system, and regularly trained employees on these systems.



SAFETY MEASURES

Moreover, dtac has also rigorously improved safety measures to comply with the ISO/ICE 27001 standard for Information Security Management, in terms of tracking system attacks and downtime management in the event of system operation suspension. These are dtac's procedures:



Set up a Security Operation

Center to monitor and detect security anomalies in systems around the clock

4



Enforce necessary measures

to handle and combat cyber threats

6

5



Set up a Security Incident Response Team (SIRT)

to handle computer security incidents, whose main responsibilities are responding to security incidents and providing necessary services, such as alerts, counsels, training, and management

CUSTOMER RELATIONSHIP MANAGEMENT

58





Customers are one of the most important stakeholders to dtac. Learning about the problems customers face and their demands and expectations, among other issues, will play an important part in identifying business materiality and even business directions.

Thus, dtac has determined that a study and satisfaction assessment of customers' experience on its products and services will be one of the practices in the Customer Relations Policy. dtac's goal is to be a top digital technology service provider that offers best products and services that meet with customers' changing needs and lifestyle. This is shown through higher net promoter and customer satisfaction scores. ^[103-1, 103-2]





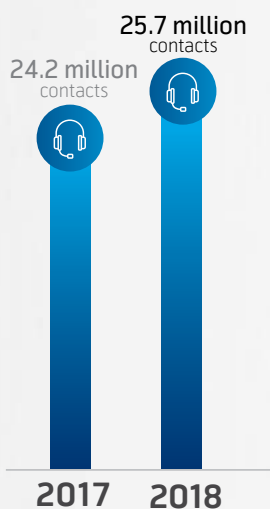
In 2018

dtac was still determined to improve products and services to better serve the needs and behaviors of customers.

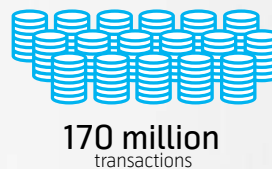
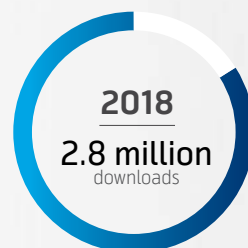
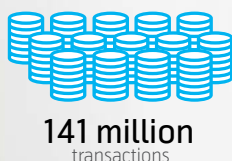
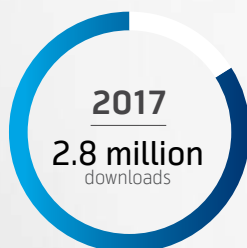
The past consumer behavior study found that more customers chose to receive services, make transactions, or seek information on digital platforms by themselves, such as on the 'dtac app' and the 'dtac Online Community', which corresponded with a decline in the number of customers who received services via direct-contact platforms, such as 'dtac halls' and 'dtac call center at 1678'. This shift, due to greater clarity and speed, has led dtac to constantly keep our communications and service platforms up to date, in order to match customer needs and elevate their satisfaction and experience with our services.

Consumer behavior regarding service and communications channels

dtac call center 1678



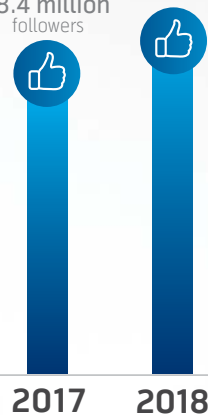
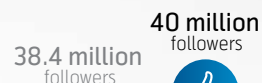
dtac app



dtac Online Community



Social media



CUSTOMER SATISFACTION ^[103-3]

DTAC DEVELOPED A NEW SERVICE CHANNEL IN 2018 – AN AUTOMATED CALL CENTER AT *777

where customers could choose self-service options such as buying or changing service plans, inquiring about charges, and restoring mobile services with appointments to pay overdue bills. The new call center service uses voice recognition technology, which allows customers to use easily make commands with their voices. dtac aimed to have at least 1 million customers use the automated call center monthly in 2018, as an additional channel for customers to receive self-services and receive information with greater speed and convenience than the traditional call center line at 1678.



The monthly figure will help dtac enhance service efficiency for customers, as the automated call center can shorten wait and communication times by

78%

compared to the 1678 call center line.

In 2018, a total of

1,017,440

customers

used the automated call center line, shortening service time from around 2 minutes on the 1678 line to around 1 minute per call.

IN 2018 dtac used different tools to evaluate customers' satisfaction and experience, as follows:

1 NETWORK NET PROMOTER SCORE

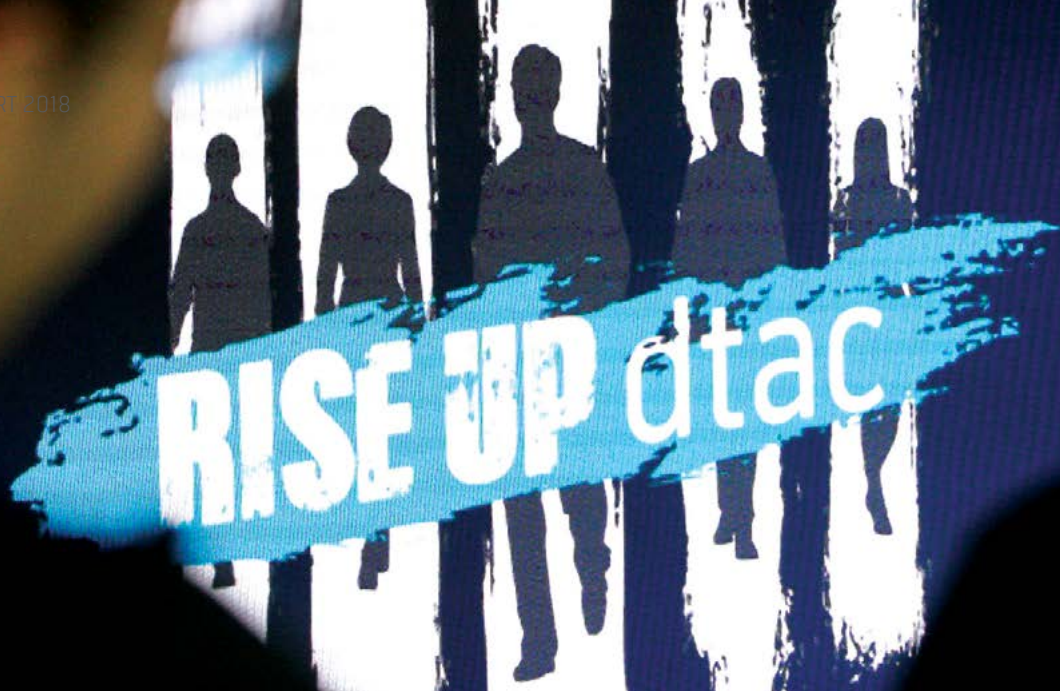
conducted continuous Network NPS surveys to capture customers' painpoints and experience in each customer segment. In the third quarter of 2018, the survey's reach was increased almost tenfold to 500,000 customers via SMS; and it now garners 30,000 responses per month. dtac has also set up a war room dedicated to translating the NPS results and customers' complaints into network improvements. The Network Quality and Network Service teams now work closely with network vendors to identify areas of service shortcomings that are most critical to customers, e.g. low internet speed and dropped calls. Working at that level of granularity, dtac has gone from looking at metrics that were national averages to metrics at the level of sub-districts, then the cell sites, the network layer and down to the individual cells. By the end of 2018, the customer experience was greatly improved as a result.

2 CUSTOMER SATISFACTION SCORE (CSAT)

evaluates consumer satisfaction from services and customer service staff on different platforms – including dtac hall, dtac center, and dtac call center 1678 – right after the service is received. dtac aimed to collect evaluations from 30 percent of the customers, and in 2018 achieved 38.6% The average customer satisfaction score was 93.6% up from 90% in the previous year.

3 CUSTOMER EASY SCORE (CES)

evaluates customers' experience with the self-service dtac call center at *777 and the dtac app. Results of the evaluation are used to improve the two channels and maximize their efficiency, in terms of user-friendliness and solutions, as a one-stop service platform. dtac sends SMS messages to customers who have used both channels at random to invite them to participate in the evaluation.



CUSTOMER CARE DURING THE END OF CONCESSION

The concession agreement on the 1800 MHz and 850 MHz spectrums with CAT Telecom Public Company that expired on 15 September 2018 was one of the most important issues in dtac's operations in 2018. This is because the steps that followed involved various groups of stakeholders, including the customers, who are the most critical group.

The end of concession could have caused service disruptions to all of them, affecting both their professional and personal life. Thus, dtac has worked to mitigate the short-term impact on customers and enhance its long-term capacity as telecoms operator in the following ways.

INTRODUCE NETWORK CHANGE AND CUSTOMER PROTECTION MEASURES DURING THE END OF CONCESSION

The concession agreement on the 1800 MHz and 850 MHz spectrums with CAT Telecom. With a measure that aims to lessen the impact of the end of concession, dtac has assisted 21.8 million customers from the expiring network to other networks it operates. Not only would customers still be able to continue using their old SIM cards with no disruption, but they would also get to use high speed data on 3G and 4G services. The customer protection measure includes:

1

NOTIFY AFFECTED CUSTOMERS

about the end of concession and network migration via various channels – newsletter, SMS and website – in order that they are informed and given the assistance needed for network migration and uninterrupted mobile usage.

2

PROVIDE CONTACT CHANNELS

such as the *444 hotline for customers to call and inquire about the end of concession and services; and *444# for customers to check if their number would be affected and what consumer rights they are entitled to. Calls made to both numbers are free of charge.

3

MAKE MARKETING OFFERS

to the customers affected, such as a free mobile phone or a maximum discount of 1,000 baht on the next purchase of any model of smartphone.

| 65

Meanwhile, on 7 June 2018, dtac and CAT Telecom Public Company jointly submitted a post-concession customer protection plan to the National Broadcasting and Telecommunications Commission (NBTC) according to the temporary consumer protection measure in the case of the expiration of concession agreement or the license to operate mobile service on the 1800 MHz and 850 MHz spectrums. This is to ensure that customers who have been stakeholders of the expiring concession could continue to use the service without disruption. The NBTC has yet to approve the customer protection measure submitted. For customers not to experience any disruption, therefore, on 6 September 2018, dtac filed a suit in Central

Administrative Court to annul the NBTC's order and for its customers to be granted protection according to the NBTC's temporary consumer protection measure in the case of the expiration of concession agreement or the license to operate mobile service on the 1800 MHz and 850 MHz spectrums. On 14 September 2018, the Central Administrative Court issued an injunction to grant dtac relief measures, giving its customers an extension period until 15 December, 2018 to use and switch from the 850 MHz spectrum.

SECURE A NEW SPECTRUM TO ENHANCE LONG-TERM CAPACITY AS A SERVICE PROVIDER

In order to provide efficient service in the long run, dtac has acquired a license for the 900 MHz spectrum by winning the the auction for the 900 MHz license containing the 2x5 MHz bandwidth for THB 38,064.

The company has plans to provide service on the 900 MHz spectrum so that customers would not be affected by the end of the 850 MHz concession. The newly acquired low-band spectrum will enhance dtac's network and internet service not just in urban areas but nationwide, distant rural locations included.



คว้าคลื่น 900 MHz



สัญญา...ว่าจะไม่หยุด
เพื่อดูแลลูกค้าทุกคน

CUSTOMER PERSONAL DATA PROTECTION^[418]

dtac takes customers' privacy very seriously in its business conduct. Every employee must prioritize protecting customers' confidential data in all their tasks.

In 2018, upon the launch of the General Data Protection Regulation (GDPR) on 25 May 2018 by European Union, dtac put even stronger focus on the data protection measures to meet its principles and standards. This affects dtac as it requires access to personal data of customers who has citizenship in EU countries.^[103-1]

dtac has established a Privacy Policy and other policies to support personal data protection, especially in customers' best interests, and has set these rules for the policy.^[103-2]

1

dtac published the 2016 Privacy Policy on the website for customers' information https://www.dtac.co.th/document-upload/Privacy_notice_th_29-06-16.pdf

2

Customers' charging data records, and voice and data usage records, are digitized and encrypted as a protective measure.

3

The storage room for paper documents is designated a restricted area only accessible to relevant officers to ensure that all documents are safe and secured.

4

Only two operation officers are given a passcode required to access confidential data.

5

dtac employs personal data protection officers to ensure that all documents are safe and secured.

6

dtac has prepared suitable technical and corporate security measures to protect customers' personal data from unauthorized access, storage, usage, disclosure, repetition, change, and destruction. A team of security specialists will regularly check the security systems and practices. For example, the data protection measures forbid call center staff to bring flash drives or mobile phones into the operating room.

7

dtac may use customers' personal data to improve its services to better suit the needs of different groups of customers in order to offer richer experiences or create new services to support targeted groups.

8

dtac may share and disclose customers' personal data to the subsidiary companies to process when necessary, in order to allow other service providers to support or extend their service areas, which will allow dtac to serve the customers better, but will do so only after customers have given consent to sharing their personal data.



dtac has taken serious steps to prepare employees with knowledge and understanding of dtac's Privacy Policy and practices.

Because our employees may come into contact with the customers' personal data, every employee is required to comply by signing a 'Customer Data Protection', as dictated by dtac's Good Governance policy, which determines each employee's ability to access data and performs random checks. An employee who is found to have wrongfully accessed customers' personal data will immediately have his or her access suspended and become subject to an investigation.

The law stipulates that dtac may only disclose customers' data in such a case where dtac needs to protect customers or other individuals from damage or danger, or when dtac is ordered by court warrants, court orders, regulations, or other legislations to disclose customers' personal data to law enforcement officers, courts, or other authorities.

Moreover in 2018 dtac held 17 customer personal data protection workshops for 479 employees whose work was vulnerable to violating the Privacy Policy. It also produced internal communications on different internal platforms, as well as evaluated awareness levels of every employee granted the ability to access consumers' data. In 2018, there was no case where consumer privacy was affected. ^[103-1, 418-1]

SUPPLY CHAIN SUSTAIN- ABILITY





2018 GOALS [103-2, 103-3]

850 on-site inspections

3,000 Man hours capacity building hours for suppliers.

dtac values every supplier as they are a main stakeholder to ensure continuous business operations.

Any undesired incidents or actions that are considered risky to law violations may affect not only the suppliers' own and dtac's business operations and reputation, but also shortcomings in Thailand's efforts to maintain human rights standards and telecommunication industry development.

Therefore, dtac strives for high standards in sustainability and continuous improvement in its operations throughout the supply chain. This is reflected in the practices that seek to treat them fairly and equally. The Company has a written Sourcing Policy and Supplier Conduct Principles, that are easy to understand and conforms to the same standards. The suppliers thus can always trust in the supplier selection process while meeting requirements to maintain human rights, health and safety, labor rights, environment and anti-corruption.

dtac aims to apply the principles to all suppliers that have business transactions with dtac as this is an effort to raise safe and ethical working standards in Thailand. [103-1]

SUPPLIER CONDUCT PRINCIPLES

Suppliers selected according to the sourcing process must agree and endorse the Agreement of Responsible Business Conduct (ABC),

in addition to another contract relating to conducting business with dtac. The ABC makes sure that suppliers' business operations meet dtac's standards, especially in areas of human rights, anti-corruption efforts, and the environment. If a selected supplier refuses to sign the ABC, there will be no business transaction with dtac.

By signing the ABC means allowing dtac to assess suppliers' business practices based on the Supplier Conduct Principles (SCP) in eight areas.



1

Compliance with Relevant Laws

Suppliers must conduct business lawfully and abide by Thai laws, as well as every law regulating suppliers and their business conducts.



2

Principles of Human Rights

Supplier must have respect for internationally recognized human rights.



3

Labor Rights and Work Conditions

There must be no forced labor, child labor, or illegal migrant labor. Suppliers must accept and respect their employees' rights.



4

Health and Safety

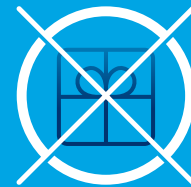
Suppliers must enforce measures to ensure a safe and healthy environment for their employees.



5

Environment

Suppliers must conduct environmentally friendly business operations, and take steps to reduce environmental impact in surrounding communities.



6

Avoid Conflict Minerals and Unsustainable Mining Business

Suppliers must avoid supplying conflict minerals or those unsustainably mined, and obtain a lawful mining concession.



7

Privacy, Freedom of Expression, and Data Protection

Suppliers must accept and appropriately respect privacy and freedom of expression in its business operations.



8

Ethical Business Conduct

Suppliers must compete honestly, and must not offer, solicit, or accept bribery or gifts, whether directly or indirectly.

SUPPLIER CONDUCT PRINCIPLE ASSESSMENT ^[103-2]

dtac has established the Supply Chain Sustainability Management team to engage with suppliers by assessing and providing skills to ensure that their business operations always meets dtac's SCP standards. This is to reduce risks that might undermine the suppliers' socially and environmentally responsible business operations.



Four criteria for supplier grouping for the SCP assessment: ^[308-1]

1	Types of business and services provided to dtac	2	Annual self-assessment by suppliers
3	Value of business transaction with dtac	4	Past records of performance to adhere with the SCP



In 2018,
dtac
carried out ^[103-3]

893

supplier
inspections

779

of these inspections
were carried out
unannounced

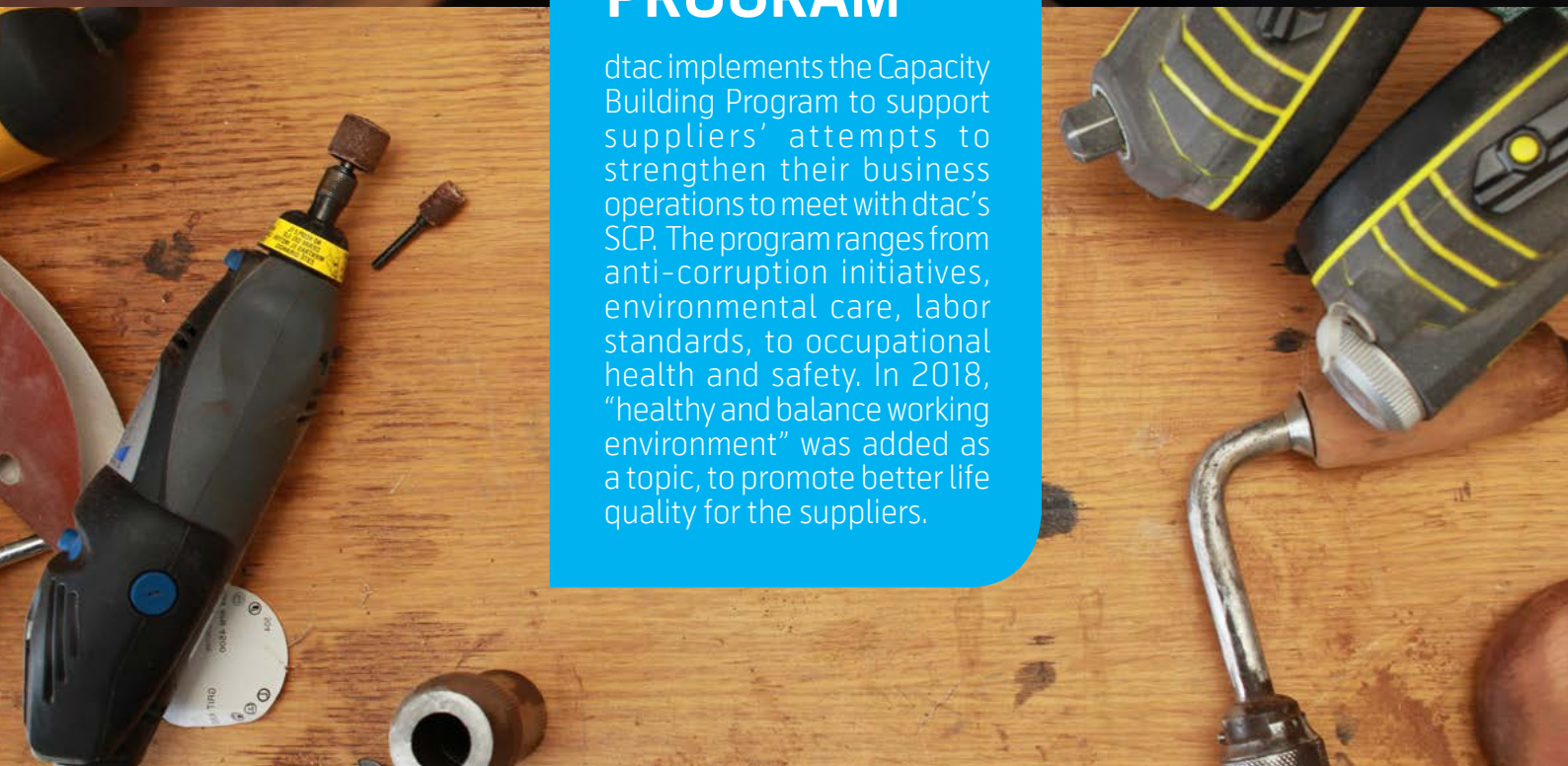
279

major non-conformities
were identified during
the inspections, and
were followed up with
mitigation plans and
processes to close the
non-conformities.



SUPPLIER CAPACITY BUILDING PROGRAM ^[103-2]

dtac implements the Capacity Building Program to support suppliers' attempts to strengthen their business operations to meet with dtac's SCP. The program ranges from anti-corruption initiatives, environmental care, labor standards, to occupational health and safety. In 2018, "healthy and balance working environment" was added as a topic, to promote better life quality for the suppliers.



THE PROGRAM HAS THREE KEY TOUCHPOINTS:

1

A MONTHLY TRAINING PROGRAM

for suppliers who wish to enhance their knowledge and skills in implementing the SCP as well as to provide feedback to dtac on improvements for a more effective engagements.

2

ON-SITE SAFETY BRIEFINGS AND POST-ASSESSMENT PROGRAM

with specialized topics focusing on providing specific knowledge and skills to improve business operations in the parts that might lead to SCP violations. For example, a training on how to use Personal Protective Equipment (PPE) for the suppliers's employees or contractors who work on-site in the construction, installation, or maintenance of dtac's base stations.

3

QUARTERLY MEETING WITH SUPPLIERS WHO PROVIDE THE CONSTRUCTION, INSTALLATION, OR MAINTENANCE OF DTAC'S BASE STATIONS

The meeting focuses updates for safety procedures, steps and how to enforce the use of Personal Protective Equipment (PPE) among suppliers' employees or contractors, as well as suggestions to enhance cooperation between dtac and suppliers. dtac plans to expand the quarterly meeting to cover also suppliers from other industry groups in the future, so the supply chain management procedures can fully meet expectations of stakeholders and truly create value.

77

Number of Suppliers Receiving Training and Communication from dtac in 2018 ^[103-3]

Construction, installation, or maintenance of mobile switching centers, cell towers and fibre optic cables

51 Suppliers

Printing, print media installation, media design and production in various forms

24 Suppliers

Other services

62 Suppliers

Total
137^{*}
Suppliers

* Which accounts for 20 percent of dtac's suppliers in 2018.

NETWORK EXPANSION







The expansion of base stations is one of the main aspects of dtac's business operation as it lies at the heart of infrastructure development, which allows customers to enjoy continuous communications and information services.

However, the network expansion operation must involve various groups of stakeholders, especially communities, whom dtac must prioritize as the most affected group. A study on problems and needs of communities regarding the network expansion revealed that they emphasized operation transparency, legitimacy, and safety. It is in dtac's goal to expand the network to strategic locations that benefit customers across Thailand.^[103-1, 103-2]



Therefore, dtac operates in strict compliance with the Building Control Act of B.E. 2522 (1979). This means an initial site visit to create understanding about the cell tower construction, as well as safety and information about the electromagnetic field (EMF). An EMF Working Team is also set up to oversee the cell tower construction and installation processes. Any contracts with landowners must be legally vetted by the legal department to ensure every related party proceeds correctly according to the procedure and the stakeholder group receive the least impact.

Every year, dtac makes a network roll-out plan that determines how many locations and where to build more cell towers according to the company's goal and strategy. In 2018, dtac encountered changes in the network operation: the end of a concession in which dtac co-operated the 4G LTE-TDD service on the 2300 MHz spectrum, and winning new concessions to operate on the 1800 MHz and 900 MHz spectrums.

NETWORK EXPANSION WORK

must strictly follow
the steps below



1

DEVELOP A NETWORK

roll-out plan and
identify prospective
locations.



2

ENGAGE WITH LOCAL AUTHORITIES

and/or official landlords to
issue a land rent contract.



3

DISSEMINATE AND PROMOTE ACCURATE INFORMATION

and understanding about
electromagnetic fields (EMF)
if required by local community
members.



4



OBTAIN A CONSTRUCTION LICENSE FROM RELEVANT GOVERNMENT AGENCIES

and a permission to operate
the base stations from NBTC.

5



PERFORM CONSTRUCTION OF THE BASE TOWERS

and monitor construction
contractors' work to ensure
engineering standards, fair
labor practices and safety
measures are met.

6



LAUNCH THE BASE TOWER OPERATIONS

7



PERFORM ROUTINE PREVENTIVE MAINTENANCE

to ensure efficiency and
safety.

EMPOWER SOCIETIES WITH DIGITAL TECHNOLOGY









Based on the ‘Empower Societies’ vision, dtac ensures that stakeholders are connected to what matters most: benefiting their income generation and quality of life improvement.



This calls for continuous digital technology infrastructure development to the capacity that it can provide an equal access to safe and useful data and communication for all, and lead to full economic and social impact to the country. However, dtac sees challenges in creating a robust digital ecosystem particularly in areas like digital divide, lacking of digital resilience, access to advanced technology that is meaningful to occupational growth, etc. ^[103-1]

dtac therefore has identified key stakeholders with a strong role to fulfill the digital ecosystem, such as local authorities, education sector, children and their families, and those with limited access to or skills in digital technology. The application of the Creating Shared Value (CSV) principle to the sustainability efforts allows dtac to engage with stakeholders from exploring their problems and needs to using dtac business mechanisms and resources to create solutions. This is in line with dtac’s ‘Reduced Inequalities’ focus and the sustainability work principle which determines that creating benefits and positive social impact is at the very core of the business. ^[103-2, 203-2]

Economic and Social Innovations at dtac [103-2, 203-1]

Developing innovations is a strong part of dtac's business operations. The Company has established the Product Forum, comprising of representatives from marketing, innovations, sales, sustainability, etc., to reflect painpoints and needs of customers and other stakeholders. The forum works in conjunction with the Value Added Service Department (VAS) to develop innovative solutions that respond to commercial and social needs.



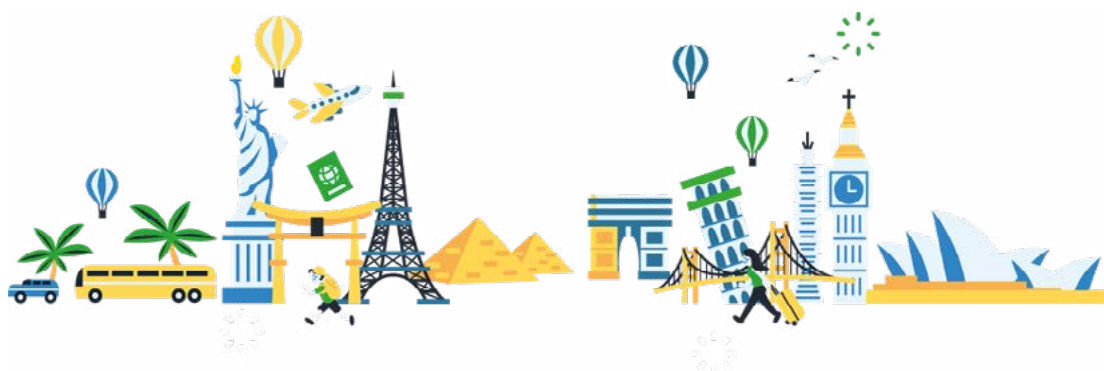
dtac call

It is an innovation borne out of employees' involvement in creating a technology that would enhance dtac's capacity as service provider and that would create value for society. 'dtac call' is a mobile application that enables the users to use up to five phone numbers on one mobile phone, reducing complications and hassles of having multiple devices. A study on effectiveness of this innovation found that it created value for customers who were regular organizing and those who live abroad. They were able to reduce international call and roaming expenses by 80 percent. In 2018, the application was downloaded 400,000 times with 120,000 active subscribers, and could generate THB 5 million in revenue for dtac.

86

dtac One

This is also an in-house innovation developed by dtac employees to improve dtac's business. 'dtac One' allows dtac employees to provide services to any customers like dtac halls and dtac call center 1678. Nowadays, dtac One is mainly used by dtac's raetailers. By end of 2018, the application was downloaded and installed by 79.7 percent of dtac's retailers.





dtac accelerate ^[203-1]

dtac accelerate continues into its 6th year with the main goal of supporting Thailand's digital entrepreneurs through training, mentoring, networking, and investment opportunities for Thai startups. Currently, it is Thailand's no. 1 startup incubator and Southeast Asia's 3rd, after Singapore and Indonesia, having secured follow-on funding for 70 percent of its alumni. The dtac accelerate startups have a

collective net worth of THB 5.12 billion, and see a growth of 500 percent per year.

dtac was able to turn 46 high-potential startups into the main drivers of the government's Thailand 4.0 vision, with foreign direct investments of THB 697 million and THB 3 million from local investors, creating 10,000 jobs.

dtac is pushing ahead with the dtac accelerate program to achieve these goals within 2020:

- Increase the value of dtac accelerate startups by THB 6 billion, or 20 percent higher than the current value
- Become Southeast Asia's No.1 startup incubator program
- Access for dtac accelerate startups to more than 173 million customers of Telenor Group in 8 countries around the world
- Creating the first Thai tech unicorn (a startup worth more than THB 35 billion)





Strategies to support dtac accelerate startups:

- Seed funding support
- Mentoring and workshops from global experts
- Access to Hangar Coworking Space in central Bangkok with more than 600 square meters of space
- Support in marketing and public relations to help reach dtac's customers and Telenor Group globally

11

Startups

in dtac accelerate
Batch 6

1

KOHLIFE.COM

KOHLIFE.COM

90 |

A platform to help tourists book ferries, trains, buses, and flights, with more than 3,000 routes domestically and in Southeast Asian countries.

2

ZWIZ.AI



An AI chatbot helping businesses and their customers with customer service and analytics via Facebook Messenger and LINE.

3

PENGUIN



A flight-booking application for more than 500 airlines around the world equipped with price comparison and payment services.

4

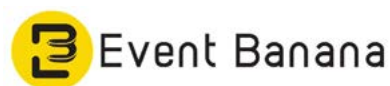
KOCHII



A platform helping gamers train and develop their skills in a proper and fastest way, with coaches or reliable and experienced players supporting and sharing their experiences with the gamers.

5

EVENT BANANA



An online platform helping organizers find locations for different types of events with more than 1,000 options in one place.

6 GOWABI



An application for spa and beauty services booking, offering discounts for users, and helping businesses fill their off-peak hours with special price offers.

9 CAREERVISA



An online platform that helps students and young people look for careers that suit them through activities and self-analysis in affordable prices.

7 OOCA



A therapy platform with more than 30 psychologists and psychiatrists on board providing guidances on iOS, Android, and the Ooca website.

10 NOBURO



An online platform providing financial and loan services as benefits for low-income office employees or workers who earn daily wages that comes with a loan scheme planning tool.

8 SOMJAI HOME LOAN



An online platform providing home loan services equipped with credit limits and interest rate comparison and a loan scheme planning tool.

11 DOCTOR A-Z



A web platform matching foreign patients with specialized medical doctors for particular illnesses and advising them on hospital bills and JCI-accredited hospitals.

Smart Farmer^[203-1]

dtac started the Smart Farmer project in 2008, with the highest goal of developing the agricultural sector to be the foundation of Thailand's economic and social development, by using information technology as the main tool. This has resulted in less disparity in access to information, knowledge and government services, helping farmers – who account for a third of the country's entire population.



Dtac has thus far found that weather is a critical factor in agriculture that critically affects cultivation planning and investments. Since most farming activities, such as rice and sugarcane farming, only take place once a year, it entails high investments and some farmers have to take loans to invest and face risks of climate change and sudden natural disasters, which will immediately render the investments a loss unless there are protective measures or

efforts to reduce said risks. Therefore, dtac conducted a research on smallholder farmers to gain a better understanding of their obstacles, problems, and needs, in order to help them farm sustainably, earn more income, and improve the quality of life for them and their families.

In 2018, dtac still emphasized developing digital technologies to address problems and needs of smallholder farmers alongside helping them develop skills necessary for entrepreneurship in the digital age. Based on the results of the Smart Farmer project over the past 10 years, dtac set the following goals for 2018.

1

To educate 20,000 smallholder farmers nationwide with the 'Online Marketing for Agriculture' curriculum which dtac is partnering with the Department of Agricultural Expansion, Ministry of Agriculture and Cooperatives. In 2018, dtac achieved this goal by providing the training to 20,000 smallholder farmers in 7 provinces. This gives the farmers confidence and skills to approach potential customers and to set reasonable pricing to their products. A post-training survey shows that these farmers are able to increase revenue by 25 percent from utilizing the online marketing tools on their own.

2

To develop technological innovations for smallholder farmers to use as tools to efficiently manage cultivation. In 2018, dtac achieved this goal by launching 'Precision Farming' technology to help farmers – Farm Man Yum Service and Precision Farming IoT.



Farm Man Yum Service

This is a big step for dtac for running business operations while creating shared economic and social value. dtac does not only use our business mechanisms to solve problems for the smallholder farmers, but we also strengthen their potential by partnering with social enterprises, especially in terms of income generation and customer base expansion.



dtac joined hands with two social enterprises – Rak Ban Kerd Co. Ltd. and Ricult (Thailand) Co. Ltd. – to develop the “Farm Man Yum” service, one of the functions on the Farmer Info application that helps effectively and efficiently manage their farming with three features.

1



Showing area-specific data on an hourly basis, including temperature, chance of rain, and amount of rainfall

2



Satellite Imagery:

Displaying aerial shots of their plots to locate irregularities and unhealthy plants

3



Personal Assistant:

Planning cultivation with easy-to-understand infographics that covers seven types of plants

Rak Ban Kerd used its strength in farmer networks scattered across the country to spread knowledge and words about the Precision Farming function on the Farmer Info app.

Ricult, one of the startups incubated by the dtac accelerate program, was in charge of developing the functions, leveraging its strength in technology and science, and connecting it to “big data” of weather forecasts from weather stations all over the world, which are analyzed and processed by researchers from the Massachusetts Institute of Technology (MIT) in the USA, and also in Israel.

dtac offered support in forming networks and alliances, as well as public relations efforts aiming to reach over 22 million customers and general public.

The Farm Man Yum Service was tested with 25 maize and cassava farmers, total 1,000 Rais, in Saraburi and Lopburi provinces, and found that ^[103-3]

Yields increase

by **400 kg** per Rai

Yield damage rate decrease

by **44 %**

Yield damage rate decrease

by THB
2,520 per Rai

The Farm Man Yum service is a product borne out of the cooperation with the social enterprises who are also business partners and allies of dtac's, to help solve problems for farmers, especially smallholder farmers who don't have access to advanced crop management technologies. Those who are interested can use the Farm Man Yum service via the Farmer Info application, which can be downloaded from the App Store and Google Play, for free during a 60-day trial, before being charged THB 30 per month afterwards for the service. The income will go to three parties: Rak Ban Kerd, Ricult and dtac. Since the launch of the service in October 2018 until the end of the year, the Farm Man Yum were subscribed by 2,118 users.



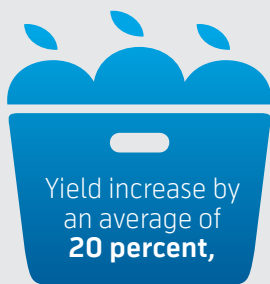
dtac Precision Farming IoT Technology

dtac has been working with the Department of Agricultural Extension and the National Electronics and Computer Technology Center (NECTEC) on the 'dtac Precision Farming' using the IoT technology. The technology was pilot in 30 farms in 23 provinces.

The dtac Precision Farming Technology entails sensor boxes scattered around the greenhouse, which measure soil moisture, air humidity, temperature, and lighting. It then processes the data before sending it from the plot to the farmer's smartphones or tablets in real time. Farmers can monitor their farms and attend to them more promptly.



An evaluation on use of the technology in 10 farms, randomly selected ^[103-3]

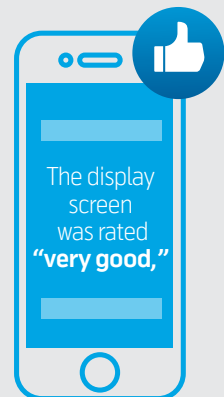


Yield increase by
an average of
20 percent,

with 10 percent being
the lowest of the range
and 70 percent the
highest.



Most agreed that the Smart Agriculture tools
were **"very good"** at increasing cultivation
capability



The tools were rated **"very good"** in terms of ease of use, and could be installed by farmers themselves with some instruction or a manual



The tool's precision was rated **"good,"** as it depended on the location and process of installation – a correct installation and a suitable location meant higher precision

NECTEC concluded that the dtac Precision Farming IoT trial was a great effort in cultivating positive perception towards advanced technology in farmers. It shows that technology nowadays is not as complicated to implement as previously believed, doesn't require specialized knowledge, and most importantly it is accessible to farmers at not as high a price as before. Not only big corporations but also average farmers can use technology, resulting in agricultural improvement which can be expanded in the future.

In the next step of the research, dtac will develop the tool set to be able to control the cultivation process automatically. This will help with the process in that it reduces labor, saves time, and minimizes human errors, which is very beneficial for farmers of the future. dtac also has a plan to market the tool set and the smart sensors so that farmers can use them to manage their cultivation more efficiently at an affordable price. This is another project in which dtac implements the principle of Creating Shared Value (CSV) for sustainable development in communities.

Smart Farmer Awards

The Smart Farmer Awards continued on to its 10th anniversary in 2018, a result of a tripartite partnership of dtac, the Department of Agricultural Extension, Ministry of Agriculture, and the Ruam Duay Chuay Kan Sam Nuek Rak Ban Kerd Foundation, which sought out farmers or farmer groups with the potential to be model Smart Farmers.

In 2018,

dtac and partners looked for a farmer or a group of farmers with high potential to be ‘Agents of Change’ – a role accompanied by the following characteristics:

1

Management skills for agricultural land, labor, capital, cultivation, and production of agricultural ingredients

2

Processing skills to meet demands of customers in accordance with standards for food and agricultural products and determination to elevate agricultural products to higher standards

3

Skills illustrating professionalism in business and marketing planning, as well as readiness to share lessons and success stories with the public – fitting to be the “Farmer 4.0” role model

The Smart Farmer project is a response to the government’s “Thailand 4.0” policy, pushing for the use of digital technology for concrete economic improvement in the agricultural sector from the ground up. More importantly, it is an answer to the call of the UN Sustainable Development Goals, particularly Goal 10 regarding Reduced Inequalities, which lists the following as one of the targets: “By 2030, progressively achieve and sustain income growth of the bottom 40 percent of the population at a rate higher than the national average.” dtac has publicly voiced our support for this target since 2017.

2018 Smart Farmer Awards Winners

SMART FARMER AWARD WINNER

PIMWARAT RUENGPRACHA

Owner of Na Chaidae
Mixed Farm in Sakaew
Province



FIRST RUNNER UP AWARD WINNER

LALIDA KAMWICHA

Owner of Na Chaidae
Mixed Farm in Sakaew
Province



SECOND RUNNER UP AWARD WINNER

ARYASIT LAOCHAI

Owner of Araya Organic
Rice Farm in Roi-et
Province



Scan Qr Code



100 |

NetArsa



dtac initiated 'NetArsa' Project in 2014 with an aim to become a key unit to support cooperation between government, civil organizations and dtac in leveraging digital technology to mobilize economic and social development at every level, from grassroots to national.

The NetArsa has created a considerable positive impact in society, providing Thai people access to information technology through the train-the-trainer scheme, extending results, and sending Net Arsa teams to community-based organizations, which ensures local communities' prompt response to the government's objectives and courses of actions.

In 2018, the NetArsa Project focused on working with public organizations in promoting digital technology in the following ways:

Promote Lifelong Learning through Digital Technology

This is an initiative under the 2015–2019 MOU between dtac, the Ministry of Digital Economy and Society (then Ministry of Information and Communication Technology) and the Office of the Non-formal and Informal Education (NFE). The goal is to enhance digital and informational technology skills of NFE personnel so that they are able to act as a mentor or “Teacher A,” who passes on digital knowledge to others. In 2018, Net Arsa team provided training to 7,424 district-level NFE centers, adding another over 330,000 Teacher As to the program. To date, there are 886,800 Teacher As passing digital skills to over one million community members at grassroots levels.

Support Local Economy and Create Entrepreneurs in the Community

This is under the 2017–2019 MOU between dtac, the Ministry of Digital Economy and Society, the Ministry of Agriculture and Cooperatives, the Ministry of Commerce, and the Ministry of Education. The aim is to integrate collaborative efforts from the government, private, education, and community sectors; to create holistic linkage of information and confidence in the use of digital technology to enhance local businesses. Additionally, digital technology use was boosted by “Digital Economy and Society Centers” in each region.

Support and Promote SME Entrepreneurs to Expand Business Management Capacity

This is under the 2018–2021 MOU between dtac and the Small and Medium Enterprise Development Bank of Thailand with a key objective of supporting and promoting SMEs to receive the bank’s service via an online application. Furthermore, the partnership aimed to assist businesses in following the management model set by the government, and to form an online collective of entrepreneurs in order to further their capabilities and help them grow into international e-Commerce entrepreneurs.

Support the Government Policy to Improve Telecommunications Infrastructure for National Economic Mobilization ^[203-1]

In 2018, the NetArsa Project was driven to create public spaces that would raise communities’ awareness of the benefits of the internet, encouraging people to learn about and sign up for the government’s internet coverage initiative Net Pracharat, as well as use it to create an online commercial platform as a community. dtac collaborated with provincial statistical offices in organising workshops at Net Pracharat service areas to train village representatives on digital skills to strengthen public services.

From these actions, it was found that local-level public organizations were active and saw the importance of improving their infrastructure for digital technology, not to mention had plans to adopt different types of this technology to enhance their service. For instance, Naren Hospital in Chai Nat’s Muang District has applied what they had learned from one of the workshops and designed a 4.0 queuing system that helps them handle an overwhelming number of patients, pre-appointed and otherwise. As a result, the system has reduced waiting time, and overcrowding problems at the hospital.

Similarly, other public services have used their new skills to develop an online channel to share information with the public, which aligns with the Thailand 4.0 policy. They have also received support from the local business sector and civil society in the process. This truly indicates and promotes public-private partnership when creating a fitting backdrop for national economic and social development by digital technology.



Safe Internet



dtac strives to be a child-friendly business, in line with our corporate governance principle, which is at the heart of our mission. The Company's sustainability direction also aims to promote the benefits of information technology for everyone and enable a safe environment for online users. We perceive that inappropriate use of online communications or information can lead to negative impacts in one form or another, especially among children and youths who have limited experience and skills to protect themselves in the online world, at a time when internet access rate for this particular demographic is constantly on the rise. As an internet and communications service provider, dtac believes in sharing a responsibility to create better online safety for children and youths, thus the launch of the Safe Internet initiative which has been running since 2014. ^[103-1]

Dtac prioritizes and emphasizes the issue of cyberbullying, targeting children and youths between the ages of 7 to 16. This scope was borne out of a study on internet safety, children's behaviors when using the internet for communications and exchanges of information, their attitude towards bullying, and other relevant subjects. The study found that Thai children and youths nowadays are exposed to the following risks: ^[103-2]

1. Content risk
2. Contact risk
3. Commercial risk
4. Conduct risk
5. Time Consuming Risk

STOP BULLY- ING

Digital Resilience Skills for Children

In 2018, dtac organized the following activities aimed at empowering children and youths:

1. The Stop Bullying Chat Line ^[416-1]

A chatroom providing advice and assistance for children and youths. This is a good place to start tackling the cyberbullying problem, giving the Thai society a system and mechanism to protect children and youths and promote vigilance as well as creative uses of digital technology. Currently in its second year, the chatroom operates daily between 4pm and midnight. User statistics are as follows: ^[103-3]

42,367
users

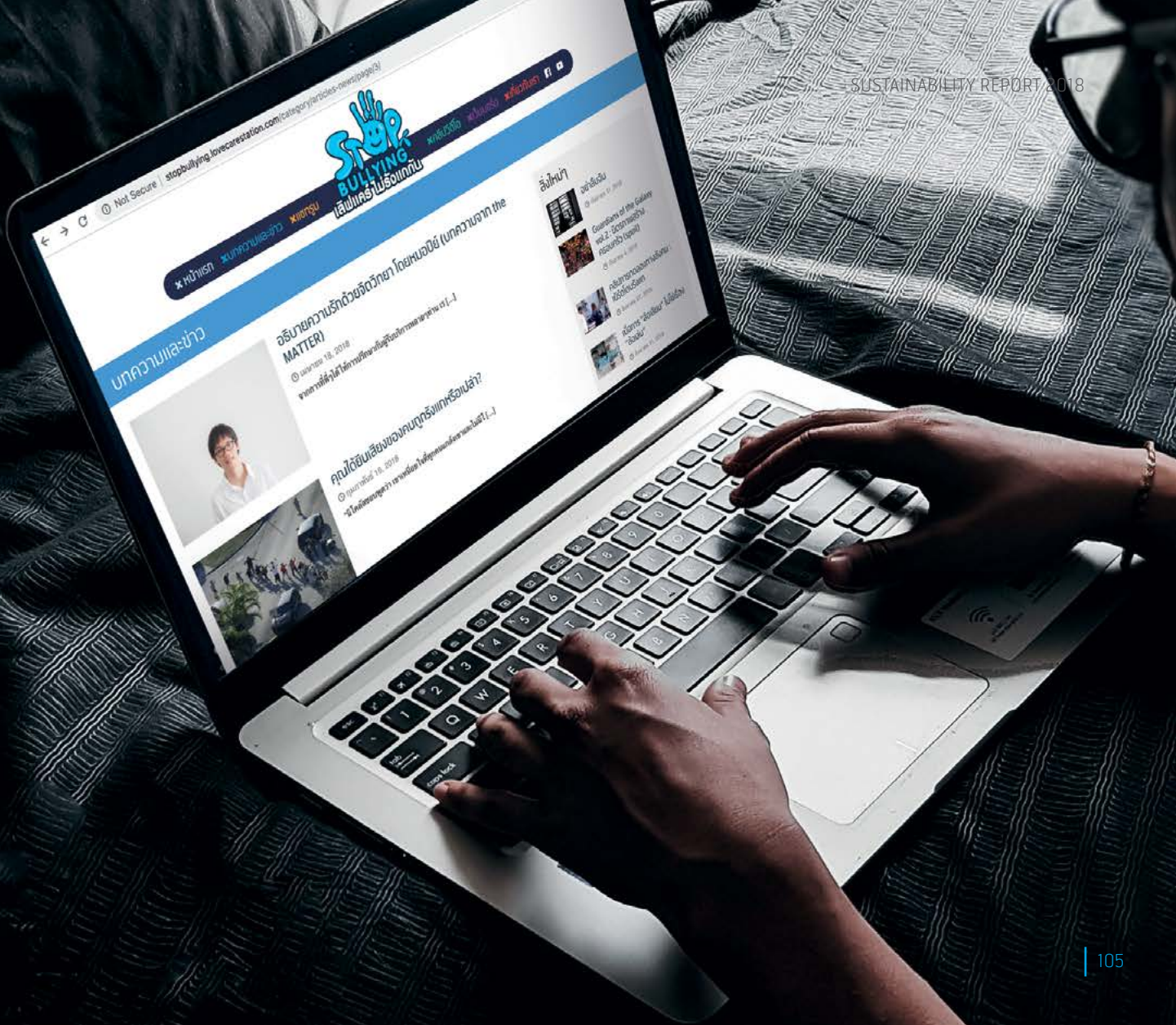
387
counseling provided

110,639 site visitors

50
percent of users
were children and
youths between
the ages of
10 TO 15

75
percent of users
were girls

Advices were most requested for cyberbullying
in the forms of vilification and mockery



2. dtac School Outreach

To promote knowledge and understanding about bullying among youths (what it means, its effects, and types of bullying), as well as to raise awareness about bullying risks and introduce the Stop Bullying Chatroom. In 2018, 6,654 students across 28 secondary schools and vocational schools in the Bangkok Metropolitan Region participated in this engaging activity. The following are key survey results following the outreach efforts:

All vocational students who participated said they had had prior bullying experiences, mostly the physical form. Before the workshop, this group reportedly saw bullying as unavoidable, but reported more awareness of the consequences of bullying afterwards.

Secondary school students thought bullying was a widespread issue and one close to them. They were able to differentiate between joking and bullying, and could identify ways to tackle it and perform other non-violent forms of bullying, with verbal bullying being the most common.

All schools agreed that bullying was an issue that needed tackling and emphasis, and that they should raise more awareness and build skills for students in other classes besides secondary school students and vocational students.

Public awareness On safe internet

dtac also pushes to raise awareness and education to wider audiences, in order to promote safe internet for children and youths.

1

Stop Cyberbullying Day on the third Friday of June every year, with various activities in the past such as:

- A short film called “Thank You for Sharing,” aimed at reflecting the effects of the internet on people’s lives. The film was viewed 1,074,401 times.

- An interview clip of 11-year-old Nattanan Sanunrat, or “Nong Pare Pa Plearn,” who once took her premature talent online and became a victim of thoughtless mockery and criticisms at the hands of adults. The clip was viewed over 1,935,000 times, had more than 640,000 shares, and received more than 74,000 comments. It was a wake-up call to the Thai society that everyone could become a part of cyberbullying even without realizing it and could cause others pain and embarrassment that pushed them to the margins of society.



IT'S COMPLICATED: THE SOCIAL LIVES OF NETWORKED TEEN

SUSTAINABILITY REPORT 2018

2

Sponsoring the publication “It’s Complicated: The Social Lives of Networked Teens”

thoughts and behaviors on the internet. A talk for the book was also organized under the topic of “Understanding Teens’ New World,” with experts from different fields – from policy makers and curriculum developers to creative industry people who work with or know teenagers well to teenagers themselves – participating to exchange ideas and open minds.



THAILAND'S FIRST AI LABORATORY

dtac-SIIT Artificial Intelligence Lab ^[203-2]

Artificial intelligence (AI) is a technology that changes businesses in major ways. It helps with rapid processing and analysis of Big Data, and enhances efficiency in the analysis of user behavior and other data that are useful for product designs, service efficiency improvement, and more direct approach to meet demands of the customers and the society.

dtac sees a great demand of technology-skilled workers and data scientists, especially in AI, although the education sector has made constant efforts to develop workforce with such advanced skills. Moreover, the education sector also faces challenges in using real-life information and problems of the business sector for research for personnel development.

dtac, in a partnership with the Sirindhorn International Institute of Technology (SIIT), thus established the “dtac-SIIT Artificial Intelligence Lab,” Thailand’s first AI laboratory. This is in line with the ‘Empower Societies’ vision and the sustainability focus, in which dtac aims to create the maximum shared value for the economy and society.

dtac has invested THB 12 million to build a lab in a co-working space format and to fund AI research. The dtac-SIIT partnership is about project-based action learning. dtac has posited real business challenges as questions for learners to start with in data analysis and AI model development, such as customers’ social media behaviors, automated bot system to improve e-commerce channels, and other systems to reduce business risks.

The dtac-SIIT Artificial Intelligence Lab is Thailand’s first ever AI research lab, emphasizing the SIIT’s leadership in AI education. The institute focuses not only on academic curriculum, but also exposing learners to experience real-world business problems, developing data scientists for Thailand’s workforce. Learners will enhance their potential by learning about new challenges that constantly arise from accessing the most up-to-date data, as well as learning from dtac’s AI experts who will pass on the knowledge on AI and related areas.

The dtac-SIIT Artificial Intelligence Lab initiative has utilized dtac’s strength in technology and digital expertise to support the education sector, which is part of dtac’s community stakeholders. Besides benefiting the business sector directly, the initiative also indirectly improves the economy by increasing Thammasat University’s research capacity and digital technology education, creating added value and increasing Thailand’s competitiveness.

artificial intelligence lab



AI LAB





Plik Thai Project ^[203-2]



dtac is well aware that there are many aspects to sustainable social development. Because Thailand sees a steep economic growth and still has to adapt to international economic and political volatility, new social issues arise and many stakeholder groups have started playing more prominent roles in social development. Therefore, dtac started the Plik Thai Initiative as a channel to engage stakeholders in reflecting the society's problems and needs. The initiative is especially targeted at the civil society and communities, who can use their knowledge and experiences to raise issues for social development, which dtac can lend our expertise and other resources to help promote, as outlined in dtac's vision, 'Empower Societies.'



Scan Qr Code

Plik Thai is a social responsibility project applying the 'Cause Promotion' approach in conjunction with leveraging a business marketing and social development mechanisms. It invites 'active citizens', or those who are determined to make a difference to their community, to propose simple, but innovative ideas to solve problems in surrounding communities that can result in widespread positive impact.

A study on the challenges faced by active citizens found that most active citizens who went on to found and run successful social development enterprises were those who were already working in the field. However, there were many other active citizens who were determined to make changes in their communities but faced various obstacles, including the main four:

1

Sources of capital and funding

2

Potential and skills in sustainable project management

3

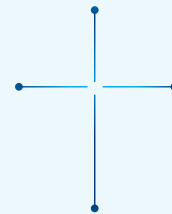
Knowledge and expertise in the specific social causes

4

Allies and networks to help reduce limitations and maximize benefits to the society

Active citizens
proposed ideas
to solve problems

dtac and
experts in
sustainability
provide
feedback
and select
Plik Thai
winner



dtac provided
one-on-one
coaching and
project develop-
ment skills in
coporation
with G-Lab,
Thammasat
University, and
Process Facili-
tator steam.

10 Winning Plik Thai Teams.

dtac customers base and
communications chanel.



seed funding of THB
100,000 from dtac



dtac's expertise in IOT and
social media engagement



dtac award as a marketing
machanism



dtac's connection
and network



**Benefits and value
for society**

The 10 winners of the Plik Thai Project could generate following indirect economic impact to the society.

PROJECTS	OBJECTIVES	INDIRECT ECONOMIC IMPACT
Education		
<p>“Braille Learning Aid for the Blinds” By Supatinee Kornsing</p> <p>Telecommunications Engineering Department, Faculty of Engineering and Architecture,</p> <p>Rajamangala University of Technology Isan, Nakhon Ratchasima province</p>	<ul style="list-style-type: none"> To support education for the blind with emphasis on basic learning skills to allow them to pursue higher education, leading to employment and good quality of life To develop a Braille learning machine prototype for blind students in kindergarten and primary schools 	<ul style="list-style-type: none"> A prototype for a Braille learning machine, worth THB 500,000 Production of 5 such machines worth THB 200,000, which were donated to a school for the blind in Nakhon Ratchasima, benefiting 30 students and 10 teachers
<p>“Inskru” By Sorawit Paiboonratanakorn and Chalipa Dulyakorn</p>	<ul style="list-style-type: none"> To promote education by strengthening and supporting teachers with knowledge and learning media To create a platform incorporating interesting learning media and various bodies of knowledge for teachers nationwide 	<ul style="list-style-type: none"> A website (www.inskru.com) to collect learning media and knowledge from 124 teachers across 66 provinces, with 1,200 teacher profiles created and 100,000 site visits A Facebook page for “Inskru” as a public relations channel, with 33,600 followers Income from advertisements totaling THB 20,000
<p>“Maker Space” Len Dai Museum in Mae Saruay district, Chiang Rai province</p>	<ul style="list-style-type: none"> To promote learning in children using a recreational education approach To build a platform for knowledge on toy designs and production based on local folk wisdom for teacher and parents to utilize in a classroom or at home. 	<ul style="list-style-type: none"> A Facebook page for “Maker Space” to publish knowledge on toys, with 3,868 followers A “Play Camp” activity for parents in Chiang Rai and Bangkok, generating THB 10,000 in income Representing Chiang Rai’s Mae Saruay district in the national “Reading Innovation” competition organized by the Office of the Non-Formal and Informal Education and winning the first prize in 2018 for an audio visual hologram projector designed and made from locally sourced materials

PROJECTS	OBJECTIVES	INDIRECT ECONOMIC IMPACT
Education		
“Organic Paper” By grade-11 students of Mechai Pattana School in Lamplaimat district, Buriram province	<ul style="list-style-type: none"> To promote the school as a community center for community development, providing skills and sources of income. To establish a paper-making business as a school business model. 	<ul style="list-style-type: none"> Workshops for 100 students from 4 schools in the community about organic paper making Generated about THB 20,000 to start and continue operating the paper-making business within four months
Community Development		
“Super Hydraulic Ramp Pump 4.0” By the Conservation and Development Association of Phetchabun Mountain Range in Nam Nao district, Phetchabun province	<ul style="list-style-type: none"> To establish sustainable water resource management and environmental conservation in the Pa Sak watershed area To produce 10 hydraulic ramp pumps and select 10 model farmers to participate in a skills building and become a model farmer in Dan Sai district, Loei province 	<ul style="list-style-type: none"> 10 model farmers received the hydraulic rams and attended a workshop as set in the objective, worth THB100,000 Farmers converted from farming corn, which did not suit the land, to banana, tamarind, and other fruits, which not only suit the land but also improved soil quality, leading to a more stable income and less reliance on middlemen Farmers were able to save fuel costs for water pumps, cutting production costs by THB 12,000 to THB 15,000 per month
“Poonsap Community Farm” By Bangkok volunteers and Poonsap community members in Sai Mai district, Bangkok	<ul style="list-style-type: none"> To forge good ties and promote savings among community members by building a farm on the community’s public land 	<ul style="list-style-type: none"> Built three mushroom houses and generated THB 68,960 from selling the mushrooms in four months

PROJECTS	OBJECTIVES	INDIRECT ECONOMIC IMPACT
<p>“Solar-Powered Lamps in Mae Hong Sorn”</p> <p>By Kannika Srithanyalaksana, Energy for Environment Foundation, Bangkok</p>	<ul style="list-style-type: none"> To improve quality of life in communities without access to electricity by giving them solar-powered lamps To procure solar-powered lamps for households in areas without electricity in Mae Hong Son province 	<ul style="list-style-type: none"> 200 households in Kong Koi and Huay Wok villages, Sop Moei district, Mae Hong Son province received the solar-powered lamps to use at night Partnered with Khun Yuam District Educational Office to conduct impact assessment and found that children had better reading skills.
Empowerment for the underprivileged		
<p>“Able Walker for the Elderly”</p> <p>By Sorapat Hemranroj, M.D. Cognitive Fitness Center, Chulalongkorn University, Bangkok</p>	<ul style="list-style-type: none"> To improve quality of life for the elderly by encouraging regular mobility and socialization To develop a prototype for the adjustable walking cane for the elderly that is equipped with real-time location tracking and SOS alert feature 	<ul style="list-style-type: none"> A prototype for the adjustable, IoT-equipped walker worth THB 500,000
<p>“Police Noi”</p> <p>By Police Lieutenant Colonel Priabprom Mekiyanon and Police Lieutenant Tan Kaewruamwong, The Royal Thai Police</p>	<ul style="list-style-type: none"> To reduce violence against women and to encourage female victims of violence to enter the justice process or receive proper assistance To develop a communications channel for female victims of violence, using social media and an AI chatbot to respond to questions and provide information for the victims 	<ul style="list-style-type: none"> Support from LINE Thailand in setting up an account to communicate with the target group, worth THB 2 million Support in AI from Telenor Digital Asia’s AI experts and in chatbot development from iBotnoi Ltd., worth THB 700,000 A database, which collects information from various sources using machine learning, for information on laws, the justice process, relevant agencies, health, etc., under the topic of violence against women and children

PROJECTS	OBJECTIVES	INDIRECT ECONOMIC IMPACT
<p>“Plik Thai Dental Health”</p> <p>By Jaranya Hunsrisakul, D.D.S.</p>	<ul style="list-style-type: none"> To promote knowledge and skills for parents in the south to take care of their children’s dental health from birth to the age of 6 To create a social media channel to share knowledge and tips about children’s dental care with parents in Thepa district, Songkhla province and Yaring district, Pattani province 	<ul style="list-style-type: none"> Channels on Facebook and LINE@ to share knowledge about children’s dental care, with 3,200 followers 40 percent increase in number of participants after using social media channels from holding regular local workshops 70 team members received training worth THB 35,000 from dtac volunteers and associate parties on “using social media to create engagement with target groups” to improve their communications efforts – 40 of the participants were staff of Prince of Songkhla University

ENVIRONMENTAL MANAGEMENT



ENVIRON- MENTAL MANAGE- MENT

118 |



Environmental conservation is a part of dtac's Sustainability Policy, aiming to minimize environmental impact. At the same time, dtac also takes steps to sustainably restore the environment. ^[103-1]

dtac aims to reduce water and energy consumption by 10 percent yearly as well as collect 100,000 pieces of e-waste for a proper recycling process. As a long-term goal, dtac plans to reduce carbon footprint by adopting an eco-friendly approach in marketing events and dtac service shop designing. ^[102-11]

In 2018, dtac had no environmental violations. ^[307-1]





**The Company
has laid out
the following
guidelines for
conservation
efforts:**



Build cooperation with stakeholders and relevant agencies to widen environmental efforts, as well as develop environmentally friendly goods and services



Regularly assess to identify environmental risks caused by business operations



Reduce water and energy consumption



Develop the Environmental Management System (EMS) to be a reporting platform for the company's environmental conservation works, where the information will be used to plan and improve the efforts

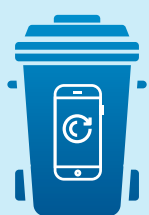


Efficiently dispose of electronic waste (e-waste)

ENVIRONMENTAL SIGNIFICANT TOPICS ^[103-2]

dtac conducts an Environmental Significant Topics assessment in a timely manner in order to identify risks that may contribute to environmental impact negatively. dtac evaluated 127 business process/activities/area across the Company which revealed four most significant aspects below.

ENVIRONMENTAL ASPECTS



e-Waste



ENVIRONMENTAL IMPACT



Land Contamination

MITIGATION AND CONTROL MEASURES

- ✓ Control required by laws
- ✓ dtac Environment Policy
- ✓ dtac e-Waste and Recycling Manual
- ✓ ThinkSmart Project



Water and
Energy



- Depletion of Natural Resources
- Land Contamination
- Water Pollution
- Global Warming and Climate Change

- ✓ Control required by laws
- ✓ dtac Environmental Management Manual
- ✓ Internal water and energy consumption campaigns



Hazardous
Waste



- Land Contamination
- Ozone Depletion
- Air Pollution
- Depletion of Natural Resources

- ✓ Control required by laws
- ✓ dtac Environmental Management Manual



General
Waste

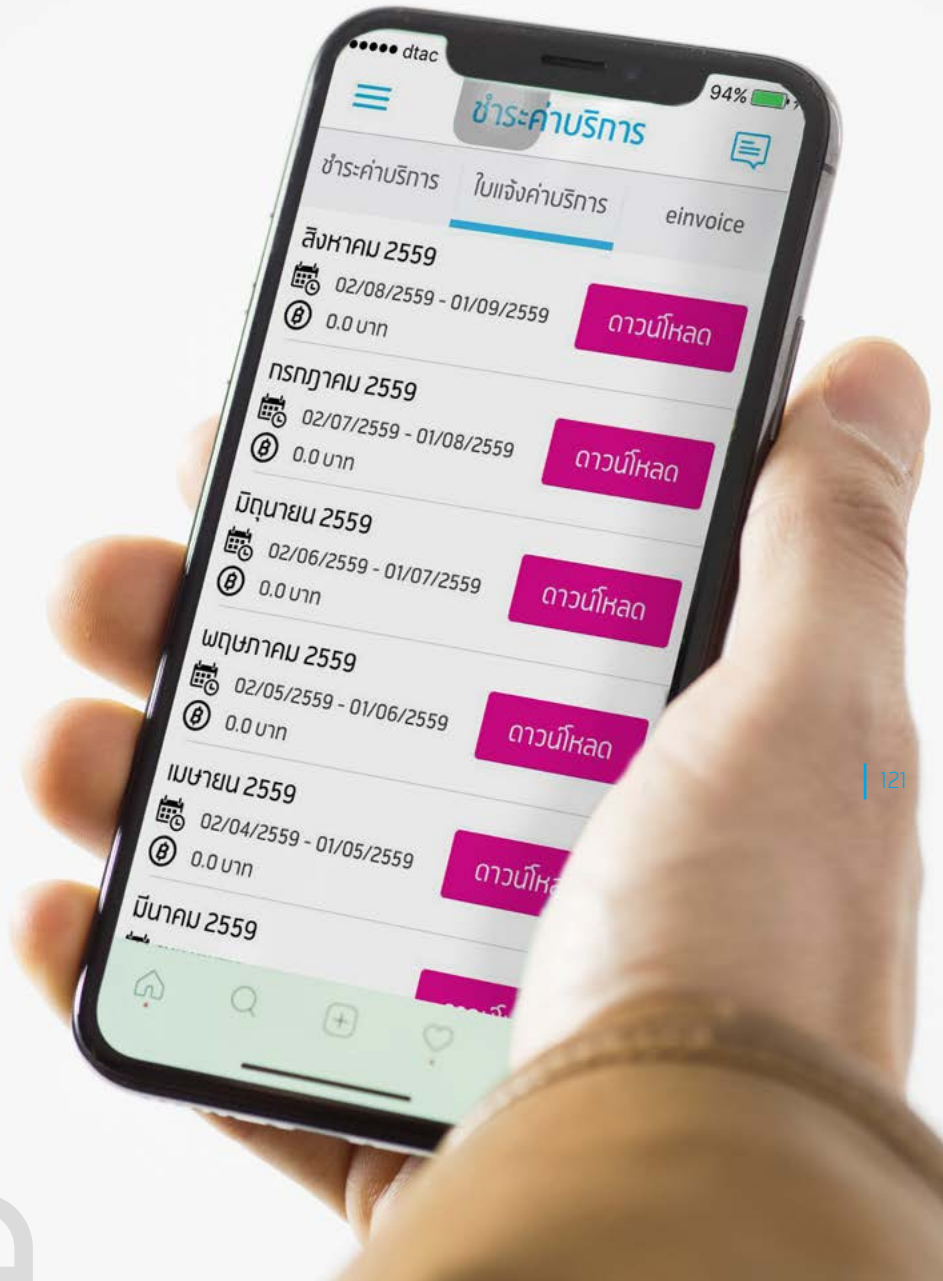


Land Contamination

- ✓ Control required by laws
- ✓ dtac Environmental Management Manual

dtac e-Invoice

One of the projects aimed at reducing environmental impact in the customer service area, which dtac has carried out for over 8 years, is dtac e-Invoice. The goal was to reduce paper used in billing, and to be more in line with customers' increasing tendency to receive communications and information from dtac via digital platforms.



In 2018, ^[103-2]

1.36

million

customers switched from
paper bills to e-invoices

helping save

13,541

kilograms of paper



or saving over 3,800 trees
from being cut.*

(based on a calculation methodology of Thailand Greenhouse Gas Management [Public Organization] and the Stock Exchange of Thailand).

WASTE MANAGEMENT

As a telecommunications provider, dtac has identified the types of pollution caused by the business operations and taken steps to reduce environmental impact. Electronic waste (e-waste) has always been one of major issues.

In response to this, dtac has initiated the ThinkSmart project to reduce greenhouse gas emission in the atmosphere and to add value in its value chain. dtac has campaigned for customers and public to dispose of their used mobile phones, spent batteries, SIM cards, and other accessories such as headphones and adaptors, as well as electronic devices and appliances, at the ThinkSmart boxes, which can be found in dtac hall branches nationwide and at dtac's partners such as Tesco Lotus and SCG Headquarters. This e-waste will be

recycled through a process that is proper and environmentally safe by TES-AMM Thailand Co. Ltd., a recycling service provider for electronic devices and appliances.

In 2018,



DTAC WAS ABLE
TO COLLECT

190,942

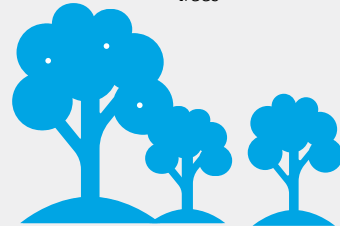
mostly consisting of used
mobile phones, batteries
and covers,

and therefore was able to reduce
CO₂ emission to atmosphere by
approximately

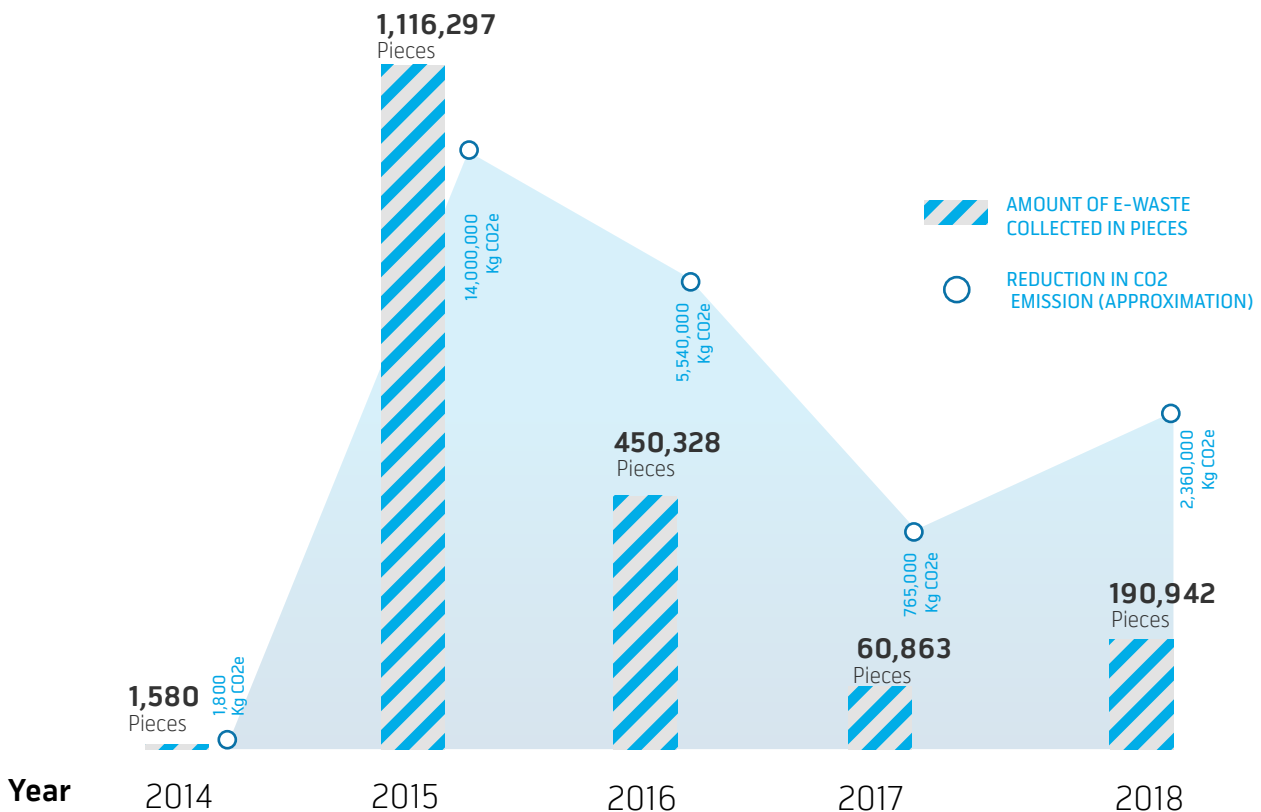


equal to planting

262,506
trees



(based on a calculation methodology of TES-AMM Thailand Co. Ltd., 1 mobile phone recycled equals emission of 12.58 kgCO₂e).





Amount of Waste in 2018

NON-HAZARDOUS WASTE



General Waste
14.8
tons

WASTE DISPOSAL METHODS

- ✓ REUSE
- ✓ RECYCLE

HAZARDOUS WASTE



Used Batteries
0* tons
e-Waste
0* tons

WASTE DISPOSAL METHODS

- ✓ RECYCLE THROUGH BUSINESS PARTNER WITH OPERATING LICENSE

*Information will be available in 2019 fiscal year.

Water and Energy Consumption

Efficient water and energy consumption are one of the main principles in the environmental conservation efforts. dtac has determined the following guidelines to promote water and energy conservation within the company: ^[103-2]

1

dtac will take steps to improve the energy management system as appropriate, and prescribe water and energy conservation efforts as a part of the business operations, in line with relevant laws and regulations

2

dtac will take steps to constantly improve the efficiency of energy consumption while taking into account our business, available technologies, and best practices

3

dtac will determine plans and goals for water and energy conservation in each year, and communicate with every employee to ensure understanding and compliance

4

dtac considers water and energy conservation a duty and responsibility of the company's owners, executives, and employees at all levels, who are all obliged to cooperate as well as follow up, inspect and report findings to the Energy Management Committee

5

dtac will lend necessary support, including human resources, budget, time, training, and will provide suggestions on improving water and energy conservation efforts

6

Executives and the Energy Management Committee will review and improve energy policies, goals, and plans every year



In 2018, dtac encouraged awareness among employees towards water and electricity consumption. The initiative reached about 3,000 employees at headquarters, call center, and regional offices in four provinces

Water Consumption Amount ^[103-3] (cubic meter, m³)



125

Energy Consumption ^[103-3]

ENERGY CONSUMPTION	AMOUNT OF ENERGY 2018
TOTAL AMOUNT OF FUEL CONSUMPTION (CONVERTED FROM LITRE TO GIGAJOULE)	
Amount of petrol consumption by fleets and corporate cars	104,615.25
Amount of fuel consumption by generators	4,474.15
TOTAL AMOUNT OF ELECTRICITY CONSUMPTION IN ALL OPERATIONS (CONVERTED FROM KILOWATT-HOUR TO GIGAJOULE)	
In buildings	264,391.64
By cell towers	2,964,672.00
TOTAL AMOUNT OF CORPORATE ENERGY CONSUMPTION	3,229,063.64

DTAC PEOPLE







At dtac, employees are the most important component in driving the organization towards sustainable growth.

In the digital transformation era, dtac emphasizes on building digital talents to cope with the technology disruption and to promote innovations that matter to customers and the society. At the same time, dtac ensures high-quality measures and initiatives in occupational health, safety, security, and workplace environment to promote work productivity. ^[103-1]

dtac has developed People Policy by applying the International Labour Organizations' Eight Fundamental Conventions on the following practices:

[103-2]

1

dtac shall not employ or contract child labor neither in permanent nor fixed-term positions.

2

dtac opposes the use of forced or compulsory labor including, but not limited to, exchange of labor for payment of debt. Any employee shall be free to leave employment after giving reasonable notice.

3

dtac respects the right to freedom of association and the right collective bargaining.

dtac allows its employees to freely elect representatives to advocate employee matters and carry out their functions

4

dtac shall not discriminate against employee representatives in the dtac People Council that is established in accordance with national law and regulations.

5

dtac shall make sure that working hours are not excessive and that the employee gets adequate time for recovery. Working hours shall be compliant with applicable local laws and regulations.

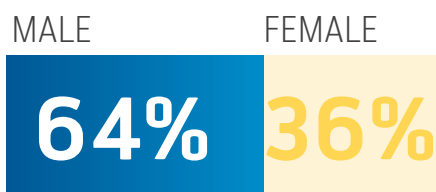
DIVERSITY IN EMPLOYEES ^[103-3]

A part of building strong workforce at dtac is to promote diversity in age, nationality, ethnicity, and gender. This is also to respect human rights as well as to contribute to high productivity in employees. All employees equally receive benefits and welfare as well as opportunities in skills building and fair performance evaluation for their career advancement regardless of their age, gender, or nationality.


With the dtac People Policy, diversity and equality in workforce is indicated and imposed throughout the business operations. dtac also builds awareness on the issues in employees through communication channels on a regular basis. Diversity in employees from 2018 is in the following. ^[103-1, 103-2]

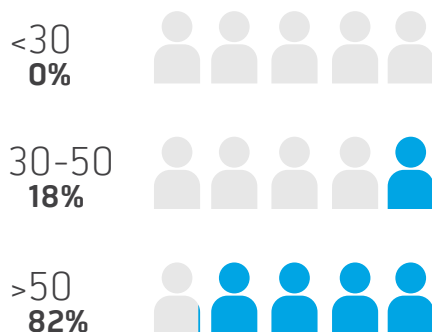
DIVERSITY IN DTAC BOARD OF DIRECTORS IN PERCENTAGE ^[405-1]

BY GENDER



BY AGE GROUP

 = 20%



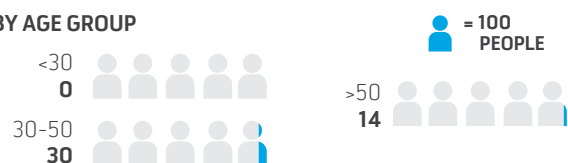
DIVERSITY IN EMPLOYEES IN PERCENTAGE ^[405-1]

HIGH-LEVEL EXECUTIVES (CEO, EVP, SVP)

BY GENDER



BY AGE GROUP

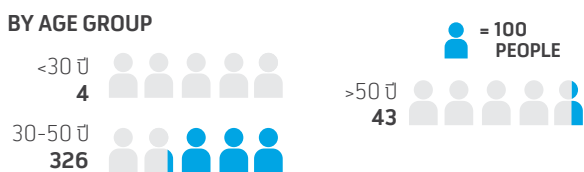


MID-LEVEL EXECUTIVES (VP, AVP)

BY GENDER



BY AGE GROUP

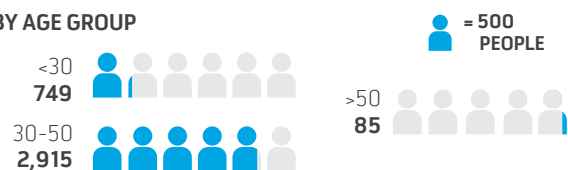


OPERATIONS LEVELS (SENIOR MANAGER – STAFF)

BY GENDER



BY AGE GROUP



OTHER (MAIDS, DRIVERS, MESSENGERS)

BY GENDER



BY AGE GROUP



TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT BY GENDER AND REGION ^[102-7, 102-8]

By Gender

Permanent
Employees

Male
1,519
PEOPLE

Female
2,394
PEOPLE

Fixed-term
Employees

Male
66
PEOPLE

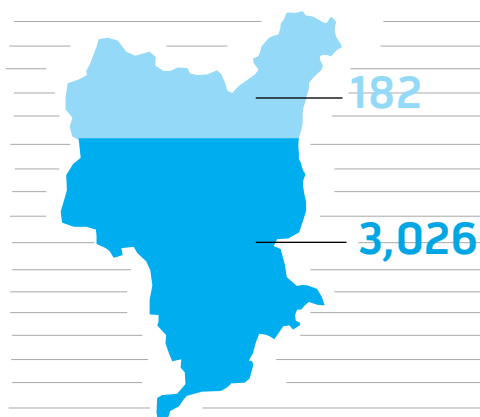
Female
188
PEOPLE

By Region

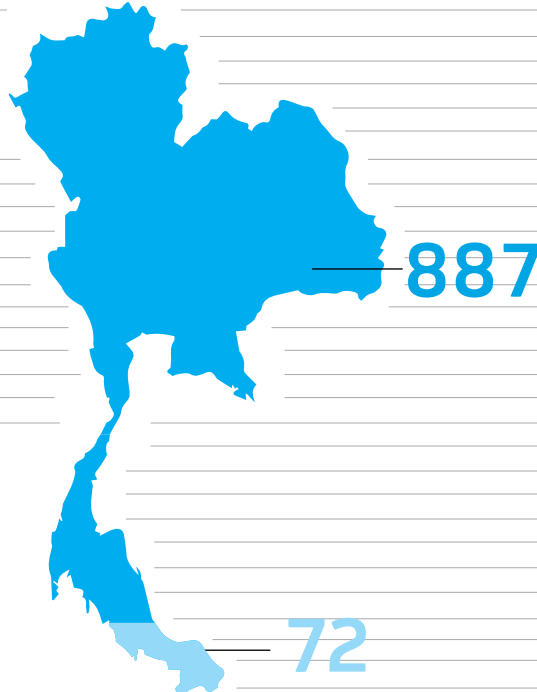
permanent

fixed term

CENTRAL



REGIONAL

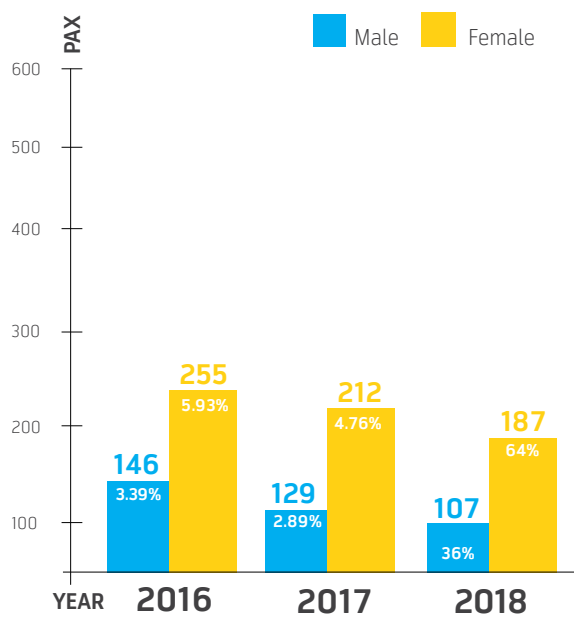


OVERSEAS

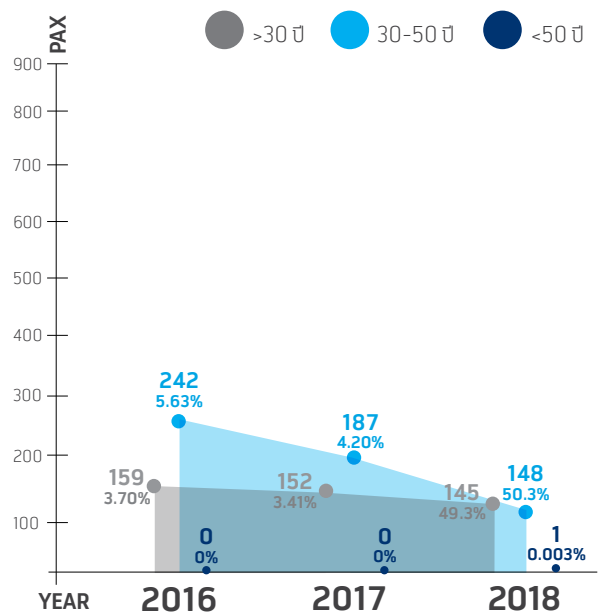


TOTAL NUMBER AND RATE OF NEW EMPLOYEE HIRES BY GENDER, AGE GROUP AND REGION [401-1]

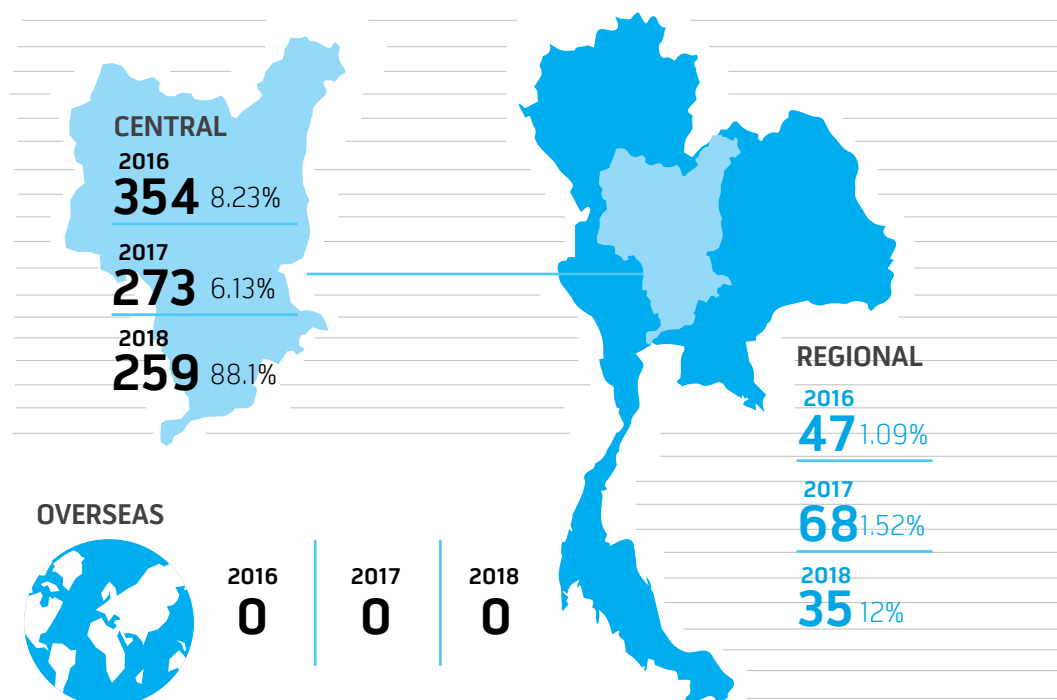
NUMBER OF NEW EMPLOYEE HIRES BY GENDER



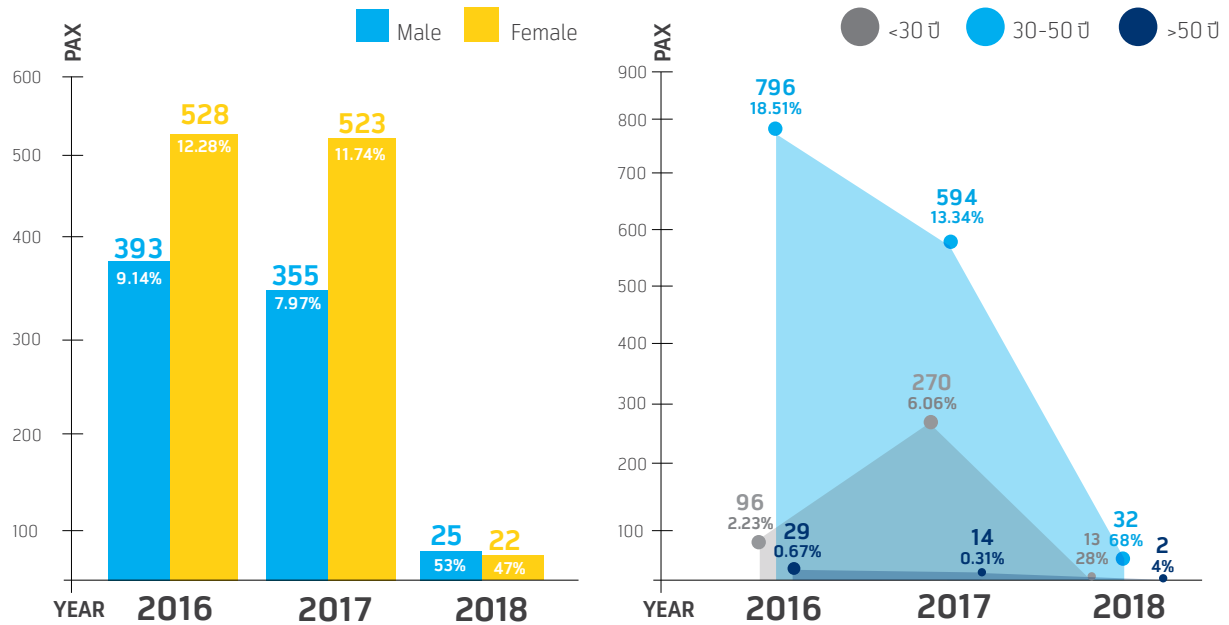
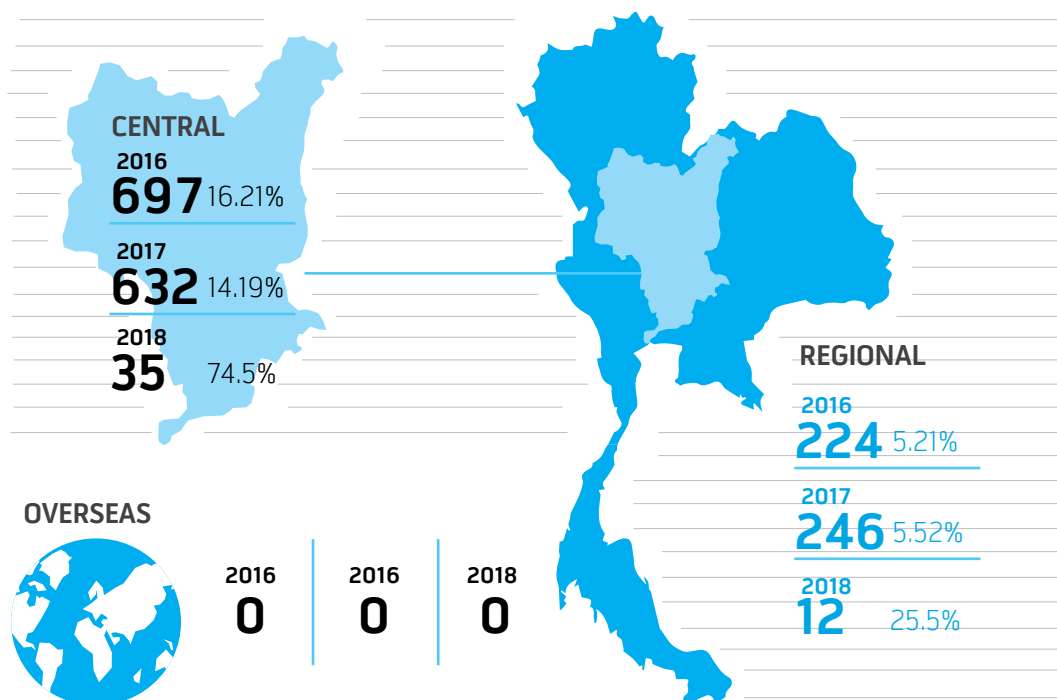
NUMBER OF NEW EMPLOYEE HIRES BY AGE GROUP



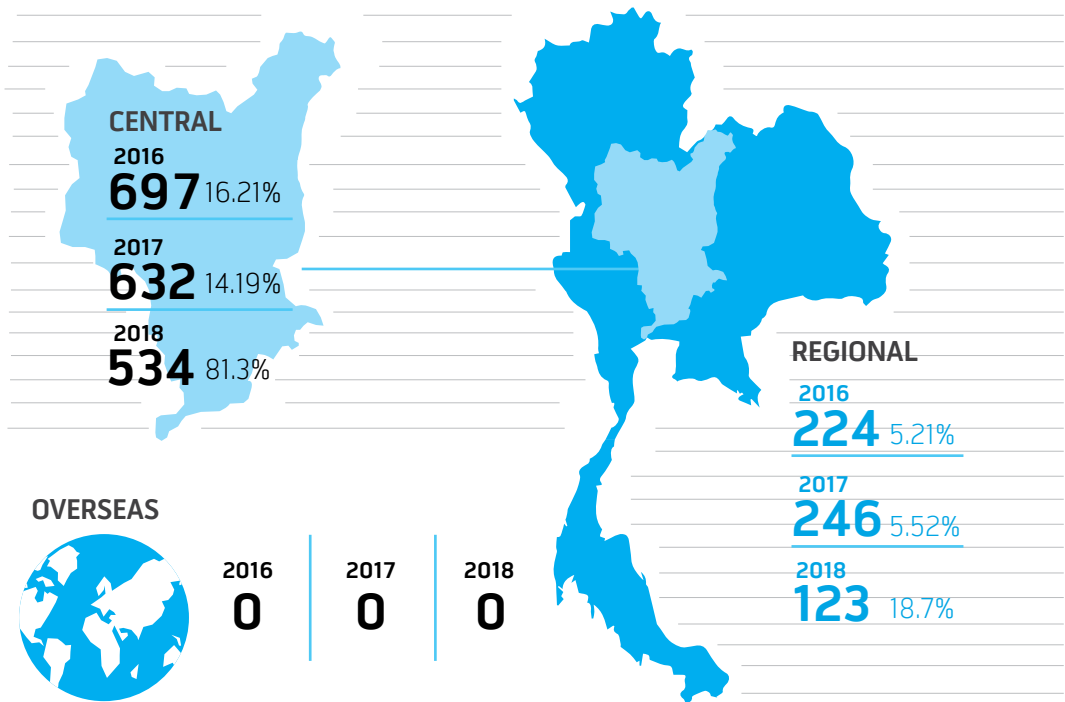
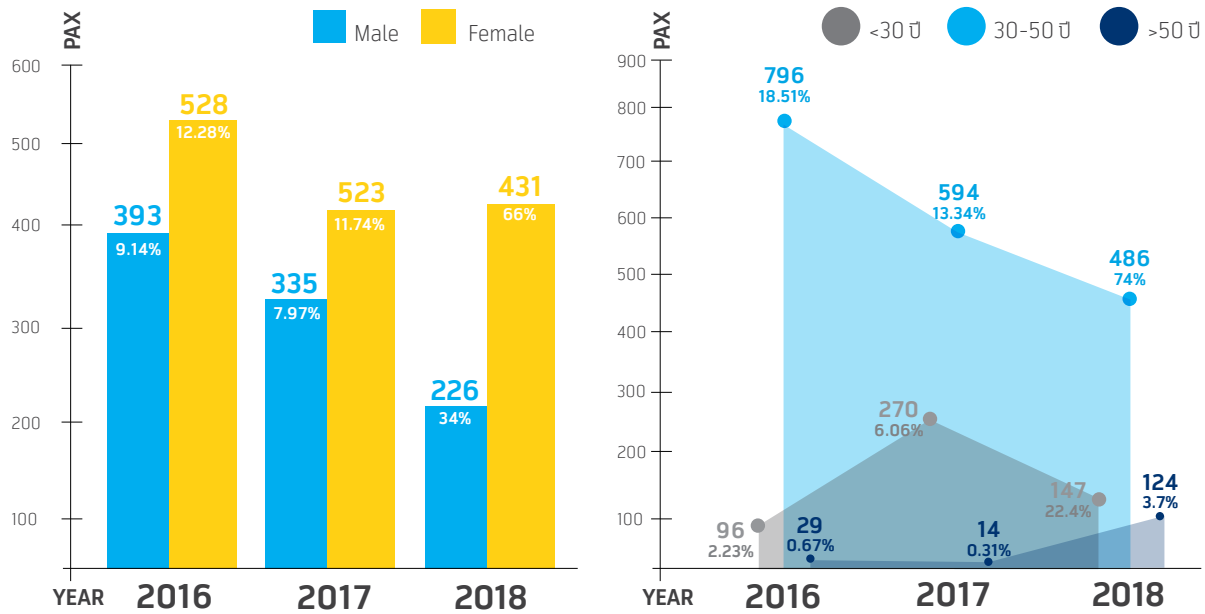
NUMBER OF NEW EMPLOYEE HIRES BY REGION



TOTAL NUMBER AND RATE OF EMPLOYEE DISMISSAL

NUMBER OF EMPLOYEE DISMISSAL
BY REGION

TOTAL NUMBER AND RATE OF EMPLOYEE TURNOVER



dtac People Council



dtac established the dtac People Council – a group of employees elected by dtac employees to represent them – legally supported by the Labor Protection Act B.E. 2541 (1998), Section 96.

The main role is to oversee and ensure that existing benefits and welfare are practical and equally beneficial to all employees at all levels. They are a channel that receives voices, comments, concerns, etc. from employees through regular meetings and via peoplecouncil@dtac.co.th, and bring these to discuss with the Employer that represents by executives from People Group.

The People Council consists of 5–7 elected representatives from the employee side, who will serve a two-year term from the date of appointment. The current council was appointed in March 2017 and will complete its term in March 2019.

The dtac People Council's most outstanding achievement in 2018 was the readjustment of the Multi-SIM card request process – one of the benefits dtac gives to all employees. The problem came to the dtac People Council's attention during a regional meeting with employees, who raised the issues of lengthy request and complicated approval processes for an additional SIM card, which prevented employees from fully enjoying the benefit. The council then raised the concern with representatives of the company, and worked together to find solutions to allow all dtac employees to conveniently enjoy the benefit. Since requests for SIM cards for work or personal reasons were already a part of employee benefits at dtac, there was no real need for the verification and approval processes to be so lengthy and complicated. This resulted in a cooperation with Asset Management team, for instance, to create new request and approval processes with less complication, compressing the verification and approval processes into just one step, shortening the approval period from around five business days to just one. All 100 percent of the employees benefited from this work by the council. ^[102–41]

In addition, dtac People Council worked with other internal organizations on activities that are related to employees' benefits to ensure fair and transparent process, such as joining the pricing committee for the internal auction for the Company's used furnitures, cars, and mobile phones opening for employees.



PEOPLE DEVELOPMENT ^[103-2]

In 2018, dtac created channels for employees to increase their potential in both an actual classroom and a virtual one. We provided courses of various topics from different institutions both in Thailand and overseas, allowing employees to choose as they wish. We aimed to develop employees' potential in 3 areas:

Core and Soft Skills

developing potential in every aspect of working to achieve goals, and Growth Mindset

Leadership Skills

increasing leadership skills through strength-based development coaching that correlates with engagement level, motivation, and team achievement rate

Functional Skills

upskilling employees to correspond with the challenges of working in the digital age, leading to more productivity

40-Hr Challenge

One of the important learning activities in 2018 was the 40-Hour Challenge, which was aimed at upskilling employees in the areas of their choice to equip them with the skills and knowledge that correspond with the industry and working in the ever-changing digital age.

This was done on an online platform and on dtac's internal PLearn application, which shares news, information, and activities with employees. dtac aimed to have each employee attend at least 40 hours of courses on various topics of their choice on dtac LMS, Telenor Campus, Coursera, Lynda, and SkillLane platforms. In 2018, this activity was able to upskill 4,100 employees.

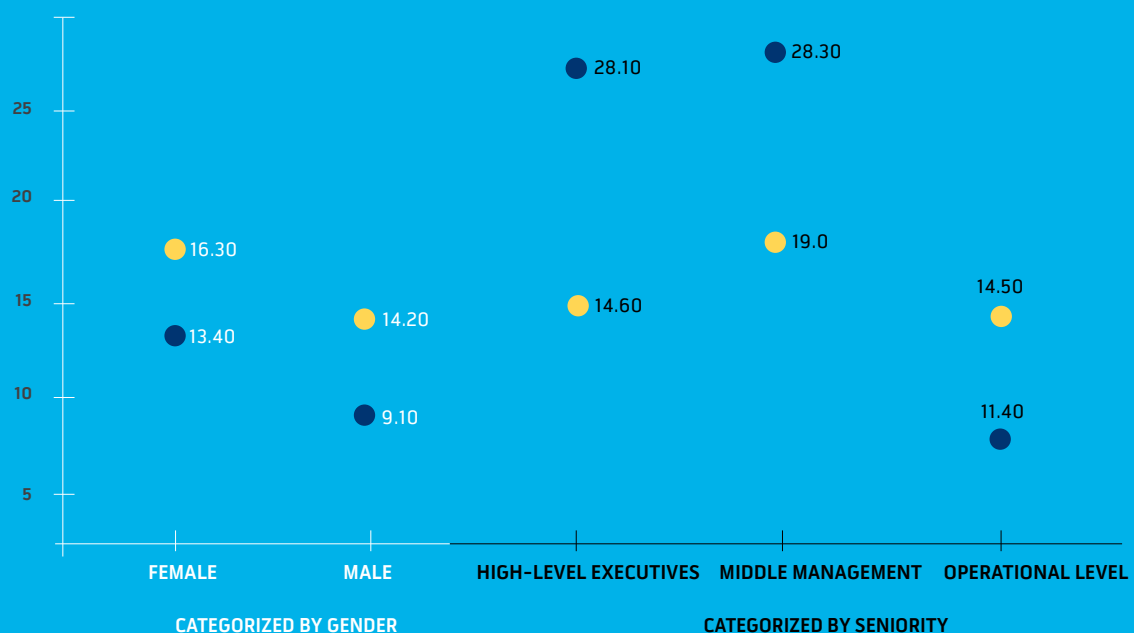


137

Average Classroom and Online Learning Hours for Each Employee ^[103-3, 404-1]

● 2016
● 2017

AVERAGE LEARNING HOURS



dtac also organized activities and courses designed for various groups of employees. ^[404-2]

1

**‘The Situational Leadership’
course for top-talent**

employees who are Assistant Vice Presidents and those in higher positions

who will learn how to evaluate their team members’ abilities against the skillsets they should have, and who will be able to design work strategies in order to maximize each team member’s potential. This group of employees must be assessed and deemed by the Human Resources department and their line managers to be fit to be the company’s successors. In 2018, 104 employees attended this course.

2

Expert Degree

course for employees in specialist positions or highly-skilled employees in Technology Group

Digital Group and Marketing Group positions to develop the six essential skills, namely applied analytics, design, digital marketing, digital channels, product development and project management. In 2018, 62 employees attended this course.

3

Besides training workshops aimed at increasing potential and skills at work, dtac also places an emphasis on the promotion of knowledge and skills to prepare employees for life after employment or retirement. dtac provided training to 261 employees on life financial planning.



PERFORMANCE EVALUATION ^[103-3]

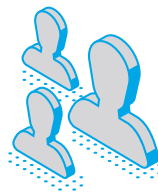
An efficient employee performance evaluation is one of the practices under dtac's People Policy.

It is not just about determining compensation or promotion; but it will lead to an equal, fair, and transparent work atmosphere, and motivate employees to improve themselves for working in the highly competitive and ever-changing digital age – and it is the employees who benefit the most out of this. In 2018, dtac aimed to evaluate the performance of every employee at all levels.

In 2018, dtac developed a new employee performance evaluation approach, abandoning the traditional Key Performance Indicator (KPI) and Performance Rating, and introducing the new "Strengths-Based Development" system. It focuses on increasing engagement and self-motivation among employees, who are more inclined to work in collaborative projects and cross-functional nature. The new system creates flexibility in the evaluation, including in the evaluation format, evaluators, and the time period during which the evaluation takes place. Each employee will receive evaluations and feedback both from their managers and their colleagues across other departments all year long, not twice a year like previously.

The evaluation approach is a discussion reviewing an employee's strengths, which will help drive the Company to achieve its goal, and finding and designing ways to help the employee improve those strengths on their own. This results in a positive discussion between the manager and the employee, helping the employee understand and connect their roles with the bigger picture of the company's goal. Developing strengths is more efficient than evaluating whether each employee should be in the "underperforming" or "accomplished" or "outstanding" categories, and will take less time than emphasizing on weaknesses.

Strengths-based development to increase potential:



Focus on employees' abilities, rather than ranking them



Encourage regular and prompt discussion and coaching



Receive 360-degree feedback from everyone, not just the manager



Prioritize employees' career advancement over past performance



140 |

Number of employees who have received performance evaluations and career advancement reviews ^[404-3]

BY GENDER

Employees

Number of employees who have received performance evaluations and career advancement reviews

 Male **2,389**
PEOPLE

 Female **1,522**
PEOPLE

BY POSITION

Number of employees who have received performance evaluations and career advancement reviews

 **36**
EXECUTIVE LEVEL

 **354**
MID-MANAGEMENT LEVEL

 **3,521**
OPERATIONAL LEVEL

EMPLOYEE ENGAGEMENT [103-2, 103-3]

dtac conducts the voluntary and anonymous Engagement and Enablement Survey (EES) among employees every year,

with the main objective of understanding employees' perceptions of working with dtac. The information collected from the survey will be analyzed and converted into operation plans aimed at constant employee growth and advancement, which will lead to results that correspond with the company's strategies and goals. The EES will assess two areas:

1 Engagement Index

an exploration of employees' commitment to the company and their jobs, which affect their determination to carry out tasks successfully as targeted and their willingness to do more than assigned

2 Enablement Index

an exploration of employees' opinion on the support they receive and the hurdles they face – such as unclear policies, complicated work processes, which affect their ability to bring about results

Results of this survey are used to create the "Effectiveness Profile," or a categorization of employees into 4 groups according to the measurable Engagement Index and Enablement Index levels, which is compared against the standards set by industry and market tendencies.

EFFECTIVENESS PROFILE

MOST EFFECTIVE

employees with high commitment to the company and high capability of creating results

DETACHED

employees with high capability of creating results but low commitment to the company

FRUSTRATED

employees with high commitment to the company but low capability of creating results

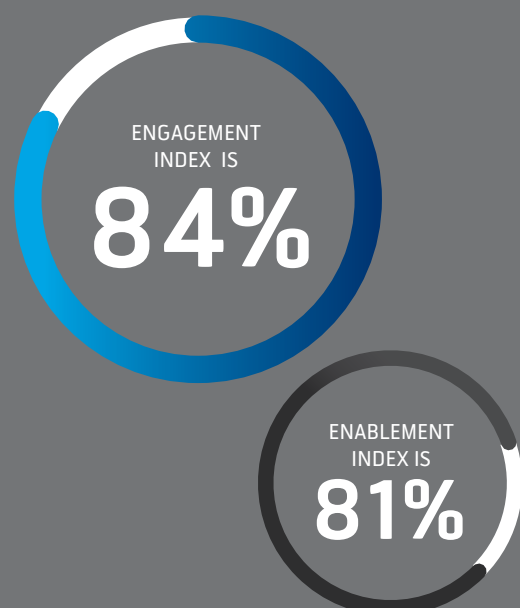
LEAST EFFECTIVE

employees with low commitment to the company and low capability of creating results

After the completion of the EES and its subsequent analysis, dtac will circulate the results to every employee via appropriate channels, and identify line managers as contact points for employees to request additional information if they have any questions.

Moreover, the results are passed up to the executive level and will be used to improve various corporate plans in order for the company to rise up to the challenges of forging both employee commitment and capability.

2018 EES RESULTS



BENEFITS, WELFARE AND MATERNAL LEAVE [103-2, 401-2]

dtac promotes fair and proper benefits and welfare for employees accordingly to positions and types of employment, including fundamental rights stipulated by the labor law, basic welfare and benefits as detailed below.



	PERMANENT EMPLOYEES	FIXED-TERM EMPLOYEES
LEAVES	<ul style="list-style-type: none"> - Sick Leave - Personal and Funeral Leave - Religious Activity Leave - Maternal Leave (180 days) - Paternal Leave - Marriage Leave - Sterilization Leave - Military Service Leave - External Training Leave - Community Service Leave 	<ul style="list-style-type: none"> - Sick Leave - Maternal Leave - Sterilization Leave - Military Service Leave - External Training Leave
BENEFITS	<ul style="list-style-type: none"> - Annual Leave - Provident Fund - Life and Accident Insurance - Health Insurance and Special Life Insurance for Employees in Risky Works - Dental and Eye Care - Annual Health Checkup - In-house Clinic and Nursing - Employee Share Program - Cooperative Savings - House Loan Program in Cooperation with Commercial Banks - Mobile Phone at Discount Rate - Mobile Phone Number and Package - Clubs 	<ul style="list-style-type: none"> - Annual Leave - Life and Accident Insurance - Health Insurance and Special Life Insurance for Employees in Risky Works - Health Insurance (OPD and IPD), Dental and Eye Care (for selected work positions) - In-house Clinic and Nursing - Mobile Phone Number and Monthly Package (for selected work positions) - Mobile Phone at Discount Rate - Clubs
WELFARE	<ul style="list-style-type: none"> - Childbirth Grant - Wedding Grant - Monkhood Ordination Grant - Grant for Death of Immediate Family Members - Grant for Employee's Death - Gifts for Employees Admitted to a Hospital - Disaster Relief Allowance - Mobile Phone and Data Package - Emergency Healthcare Loan for Employees and Immediate Family Members 	<ul style="list-style-type: none"> - Grant for Employee's Death - Disaster Relief Allowance

Apart from fair benefits and welfare, work-life balance is another important area that dtac focuses as well as a child's right to receive proper care from parents. Therefore, dtac provides a 180-day maternal leave with full salary payment, expanding from 60 days as stipulated by law, to female employees with an employment at two years and higher, and 7 days for paternal leave. The program has been rated 'highly satisfactory' by employees with 100 percent return rate of those who have used the leave.

and Paternal Leave Benefit ^[401-3]

[illegible]



OCCUPATIONAL HEALTH AND SAFETY

dtac's stance on occupational health and safety is to strictly follow relevant laws and regulations as well as to apply international standards such as OHSAS 18001 and ISO 14001 to ensure clear and strong HSSE measures.

The Company has established the Health, Safety, and Security Department (HSS) and the "Health, Safety, Security and Environment (HSSE) Committee" that has been formed by law. The two organizations work closely to oversee, carry out, monitor and assess occupational health and safety policies and initiatives for all dtac employees. The HSSE Committee comprises of representatives of employees and employers.

[103-2]

COMMITTEE	ROLES AND RESPONSIBILITIES	CHAMCHURI SQUARE BUILDING		SRI NAKHANRIN CALL CENTER BUILDING		RANGSIT KHLONG 5 CALL CENTER BUILDING	
		EMPLOYER REPRESENTATIVES	SEMPLOYEE REPRESENTATIVES	EMPLOYER REPRESENTATIVES	EMPLOYER REPRESENTATIVES	EMPLOYER REPRESENTATIVES	EMPLOYER REPRESENTATIVES
HEALTH, SAFETY, SECURITY, AND ENVIRONMENTAL COMMITTEE ^[403-1]	1. Consider policies and plans on workplace safety as well as non-occupational safety, and report to employer on prevention and minimization of workplace hazards, illness, and grievances caused at work or from working in unsafe environment.						
	2. Report and make suggestions to employer on new measures or changes needed in order to make safety code adhere to occupational health and safety law and standards to ensure workplace safety of employees, contractors, and third parties who come to work or use service at service site.						
	3. Promote and support workplace safety-related activities organized by service site.						
	4. Consider regulations and manual according to Article 3 as well as safety standards of service and report to employer.						
	5. Inspect service site's workplace safety procedures and examine its hazard and accident statistics at least once a month.	50%	50%	50%	50%	50%	50%
	6. Consider project(s) or plan(s) to organize workplace safety workshop(s) as well as those aimed at training all levels of personnel, from employees to executives, about their roles and responsibilities regarding workplace safety; and make suggestions to employer.						
	7. Set up system that requires all employees report on workplace hazards and risk-prone working conditions.						
	8. Follow up on reports and plans submitted to employer.						
	9. Submit annual performance report to employer after one-year completion. Report shall include problems and challenges committee has faced, and suggestions to improve performance.						
	10. Evaluate service site's performance in workplace safety procedures.						
	11. Carry out other workplace safety-related assignments as directed by employer						

**THE HEALTH,
SAFETY, AND SECURITY
(HSS) DEPARTMENT'S
ROLES AND
RESPONSIBILITIES ARE : ^[103-3]**

1

ESTABLISH PROCEDURES

to eliminate hazards and risks at service site, and guarantee their regular practice.

2

COME UP WITH SUGGESTIONS

on accident and hazard prevention, and maintain risk control at service site.

3

PROVIDE SAFETY MANUAL AND SET SAFETY STANDARDS

for employees and involved parties working at service site.

4

PROPOSE TO EMPLOYER

employer types of protective equipment suitable for particular tasks and risks in order to ensure usage among employees and parties involved.

5

PROMOTE AND SUPPORT ACADEMIC PROGRAMS

and works of related agencies at service site to ensure employees' protection against illness and their safety from injuries and hazards caused at work, including danger from fire and other severe accidents.

6

PROPOSE TO EMPLOYER

employer types of protective equipment suitable for particular tasks and risks in order to ensure usage among employees and parties involved.

7

COORDINATE WITH INTERNAL UNITS

as well as different agencies, including related government agencies.

8

EVALUATE SERVICE SITE'S OVERALL PERFORMANCE

in workplace safety and security system.

9

COLLECT OPERATIONS REPORTS OF SECURITY OFFICER WORKING

in all management levels, and follow up on workplace safety-related points to ensure they adhere to policy and plans of service site; report this to employer and committee once every three months.

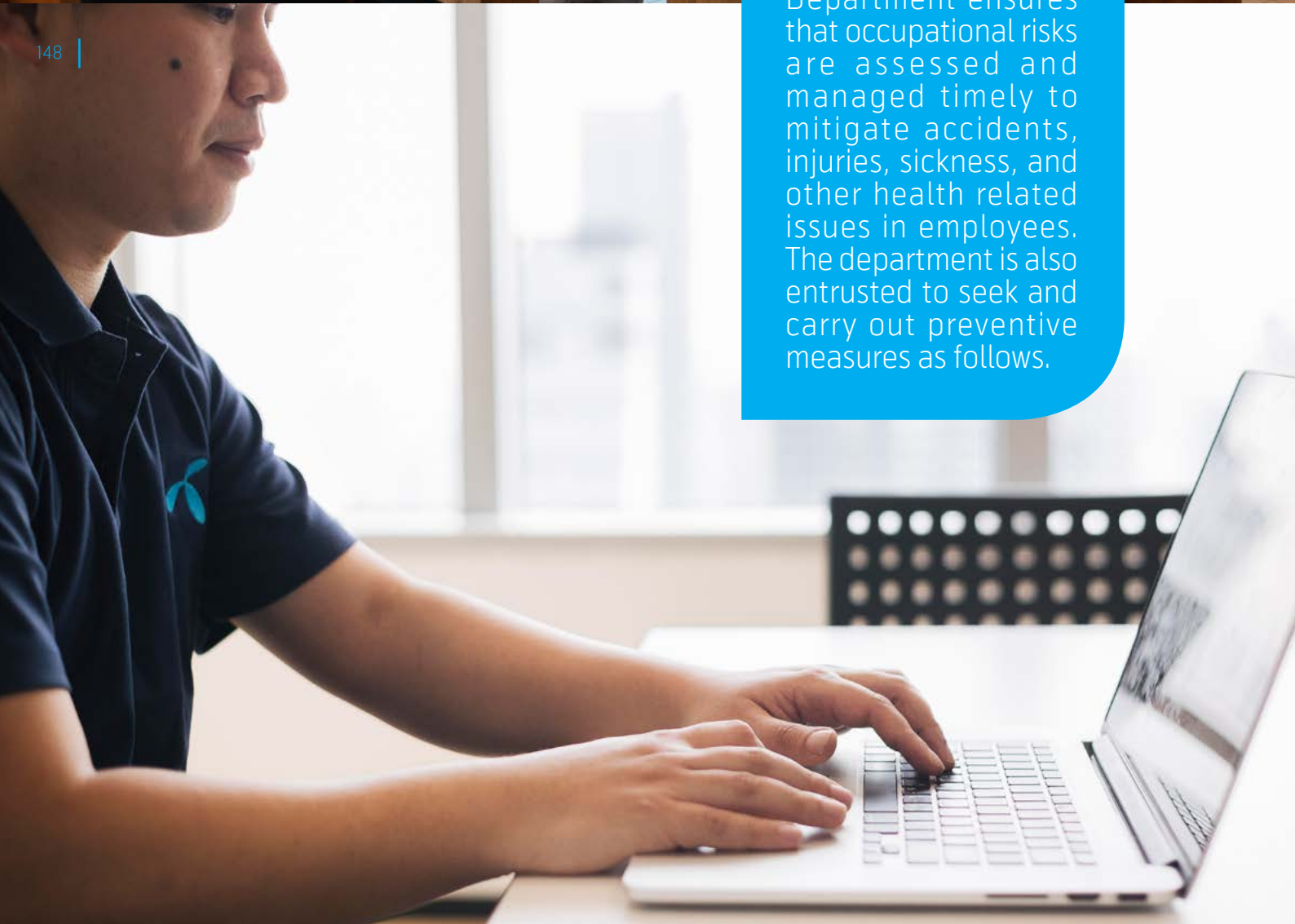
10

CARRY OUT OTHER WORKPLACE SAFETY-RELATED

assignments as directed by employer.



In addition, the HSS Department ensures that occupational risks are assessed and managed timely to mitigate accidents, injuries, sickness, and other health related issues in employees. The department is also entrusted to seek and carry out preventive measures as follows.



HSS Risks and Risk Mitigation Measures

EMPLOYEES (BY WORKPLACE)	HEALTH AND INJURY RISKS	ACTIONS FOR HEALTH AND INJURY RISK MITIGATION
Office-based employees	Office Syndrome	<ul style="list-style-type: none"> • Organize informative exhibition about Office Syndrome. • Publicize news, useful information, and studies about Office Syndrome to employees via dtac's various communication channels.
	Physical injuries	<ul style="list-style-type: none"> • Monthly safety inspection at high-risk locations in workplace by security officers and HSSE Department for hazard prevention. • Conduct regular performance examination of mechanical tools and machinery used by dtac employees and contractors.
	Workplace environment	<ul style="list-style-type: none"> • Conduct yearly examination of workplace environment, including lighting, noise, air, and water, to maintain standards required by law.
	Health and wellbeing	<ul style="list-style-type: none"> • Conduct yearly water quality test against benchmark set by Department of Health to guarantee clean water for employees. • Carry out surveillance for diseases and epidemics, such as influenza, and introduce preventive measures. • Upon learning employee(s) has/have caught a cold or influenza, arrange for disinfectant spray service and intensive cleaning at workplace to prevent infection.
Call center employees	Hearing ability	<ul style="list-style-type: none"> • Introduce special hearing check-up initiative and consider employees' test results when assigning their shifts accordingly.
Exchange location and communication tower technicians	Risks from working in direct contact with high-voltage electrical system	<ul style="list-style-type: none"> • Arrange for regular preventive repair of electrical tools and system, and routinely provide employees operational safety trainings.
Employees whose duty involves driving or vehicles e.g. salespersons and maintenance technicians	Road accidents	<ul style="list-style-type: none"> • Organize exhibitions to inform and raise awareness of road safety among employees. • Produce road safety video(s) to be shared through dtac's internal communication channels, especially ahead of long public holiday. • Provide regular road safety training for target employee groups e.g. chauffeurs, salespersons, and communication tower technicians.
Warehouse employees	Risks from operating forklift	<ul style="list-style-type: none"> • Provide regular training on forklift operation and safety measures for employees operating and working with forklift. • Provide safety training for head of team in order that they supervise and oversee team members aptly.

As a result of the HSS preventive measures, dtac had no incidents of workplace injuries or occupational fatality in 2018. ^[403-2]

• Lost-Time Injury Frequency: 0.27 • Sickness Absence Frequency: 0.77

ABOUT THIS REPORT

Total Access Communication Public Company Limited, or dtac, publishes this Sustainability Report of 2018 for the third consecutive year. The purpose of this report is to disclose dtac's sustainability performance and significant results in sustainability efforts as well as to communicate how dtac responds to stakeholders' concerns and expectations. Information and data in this report covers initiatives and results from 1 January 2018 to 31 December 2018. This report has been prepared in accordance with the GRI Standards: Core Option. [102-50, 102-51, 102-52, 102-54]

DEFINING REPORT CONTENT WITH THE REPORTING PRINCIPLES [102-46]

dtac's Sustainability Report includes material topics that are in line with stakeholders' expectations as well as the guidance of the Stock Exchange of Thailand (SET) on sustainability assessment framework. In sum, dtac used the following principles to identify topics.

STAKEHOLDER INCLUSIVENESS

dtac has engaged with key stakeholders to understand and capture their concerns and expectations in the area of sustainability. dtac ensures to implement various communication channels that fit with different groups of stakeholders, such as forums, meetings, focus groups, surveys, online channels and dtac's owned channels like call center and dtac halls.

SUSTAINABILITY CONTEXT

Sustainability at dtac aims at contributing its expertise and resources to empower societies and reduce inequalities with digital technology.

COMPLETENESS

The content of the report has been reviewed by stakeholders in the organization and related agencies and their inputs were applied to the production of the report. The Board of Directors has reviewed and approved the overall content to ensure that it captures key sustainability topics that are highly impacts in dtac's efforts to promote economic and social growth as well as environmental conservation.

MATERIALITY

dtac organized workshops with business functions that represent each group of stakeholders to select major issues on the foundation of:

- The significance of the organization's economic, environmental, and social impacts
- Their substantive influence on the assessments and decisions of stakeholders.

The results from the workshops revealed following material topics:

- Economic Performance
- Indirect Economic Impacts
- Procurement Practice
- Anti-Corruption
- Environment Compliance
- Supplier Environmental Assessment
- Employment
- Labor/Management Relations
- Occupational Health and Safety
- Training and Education
- Diversity and Equal Opportunity
- Human Rights Assessment

Contact

For information and inquiries about dtac's sustainability, please contact: [102-53]

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e-mail: sustainabilitydept@dtac.co.th

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Fax: (66 2) 2028296

Assessment Results of Significant Sustainability Topics and Boundaries

GRI TOPIC-SPECIFIC STANDARDS	SCOPE OF IMPACTS							
	INTERNAL	EXTERNAL						
		SHAREHOLDERS AND INVESTORS	COMMUNITIES	SUPPLIERS	CUSTOMERS	CREDITORS	GOVERNMENT AGENCIES	REGULATORS
Economic Performance	/	/		/	/	/	/	/
Indirect Economic Impact	/		/					
Procurement Practice	/			/				
Anti-corruption	/	/		/			/	/
Environment Compliance	/		/	/				/
Supplier Environmental Assessment	/			/				
Employment	/							
Labor/Management Relations	/							/
Occupational Health and Safety	/							
Training and Education	/							
Diversity and Equal Opportunity	/							
Human Rights Assessment	/			/				

GRI Content Index ^[102-55]

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION			RELEVANCE TO SDGS
			IDENTIFIED OMISSION (S)	REASON (S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	
GRI 101: FOUNDATION 2016						
GENERAL DISCLOSURES						
GRI 102: General Disclosures 2016	102–1 Name of the organization	6				
	102–2 Activities, brands, products, and services	6				
	102–3 Location of headquarters	6				
	102–4 Location of operations	10–11				
	102–5 Ownership and legal form	6, 8–9				
	102–6 Markets served	10–12				
	102–7 Scale of the organization	131				
	102–8 Information on employees and other workers	131				
	102–9 Supply chain	22–23				
	102–10 Significant changes to the organization and its supply chain	No significant change				
	102–11 Precautionary Principle or approach	118–120				
	102–12 External initiatives	19				
	102–13 Membership of associations	35				
	102–14 Statement from senior decision–maker	3–5				
	102–16 Values, principles, standards, and norms of behavior	14–15				

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION			RELEVANCE TO SDGS
			IDENTIFIED OMISSION (S)	REASON (S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	
GRI 102: General Disclosures 2016	102–18 Governance structure	34				
	102–40 List of stakeholder groups	25–29				
	102–41 Collective bargaining agreements	135				
	102–42 Identifying and selecting stakeholders	24				
	102–43 Approach to stakeholder engagement	25–29				
	102–44 Key topics and concerns raised	25–29				
	102–45 Entities included in the consolidated financial statements	8–9				
	102–46 Defining report content and topic Boundaries	151				
	102–47 List of material topics	152				
	102–48 Restatements of information	No any restatements				
	102–49 Changes in reporting	No significant change				
	102–50 Reporting period	151				
	102–51 Date of most recent report	151				
	102–52 Reporting cycle	151				
	102–53 Contact point for questions regarding the report	152				
	102–54 Claims of reporting in accordance with the GRI Standards	151				
	102–55 GRI content index	153–159				
	102–56 External assurance	No external assurance				

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION			RELEVANCE TO SDGS
			IDENTIFIED OMISSION (S)	REASON (S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	
MATERIAL TOPICS						
ECONOMIC PERFORMANCE						
GRI 103: Management Approach 2016	103–1 Explanation of the material topic and its Boundary	dtac Annual Report 2018, page 33				
	103–2 The management approach and its components	dtac Annual Report 2018, page 33				
	103–3 Evaluation of the management approach	dtac Annual Report 2018, page 34				
GRI 201: Economic Performance 2016	201–1 Direct economic value generated and distributed	13				SDG 2, SDG 5, SDG 7, SDG 8, SDG 9
INDIRECT ECONOMICS IMPACTS						
GRI 103: Management Approach 2016	103–1 Explanation of the material topic and its Boundary	85–86				
	103–2 The management approach and its components	85				
	103–3 Evaluation of the management approach	95, 97, 104				
GRI 203: Indirect Economics Impacts 2016	203–2 Significant indirect economic impacts	85–101, 108				SDG 2, SDG 5, SDG 7, SDG 9, SDG 11

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION			RELEVANCE TO SDGS
			IDENTIFIED OMISSION (S)	REASON (S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	
PROCUREMENT PRACTICES						
GRI 103: Management Approach 2016	103–1 Explanation of the material topic and its Boundary	72–73				
	103–2 The management approach and its components	72–74, 76–77				
	103–3 Evaluation of the management approach	75, 77				
GRI 204: Procurement Practices 2016	204–1 Proportion of spending on local suppliers	Not applicable				SDG 12
ANTI-CORRUPTION						
GRI 103: Management Approach 2016	103–1 Explanation of the material topic and its Boundary	33				
	103–2 The management approach and its components	34, 35–39				
	103–3 Evaluation of the management approach	37				
GRI 205: ANTI-CORRUPTION 2016	205–2 Communication and training about anti–corruption policies and procedures	37				SDG 16
ENVIRONMENTAL COMPLIANCE						
GRI 103: Management Approach 2016	103–1 Explanation of the material topic and its Boundary	118				
	103–2 The management approach and its components	121–125				
	103–3 Evaluation of the management approach	125				
GRI 307: Environmental Compliance 2016	307–1 Non–compliance with environmental laws and regulations	118				SDG 16

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION			RELEVANCE TO SDGS
			IDENTIFIED OMISSION (S)	REASON (S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	
SUPPLIER ENVIRONMENTAL ASSESSMENT						
GRI 103: Management Approach 2016	103–1 Explanation of the material topic and its Boundary	72–73				
	103–2 The management approach and its components	74–75				
	103–3 Evaluation of the management approach	72, 75				
GRI 308: Supplier Environmental As-sessment 2016	308–1 New suppliers that were screened using environmental criteria	75				
EMPLOYMENT						
GRI 103: Management Approach 2016	103–1 Explanation of the material topic and its Boundary	128				
	103–2 The management approach and its components	129–136				
	103–3 Evaluation of the management approach	130–134				
GRI 401: Employment 2016	401–1 New employee hires and employee turnover	132				SDG 5, SDG 8
	401–2 Benefits provided to full–time employees that are not provided to temporary or part–time employees	142				SDG 8
	401–3 Parental leave	143				SDG 5,SDG 8

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION			RELEVANCE TO SDGS
			IDENTIFIED OMISSION (S)	REASON (S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	
LABOR/MANAGEMENT RELATIONS						
GRI 103: Management Approach 2016	103–1 Explanation of the material topic and its Boundary	128				
	103–2 The management approach and its components	142–143				
	103–3 Evaluation of the management approach	141				
GRI 402: Labor/ Management Relations 2016	402–1 Minimum notice periods regarding operational changes	Not applicable				SDG 8
OCCUPATIONAL HEALTH AND SAFETY						
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