

WASTE DISPOSED (LANDFILL) AND WASTE DIVERTED FROM DISPOSAL

As we are now living in the digital age where technology is rapidly changing, consumers are replacing their digital devices faster than before to keep up with the trends. As a result, the amount of electronic waste or e- waste is increasing, which will inevitably cause serious health and environmental impacts if not disposed of properly. To take part in tackling this issue, True has set a goal to reduce landfill waste from operations to zero and use 100% recyclable or biodegradable packaging by 2030. We have also supported the UN Sustainable Development Goal 12: Responsible Consumption and Production.

As a technology service provider, we continue to develop, improve, and expand our networks. Nevertheless, we uphold our responsibility to manage waste, especially e-waste, resulting from these activities, such as network equipment, computer, battery etc. General waste is also the majority amount of waste disposal in all offices nationwide. We separate office waste, including general waste such as plastic bottles, paper, food waste, and hazardous waste such as ink cartridges and chemical pens. We strive to manage waste in accordance with circular economy principles and the 5 Rs Strategy to reduce the amount of waste to be disposed of, optimize resource use throughout the supply chain, and increase the proportion of environmentally friendly and biodegradable packaging. In addition, we have also implemented the ISO 14001: 2015 Environmental Management System to promote proper waste separation as part of our efforts to reduce landfill waste from operations to zero.

Year	Unit	2020	2021	2022	2023*
Total waste directed to disposal (Landfill)	Ton	604.93	321.96	384.49	498.27
1. Non-Hazardous waste	Ton	604.48	321.29	383.65	496.52
2. Hazardous waste & E-waste	Ton	0.45	0.67	0.84	1.75
2.1 Hazardous waste	Ton	0.45	0.67	0.84	1.75
2.2 E-waste	Ton	0.00	0.00	0.00	0.00
Total waste diverted from disposal	Ton	88.21	47.44	57.35	55.74
1. Non-Hazardous waste	Ton	65.87	31.47	40.84	44.60
2. E-waste	Ton	22.34	15.97	16.52	11.14
Waste Diversion Rate	%	12.73%	12.84%	12.98%	10.06%

Note: * Combined Performance True and dtac in 2023