

SUSTAINABILITY DEVELOPMENT REPORT 2023

GENERATIVE

AI



Jasmine Technology Solution

JASMINE TECHNOLOGY SOLUTION PCL



[HTTPS://JTS.CO.TH/](https://jts.co.th/)

SUSTAINABLE INNOVATIVE DIGITAL ECONOMY PROVIDER

JTS is dedicated to delivering cutting-edge innovations that drive a secure, modern, and sustainable digital economy. We prioritize maximizing benefits for all stakeholders and minimize environmental impact.



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Vision

We aim to become a leading
Technology Enabler in ASEAN





Mission



Continuously developing Generative AI Solution to meet the needs of customers in the Digital Transformation Era



Developing a highly efficient Network and Cloud Infrastructure to gain a competitive advantage in the market.



Leading the way in Blockchain technology, utilizing the benefits of being the largest Bitcoin Miner with a focus on clean energy in the ASEAN market.



Developing innovation and driving digital economy for sustainable worth and value.



Message from the President and Chairman of the Risk Management and Sustainability Committee

Climate change is an escalating phenomenon, evidenced by rising global temperatures and current sea levels reaching unprecedented heights. Natural disasters such as droughts, floods, wildfires, and earthquakes are becoming increasingly severe and frequent in many countries, impacting economic, societal, and environmental landscapes. The Risk Management and Sustainability Committee is recognizing the importance of effectively managing these risks, including integrating Environmental, Social, and Governance (ESG) considerations into business operations. This strategic integration ensures long-term business sustainability and fosters positive impacts on society, the environment, and stakeholders in a holistic and continuous manner.

As representatives of the Risk Management and Sustainability Committee, we have been keenly aware of the changes and have closely monitored global situations to consistently set objectives, strategies, and plans to drive sustainable business growth. Positioned as a comprehensive Technology Enabler leader, we aim to utilize strategies for business expansion into the ASEAN market. Furthermore, our Company has committed to sustainable growth through a covenant as a “Sustainable Innovative Digital Economy Provider. JTS is dedicated to delivering cutting-edge innovations that drive a secure, modern, and sustainable digital economy. We prioritize maximizing benefits for all stakeholders and minimize environmental impact.” Therefore, we are committed to developing our business while creating value for society, communities, and the environment by leveraging cutting-edge innovations and technologies to foster innovation and develop operational systems in line with the organization’s vision and mission.

In 2023, the Company has continued its environmental efforts consistently. JTS remains committed to reducing greenhouse gas emissions and waste generation from its business operations within the JTS Group. The Company has established sustainable development plans and targets for greenhouse gas management by developing a solar farm project on a 5-acre site with a capacity of 3.8 megawatts, and we are expanding the solar farm project into Phase 2 with a capacity of 2.56 megawatts, expected to be completed in the second quarter of 2024 to contribute to reducing energy consumption in our company’s operations. Due to our company’s responsibility and dedication to sustainable development, we have received continuous recognition and certification from sustainable development agencies. We are particularly proud to have been awarded the SET ESG Ratings with a BBB level, making us the first year to receive this recognition from the Stock Exchange of Thailand.

The Company remains committed to maintaining business standards that foster sustainable corporate performance alongside social care, community engagement, and environmental friendliness. We place importance on compliance with laws and regulations, and striving to develop operations in each aspect to align more efficiently. We would like to thank you to all stakeholders, including employees, customers, shareholders, and communities, for your trust and support throughout the year. With confidence, we believe in sustainable business operations and endeavors to create lasting value for the organization in the long term.

(Mr. Sang Do Lee)

President Chairman of the Risk Management and Sustainability Committee

About JTS

The information of the Company

Business Information

Jasmine Technology Solution Public Company Limited

Symbol
JTS

Registered Date
Securities Registration

Authorized Capital
706,457,300 Baht

Paid-up Capital
706,457,300 Baht

Industry
Technology / Information and Communication Technology

Headquarter
200 Moo 4, 9th Floor,
Jasmine International Tower, Chaengwattana Road,
Tambon Pakkret, Amphoe Pakkret, Nonthaburi, 11120

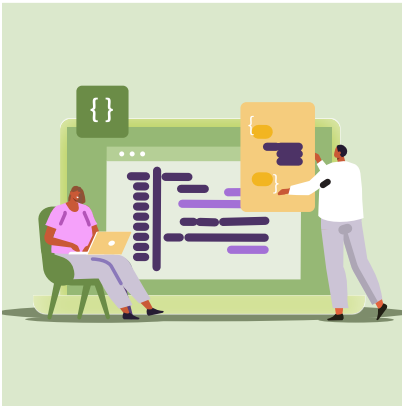
Tel.
(66) 0 2100 8300

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(66) 2962 2523

Website
<https://www.jts.co.th>

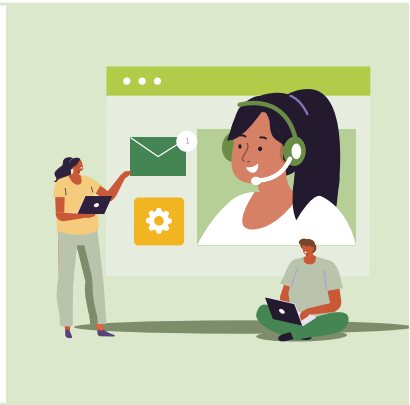
Top executives
Mr. Sang Do Lee,
President



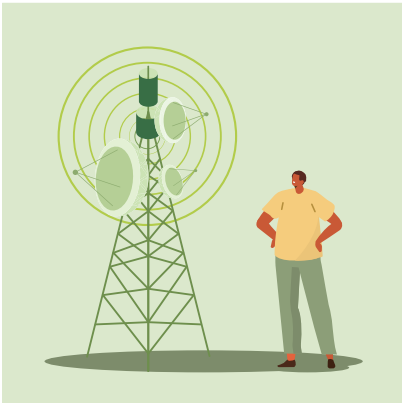


PROCUREMENT, DESIGN AND IMPLEMENTATION OF TELECOMMUNICATION

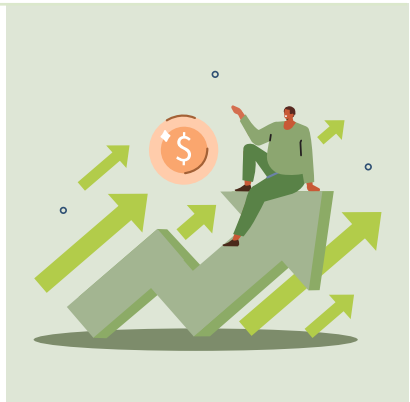
COMPUTER SYSTEMS INTEGRATION AND CLOUD COMPUTING



TELECOMMUNICATION SERVICES



DIGITAL ASSET



Business Information

1. Procurement, Design and Implementation of Telecommunication Systems and Information Technology (Systems Integration)

Product or Service Characteristics

The Company has a wide range of products and services and has a partner from a group of manufacturers (Vendor) that is popular and accepted by domestic and international customers including dealer partners (Distributor) and other trade partners to jointly offer solution that meet the needs of each customer in terms of technical requirements, operation period and budget suitable for customers.

1) Computer Products/ Host Computers

Computer products such as personal computers (PC), Notebook computers and Server computers are the basic factors that each customer needs and have the Repeat Order (buy again) every 3-5 years due to obsolete products and/or the warranty period has expired which is an opportunity for the Company to always offer products and solutions to customers. The Company has partnerships with some of the world's leading companies such as DellEMC, HPE, Lenovo, Acer and Supermicro, which provide even more choices for customers.

2) Computer network products and information security systems

The Company is an expert in designing computer network solutions at all levels of the network (Core Network - Access Network) such as SDWAN, Firewall Devices, Router Devices, Core Switch Devices, Access 20 Jasmine Technology Solution Public Company Limited Switch Devices, Wi-Fi Devices, etc. The Company is a partner with major manufacturers such as Cisco/Meraki, Aruba, Fortinet, D-Link, Zyxel, Engenius, Trend Micro, etc.

3) Backup products to protect against Ransomware

The Company has backup solutions to protect information from Ransomware from Veritas, a leading company in data collection with a Backup Appliance that has passed the test of protection against system intruders (Hardening) already. By backing up critical data to Veritas Backup Appliances, customers can protect against Ransomware damage. Administrators will be able to restore data quickly and completely from the Backup Appliance.

4) Smart Building Solutions Products

Modern building management focusing on energy saving and green building. The Company offers solutions to help modern building management from Artificial Intelligence (AI) combined with technology capabilities of IOT (Internet of Thing) technology to help detect data and control the operation of various systems such as air conditioning systems, lighting systems, electrical systems, CCTV systems, door access control system which the data will be analyzed and displayed as a virtual image (Digital Twin), which helps to manage the building more efficiently.

5) Cloud infrastructure (Infrastructure as a Service: IaaS) and software implementation service (Software-as-a-Service : SaaS)

Currently, customer groups are increasingly favoring Infrastructure as a Service (IaaS) and Software as a Service (SaaS) cloud services, as they provide a leapfrogging approach. This is due to the reliable and stable performance of cloud technologies. Customers no longer need to invest in expensive and resource-intensive system maintenance and management, resulting in cost savings.





2. Telecommunication Network Services

JasTel provides telecommunication coverage in Thailand, both domestically and internationally by providing international high-speed signal rental circuits (International Private Leased Circuit: IPLC) which is a highly stable circuit with many routes to connect abroad, such as the South through Malaysia, Singapore and the Northeast through Laos, Vietnam and China including providing domestic high speed signal leased circuit service (Domestic Private Leased Circuit : DPLC) covering large provinces and economic areas in each region of Thailand especially 25 Form 56-1 One report Annual Registration Statement/ Annual Report 2021 in Bangkok and surrounding areas (Metropolitan Network : Metro Net) that “JasTel” has expanded its service coverage to more than 100 high-rise buildings in the heart of Bangkok including leading department stores. In addition, JasTel’s Leased Circuit service is highly stable, no interruption even if the service cable is cut off, because other routes can be used instead. “JasTel” has bandwidth to provide very high service. It can support the transmission and transmission of large volumes of data, including an automatic circuit management system and 24-hour supervision to provide a wide range of telecommunication services. “JasTel” provides Internet Protocol Virtual Private Network : IP-VPN, Leased Line Internet, Managed Network Services both domestically and internationally through the fiber cable network, National Internet Exchange Service : NIX, service for

renting space to install server equipment, and Router (Co-Location Service) including other additional services that customers need such as web hosting, mail hosting, etc. by JasTel’s diverse customer groups; from corporate customers who are Niche Market such as Telecom Operators, Internet Service Provider, and also a group of multinational corporations with branches in many countries, group of customers in industrial estates, and corporate customers in high-rise buildings, which are specific areas, and also pays more attention to JasTel’s telecommunication services.

Product or Service Characteristics

JasTel’s overall telecommunication services are as follows:

- 1) Provide international high-speed signal rental circuit services (International Private Leased Circuit: IPLC)
- 2) Provide National Internet Exchange Service: NIX and International Internet Gateway: IIG
- 3) Provide service center or area for installing computer network equipment, Server and Router and other related services by providing services to service providers (Operators/Internet Service Providers) and Corporate customers, provide domestic high speed signal leased circuits with its own network (Domestic Private Leased Circuit: DPLC) by providing exclusive services to specific groups of customers, and provide internet services for specific groups of customers

3. Computer Systems Integration and Cloud Computing Business

The computer system integration business is provision of computer system design and implementation services including application software development, maintenance service provision and distribution of computer equipment and related accessories. CCS uses application software developed by various producers as components in implementing customer computer systems by making modifications and developing additional programs to meet specific customer needs in each organization quickly. This is a channel and an advantage for CCS business operations from the ability to provide services in this sector.

The cloud computing business places software applications at the central server before allowing users to log into the system in order to use software via the internet. Cloud computing is technology that helps businesses with information technology system needs to have options in renting systems for use rather than investing in purchasing systems. Cloud computing is highly suitable for small and medium enterprises with potential budget limits.

Furthermore, cloud computing helps entrepreneurs who never had an information technology system to decide to use information technology systems within a short time because of low expenses, no burdens from system maintenance costs and constant system upgrades.

Product or Service Characteristics

1) Computer System Integration Business

In implementing computer systems, the Company needs to study customer needs and present suitable goods or solutions to customers. The process of delivering the aforementioned solutions consist of procuring solutions in the form of completed application software developed by the Company which needs modifications and additions to fit the needs of specific customers and procuring computer equipment and accessories including system installation and testing along with post-sale services such as training and maintenance, etc.

Currently, CCS has expertise in presenting application software solutions for the telecommunication industry group and public utilities. Solutions can be categorized by systems consisting of: The Enterprise Resource Planning for Government System supports back-office system operations to create maximum efficiency in revenue collection systems, income-expense financial systems, budget systems, procurement systems and asset systems, etc.



2) Cloud Computing Business

The cloud computing business uses computer hardware and software readiness including good internet quality and effectiveness to provide leasing services for customers as appropriate. Cloud computing services are divided into the following two types:

2.1 Infrastructure-as-a-Service

Infrastructure-as-a-service includes provision of hardware resource leasing services such as CPUs, memory, storage including other additional services such as cloud mail, cloud hosting and Microsoft license for cloud, etc. In addition, the Company has backup site services for support in cases where the main site has problems in order to prevent customer businesses from coming to a stop. This service is currently used by many customers.

2.2 Software-as-a-Service

Software-as-a-Service is provision of application software services for software such as public service call center systems, mobile application software (Smart Service) for reporting complaints, searching information on tourist attractions, lodgings, restaurants and live traffic image signal services via the Internet.

2.3 Cloud Global

Cloud Global Service provided by the collaboration of the Company and Tencent Cloud, a group of cloud businesses under world's largest company like Tencent, has signed the Memorandum of Understanding (MOU). Providing cutting-edge Cloud-AI solutions from Tencent Cloud for organizations is covering both Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS), as well as ensuring customer confidence through comprehensive post-sales services, driving growth the digital transformation of businesses of all sizes and every industry is accelerating growth to adapt to the digital era.

4. Digital Asset Business

Digital Asset Business which is transferred from the subsidiary "JasTel" to the Company in August 2023, has been mining Bitcoins which the reward that can be mined will be Bitcoin coins, which is a digital currency (Cryptocurrency) that can be used to exchange or trade at any time by trading digital assets can be carried out through the Digital Asset Exchange such as Binance, Bitkub, Bitazzar, etc.

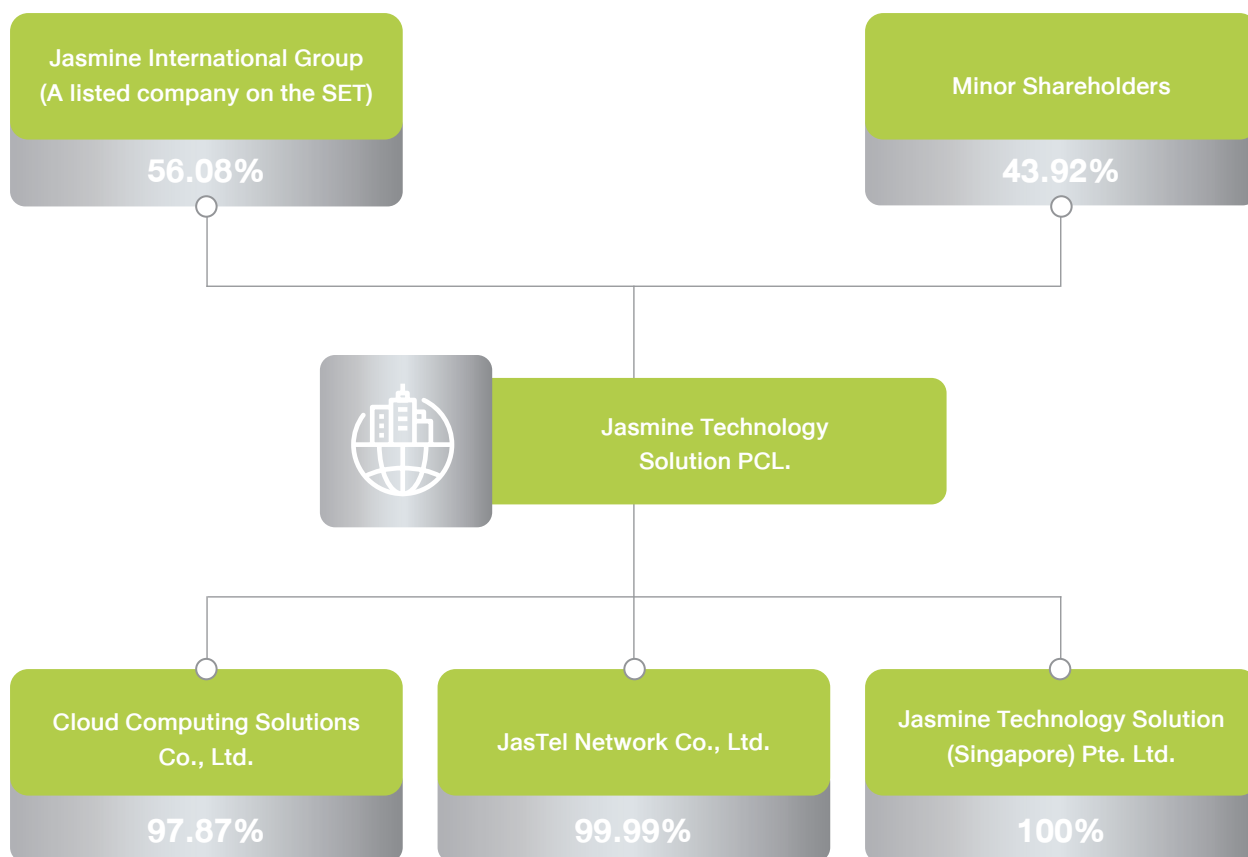
Bitcoin is like a gold in form of digital with ability to maintain its value and used to hedge against inflation, due to the limited number of Bitcoins, but it can be assured that this coin will not lose value due to the unpredictable increase in the market. Plus, Bitcoin is still tolerant and the coin on the blockchain cannot be destroyed.

Product or Service Characteristics

Digital asset is an electronic unit that shows the same value as normal asset which cannot be touched with bare hands, built on an electronic system or network, but can buy-sell, exchange ownership with thematic in decentralized transaction by using blockchain technology to record transactions making it possible to trade/buy-sell 24 hours a day, 7 days without holidays. The Company is working on the Bitcoin mining business and some of the mined coins will be sold and keep some of them. The Company expects to be able to continuously recognize income from this business.

Bitcoin mining business is the use of specially designed computers in the network, which compete in processing mathematical equations to solve algorithms, acquiring the right to certify transactions and add new data sets, also known as adding new blocks to the blockchain system, and when any computer can solve the equation will be rewarded with new Bitcoin coins which will create a new block every 10 minutes and a limited number of Bitcoins is mined, which is 21 million coins.

Shareholding Structure



Jasmine Technology Solution Public Company Limited has 3 subsidiaries as follows:

1. Cloud Computing Solutions Co., Ltd. ("CCS"), providing cloud computing service and information technology system service, has been established on March 29, 1984, with a registered capital of 55,000,000 THB. JTS holds 538,264 ordinary shares equal to an investment of 83.90 million THB or 97.87 percent of total shares.
2. Jastel Network Co., Ltd. ("JasTel"), providing leased circuit network and telecommunication services, has been established on June 29, 2006, with a registered capital of 520,000,000 THB. JTS holds 5,199,993 ordinary shares equal to an investment of 1,201.20 million THB or 99.99 percent of total shares.
3. Jasmine Technology Solution (Singapore) Pte., Ltd., providing Cloud AI, IoT, and FinTech, has been established on September 21, 2022, with a registered capital of 100 SGD. JTS holds 100 ordinary shares equal to an investment of 100 SGD or 100 percent of total shares.

Corporate Governance Structure



Brief Roles and Responsibilities

Board of Directors	<ul style="list-style-type: none"> : Consider approving policies and sustainable development goals : Corporate Governance
Risk Management and Sustainability Committee	<ul style="list-style-type: none"> : Establish sustainable development policies, goals, and strategies : Manage to achieve goals within the framework of sustainable development : Review the stakeholder indication : Consider the issue of sustainable development. Prepare development guidelines to be aligned with the issues and take care of stakeholders appropriately : Review policies, goals, and sustainable development issues, and propose improvements to make more up-to-date and appropriate for the current situation : Establish a comprehensive development plan and assigning sustainable responsibilities for implementation
Greenhouse Gas Management team	<ul style="list-style-type: none"> : Set an implementation : Follow an established plan and reporting on the progress and outcomes achieved : Effectively manage and oversee sustainable development in alignment with established frameworks, monitoring progress, and reporting on the outcomes of the ongoing initiatives

Providing regular progress reports and outcomes of sustainable development initiatives to the Board of Directors at least once per year, in accordance with the established framework.



Board of Director Structure



Mr. Veerayooth Bodharamik

Chairman of the Board of Directors



Dr. Pavuth Sriaranyakul

Independent Director and
Chairman of Audit and
Corporate Governance Committee



Mr. Kriengsak Thiennukul

Independent Director,
Member of Audit and Corporate Governance
Committee,
and Chairman of Remuneration and
Nomination Committee



Mr. Charoen Sangvichaipat

Independent Director,
Member of Audit and Corporate Governance
Committee, and
Member of Remuneration and Nomination
Committee



Mr. Sang Do Lee

Director, Chairman of Executive Committee,
Chairman of Risk Management and
Sustainability Committee, and
President



Mr. Jiraprawat Boonyasen

Director



Ms. Adchara Masaard

Director and
Member of Remuneration and Nomination
Committee

Pride Awards

JTS received an “Excellent” rating, or 5 stars for the second consecutive year, from the Thai Institute of Directors (IOD) supported by the Stock Exchange of Thailand (SET), which is disclosed in the Corporate Governance Report of Thai Listed Companies 2023 survey.



JTS received a score of 100 from the assessment of the quality of the 2023 Annual General Meeting of Shareholders (AGM Checklist) conducted by the Thai Investors Association and Federation of Thai Capital Market Organizations, out of a total score of 100 for the second consecutive year.



JTS certified as a member of the Thai Private Sector Collective Action Against Corruption: CAC project for the first time by the Private Sector Collective Action Against Corruption Committee of the Institute of Directors (IOD).



The Company has been honored with the ASEAN and Thailand's Top Corporate Brands 2023 award in the Information Technology and Communication category for the fiscal year 2023. This accolade recognizes the organization as having the highest brand value among Thai companies and within the ASEAN region, collaborating between the Master in Branding and Marketing Program, the Department of Marketing, Faculty of Commerce and Accountancy, Chulalongkorn University, the Stock Exchange of Thailand, and affiliated media.



The Company received a "BBB" rating in the SET ESG Ratings evaluation for the fiscal year 2023 for the first time in Technology Industry from the Stock Exchange of Thailand. The SET has renamed sustainable stocks from THSI (Thailand Sustainability Investment) to SET ESG Ratings.



JTS, including its subsidiaries (JasTel and CCS) certified Carbon Footprint for Organization (CFO) by Thailand Greenhouse Gas Management Organization (TGO).



About this Report



About this report. Jasmine Technology Solution Public Company Limited (the Company) has prepared this Sustainable Development Report 2023 for the second consecutive year. The purpose is to be a channel for expressing our commitment to disclosing the significant sustainable development information of the Company, communicating our commitment to business sustainable development to the public and to disclose management guidelines and annual sustainability performance of the Company on issues that are important to both business operations and stakeholders, covering economic, social and environmental issues. This includes working in support of the United Nations Sustainable Development Goals (SDGs).

This Sustainability Report has been produced for the first time. The reporting period is from January 1, 2023 to December 31, 2023.

Scope of the report

This Sustainability Report presents only the performance of Jasmine Technology Solution Public Company Limited and its core subsidiaries located in Thailand. The scope to report operating result will include as follows:

1. JasTel Network Company Limited (JasTel)
2. Cloud Computing Solutions Company Limited (CCS)

Overseas subsidiaries are supervised through the Board of Directors of that company. The results of these entities are not included in this report.

Content of Report

The content of this Sustainability Report covers 11 sustainability issues; divided into 3 areas: 4 economic issues, 2 environment issues, and 5 social issues, which select the important issues in accordance with Materiality Assessment and propose the progress following UN Sustainable Development Goals : SDGs by selecting very important issue (material topics) and moderately important (concerned topics). The operating result is covering core business of the Company and subsidiaries located in Thailand, which JTS holds more than 50% of its shares and have authority to control business operation. The Company has disclosed the operational guidelines goals and results of all issues in the details of this report.

Report certification

The Risk Management and Sustainability Committee of the Company approved the report before presenting it to the senior management of the Company and its subsidiaries to review and verify the accuracy of the main content and important information in this report and the Board of Directors approved the information disclosed in the report to ensure that reported content is accurate, in line with key sustainability issues and respond to all groups of stakeholders.

Economic performance data with respect to the financial information disclosed in this report. It is the same accounting information as the information

reported in Form 56-1 One Report March 31, 2024, which has been verified and certified by a certified public accountant. For Information on environmental and social performance, the Company has assigned an external verification agency to verify the accuracy and has certified the accuracy of environmental performance data from a greenhouse gas management certification body, University of Phayao, that has been registered with the Greenhouse Gas Management Organization (Public Organization) or TGO for credibility, accuracy and transparency.

The operational content of both the Company and its subsidiaries, beyond what is included in this report, can be referenced from the Company's 2023 annual report or downloaded from <https://jts.co.th/th/๕๖๑๖-56-1-one-report/>

Contact

For more information or provide suggestion at Compliance and Sustainability Department, Sustainability Section, Jasmine Technology Solution Public Company Limited (the Company), No.200 Moo 4, 9th Floor, Jasmine International Tower, Chaengwattana Road, T. Pakkret, A. Pakkret, Nonthaburi.

Telephone (66) 0 2100 8234

Email esg_jts@jasmine.com

The Company has published this report to shareholders via provided channels and can download this report from the Company's website www.jts.co.th



JTS and Sustainable Development

Sustainable Innovative Digital Economy Provider

JTS is dedicated to delivering cutting-edge innovations that drive a secure, modern, and sustainable digital economy. We prioritize maximizing benefits for all stakeholders and minimize environmental impact.



Green Planet



Economic Success

Corporate Governance



People Prosperity

Sustainable Development Policy

The Company has established a sustainable development policy with the objective to provide the Company with practical guidelines in accordance with the principles of sustainable development and create participation with all groups of stakeholders, by taking into account of the balance of economy, society, environment and expectations of all stakeholders in operating for sustainable growth according to the sustainability development framework of the Company as follows:

Economic

- 1) Prioritize on the transparent business operations in accordance with the principles of good corporate governance and Business Code of Conduct, including complying with laws, rules and regulations set by the regulatory body
- 2) Commit to developing the Company's operational framework continually and promote the development of innovation and new technologies to deliver quality products and services with technology that meets the needs of modern customers to drive business and competitiveness along with creating sustainable value for all groups of stakeholders
- 3) Encourage and support business alliances, trade partners/suppliers and customers, including other stakeholders in the business chain, to operate accordingly for sustainable development
- 4) Concentrate on the supply chain management so that administration and management are transparent, fair, verifiable, responsible, comply with laws, regulations, and requirements related to conducting business and international guidelines to achieve maximum sustainable benefits together

Social

- 1) Conduct business with responsibility to all groups of stakeholders and society as a whole
- 2) Prioritize with human resource development both within the Company's society and outside society
- 3) Encourage employees to develop their potential, ability to develop innovation, innovate and progress in their career, support knowledge to enhance the quality of life
- 4) Operate business with the expectation that the Company able to operate happily with community and society while raising the quality of society together

Environment

- 1) Conduct business with effective attention to environmental impacts such as climate change, limited natural resources, by supporting and promoting efficient use of resources and supporting business operations, development of environmentally friendly products and services
- 2) Continuously support and promote environmental activities and reduce environmental impacts

Implementation of this Sustainable Development Policy has set indicators that can monitor and evaluate the efficiency of the Company's operations and its subsidiaries in economic, social and environmental aspects. This is an important information in determining the path for continuous and sustainable organizational development, and the Company is confident that such policies will be taken care of, supervise and be responsible and can be implemented thoroughly by the executives and all employees of the Company and its subsidiaries as well.

Corporate Sustainability Management Goals

Corporate Sustainability Management Goals



The Company has realized the importance and therefore established a Risk Management and Sustainability Committee in 2022, which is the first Sustainable Development Policy that was established and focused on technological changes as well as considering changes in the trends of various situations that occur including relevant requirements and internal and external factors that may affect the group of stakeholders, which in 2023, the Company has integrated Sustainable Development Goals: SDGs practices in accordance with business operations with a commitment to achieve success, vision, strategic direction and goals for sustainable development in all sectors.

The Company considered sustainability goals and guidelines to support the 17 Sustainable Development Goals of the United Nations (SDGs) on September 15, 2015, in which Thailand participated in certifying the implementation of various activities to achieve that goal with a time frame for implementation of 15 years.

UN SDGs used in the Company

The Company places an important on 11 Sustainable Development Goals of the United Nations, including 1, 3, 4, 5, 6, 8, 9, 10, 11, 12, and 13, aligning with the important issues of the Company.



JTS Sustainable Development Strategy

From policy and vision which strives to become a leader in the digital technology industry, the Company has set goals as a guideline for corporate sustainability under the framework of sustainable development to achieve the goals. There are strategies that support sustainability operations and process them in a concrete manner by starting to create a database from 2022 onwards as follows:

Sustainable Development Strategy



Economic

Enhance sustainable digital economic growth with eco-friendly innovation and technology

Strategies

- Certified ISO 27001
- ERM : cyber security
- Innovation Development
- Business adaptation strategies
- Building Customer Satisfaction



Social

Establish Learning Organization to Incubate People and Promote the Company as Employer of Choice

Strategies

- Learning Organization
- Employee skills and knowledge development
- Promotion of well-being
- Employee engagement initiatives
- Community and social development promotion



Environment

Encourage our people and all stakeholder throughout the value chain to appreciate the value of the use and management of resources together with the sustainable environmental conservation

Strategies

- Certified by Thailand Greenhouse Gas Management Organization (TGO)
- Greenhouse Gas emission management
- Focusing on efficient utilization of resources with value awareness
- Environmental awareness

Details of the **Sustainability Development Policy** can be viewed from the Company website www.jts.co.th, Topic "**Sustainability**"

JTS Sustainability Framework

Establishing a sustainability management framework is an important mechanism for driving management within the organization at the policy level and management level in order to lead to implementation and operations of various projects according to the specified framework by creating an understanding for all employees according to the sustainability approach that doing good things with “quality” and “responsibility” which will create satisfaction for all groups of stakeholders, build strength and sustainability both for yourself and the organization with the sustainability management framework and sustainability guidelines as follows:

Economic

Creating awareness of good governance and developing a learning process to pass on to employees at all levels to be able to access all relevant information and equal awareness by encouraging employees to strive to build skills and expertise, and develop their own potential to create value for the organization in terms of work processes and services to be able to respond to the needs and create a good experience for all groups of stakeholders, leading to the goal of mutual success.

Social

Encourage and support employees at all levels able to develop the potential of each individual equally for employees to develop skills, expertise and professional expertise, including jointly inventing and developing new innovations used to benefit and emerge as a new body of knowledge along with supporting tools, equipment, as well as ways to create a learning organization. As a result, employees are motivated to develop and create new things which is beneficial to themselves, resulting in a better quality of life, as per intended goals and achievements based on international standards, including rules, laws and other of all relevant agencies under the strict framework of good competition.

Environment

Committed to preserving the environment, using resources wisely, with energy conservation, water management, garbage and waste management, as well as adapting and mitigating the effects of climate change to be effective, economically worthwhile, and aims to encourage employees to have a sense of responsibility for the environment, focusing on creating services that are environmentally friendly and aiming to improve work processes to reduce the impact on the environment as much as possible with the goal of maintaining sustainable coexistence.



Working with Stakeholders

From the Company's commitment to "Sustainable Innovative Digital Economy Provider : JTS is dedicated to delivering cutting-edge innovations that drive a secure, modern, and sustainable digital economy. We prioritize maximizing benefits for all stakeholders and minimize environmental impact," who are committed to developing technology to create innovations that support and promote the quality of life of people in society along with taking care of the environment strictly to encourage the industrial sector to live together with the community in a quality way and enhance the relationship and cooperation with key stakeholders to create shared value between the Company with stakeholders, growing and live together sustainably. The Company recognizes the importance of participation of all groups of stakeholders, therefore, a sustainable development policy has been established, by adhering to the principle of participation of stakeholders from all groups

(Inclusivity), considering issues that are important to stakeholders (Materiality) and management of such important issues systematically and openly and transparently (Responsiveness) to meet needs and expectations, including creating value and value for all groups of stakeholders in a balanced way. In addition, procedures for the participation of stakeholders have been established and are listed in the Business Code of Conduct Manual, including the good corporate governance policy of the Company.

The Company divides the stakeholders into 7 main groups: 1) Employees 2) Shareholders 3) Customers 4) Trade partners and Creditors 5) Government agencies and related agencies 6) Communities and Societies and 7) Mass Media, by dividing the stakeholders into 3 groups which are: Direct Stakeholder, Internal/External Stakeholder, and Indirect Stakeholder.



Value chain and key stakeholder groups



Risk Management and Sustainability Committee has determined that there will be an impact review in the process throughout the value chain once a year to identify stakeholders and significant issues through the process of assessing the impact of work within the organization, assessing environmental impacts from work processes and services. Each division is responsible for analyzing stakeholders who are related to their own work, and the result will be gathered and further analyzed in the organizational part which is under the compliance of Risk Management and Sustainability Committee. This is to evaluate the participation of employees and all groups of stakeholders, including consideration of suggestions from stakeholders through other channels, such as the Annual General Meeting of Shareholders Opinions from the web site, customer complaints, etc. to be used as information to identify sustainability issues and define stakeholders with the organization by using the criteria to consider all stakeholder groups in the value chain of JTS.

The Company manages the expectations of stakeholders and responds to key expectation issues as part of its operations, consisting of:

- **Identify stakeholders**

The relevant departments identify stakeholders based on significant relationships, considering factors such as responsibility, influence, and relationships.

- **Prioritize key issues**

Prioritizing the relationships considering the influence of stakeholders on business operations and the impact of the Company's operations on stakeholders.

- **Set an operation plan and individuals who is responsible for**

Establish a sustainable development master plan outlining initiatives in order of priority, accompanied by appropriate channels and timelines for implementation.

- **Monitor the result to be reported and review the operation plan**

Monitor progress of initiatives through the SD Roadmap and report results to the Risk Management and Sustainability Committee and the Board of Directors at least once a year.

In 2023, the relevant stakeholder groups of JTS as well as the business value chain are as follows:



	1 QUALITY SOURCING	2 INNOVATE DESIGN & SERVICE	3 SMART SALE & MARKETING	4 EXCELLENCE DISTRIBUTION	5 BEST EXPERIENCES
Direct Stakeholders	<ul style="list-style-type: none"> • Employees • Customers • Trade partners • Community/ Society • Mass Media • Government agencies and related agencies 	<ul style="list-style-type: none"> • Employees • Community/ Society • Creditors • Mass Media • Government agencies and related agencies 	<ul style="list-style-type: none"> • Employees • Customers • Shareholders • Investors • Trade partners/ Creditors 	<ul style="list-style-type: none"> • Employees • Community/ Society • Mass Media • Customers 	<ul style="list-style-type: none"> • Employees • Customers • Shareholders • Investors • Government agencies and related agencies
Benefits to the Company	<ul style="list-style-type: none"> • Maintain business continuity • Optimize product management 	<ul style="list-style-type: none"> • Develop community relations • Increase efficiency in product and service development • Add value and value added in products and services 	<ul style="list-style-type: none"> • Market expansion, quality, and product variety • Be a market leader • Reasonable pricing with competitive capability • Good brand image and branding 	<ul style="list-style-type: none"> • Improve efficiency in management and logistics • Inventory Management and Performance Management 	<ul style="list-style-type: none"> • Generate returns for shareholders • Sales growth • Be a market leader • Increasing/ Maintaining Customer and Partner Satisfaction • Good brand image and branding
Benefits to the Stakeholders	<ul style="list-style-type: none"> • Raise the income level and better living • Quality products • Educate business partners 	<ul style="list-style-type: none"> • Employment promotion and national economic development • Environmental Impact Reduction 	<ul style="list-style-type: none"> • Access to quality products • Create customers and partners satisfaction • Drive digital economy 	<ul style="list-style-type: none"> • Employment promotion and national economic development • Environmental Impact Reduction 	<ul style="list-style-type: none"> • Access to quality products • Create customers and partners satisfaction • Drive digital economy



Stakeholder Engagement Channels

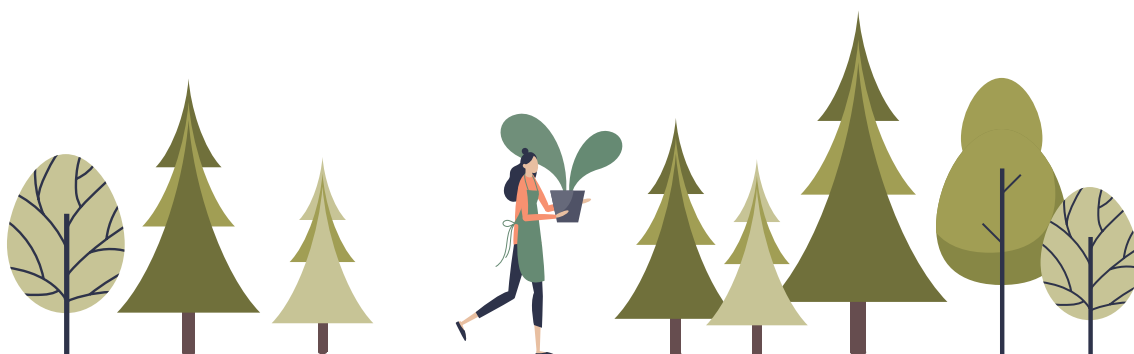
Stakeholders in the business value chain and analysis of potential impact issues from stakeholders will be brought to find the expectations of the stakeholders from many channels such as direct inquiries, joint meeting, collecting information, legal requirements, etc., and determined how to meet the expectations of stakeholders to cover all groups.

Stakeholders	Participation channels	Needs and Expectations	Company response
<p>Employees</p> 	<ol style="list-style-type: none"> 1. Town Hall Meeting 2. Satisfaction/engagement survey 3. Annual performance appraisal 4. Email and social media communications 5. Festive Activities 6. Opportunity for all employees to be a part of corporate social responsibility 7. Dissemination of information on the website 8. Channels for receiving complaints from employees 9. Board of Directors regarding employee welfare 	<ul style="list-style-type: none"> • Appropriate remuneration and welfare • The greater welfare beyond laws requirements • Job security and advancement • Fair performance appraisal • Treatment of employees according to human rights principles • Work safety • Development of potential knowledge and competency • Create a work-life balance • Consistent disclosure and communication of the information and management direction of the Company 	<ul style="list-style-type: none"> • Appropriate remuneration and welfare • Improve performance appraisals to be more efficient • Establish human rights policies and labor practices • Treatment of employees, at all levels, fairly and equally according to human rights • Formulate a development plan for knowledge and competency of employees in each position • Organize training courses that meet the needs and business plan
<p>Shareholders</p> 	<ol style="list-style-type: none"> 1. Annual General Meeting of Shareholders 2. Presentation of Information for investment 3. Quarterly investor briefing meeting (Opportunity Day) 4. Email and social media communications 5. Dissemination of information on the website 6. Preparation of Form 56-1 One Report and Sustainability Report 7. Whistle Blowing Channel 	<ul style="list-style-type: none"> • Good corporate governance and efficiency • Good performance along with stable and profitable business growth • Establish an effective business plan and risk mitigation plan • Ensuring accurate, complete, and timely disclosure of information. • Sustainable development in all dimensions 	<ul style="list-style-type: none"> • Conduct business with transparency in accordance with Principles of good corporate governance and Business Code of Conduct • Comply with laws, rules and regulations • Disclosure of operational information in all aspects with transparency • Develop innovations and products continuous innovation • Develop procurement and service processes using innovation and technology to reduce costs and increase work efficiency • Manage corporate risk management that covered economic, social and environmental aspects

Stakeholders	Participation channels	Needs and Expectations	Company response
<p>Customers</p> 	<ol style="list-style-type: none"> 1. Meetings with customers 2. Customer satisfaction survey 3. Customer relations activities 4. Email and social media communications 5. Dissemination of information on the website 6. Channels for receiving complaints and suggestions 	<ul style="list-style-type: none"> • Innovative products • The quality of products and services meet the needs • Protection of personal information • Compliance with laws and regulations • Good service providing with a satisfaction guarantee • Procedures with an environmentally friendly 	<ul style="list-style-type: none"> • Develop innovative products that respond to changes in customer business and consumer behavior • Improve and develop product procurement processes to be efficient and of high quality and environmentally friendly • Improve services to meet customer needs with speed and efficiency • Keep business secrets and personal information of customers • Responsible for customers and • Products by doing business to complies with the laws, rules and regulations
<p>Trade Partners and Creditors</p> 	<ol style="list-style-type: none"> 1. Meetings with business partners and creditors 2. Operating business with an integrity, transparency, and fairness 3. Email and social media communications 4. Dissemination of information on the website 5. Channels for receiving complaints and suggestion 	<ul style="list-style-type: none"> • Being transparency, fairness and accountability • Declaration of intention and being a member of Thai Private Sector Collective Action Against Corruption • Development of good relationship or cooperation between each other • Good performance, stable and profitable business growth • Efficient business plan and risk control • Human rights and labor practices • Being responsible for society and environment • Punctual debt settlement 	<ul style="list-style-type: none"> • Conduct business in accordance with good corporate governance principles and Business Code of Conduct • Anti Corruption in all forms • Improve procurement policies and practices to ensure sustainability in the supply chain • Prepare partners development project to increase the partners' potential • Develop cooperation in jointly developing innovative products • Disclose information transparently



Stakeholders	Participation channels	Needs and Expectations	Company response
<p>Government agencies and related agencies</p> 	<ol style="list-style-type: none"> 1. Meetings on various agendas 2. Joint support of various projects organized by the government sector 3. Occasional meetings at the right opportunity 4. Email and social media communications 5. Dissemination of information on the website 6. Disclosures or reports as required 	<ul style="list-style-type: none"> • Good corporate governance and efficiency • Management of social and environmental impacts from the Company's business operations • Disclosure of corporate greenhouse gas emissions • Do not create adverse social or environmental impacts. • Organization development in improving its process to be environmentally friendly to reduce impacts. 	<ul style="list-style-type: none"> • Strictly comply with relevant laws and regulations • Conduct business with transparency and good governance • Disclosure of operational information in all aspects with transparency • Manage the negative social and environmental impacts from the Company's business operations to a minimum • Preparation of greenhouse gas emission data that accredited by the organization that certified by international standards • Report information as required by laws
<p>Community and Society</p> 	<ol style="list-style-type: none"> 1. Host the community relations activities 2. Social media 3. Dissemination of information on the website 4. Channels for receiving complaints and suggestion 	<ul style="list-style-type: none"> • Good corporate governance • Transparent Operation • Promote and support public activities • Creating value for society • Management of social and environmental impacts from the Company's business operations • Comply with human rights and anti corruption 	<ul style="list-style-type: none"> • Promote the employment of local workers • Develop community relations projects. Promote community development in various fields. • Manage negative social and environmental impacts from the Company's business operations to a minimum • Invest in social activities indirectly as appropriated
<p>Mass Media</p> 	<ol style="list-style-type: none"> 1. Email and social media communications 2. Dissemination of information on the website 3. Preparation of Form 56-1 One Report and Sustainability Report 	<ul style="list-style-type: none"> • Good corporate governance • Promote and support public activities • Creating value for society • Management of social and environmental impacts from the Company's business operations • Conduct business with transparency 	<ul style="list-style-type: none"> • Strictly comply with relevant laws and regulations • Manage negative social and environmental impacts from the Company's business operations to a minimum • Transparently disclose information on all aspects of operations



JTS Sustainability Highlights

The Company and its subsidiaries carry out business activities and related activities to drive the Company's group to grow and develop sustainably in presenting this sustainability report, the Company has analyzed various factors, both inside and outside, as well as other environments related factors, and evaluated according to the international framework to present this report. The Company has studied to consider relevant issues to formulate sustainability strategies which, initially, consider important issues, indicators and scope of relevant impacts. In order to lay the foundation for further sustainable operations, the Company has a process for assessing sustainability issues as follows:

1. Identification of key issues

The Company analyzes sustainability issues throughout the process, trust forwarding and identifying issues that are important to sustainable development by considering business operations such as vision, mission, strategy of the Company, including various factors, related to the operations of the JTS Group and the issues that stakeholders are concerned about, analyze the environment both internal and external factors, as well as the United Nations Sustainable Development (SDGs) issues for use in planning sustainable operations.

2. Prioritization of issues

The Company analyzes the collected sustainability issues and prioritizes each issue in the Materiality Matrix, with the criteria for prioritization consideration as follows:

- The horizontal axis shows the importance level of sustainability issues to the Company by considering the impact on the Company in terms of economy, environment and society, and consideration of issues in the Company's business operations.

- The vertical axis shows the importance of sustainability issues to stakeholders by considering the impact on decision-making and interest of stakeholders.

3. Accuracy Verification

The Risk Management and Sustainability Committee verify the accuracy of the issue prioritization, taking into account the evaluation and decision-making of stakeholders along with the impact on economic, social and environmental dimensions, being in accordance with the context and strategies of the Company to ensure the accuracy of the result of sustainability issue prioritization.

4. Reviewing of material issues

Check the accuracy and summarize the issues that are important to the sustainability of the organization to the President and reports to the Risk Management and Sustainability Committee for review and propose to the Board of Directors for approval, to ensure that important issues relevant to the Company according to the relevant scope both internally and externally in its entirety.

5. Continuous Improvement

The Company prepares sustainability development report to disclose important information to investors and the general public, ensuring comprehensive coverage of all dimensions. It aims to develop reporting practices in line with international standards while actively soliciting feedback and suggestions from all stakeholders through various channels such as participation in sustainability report awards evaluations, customer satisfaction assessments, or user feedback surveys, etc.

Result of Materiality Assessment










The Company adheres to the Sustainability Reporting Framework according to the United Nations Sustainable Development Goals (SDGs) and the Sustainability Reporting Management Framework which is based on the importance of related persons and the Company, covering issues on economic, environmental and social aspects that affect the Company and all stakeholders. After evaluating the key issues for stakeholders and assessing the impact, as well as identifying their expectations and concerns regarding the Company's

operations, the Risk Management and Sustainability Committee has prioritized and categorized the most significant impacts for reporting to stakeholders. The Company has ranked sustainability issues important to the JTS Group and categorized the impacts on stakeholders into 4 types: the most significant issues, very significant issues, moderately significant issues, and less significant issues, in order of importance for prioritizing sustainability issues.

Less significant issues	Moderately significant issues	Very significant issues	The most significant issues
	<ul style="list-style-type: none"> • Innovation and Work Process Development • Efficient Use of Resources • Occupational Health and Safety at Work 	<ul style="list-style-type: none"> • Business Code of Conduct and Anti-Corruption • Responsibility for Goods and Services • Greenhouse Gas Management • Human Rights and Fair Labor Practices • Community and Social Development 	<ul style="list-style-type: none"> • Cyber Security • Human Resource Development/Human Capital Development • Employee Retention and Human Resource Management

- Driving Economy and Good Corporate Governance
- Leading to Sustainable Society
- Caring Environment






Management for Sustainable Development







Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs
				Year 2022	Year 2023	
 <p>Driving Economy and Good Corporate Governance</p>	Business Code of Conduct	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> No complaints The executives and employees complete business code of conduct training at a rate of 80.00%. Policy dissemination to business partners at a rate of 80.00% Maintain the level of performance assessment in management by adhering to good corporate governance at the “excellent” level 	<ol style="list-style-type: none"> Complaints None Activities Plan for the Year 2023 Not achieved. CGR at the level of excellence 	<ol style="list-style-type: none"> Complaints None The executives and employees have completed business code of conduct training at a rate of 67.00%. Not achieved. CGR at the level of excellence 	   
	Anti-Corruption	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> Become a member of CAC. No complaints The executives and employees complete Anti-Corruption training at a rate of 100.00%. Policy dissemination to business partners at a rate of 80.00% 	<ol style="list-style-type: none"> In the process of applying for CAC certification Complaints None Activities Plan for the Year 2023 Not achieved. Partners responded to the declaration of intention at a rate of 64.00%. 	<ol style="list-style-type: none"> Certified as a member of CAC Complaints None The executives and employees have completed Anti-Corruption training at a rate of 91.65% Not achieved. 	

Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs
				Year 2022	Year 2023	
	Cyber Security	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> No complaints The executives and employees complete Cyber Security training at a rate of 100.00%. 	<ol style="list-style-type: none"> Complaints None Activities Plan for the Year 2023 	<ol style="list-style-type: none"> Complaints None Not achieved. There are 3 courses seperated as follows: <ol style="list-style-type: none"> Basic Cyber Security Training 1 achieved a completion rate of 76.96%. Basic Cyber Security Training 2 achieved a completion rate of 78.31%. Cyber Security training for system administrators and developers achieved a completion rate of 94.61%. 	

Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs
				Year 2022	Year 2023	
Responsibility for Goods and Services	<ul style="list-style-type: none"> JTS JasTel CCS 	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> The project to enhance partner capacity by not less than 1 project. Increase customer satisfaction assessment in the group of Cloud Computing Business and Project-based Business to 85.00%. Customer satisfaction level not less than 93.00%. No complaints 	<ol style="list-style-type: none"> Activities Plan for the Year 2023 CCS has plans for the year 2023 JasTel <ul style="list-style-type: none"> Achieved. The customer satisfaction level is calculated at 92.68%. Complaints None 	<ol style="list-style-type: none"> Achieved. There are 4 projects. <p>JasTel conducted 3 projects as follows:</p> <ol style="list-style-type: none"> Conducted training for customers, the Thai Meteorological Department. <ul style="list-style-type: none"> Cyber Security Awareness Program. Conducted training for contractors. <ul style="list-style-type: none"> For new contractors, on the Workplace Safety course For existing contractors, on the Workplace Safety and Cable Jointing Practices course. 	

Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs	
				Year 2022	Year 2023		
					<p>CCS conducted 1 project as follows:</p> <ol style="list-style-type: none"> 1. Cloud Service Training Program for customers, Police Office of Information and Communication Technology and Songkhla Finishing Co., Ltd., collaborating with Tencent (Thailand), a partner. 2. The customer satisfaction level of CCS is n/a. 3. Not achieve. The customer satisfaction level of JasTel is calculated at 92.73%. 4. Complaints for JasTel None Complaints for CCS None 		
Innovation and Work Process Development	<ul style="list-style-type: none"> • JTS • JasTel • CCS 		<ol style="list-style-type: none"> 1. The project to enhance employee capacity by not less than 1 project. 	<ol style="list-style-type: none"> 1. Activities Plan for the Year 2023 	<ol style="list-style-type: none"> 1. Not achieved. The project cannot be implemented. 		

Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs
				Year 2022	Year 2023	
 Caring Environment	Greenhouse Gas Management	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> Certified Carbon Footprint for Organization from TGO in every year Develop a project to support the reduction of greenhouse gas emissions by at least 1 project. 	<ol style="list-style-type: none"> Certified Carbon Footprint for Organization Activities Plan for the Year 2023 	<ol style="list-style-type: none"> Certified Carbon Footprint for Organization Not implemented. It is under the study. 	 
	Efficient Use of Resources	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> Develop a project to manage waste and refuse by not less than 2 projects. Improve the frame and practice guidelines in terms of purchasing green. 	<ol style="list-style-type: none"> Achieved. Conducted 2 projects. Activities Plan for the Year 2023 	<ol style="list-style-type: none"> Achieved. Conducted 2 projects continuously. <ul style="list-style-type: none"> Care the Whale Project Valuable Paper Not implemented. 	 

Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs
				Year 2022	Year 2023	
 <p>Leading to Sustainable Society</p>	Human Rights and Fair Labor Practices	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> Reduce turnover rate. Employee welfare (special case) program: 1 project. No complaints Assessment of human rights issues comprehensively. Policy dissemination to stakeholders The executives and employees complete Human Rights training at a rate of 80.00%. 	<ol style="list-style-type: none"> Not achieved. Not implemented. Complaints None Activities Plan for the Year 2023 Activities Plan for the Year 2023 Activities Plan for the Year 2023 	<ol style="list-style-type: none"> Not achieved. Due to the restructuring of the personnel in the fourth quarter of 2023. Achieved. Conducted 3 projects as follows: <ol style="list-style-type: none"> Human Capital Sandbox 2023 project, primarily targeting JTS and CCS. After-work recreational activities to promote the well-being of employees, primarily targeting JasTel. Office Syndrome health care and disease prevention promotion program, primarily targeting JasTel. Complaints None Not implemented. It is under the risk issue determination. Not implemented. Not implemented. 	    

Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs
				Year 2022	Year 2023	
Human Resource Development/ Human Capital Development	<ul style="list-style-type: none"> JTS JasTel CCS 		<ol style="list-style-type: none"> Employees undergo an average of at least 14 training hours per person. Conduct training on a No-Code Development Platform course to develop applications for practical use in operations, with the target of implementing 1 system. 	<ol style="list-style-type: none"> Achieved. Employee training hours increased by 8.00%. Activities Plan for the Year 2023 	<ol style="list-style-type: none"> Achieved. Employees have an average of 29 training hours per person per year. Achieved. Conducted 1 project which is Power App Training program. 	
				<p>*Remarks: Modification in performance measurement according to goal 1.</p>		
Employee Retention and Human Resource Management	<ul style="list-style-type: none"> JTS JasTel CCS 		<ol style="list-style-type: none"> Implement a project to enhance employee engagement and satisfaction, with no less than 1 project. 	<ol style="list-style-type: none"> Activities Plan for the Year 2023 	<ol style="list-style-type: none"> Achieved. Conducted 5 projects as follows: <ol style="list-style-type: none"> JTS Group Executive Talk No.1/2023 JTS Group Executive Talk No.2/2023 JTS Group Songkran Day project TGIF "Thanks Gift It's Friday" project Pride Month Parade project 	

Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs
				Year 2022	Year 2023	
	Occupational Health and Safety at Work	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> Provide knowledge and practical training in CPR at least twice a year. Provide knowledge in safety aligned with operational activities for 1 project. Evaluate workplace safety risks quarterly. No Occupational Accident Organize recreational activities, no less than 2 projects. 	<ol style="list-style-type: none"> Activities Plan for the Year 2023 Activities Plan for the Year 2023 Activities Plan for the Year 2023 Occupational Accident: No case No target plan in 2022 	<ol style="list-style-type: none"> Achieved. Conducted 2 times. Achieved. Conducted 5 projects. Not implemented: It is under risk issue determination. Occupational Accident: No case Achieved. Conducted 5 projects. 	

Sustainability Dimension	Sustainability Issues	Reporting Scope	Goals	Operating Results		SDGs
				Year 2022	Year 2023	
	Community and Social Development	<ul style="list-style-type: none"> JTS JasTel CCS 	<ol style="list-style-type: none"> Provide education to educational institutions not less than 3 educational institutions. Develop 2 community welfare projects 	<ol style="list-style-type: none"> Achieved. Provided education to 3 educational institutions. Activities Plan for the Year 2023 	<ol style="list-style-type: none"> Not achieved. Conducted 1 project. Achieved. Conducted 4 projects. <ul style="list-style-type: none"> Solar For Future for sustainable life project JoyJoy Fair project JasTel Green Earth by Green Heart Promoted health and quality of life, and Office Syndrome prevention, supporting profit generating for the Capacity Development Center for the Blind in Nonthaburi. 	

Driving Economy and Good Corporate Governance



Corporate Governance for Sustainability

The Company aims for sustainable development and growth based on conducting business in accordance with good corporate governance principles under the criteria of the Stock Exchange of Thailand and aligning with the principles of good corporate governance for listed companies in 2017 (CG Code) issued by the Securities and Exchange Commission, Thailand. The objective is to achieve sustainable and efficient business growth, ensuring transparency, fairness, and responsibility to all stakeholders as a key factor

in maximizing value and returns, achieving long-term benefits for shareholders, fulfilling its stated mission, and demonstrating responsibility to society, environment, and all stakeholders. In 2023, the Company achieved an Excellent rating (5 stars) in corporate governance (CG) assessment from the Thai Institute of Directors (IOD) for the second consecutive year, illustrating the continuous sustainable development in corporate governance of the Company.

Goal 1 :

To maintain the level of assessment results in management under the principles of good corporate governance at the level of “Excellent” continuously

Result :



For operational results, please refer to Form 56-1 One Report for the year 2023 under the heading “Major Performance Report in Corporate Governance”

Details of the Company’s Good Corporate Governance Policy can be viewed from the Company website www.jts.co.th, Topic “Good Corporate Governance Policy”

Operation guidelines

The Company announce good corporate governance policy, the Company’s Business Code of Conduct that complies with both international and national guidelines and requirements, for example, ASEAN Corporate Governance Scorecard, Good Corporate Governance Principles for Organization for Economic Co-operation and Development (OECD) and the Securities and Exchange Act. In this regard, the

Company has revised the essence of such policies and manuals to be in line with the Principle of Good Corporate Governance for Listed Companies 2017 of the Office of the Securities and Exchange Commission. In 2023, the Company has reviewed several key policies, including the Business Code of Conduct, and Anti-Corruption policy, to ensure compliance with good corporate governance standards.

Business Code of Conduct and Anti-Corruption

1. Business Code of Conduct

The Company has established a Business Code of Conduct manual of the Company, including the code of conduct of the Board of Directors, Executives and all employees to adhere to as a guideline for the performance of duties of the Company with honesty and responsibility to all groups of stakeholders and all parties involved, which the best practices of the Business Code of Conduct manual including the determination of disciplinary penalties, in the Board of Directors Meeting No.2/2023 held on March 23, 2023, the Board of Directors approved the review of the Business Code of Conduct Manual (Revised

version) that has been further revised in the year 2023, including communicating and disseminating good practices with the expectation that all directors, executives and employees adhere to as their practices and motto in compliance with, and requires that it is the duty of executives at all levels to supervise their subordinates to know, understand and induce compliance with the Company's Business Code of Conduct handbook concretely and regularly monitor compliances. This has been communicated through the Company's internal intranet information system and disseminated to all groups of external stakeholders.

Goal 1 :	No complaints or unethical business conduct incidents reported in the company and its subsidiaries.
Result :	In 2022, the goal was achieved. There were no complaints or whistleblowing of business code of conduct in the Company and its subsidiaries.
Goal 2 :	The executives and employees complete business code of conduct training at a rate of 80.00%.
Result :	In 2022, the goal was not achieved. The executives and employees have completed business code of conduct training at a rate of 67.00%.
Goal 3 :	Disseminate policies to business partners at a rate of 80.00%
Result :	To be proceeded in 2024

1. Communication



The Company has established the Business Code of Conduct Handbook as part of the corporate culture in order to supervise the Company's Business Effectively, the Company aims to promote understanding of Business Code of Conduct through various channels such as

- Business Code of Conduct Training by internal lecturers for communicating to employees at all levels and establishing best practices in business operations.
- Communication related to Best Practices via electronic mail, the Company's intranet system, and other channels of the Company so that employees can conveniently access and learn.





ขอเชิญเข้าร่วมอบรมหลักสูตร

“จรรยาบรรณทางธุรกิจ สู่ความยั่งยืน”

(Code of Conduct)

Topic :
จรรยาบรรณ กับการทำงาน

บทกวนสาระสำคัญคู่มือจรรยาบรรณทางธุรกิจ - JTS Group
การรับข้อร้องเรียนเกี่ยวกับจรรยาบรรณทางธุรกิจ
แจ้งช่องทางการสื่อสารคู่มือจรรยาบรรณทางธุรกิจ




วันศุกร์ที่ 17 พฤศจิกายน 2566
เวลา 14.00 น. - 16.00 น.
• อบรมผ่าน Teams Meeting



วิทยากร
คุณสุนทรี เอื้ออารีวัฒนา
หัวหน้าฝ่าย พิธีกรรม

2. Channels for receiving complaints, comments or suggestions

- 1) Supervisors that whistleblowers or complainants trust or supervisors in the next hierarchy
- 2) Human Resources Department
 - Phone : 0-2100-3050
 - E-mail : jts_hr@jasmine.com
- 3) Internal Audit Office
 - Phone : 0-2100-8300 Ext. 7
 - E-mail : jts_internalaudit@jasmine.com
- 4) Complaint receiver appointed by the President
Informed via inbox, attention to President, Jasmine Technology Solution Public Company Limited,
No. 200 Moo, 4, 9th Floor, Jasmine International Tower, Chaengwattana Road, Tambon Pakkret,
Amphoe Pakkret, Nonthaburi 11120

Details of the Company's Business Code of Conduct can be viewed from the Company website www.jts.co.th, Topic "Business Code of Conduct"

Performance in 2023

- The Company received an “Excellent” rating, or 5 stars, from the Thai Institute of Directors (IOD) supported by the Stock Exchange of Thailand (SET), which is disclosed in the Corporate Governance Report of Thai Listed Companies.
- The Company received a score of 100 from the assessment of the quality of the 2023 Annual General Meeting of Shareholders (AGM Checklist) conducted by the Thai Investors Association and Federation of Thai Capital Market Organizations, out of a total score of 100.
- The Company has not received any complaints or reported instances of misconduct in terms of corporate governance regarding breaches of the business code of conduct.
- The executives and employees have completed business code of conduct training at a rate of 67.00%.

2. Anti-corruption

The Company has expressed its intention to participate as “Coalition Against Corruption of the Thai Private Sector” (CAC), which reflects the intention of the Company that places importance to prevention and anti-corruption in all forms, under the policies and regulations set forth in writing, to be used

as a guideline for conducting business towards sustainability in a concrete manner where all directors, executives and employees must comply with the policy and guidelines, act in the fight against corruption. The Company is committed to and gives importance to conducting business with honesty, fairness, social responsibility and all groups of stakeholders, by adhering to the principles of good corporate governance, ethics, Business Code of Conduct, and code of conduct in the work of the Company, including strictly complying with regulations of both the public and private sectors. By supervising the Company to establish the anti-corruption policies and guidelines, including the process of training to promote and instill knowledge in employees about the Company’s anti-corruption policies and practices as well as being aware of the duties that must be performed with honesty and regularly follow up on the results of operations to prevent the risk of corruption. In 2023, the Company has been certified for the first renewal as a member of the Collective Action Coalition Against Corruption (CAC) by the Thai private sector’s CAC Committee. This certification is valid for 3 years, demonstrating our commitment to transparent corporate governance practices aimed at building trust among all stakeholders. The Company has reviewed the policy annually and has disclosed a detailed anti-corruption policy on the Company’s website.

Goal 1 :	No cases of corruption or legal violations within the Company and its subsidiaries.
Result :	In 2023, the goal was achieved. There were no complaints or whistleblowing of corruption or legal violations of employees, executives, and directors in the Company.
Goal 2 :	Be certified as a member of the Collective Action Coalition Against Corruption (CAC) in 2023
Result :	The Company has been certified as a member of the Collective Action Coalition Against Corruption (CAC) which is valid for 3 years.
Goal 3 :	Disseminate policies to business partners at a rate of 80.00%
Result :	1. Has already been proceeded in 2023. 2. In 2023, the Company communicated the No Gifts policy to its partners and allies via email.

Mr. Song Do Lee, the President of Jasmine Technology Solution Public Company Limited (JTS), has been awarded the certification as an organization has successfully passed the assessment and received recognition as a member of the Thai Private Sector Collective Action Against Corruption (CAC) which is

the Thai Institute of Directors (IOD). The Company is committed to combat corruption in all its forms, as well as determines the anti-corruption policy and practices, communicating to the executives and all employees by conducting a training for them for utilizing and practicing.



1. Communication



(1) The Company has communicated and disseminated the CG & Code of Conduct handbook to employees for reading, acknowledgment, and strict adherence. This communication was conducted through online training sessions on November 17, 2023, led by internal trainers following the Company's Business Code of Conduct, such as procedures for receiving complaints, investigation and disciplinary actions, maintaining confidentiality, and providing protection for complainants and informants.

(2) The Company has communication policies including whistle blowing channels or complaints or suggestions within the Company through communication channels within the Company such as Intranet, executive orientation course and new employees, and let everyone sign for acknowledgement and compliance with this policy, to ensure that they have sufficient knowledge and understanding to apply the guidelines to use

- (3) The Company has communicated the including whistleblowing channels or complaints or suggestions to the public and stakeholders through a variety of channels such as the Company's website, etc., so that relevant persons are informed from the beginning of the business relationship and/or later as appropriate by adhering to good ethical principles without accepting any practice that is considered to be bribery and corruption is strictly prohibited.
- (4) The Company will communicate the anti-corruption policy to agents, business intermediaries, business/trade partners, distributors of products/ services and those involved in conducting business to be informed.
- (5) The Company will communicate to business partners, clients, and allies to acknowledge and adhere to the measures regarding the No Gift Policy, which is part of the anti-corruption policy, including various practices.
- (6) The Company communicates to its employees to acknowledge and adhere to the measures regarding the No Gift Policy, which is part of the anti-corruption policy, including various practices.
- (7) Employees can study the details of anti-corruption policy including the latest updated information from the Company's website www.jts.co.th and the Company's intranet.



2. Channels for notifying clues, making complaints, expressing opinions or suggestions

The Company has established channels for whistleblowing, complaints, expressing opinions or suggestion from illegal actions, regulations, and behavior that may indicate fraud or corruption of individuals in the organization and all groups of stakeholders by providing mechanisms to protect informants, complainants, and honest information providers and those who reject fraud and corruption, including the collection of whistleblowing information or complaints as confidential to build confidence for informants, complainant, and those who reject such fraud and corruption. They can report clues, make complaints, express their opinions or suggestion through the channels for notifying clues, making complaints, expressing opinions or suggestions as follows:

1. Inform through the Chairman of the Audit and Corporate Governance Committee, Dr. Pavuth Sriaranyakul
 - Phone : 0-2100-8300 Ext. 7
 - E-mail : jts_internalaudit@jasmine.com
2. Notify through the Company's online channel Whistle Blowing at <https://jts.co.th/th/contact-us/>
3. Inform via mail box, attention to the Chairman of the Audit and Corporate Governance Committee/ Internal Audit Office, Jasmine Technology Solution Public Company Limited, No. 200 Moo, 4, 9th Floor, Jasmine International Tower, Chaengwattana Road, Tambon Pakkred, Amphoe Pakkred, Nonthaburi

3. Complaint Management

The recipient of complaints is responsible for gathering information from all complainants and coordinating with relevant departments for various actions, while also monitoring progress, and providing feedback to complainants, including reporting investigation results, and update the task force, comprising management, Audit and Corporate Governance Committee, or the board, depending on the nature of the complaint.

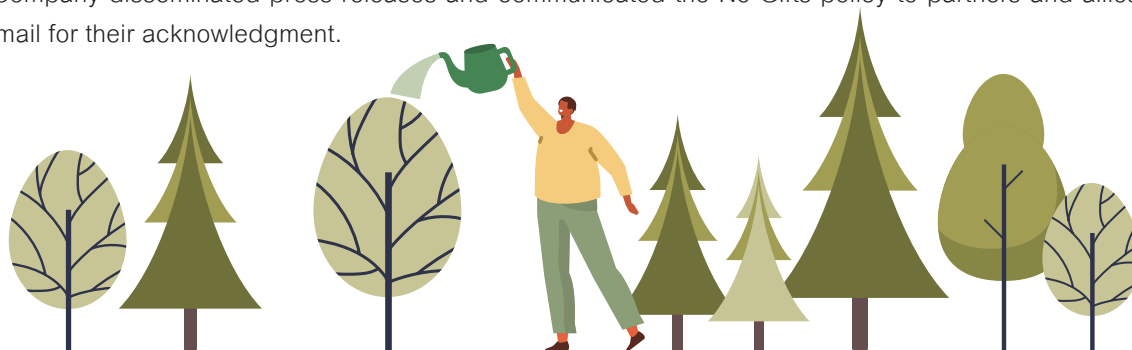
4. Measures and Protection for Whistleblowers, Complainants, and Cooperating Parties involved in the Investigation

- 1) Information of whistleblowers, complainants, or individuals cooperating in investigations will be kept confidential. Disclosure of information will only occur to the extent necessary and with the consent of the whistleblower or complainant, and only to relevant parties involved in the investigation.
- 2) Provide appropriate palliate to those who have been impacted to mitigate the damage.
- 3) It is prohibited to destroy evidence, retaliate, intimidate, or threaten whistleblowers, complainants, or individuals assisting in investigations. Retaliation may result in the highest disciplinary action, including termination.

Details of the Company's Business Code of Conduct can be viewed from the Company website www.jts.co.th, Topic "Anti-Corruption Policy"

Performance in 2023

- The Company has not received any complaints or reported any misconduct related to corruption.
- The executives and employees have completed Anti-Corruption training at a rate of 91.65%.
- The Company disseminated press releases and communicated the No Gifts policy to partners and allies via email for their acknowledgment.



Cyber Security



Cyber Security

At present, the problem of Cyber Security continues to grow according to more modern technology, with the aim to destroy reputation, harassment, or even attacks to test their own abilities to show to other hackers. In the future, cyber-attacks will change their methods or increase in severity, because it is easy to find tools to attack from the Internet and websites, which makes it easy for new hackers to arise. Organizations must focus on Cyber Security concretely with the announcement of the Cyber Security Act. The Company is aware of the importance of surveillance and compliance with the Cyber Security measures of the organization, to protect ourselves and our organization from attack, in addition, monitoring the situation of Cyber Security is also important to help prepare for the new threats that might happen in a timely manner.

Therefore, the Company pay attention to the protection of privacy and Cyber Security as well as having a strict Cyber Attack Risk Management to prevent data theft, data leakage, misuse of Personal Information or without the consent of the owner of the information by providing mechanisms to prevent unauthorized access to systems and information that may cause business damage, increasing the security of corporate information, technology information including planning for potential threat events.

Personal Data Protection

As the Personal Data Protection Act B.E. 2562 has been enforced since June 1, 2022 (“Personal Data Protection Law”), although the nature of the Company’s business does not involve processing a large amount of personal data, the Company is aware of the importance of the Personal Data Protection Law and various regulations issued by the Personal Data Protection Committee as guidelines for compliance with the aforementioned law. In the year 2023/2024, the Company established a Personal Data Protection working group to develop policies and internal procedures aligned with the Personal Data Protection Law and related regulations with regular update and improvement. Additionally, the Company implemented a system for storing personal data, enabling employees of both the Company and its

subsidiaries to securely manage data storage process to mitigate the risk of data breaches and allows for prompt action in case of any complaints.

Furthermore, the Company has devised plans to ensure that all employees of both the Company and its subsidiaries are informed about the nature of work related to personal data handling, the procedures for data destruction, and the steps to be taken in cases where data subjects request the deletion, destruction, or amendment of their personal data stored by the Company. Additionally, the Company informs its work plans and data protection policies to its partners and customers to ensure that collaborative efforts align with data protection laws and the effective practices outlined by the Personal Data Protection Committee.

Goal 1 :	Number of breaches of information security systems or Zero Cyber Security (0)
Result :	In 2023, the goal was achieved. There were no incidents of violations of the information security system or Cyber Security.
Goal 2 :	Number of data breach incidents, zero data theft and loss of customer data equal to Zero (0)
Result :	In 2023, the goal was achieved. There was no data leakage incident, data theft or loss of customer data.
Goal 3 :	The number of employees and customers affected by data breaches equal to Zero (0)
Result :	In 2022, the goal was achieved. No employees and customers were affected by the data breach.
Goal 4 :	The executives and employees complete Cyber Security training at a rate of 100.00%.
Result :	In 2023, there are 3 courses conducted as follows: 1) Basic Cyber Security Training 1 achieved a completion rate of 76.96%. 2) Basic Cyber Security Training 2 achieved a completion rate of 78.31%. 3) Cyber Security training for system administrators and developers achieved a completion rate of 94.61%.

Operational Guidelines

1. Cyber Security

The Company pay attention to Cyber Security to maintain the security of the Company’s information and information of all relevant stakeholders. There are strict guidelines for management and risk management, to reduce the risk of both likelihood and impact that will occur from incidents and cyber-attacks into the information technology system of the Company.

The Company therefore has set guidelines for data security and information systems according to the Cybersecurity Framework of the National Institute of Standards and Technology (NIST), USA which NIST Cybersecurity Framework is a framework concept to help organizations effectively plan, assess, prevent, detect, respond and remediate against threats by dividing into 5 important steps:

1. Identify and understand the environment and assets in order to manage the risk of the system
2. Protect and set control standards to protect systems and data
3. Detect and watch out for threats that may occur
4. Response when encountering threats to mitigate the impact or limit the damage
5. Recover system to provide normal service quickly



The Company has set guidelines for reviewing the safety of the structure, testing and training to ensure that every sensitive point of the system will be regularly monitored, so that Threat and Vulnerability Management is being implemented continuously under the information security governance structure. In addition, the Company has a management structure to follow up, report, approve, support operations and continuous development throughout the organization and to operate throughout the organization in the

same direction. The Company has established an “Information Security Policy” to be used as a guideline for the Company in the management and protection of the Company’s information and data assets and its subsidiaries in managing Cyber Security and information security in preventing, reducing, resolving problems and impacts, including protecting personal information of customer employees, trade partners, suppliers, contractors and government agencies.

In addition, the Information Technology Department has established a process policies and regulations communicate to employees through public relations channels within the Company, to be acknowledged with the policy and must comply with various laws and regulations related to this policy along with providing the technology and tools to prevent, detect, respond and remediate a complete security strategy, including the preparation of important risk assessments to assess and regularly report information security governance practices to ensure that risks can be managed effectively and reduce potential impacts on the organization and business opportunities along with the Company's information system protection guidelines that can be developed and adjusted flexibly to deal with cyber threats in a timely manner.

2. Personal Data Protection (PDPA)

- The Company complies with the Personal Data Protection Act (PDPA) B.E. 2562 and the Cybersecurity Act B.E. 2562, as well as other relevant regulations related to data collection, recording, use of data for specified purposes, data storage, and data disposal after use.
 - The Company has appointed a Data Protection Officer (DPO) to oversee various privacy matters. In 2023/2024, the Company enhanced its information technology and data privacy operations by increasing oversight of various data-related activities.
- The Company has established a Data Protection working group to develop policies and internal procedures in compliance with personal data protection laws and related regulations.
 - The Company conducts an annual review of practices and policies regarding Personal Data Protection Act (PDPA) to ensure that all employees have the knowledge, skills, and appropriate tools to safeguard the data of all stakeholders.

Performance in 2023

The Company has operated in the field of information security and data security to have a data leakage prevention system that covers all business units 100% and there are no incidents of network and server downtime (Zero down time)

- The Company has not received any complaints about the breach of the information security system or cyber security.
- The Company has not found any incidents of leakage of Company information or cyber-attacks in any way.
- The Company has not received any complaints related to personal data breaches or leakage of stakeholder information.



Responsibility for products and services



The Company has complied with the Business Code of Conduct manual regarding customer relations, by striving to create satisfaction and confidence for customers to receive good products and services, quality at a reasonable price level, disclose information about products and services completely, accurately, and deliver products on time, provide warranties for goods and services on a timely basis; including establishing systems and communication channels for customers to complain about products and services, as well as being responsible for maintaining the customer's history and confidentiality including a survey of customer expectations and needs to bring further improvements.

Managing customer relationships is a critical strategy in operating business, especially in today's rapidly changing landscape and with the increasing importance of customer preferences, particularly in the areas of ESG considerations. The Company is committed to enhancing product and service quality, improving standards, maintaining and fostering continuous good relationships with customers, driving innovation within the organization, managing environmental aspects, and implementing continuous business management plans to meet current customer needs and expand into new customer bases to increase future revenue opportunities. These principles are outlined in the Business Code of Conduct 2022 to ensure that employees are informed and adhere to them strictly as follows:

Goal 1 :	The level of customer satisfaction is at "Very good" level, no less than 90%, with a short-term goal in 2023, an increase of not less than 3%.
Result :	In 2023, the goal was not achieved. The customer satisfaction level accounted for 92.73%, an increase of 0.5% compared to 2022.
Goal 2 :	Handling customer complaints 100%
Result :	In 2023, the goals achieved. No customer complaints.

Operational guidelines

JasTel Network Co. Ltd. (JasTel), a telecommunication and internet service provider domestically and internationally, is a subsidiary of JTS. JasTel operates within the Telecommunication Network Services business group. JasTel prioritizes quality and service standards to be efficient and meet international standards, with a focus on 4 key standards as below:

JasTel has certified for quality and international standards across 4 key standards



JasTel has planned to increase its social responsibility and sustainability, in the annual satisfaction assessment form, to develop products and services to respond to sustainability and business value chain, in line with international standards to the Company's customers, in terms of providing services in delivering products and services of the Company to measure the success of strategic plans and operations to meet customer satisfaction and complaint handling as a tool used to inspect different parts of the organizational management system to improve processes as well as the results and perspective of the organization as a whole.

Satisfaction evaluation and complaint management indicates business operations. The survey guideline is a questionnaire which divided the questions into 5 main groups, namely 1. Overview of the service, 2.

Sales, 3. Services, 4. After-sales care and service, and 5. Service information center.

Satisfaction surveys will be analyzed and evaluated by the Marketing and Sales Department, after that, the analysis results will be sent to the relevant parties, to further improve and develop. The Company conducts customer satisfaction surveys at least once a year, with at least 80% of the surveys returned and the number of responses must be satisfied with the target no less than 90%

The Company is committed to helping customers in every situation, especially in situations that need to be resolved urgently, to help reduce the damage that will happen, the Company has made a risk assessment and simulating various situations that might happen, including planning to respond in a timely manner.

Therefore, customer complaints are handled under the following regulations and procedures:

1. Complaint Process
2. Handling complaints, consideration process, schedule and notify the results
3. Follow up on complaints, communication with those involved
4. Prevention of recurrence, In-depth analysis and customer reassurance

Business Partner Development

The Company continues to strive to develop business partners according to the diverse needs of customers or emerging level regulations, or changes in various environments. This affects the competition of manufacturers to be able to adapt and respond effectively to the needs of customers and related stakeholders. The Company, therefore, places importance to the sustainable development of the capabilities of its partners, covering economic, social and environmental dimensions for the selection of product quality on time delivery, managed with good governance.

In 2023, the subsidiaries, JasTel and CCS, have organized a project to develop and educate partners, amount 4 projects.

- JasTel conducted 3 projects as follows:
 - 1) Conducted Cyber Security Awareness training program for customers, the Thai Meteorological Department, to enhance their knowledge in cybersecurity. The training aims to raise awareness about the importance of maintaining information security, understanding threat models, types of attacks, responsibilities, and best practices for controlling various risks. Additionally, it aims to foster an understanding of relevant laws and standards in information technology security and cybersecurity that are applicable to organizations in Thailand.
 - 2) Conducted training for both new contractors and existing contractors to ensure that contractors understand and adhere to safe working practices as defined by the Company’s policies and regulations.
 - 3) The Workplace Safety course and Cable Jointing Practices course for contractors are consisting of

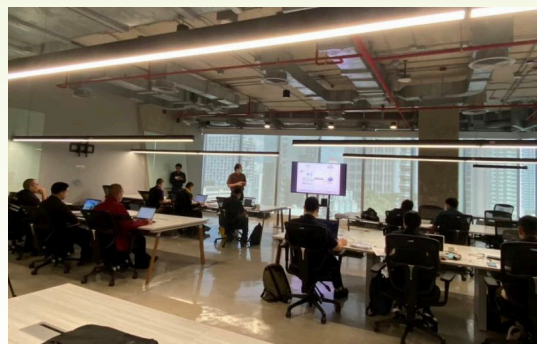
2 courses as follows:

- The course “Occupational Safety, Health, and Environmental Conditions in the Workplace” for contractors aims to equip trainees with knowledge and understanding of occupational safety, health, and environmental conditions in the workplace, as well as various safety laws and regulations. The course seeks to promote and support the establishment of safety measures, and to cultivate a safety-conscious mindset among personnel working on behalf of JasTel Network Limited.



- The course “Cable Installation and Splicing Operations” aims to equip trainees with the ability to perform tasks in accordance with the standards of JasTel Network Limited. Additionally, it aims to enable trainees to carry out cable splicing operations accurately and produce quality work results.

- CCS conducted 1 project as follows:
 - 1) Conducted training for customers, Police Office of Information and Communication Technology and Songkhla Finishing Co., Ltd., collaborating with Tencent (Thailand), a partner, under Cloud Service Program.



Performance in 2023

- Customer satisfaction survey results at least once a year, achieving the goal and with the survey returned not less than 80% and the number of responses must be satisfied with the goal of not less than 90%. The goal was achieved with a result of 92.73%.
- The Company has never received any significant complaints about its products from customers.
- Handling customer complaints on products and services. Achieved 100% of operational goals.

Telecommunication Network Services	Year 2021	Year 2022	Year 2023
Customer satisfaction survey	89.88%	92.68%	92.73%
Handling Customer Complaints	100%	100%	100%
Customer Complaints	0	0	0

*Remark: The scope is covering only its subsidiary (JasTel)

Innovation and work process development

Innovation plays a huge role in the success of a Company's business operations and is an important part that helps drive the business to grow sustainably with outstanding competitive abilities and creating business opportunities from innovative products and services. In addition, the rapid development of technology nowadays, as well as, changes in the

market and the economic, social and environment, the Company must develop innovation and work processes, organizational capability, to create a competitive advantage that will cope with various challenges quickly and efficiently, including creating innovations for products and services that create value for society and the environment sustainably.

Goal 1 :	Development of 2 new innovations
Result :	In 2023, the goal was not achieved. The outcome of the process development cannot be fully implemented for every process.

Operational guidelines

The Company is committed to the commitment to create sustainable technology and innovation "Sustainable Innovative Digital Economy Provider: JTS is an innovative provider, to drive a safe, modern digital economy that focuses on the interests of stakeholders, and reduce the impact on the environment sustainably." Therefore, the Company focuses on and promotes the use of knowledge and creativity in presenting new things, new methods, new ideas, new products, or improve existing things for the better by using the Company's resources to increase operational efficiency and create value and value added for Company and all stakeholders. The Company therefore places importance on innovation and development of efficient work processes to develop work processes by emphasizing on all employees to think about work processes that applying and increasing the innovation and digital technology within one's own workflow, with the aim of improving or enhancing the workflow or to improve the quality of work life of employees according to the Company's sustainable development strategy and to be able to respond quickly to stakeholders

in the value chain. The Company will support the development of the work process of employees through training to increase work skills according to the personnel development plan set by the Human Resources Department according to the organization's strategy and bring modern technology to help in the work process of employees as well.

Develop into a learning organization

The Company is committed to creating a learning organization that is the center of innovation and creation of new things in the process of product and service development as well as work processes within the organization combine to create a culture of learning to promote the development of personnel capabilities to develop innovations in the organization. The Company therefore focuses on human capital development by cultivating the concept of innovation in employees at all levels to be creative, observant, know how to solve problems and support the performance of employees, such as

- **Power App, Power Automate Training**

To enhance understanding of the Power Platform and its components. Participants will learn to design and create applications using Power App, automate tasks effectively with Power Automate, and apply these tools to develop applications and automated workflows.



- **Digital Asset Training**

The inclusion of Bitcoin, cryptocurrencies, and trading platforms, as well as the study of laws governing digital asset investments, NFTs, DeFi, Metaverse, FB Marketing, and 5F1U Content, is essential to enhance employees' knowledge and understanding of digital assets. This initiative aims to equip employees with the necessary skills to develop digital asset-related products and protect themselves from falling victim to crimes associated with digital assets.



- **Intermediate level Microsoft Excel usage**

To provide participants with knowledge and understanding of various tools in Microsoft Excel. Employees who undergo this training will be able to create complex calculation formulas, effectively utilize data analysis tools, and have the skills to generate summary reports using various types of graphs accurately and efficiently. Additionally, they will acquire the ability to manage and solve work-related issues more effectively.



- **JASGREEN Solar Panel Installation Standard Training**

To enhance the knowledge, skills, and capabilities of professionals in solar panel installation to be in accordance with the solar panel installation standards, and be able to perform their tasks accurately and efficiently.



- **GEN AI for Sales & and Presales**

To acknowledge working process, origin, and basic AI development, and utilize those skills in Sales & Marketing work field with an effectiveness. Moreover, to know more about popular GEN AI with its usage.



In addition, the Company supports all employees to realize the importance of innovation and technology, so that employees can apply knowledge to work within their own departments, as well as being able to create innovation and develop operational guidelines. This will increase work efficiency and improve the quality of work life of employees, along with being able to respond to stakeholders in the value chain, such as:

Digital Transformation

From the global situation, since the change of technology, consumer behavior, the replacement of the business model or “Disruption” to the epidemic situation of COVID-19, causing changes and significantly affecting business operations, nonetheless, the Company still try to adapt to respond to changes

efficiently and in a timely manner by adopting digital technology within the organization, to achieve the greatest flexibility and flexibility in work, including supporting the Business Continuity Plan (BCP) of the Company.

Digital Platform

information leakage to outsiders and to be conducive to work from home, including working in different places (Work from Home/Work from Anywhere) which has been well received by employees able to access information rapidly, no need to provide a device to store portable data (Flash drive) and be able to find information or send it to customers immediately, including being able to store files without a time limit and can reduce errors very well.

Digital Workplace

The Company pay attention to employees by adapting from office work to flexible work, with the use of digital devices, mobile communications, meetings, and online training via Microsoft Teams/Zoom, adapting employees to “Work From Anywhere”, allowing employees to adjust their schedules and workplace to match their lifestyle by using internal data transmission with VPN technology (Virtual Private Network) and internal/external data transmission with Microsoft OneDrive system.

Paperless Office

Transform corporate culture into a paperless office by setting clear objectives and goals, including attracting employees to participate, from being involved with documents on a daily basis, let employees know where there is redundant work, or where can reduce

or not using paper at all, resulting in the preparation of storage and forwarding documents that used to be paper to electronic files (E-Document) can help reducing the use of resources and the cost of the Company.

Performance in 2023

In 2023, the Company adopted innovation and technology to be applied more in the work process to be in line with goals, but unable to measure results, for example.

- **Digital Platform:** There has been an increase in the use of various software in Microsoft365
- **E-Learning, training via electronic system:** Internal training management in the form of E-Learning through the Microsoft Team program, ZOOM and the Company’s Training Center website, such as



Going Green



Greenhouse Gas Management

Climate change is a global environmental problem, both in terms of cause and impact, which originates from greenhouse gas emissions from human economic activities to create prosperity for the people of the country to live happily for more than hundred years. Various developments inevitably burn energy and release carbon dioxide into the atmosphere; therefore, it can be considered that every country contributes to the climate change that occurs. The increase in global temperature affects the overall environment around the world, melting polar ice, tropical countries will experience increased heat and drought. From 2021 onwards, all countries must begin to reduce greenhouse gas emissions according to the “Paris Agreement”, all countries can act freely, because the ability, potential and readiness of each country is different, including the limitations of geography and different climates. For Thailand, although greenhouse

gas emissions are less than 1% of the world, but there is a tendency to increase and to reduce the impact that may occur in the future and implementing the Paris Agreement, the Thai government has therefore set a goal by 2030 that it will be able to reduce greenhouse gas emissions by 139 million tons of carbon dioxide equivalent. The Company is well aware that the work process of the Company consumes a lot of energy, which is a fundamental factor needed to run a business. The Company therefore has established a sustainable development policy for the environment, practices, strategies and goals for energy efficiency, and reducing the amount of greenhouse gas emissions of the organization, including preventing and reducing the impact of climate change. All of these things create value for the organization and stakeholders including being part that helps reduce greenhouse gas emissions according to Thailand’s target

Goal 1 :	Receive Carbon Footprint for Organization certification from the TGO and be certified continuously every year.
Result :	Year 2022, received CFO certification from TGO. Year 2023, in the process of applying for certification of the carbon footprint of the organization for the year 2023.
Goal 2 :	Total Greenhouse gas emissions for 3 types of greenhouse gas emissions are reduced by 2%.
Result :	The goal was achieved. Total greenhouse gas emissions was increased by 1.86% compared to the base year of 2023.



Operational guidelines

The environmental management strategy is governed by the “Risk Management and Sustainability Committee” and includes a Greenhouse Gas Management working group composed of representatives from subsidiaries and various related departments. These units are responsible for collecting and managing data on greenhouse gas emissions from all operational processes, including carbon footprint data, energy usage, water management, and waste from these processes to achieve carbon neutrality by 2050 and to establish the organization as a Net Zero Greenhouse Gas Emission entity by 2060.

1. Establish a base year in terms of greenhouse gas management

The Company has defined the scope for assessing greenhouse gas emissions to cover 3 main businesses: JTS, JasTel and CCS. The data has been organized, designating 2022 as the base year. The Company has reviewed and prepared reports according to the 8th edition (revised 6th edition, July 2022) of the Carbon Footprint Reporting Requirements of the Thai Greenhouse Gas Management Organization, aiming for a Limited Assurance Level of carbon footprint verification, with a 95% confidence level. It also includes the assessment and monitoring of significant greenhouse gas emissions from the Company’s activities, both direct and indirect. The greenhouse gases monitored include CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, and NF₃, measured in carbon dioxide equivalent tons. The measurement encompasses 3 scopes, as follows:

Type 1 : Direct emission and absorption of greenhouse gases (Scope 1 : Direct Emissions)

Calculation of direct CFO (Indirect Emissions) from activities of the organization directly, such as the combustion of fuel from machinery use of corporate vehicles (owned by the organization), the use of chemicals related to greenhouse gases in wastewater treatment, etc.

Type 2 : Indirect greenhouse gas emissions from energy use (Scope 2 : Energy Indirect Emissions)

Calculation of CFO from energy use (Energy Indirect Emissions) is the purchase of energy to use in the organization, such as electrical energy, heat energy, steam energy, etc.

Type 3 : Other indirect emissions of greenhouse gases (Scope 3 : Other Indirect GHG Emissions)

Calculation of Other indirect CFO, such as employee travel in non-corporate vehicles, traveling to off-site seminars and the use of various materials, equipment, etc.

In addition, the Company has developed with the goal of becoming an organization that reduces greenhouse gas emissions, to reduce the impact of climate change and has set guidelines for managing greenhouse gas emissions as follows:

2. Goal Setting for Organization

The development by setting goal to reduce greenhouse gas emissions for reducing impact of climate changes and determining guidelines for greenhouse gas emissions will be considered and responsible by greenhouse gas management working group in accordance with greenhouse gas management policy.



3. The Process of Auditing and Disclosing Greenhouse Gas Emissions Data

The Company has initiated external agency certified by Thailand Greenhouse Gas Management Organization to verify the accuracy of the data before disclosing it to the public since 2022. The Company has undergone audits by Green Style Co., Ltd. as consultant and audit by the greenhouse gas management certification unit at Phayao University, an independent external agency registered with Thailand Greenhouse Gas Management Organization. The completeness of the data has been successfully audited in 2023, conducted on March 1, 2024. Currently, the Company is in the process of registering its carbon footprint with the organization.

Based on the audit result, the greenhouse gas emissions for Scope 1 amounted to 227 tons CO₂eq, Scope 2 amounted to 2,929 tons CO₂eq, and Scope 3 amounted to 635 tons CO₂eq. In 2023, these emissions are compared to the total revenue of the organization, and in 2022, these emissions are compared to the total expenses of the organization.

Performance in 2023

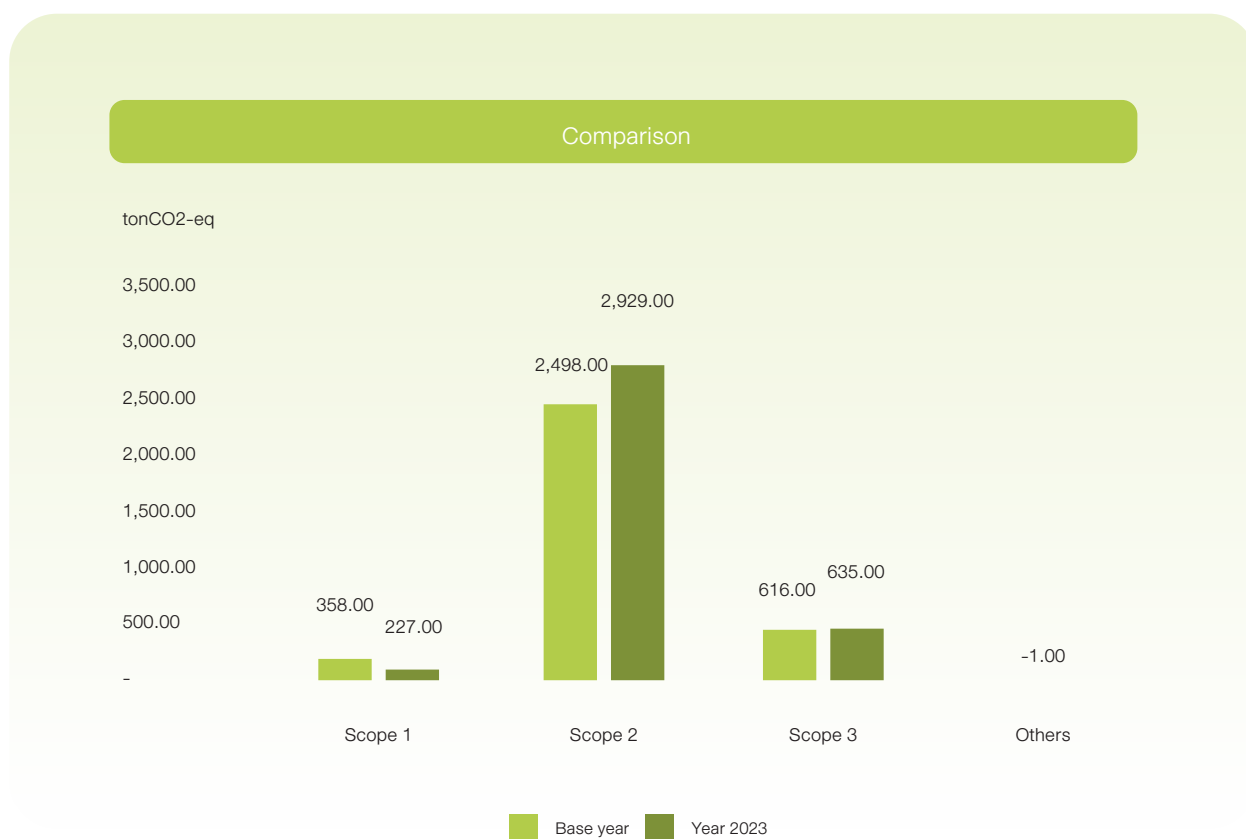
1. The Company has undergone a carbon footprint audit by the greenhouse gas management certification unit of Phayao University, which is an independent organization accredited by Thailand Greenhouse Gas Management Organization.
2. The Company measures the total amount of greenhouse gas emissions of the organization (CFO) Year 2022. As the Company places importance on energy and greenhouse gas emission reduction, it was found that, in 2023, the total amount of greenhouse gas emissions and absorption of the organization (CFO) Directly from the organization (Scope 1 : Direct Emissions), Indirectly from Energy Consumption (Scope 2 : Energy Indirect Emissions), Other Indirect greenhouse gas emissions (Scope 3 : Other Indirect GHG Emissions) is 3,823 ton CO₂eq, and comparing to the total carbon dioxide equivalent (CO₂eq) emissions for all scopes to the total expenses of the organization for the year 2023 which is 1.6595 ton CO₂eq/MB, it decreased to 1.86%.

Greenhouse Gas Emission of Organization Auditing Activity on March 1, 2024



Table of Greenhouse Gas Emission of the Organization

Scope	Greenhouse Gas Emission of the Organization	Proportion when comparing Scope 1 and 2	Proportion when comparing Scope 1, 2 and 3
Scope 1	358.00	11.16	9.36
Scope 2	2,849.00	88.84	74.52
Scope 3	616.00		16.11
Others	-		
Total of Scope 1 and Scope 2	3,207	100.00	
Total of Scope 1, 2 and 3	3,823		100.00



Carbon intensity (Scope 1+2)	1.3921	TonCO2eq/	(profit) million baht
Carbon intensity (Scope 1+2+3)	1.6595	TonCO2eq/	(profit) million baht

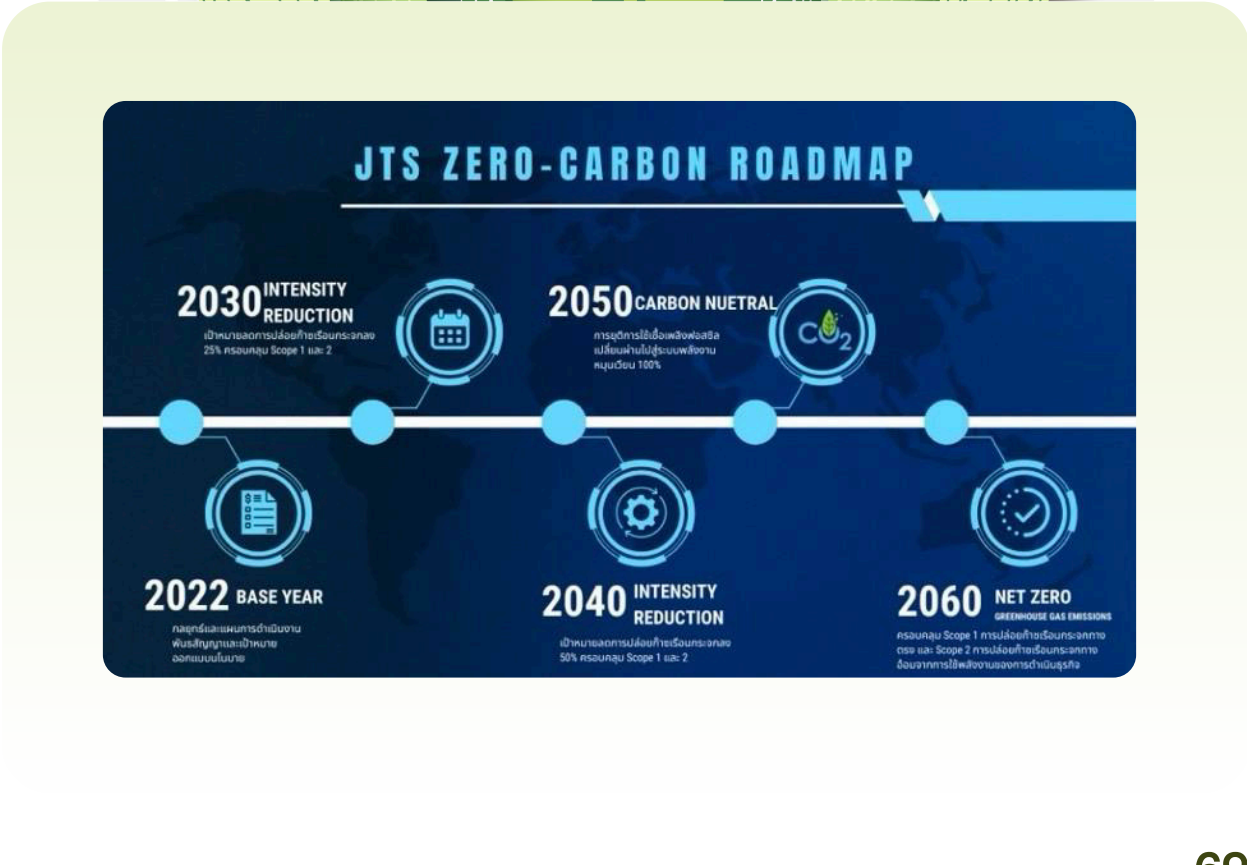
Remarks:

1. The base year is set as the year 2022
2. The assessment period for the year 2022 is from January 1, 2022, to December 31, 2022.
3. The assessment period for the year 2023 is from January 1, 2023, to December 31, 2023.

In 2023, the Company collected greenhouse gas emissions data categorized as follows: Scope 1 (Direct Emissions), Scope 2 (Energy Indirect Emissions), and Scope 3 (Other Indirect GHG Emissions) from January 1, 2023, to December 31, 2023. The data underwent verification and certification by the greenhouse gas management certification at Phayao University and is currently undergoing registration with the Thailand Greenhouse Gas Management Organization (TGO).

The Company has focused on implementing measures to reduce and increase the efficiency of all types of energy consumption, as well as, creating awareness

and participation of employees at all levels in collaborating to reduce energy consumption in the Company’s operational processes to reduce the risks and impacts from energy consumption, reduce energy costs, and reduce greenhouse gas emissions, following Science Base Target aimed at controlling global warming not exceed to 2 degrees Celsius. The Company aims to achieve a 2.5% reduction in greenhouse gas emissions annually and commits to continuous efforts in greenhouse gas reduction activities through the JTS ZERO – CARBON ROADMAP initiative to become carbon-neutral by 2050 and achieve net-zero greenhouse gas emissions by 2060.



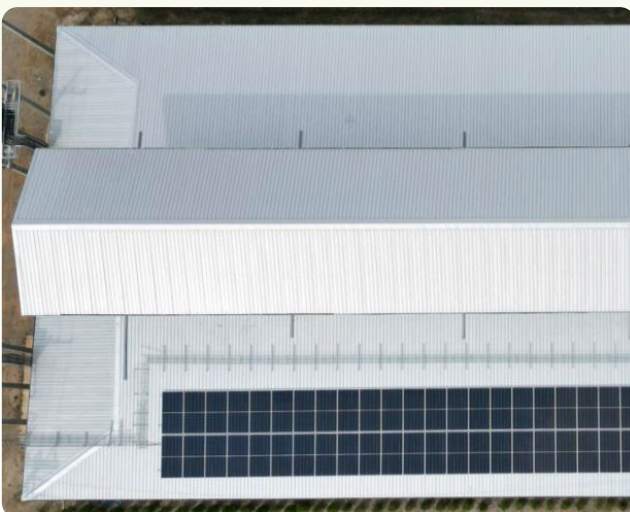
Activities to reduce greenhouse gas emissions

The Company continues to support the concept of all employees in the Company and its subsidiaries, providing change creation in the workflow or activities that can help reduce the impact on the environment and reduce greenhouse gas emissions both directly and indirectly. In 2023, the following supporting projects have been prepared:



1. Solar Rooftop installation project, size 26.4 kW in model office building

Since the Company has planned to develop and expand the energy business, therefore, there is an idea to install a 26.4 kW Solar Rooftop in a model office building to be used as a learning center for engineers, sales people and service technicians, regarding various techniques, maintenance method and to maximize the benefits of the installation. Therefore, we have installed a Solar Inverter system with Power Optimizer Inverter, which is a grid-tied solar system, designed to improve the efficiency of solar cell operation. This system will be utilized in our office during daytime to replace electricity usage and during nighttime from the battery that has been fully charged during daytime, resulting in a reduction of 4 kWh of electricity consumption per day. With the installation of a 26.4 kW solar system, we anticipate a reduction of approximately 2,400 kWh of electricity consumption per month, equivalent to 120 kWh per day. This will result in a reduction of 197.64 tonsCO₂e, which is equivalent to the annual carbon sequestration of a carbon-absorbing forest.



2. Solar Energy Project

The Company is committed to innovating and seeking ways to reduce resource and energy consumption while exploring alternative energy sources. For example, solar cells can convert solar energy into electricity, providing immediate use through direct current. The Company has developed solar farm projects on a 5-acre land area, with a capacity of 3.8 megawatts, generating electricity through grid-connected solar farms as renewable energy, reduces operational costs, and promotes sustainable energy conservation. With a capacity of 3.8 megawatts, the electricity can be generated in the amount of 2,044,709.2 kWh, and greenhouse gas emission can be reduced by 2,045,517.383 tonCO₂e per year.



As part of the sustainable development plan and the Company's greenhouse gas management goals, the Company has studied and developed initiatives to promote the use of renewable energy. Both of these 2 projects are not currently measured in terms of the Company's energy use reduction, as it is still undergoing studies on energy offsetting activities and assessing the impacts and returns from carbon credit offset projects in a fair manner. Therefore, they are not set as targets to replace energy usage in the energy sector, but rather to promote employee knowledge and resources to develop and utilize systems efficiently.

Efficient use of resources



The Company is committed to improving energy efficiency for maximum benefits, including studying and developing the use of Renewable Energy with guidelines for applying the energy management system in the organization with guidelines for applying the energy management system in the organization, including supporting the development of personnel resources, budgets, working time, participatory training presents ideas for improving energy use in the organization, development of an appropriate energy management and continuous improvement of energy efficiency to suit business and technology to achieve maximum energy efficiency. For sustainable development, the Company strives to strike a balance between economic growth and enhancing resource efficiency to ensure the organization grows in value and significance while concurrently addressing environmental concerns.

1. Energy Management

Energy is the main factor that is important to the business of the Company. Volatility in energy demand is something the Company faces, inevitable, as well as affecting the operating costs of the Company's

business. Therefore, in order to conduct business and continuously increase business opportunities, including as part of reducing greenhouse gas emissions, efficient energy management is therefore an issue that the Company's stakeholders face, give importance and be one of the factors in making decision. Furthermore, the Company's business operations can reduce greenhouse gas emissions by transitioning to renewable energy sources, fostering sustainable growth.

Operational guidelines

The Company is aware of energy consumption. Most of the Company's energy consumption comes from electricity used in the office building rental area, as well as the use of diesel and benzene fuels in business processes. Therefore, in 2023, the Company has driven projects related to energy conservation in accordance with the sustainable development policy. The relevant measures are set to achieve efficient cost management, increase business opportunities from using renewable energy or renewable energy and reduce greenhouse gas emissions.

Goal 1 :	The energy consumption in the office sector decreased by 2% in the short term in 2023, and it decreased by 3% in the long term in 2025 compared to the base year of 2022.
Results :	In 2023, the goal was not achieved. Electricity consumption increased by 9.84%. In 2023, the goal was achieved. The fuel oil consumption decreased by 6.14%.

For the Company's energy consumption rate, it was found that the electrical energy used in the office purchased from the electricity provider with approximately 598,260.89 kWh and energy from oil fuel with approximately 29,977.62 liters respectively.

	Year 2022		Year 2023	
	Electricity	Petrol	Electricity	Petrol
Operating Result	499,770.04 kWh	31,491.31 liters	598,260.89 kWh	29,977.62 liters
Goal	Base year	Base year	Not achieve	Not achieved

Performance in 2023

- The Company has set the Company's energy management goals in the area of the head office and energy from fuel in the operating process. For the year 2023, it was found that the amount of electricity used in the purchased office was about 598,260.89 kWh and the energy from fuel was about 29,977.62 liters, showing a goal to reduce short-term energy consumption in 2023, by 2% and set a goal to reduce water consumption in the long term in 2025, a decrease of 3% compared to 2022, which is set as the Base Year.



2. Water Management

Although the Company's business is not primarily reliant on water resources, water remains one of the supporting factors for its business operations because every business unit uses water for various activities in the business area. Therefore, a plan has been established to reduce water consumption. For water resource management of the Company not only considering the sufficiency of water use but also taking into account the source of water so as not to affect the water use of surrounding communities and water is only used for consumption in the Company.

Operational guidelines

The Company emphasizes the prudent use of water resources by setting targets for efficient water consumption. This is achieved through the implementation of policies and practices that mandate every business unit to establish goals and measures for controlling water usage. Also, encouraging employees in the organization to be conscious, awareness of water, use campaign for water savings to manage water for the most value and set to continuously monitor the success of goals as follows:

1. The Company focuses on appropriate water usage at the source, reducing external treatment needs by adjusting water usage in critical parts of internal operations. This enhances water efficiency and control within the organization.

Goal 2 :	The water consumption in the office sector decreased by 3% in the short term in 2023, and it decreased by 5% in the long term in 2025 compared to the base year of 2022.
Result :	In 2023, the goal was not achieved. Water consumption increased by 1.25%.





As the Company is a lessee in leased premises, it cannot systematically manage resource usage. Nevertheless, the Company implements water management with water-saving measures, such as advocating for the closure of taps after each use and promptly repairing or replacing faulty equipment upon detection. In 2023, the water consumption rate of the Company in the main office area is 2,970.70 cubic meters.

Water Management	Year 2022	Year 2023
Water Consumption	1,713.65 cubic meters	2,970.70 cubic meters
Goal	Base year	Not achieve

Performance in 2023

- The Company has set water management goals for the Company. As for the area of the headquarters location for the year 2023 at 2,970.70 cubic meters. The goal is to reduce the amount of water in the short term in 2023 by 3% and set the goal to reduce the amount of water in the long term in 2025 by 5% compared to the year 2022, which is set as the Base Year and water consumption which covers the head office area. The operations are not proceeding as its target plan.



3. Garbage and Waste Management

The Company places importance to garbage and waste management in a concrete manner in line with environmental impact reduction guidelines, society and community with the goal of reducing the number of wastes generated, organize activities to learn about creative waste management, including a campaign to instill the ideology of environmental conservation into the hearts of all employees. Encourage awareness of not starting to create waste by oneself through the “(Waste) Separation Save the World” project to create behaviors for waste sorting before disposal and ensuring that waste is properly disposed of, besides that has also joined the network to participate in various projects to promote the separation of different types of waste, stretchable plastic bags, plastic boxes, snack bags, milk, cartons, etc. And the Company has

taken the waste that has been sorted in the project, delivered to the community to use in public activities continuously, help reduce the amount of waste that will be sent to landfill, which reduces the impact on the environment, and help reduce the operating costs of the organization as well.

Operational guidelines

The Company prioritizes the efficient use of energy and reduction of waste in its operations. Additionally, waste management complies with relevant laws, aiming to minimize impacts on communities and the environment. The Company also continually supports community and social projects.

Goal :	The quantity of waste and discarded materials from the office that are disposed of in landfills decreased by 5% in the short term in 2023, and it decreased by 10% in the long term in 2025 compared to the base year of 2022.
Result :	In 2023, the goal was not achieved. Waste in the headquarter increased by 3.93%.

The Company has introduced the concept of material management that is not used in the waste management section in the office by instilling a sense of responsibility by applying the 3R principle which consists of Recycle, Reuse and Reduce that are the principle in the management of unused materials arising from the Company's work processes and campaigning for employees to separate or sort waste before collecting it to dispose of in a large bin for ease of disposal can be sold and can be used for expenses in various activities of the Company.

Garbage and Waste Management	Year 2022	Year 2023
Operational Result	66,556.54 Kg	70,489.46 Kg
Goal	Base year	Not achieve

Performance in 2023

- The Company disposed of a total weight of 70,489.46 kilograms of waste and discarded materials from the office that were sent to landfills. The Company prioritizes waste management to minimize environmental and social impacts. Goals have been set to reduce the quantity of waste and discarded materials sent to landfills from office operations. In the short term, for the year 2023, the goal is to decrease by 5%, and in the long term, for the year 2025, the goal is to decrease by 10%, compared to the base year of 2022.

Waste Management Projects

1. Garbage Separation

The Company is aware of the environmental impact and ecosystem. Therefore, it advocates and seeks cooperation in waste sorting to reduce waste volume and toxic pollutants. The Company has installed separate waste bins covering both the main office area and various points within the office in collaboration with subsidiaries and office space providers. General waste and food waste are separated from recyclable waste for classification before removal from the premises. Additionally, recyclable waste generated from employees' daily activities is collected to reduce waste volume, increase value, and contribute to recycling projects. Wet waste can be used as fuel or biofuel, enhancing safety for hazardous waste disposal.



2. Improve resource efficiency

The Company has managed resources by establishing a sustainable development policy Greenhouse Gas Management Policy ready to set environmental goals. It is an organization-wide practice, including promoting the most efficient use of resources through public relations media both inside and outside the organization including various campaign activities both emissions of greenhouse gases use of water resources power consumption, reducing the amount of waste and waste from the business value chain, to create awareness of environmental and energy conservation among employees have complied with the laws, rules and regulations, domestic standards and international standards. It also encourages employees to use their resources and energy efficiently and effectively and/or modify to be reused for maximum benefit leading to a reduction in operating costs and always educate employees on environmental matters.



3. Green Procurement

The Company announced the sustainable procurement guidelines, the purchase of material and equipment in the production process or work processes in the office, consider selecting products marked with the “Green Label” mark. In this regard, to support the manufacturers who focus on reducing environmental impact and to create awareness among employees that everyone, every process can help reduce environmental impact both directly and indirectly.

Waste management is considered a critical aspect of business operations to mitigate potential impacts on communities, societies, and the environment in the long term and sustainably. Generally, the waste generated from the company’s operations originates from activities within the office premises.

Leading to Sustainable Society



Human rights and fair labor practices

The Company strictly operates in accordance with the policy of respecting human rights principles with believes that all human beings have equal inherent rights including the management of human resources that must be equal in practice and benefits that can be reliant on labor laws. In addition, the Company places importance on its business operations concerning human rights and is committed to managing them ethically. It upholds social responsibility and respects human rights for all groups, conducting business with integrity and fairness. It recognizes the value and dignity of human beings, advocating for freedom, and promoting equality for everyone.

Goal 1 :	The number of complains about human rights violations arising from the Company’s business operations equal to zero (0)
Result :	In 2023, the goal was achieved as there were no complaints.
Goal 2 :	The number of complaints on labor violations of the Company equal to zero (0)
Result :	In 2022, the goal was achieved as there was no complaints.

Operational guidelines

The Company supports and respects the protection of human rights, by taking care not to let the business of the Company to get involved in human rights abuses. It also respects and treats all stakeholders fairly on the basis of human dignity, without discrimination such as discrimination of origin, race, skin color, age, gender, etc.

1. The Company has established a human rights policy and labor practices as a guideline for operations, which the Company’s employees must thoroughly understand the laws related to their duties and responsibilities and must strictly comply with the law.
2. The Company has implemented the guidelines for respecting human rights principles in the policies and other related business principles as well, such as a Business Code of Conduct manual (such as working hours, non-forced labor, non-child labor, freedom of association and right to bargain), human resource management (Remuneration, welfare, benefits), respect for the rights of shareholders, etc.
3. In addition, the Company always has reviewed to develop, improve the management plan to deal with impacts and take effective corrective action. Additionally, the Company communicates with its employees and stakeholders to ensure that management operations are aligned and consistent.



	Year 2021	Year 2022	Year 2023
Total of Employees	258.00	282.00	295.00
Total of Male Employees	168.00	180.00	183.00
Total of Female Employees	90.00	102.00	112.00

Remarks: the information as of December 31, 2023

Fair Labor Practices

• Labor Relations

The Company has established a Workplace Welfare Committee in the workplace which responsible for surveying, inspecting, promoting and developing the Company's welfare system, to be in line with and support the Company's vision, strategies, goals and corporate values, including encouraging participation of employees at all levels, cover diversity and vulnerability groups in terms of gender, race, religion and physical disabilities to apply for election to the welfare committee in the workplace including voting for directors independently according to a transparent process. The Workplace Welfare Committee is another communication channel between employees and the Company, to promote awareness and equal respect for human rights for all employees, at all levels and of all races, to express views, opinions, suggestions and complaints through elected representatives.

• Employment

The Company has clearly defined employment practices in the human rights policy and labor practices, emphasis on legal employment and operations in line with the Company's principles which places emphasis on taking care and treating employees fairly and on the basis of respect for human rights and international human rights standards consisting of the Universal Declaration of Human Rights (UDHR) and The Declaration on Fundamental Principles and Rights at Work from the International Labor Organization (ILO) including labor laws of the country where the Company operates, criteria according to international labor standards that the Company take it as a practical guideline that is in line with the Company's sustainable development policy.

• Human Rights Due Diligence: HRDD

The Company is currently in the process of developing a comprehensive human rights assessment framework and has not yet commenced a Human Rights Due Diligence (HRDD) process in accordance with the United Nations Guiding Principles on Business and Human Rights. This is due to the Company's ongoing organizational status assessment and the development of an action plan slated for implementation within the year 2024 to review the Company's alignment with policies, laws, and international standards on human rights.

Nevertheless, the Company has plans to develop a human rights framework and conduct comprehensive human rights risk assessments across all activities throughout the supply chain annually, ensuring full coverage of every business unit in the coming years. Additionally, the Company is committed to promoting human rights responsibility and labor practices in accordance with its policies.



0

Complaints
in terms of human
rights.



- **Channels for complaints**

All employees are able to make complaints or report concerns to the Human Resources Department or senior management when there are not being fair or when being acted unlawfully or the right of privacy has been violated according to the grievance channels specified in the employee handbook. Section on complaints and consideration of complaints or if there is concern that they will not be treated fairly. Complaints can be sent directly to the Audit and Corporate Governance Committee through another channel.

Outsiders or external stakeholders can directly file complaints to the Audit and Corporate Governance Committee

- **Complaints Handling and Remediation**

The Company provides opportunities for employees and stakeholders to voice concerns, raise issues, or lodge complaints regarding incidents or actions related to human rights violations or business code of conduct. This can be done through the Company's website, where complaints are appropriately managed, ensuring fairness and protection for individuals

reporting human rights violations involving company personnel.

- **Complaint Protection Measures**

In cases of human rights violations resulting in harm, where it has been legally proven that individuals within the Company have committed actual violations, the Company implements remediation measures to fairly compensate the affected parties. These measures may include medical treatment, financial compensation, and ongoing support and care to ensure appropriate redress for those impacted.

Details of the Company's **Human Rights and Fair Labor Practice** can be viewed from the Company website www.jts.co.th, Topic "Human Rights and Labor Practices Policy"

Performance in 2023

- The Company has not yet found any cases of complaints about labor violations.
- The Company has not yet found any cases of human rights violations arising from the Company's business operations, no matter internal and external violations.
- The Company conducted a review of its human rights policy and labor practices guidelines during the fiscal year 2023/2024.

2023 Employee Information as of December 31, 2023

Number of Male Employees Classified by Age (unit : person/people)	2021	2022	2023
Male employees under 30 years old	37.00	44.00	45.00
Male employees aged 30-50 years	92.00	93.00	93.00
Male employees over 30 years old	39.00	43.00	45.00

Number of Female Employees Classified by Age (unit : person/people)	2021	2022	2023
Female employees under 30 years old	21.00	19.00	25.00
Female employees aged 30-50 years	54.00	64.00	66.00
Female employees over 30 years old	15.00	19.00	21.00

Number of Male Employees Classified by Position (unit : person/people)	2021	2022	2023
Male employees at the operational level	136.00	147.00	152.00
Male employees at the executive level	17.00	17.00	18.00
Male employees at the top executive level	15.00	16.00	13.00

Number of Female Employees Classified by Position (unit : person/people)	2021	2022	2023
Female employees at the operational level	74.00	83.00	89.00
Female employees at the executive level	11.00	14.00	16.00
Female employees at the top executive level	5.00	5.00	7.00

Hiring People with Disabilities	2021	2022	2023
Total number of hiring people with disabilities	0.00	0.00	0.00
Number of employees with disabilities	0.00	0.00	0.00
Number of non-employees disabled workers	0.00	0.00	0.00

Human Resource Development/ Human Capital Development

The Company has a development plan for employees at all levels to advance in their careers and preparation of the organization in order to respond to changes in Technology Disruption that occur all the time, including dealing with the competitive situation of the market by it must be in accordance with the direction of the strategy and goals to create sustainability for the Company. For this reason, it is necessary to develop new work skills for employees (Reskill) or upgrade existing skills (Upskill) through training or voluntary job rotation.

Goal :	Employee training hours increased by 5% in the short term in 2023, and by 10% in the long term for the year 2025, compared to the base year 2022.
Result :	In 2023, the goal was achieved. The Employee training hours increased by 18.37% compared to 2022.

Employee Development Initiative

The Company prioritizes employee development, fostering a happy work environment, and cultivating internal cohesion. Human resource management and workflow processes are aligned with the organization's growth strategy for optimal efficiency by adapting the organizational structure to accommodate changes and business expansion, refining roles and responsibilities to align with strategies, enhancing coordination, and empowering employees. Salary structure management, career advancement opportunities, and increasing employee engagement within the organization are also managed. Additionally, comprehensive training programs are provided at all levels, focusing on skill development, providing educational funding for self-improvement in respective professions, and offering equal career advancement opportunities based on meritocracy. The HR department conducts surveys to assess training needs and employee development, devises annual training plans, and prioritizes courses relevant to job positions.

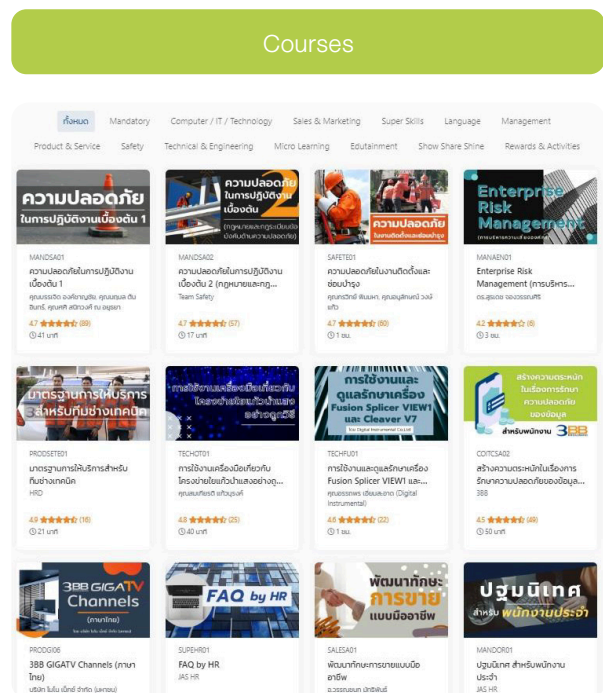
Training Courses are categorized according to the development objectives for personnel into 4 groups:

1) Mandatory Courses: Consisting of 9 courses

2) Super Productive Digital Skill Courses: Consisting of 6 courses

3) Soft Skills & Managerial Skills: Consisting of 14 courses

4) Safety: Consisting of 6 courses





Succession Plan

Succession Plan is a policy aimed at recruiting highly capable employees with the potential to succeed in key positions within the Company to ensure business continuity and demonstrate potential for future high-level executive roles within the Company.

For the Talent Succession Plan, JasTel Network Company Limited (JasTel) has prioritized the development of employees at subsidiary companies to prepare them for leadership roles and increased responsibilities. This is achieved through various employee development programs designed to provide continuous learning and practical training opportunities, seamlessly integrated into daily work routines. Additionally, the Company has developed a Talent Succession Plan learning and development program, structured into 4 key areas:

1. **Basic knowledge development program** contains essential foundational courses to build awareness and understanding of the responsibilities, compliance with laws, rules, regulations, good corporate governance, Business Code of Conduct manual and disciplinary action, Occupational Health and Safety at Work Courses, Sustainability Development for corporate and getting ready to work digitally.
2. **Future skills development program focusing on developing the Digital Literacy level of employees** Both in terms of Hard Skill such as Data Analytics, Robotics; and Soft Skill such as Design Thinking,
3. **Agile.** There are 4 levels of development courses from basic to advanced; to lay a foundation and enhance skills in using digital technology for employees in each target group. In addition, there are also courses to develop other future skills, which focuses on developing knowledge and future skills along with upgrading specific skills to build the skills needed to work and focus on building competence to support the growth of the organization in the future.
3. **Leader development program** with the goal to developing leadership skills, therefore, a supervisor development course has been developed for managers at all levels and executives to prepare to develop teams and management skills systematically, also to choose selected high potential (Talents) to the leadership development program to select personnel to join in strengthening the business, preparing them to grow within the organization and helping the organization to grow sustainably.
4. **Job-specific skills development program** promote the development of specific skills, i.e., Technical Skills, and Knowledge Management in each business to have the same system and standards, creation of a learning community to exchange knowledge and skills that truly correspond to the job responsibilities and able to enhance the competency of employees to be ready for the rapidly changing business growth.

Evaluate Potential StrengthsFinder



កម្រោង “Unlock Potential With Clifton StrengthsFinder”



Operational guidelines

The Company has established a human resources development plan to serve as a guideline for the HR department in developing employees to adapt to changes, including enhancing essential skills for job readiness. The personnel development plan focuses on mutual benefits for both the Company and its employees. Additionally, the plan supports the establishment of a training database to utilize statistical data for future employee development and ensures continuous personnel development.

Employee knowledge and potential development

- The Company has a policy to recruit people who are suitable for the nature of work (Put the Right Man on the Right Job) by recruiting people with direct knowledge in the fields related to the industry, in order to achieve the Company's goals that try to provide value added services and can expand rapidly.
- All new employees will receive an orientation to know and acknowledge their own processes and workflows including various departments in the organization that help employees understand their roles and responsibilities and be able to perform tasks according to the objectives.

In addition, the Company also encourages employees to learn in other ways, such as doing group activities among employees (Group Activity), which all learning has promoted the development of employee growth in the organization (Career Management) and led to being a learning organization for self-development leading to career advancement.

Employee development through development activities

The Company provides employees with opportunities to learn courses of their interest through self-paced online learning via the “Learning Online Platform.” This self-directed learning, available anytime, anywhere, enables employees to continuously develop themselves according to their needs and convenience. Additionally, the Company arranges training sessions for employees on both job-related competencies and essential soft skills by inviting external experts to share knowledge, preparing them for business operations in line with the annual employee development plan. Furthermore, the Company establishes platforms for showcasing employees' successful performance to encourage their participation and pride in their work achievements, fostering a culture of sharing and exchanging accomplishments, which serves

as a shortcut to internal organizational expansion. The Company also has a development activities unit that drives improvements in employee performance through various initiatives, promoting innovative thinking and fostering new ideas. The examples are as follows:



- **English for the Workplace Project:**

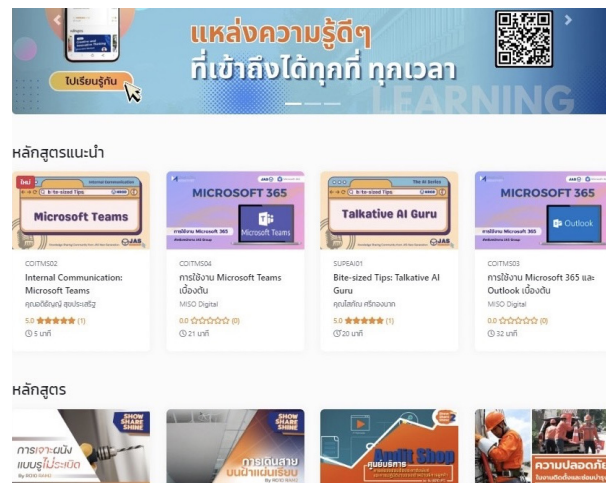
The Company prioritizes employee development because we believe that learning is a lifelong journey.

This course focuses on English language training for employees, conducted by native speaker instructors from the leading English language institute ECC. The project duration spans from April to August 2023.

In addition to enhancing English language skills, this program also instills confidence in employees' speaking and communication abilities.

- **Knowledge Management Project**

Personnel development in “New Normal” through “Online Learning.” Employees are the heart of the organization. Developing employees to grow and be ready for changes in the business environment and technology so that employees are ready, hence training to increase knowledge and skills is crucial. JAS Online Learning is a learning system that employees can come to study and acquire knowledge anywhere, anytime and able to learn across their own fields of interest as well with a modern system, teaching courses that are up-to-date with interesting and concise content organized into categories, easy-to-understand teaching, with test results, attendance records, etc.



Performance in 2023

- The hours of knowledge development for all employees averaged 29 hours per person per year, with the cost of knowledge training and employee development amount equal to 1,746,623 Baht.

Employee Development	Goal	Unit	Year 2021	Year 2022	Year 2023
Average number of training hours for employees	Achieved	Hours/ person/ year	2.59	10.63	29
Expenses for knowledge training and employee development	-	Baht	259,200.00	396,224.79	1,746,623

Employee Retention and Human Resource Management



Employees are the most important resources to drive operations and lead the organization to success. The Company therefore places great importance on creating a good personnel management system, from recruiting new employees, management of standard remuneration, set goals and plans for employee potential development to promote progress, career growth and job stability, as well as giving importance to the safety and health of employees and provide freedom and respect the rights of employees under an appropriate framework. In 2023, the Company has set strategies for human resource management to accommodate the growth of the business. In addition to adapting strategies according to current and future situations, the Company has outlined strategies for human resource management to support business growth and new business development plans. Creating employee engagement and fostering their

growth alongside the organization is considered a crucial factor in motivating employees to work for the company and perform to their full potential. Therefore, the Company has developed a human resource management strategy for the year 2023, focusing on organizational transformation. This includes designing organizational structures to meet challenges and create competitiveness in the industry, developing employee capabilities within the organization, and fostering a digital work culture. The emphasis is on developing various work processes to be continuous, interconnected, and aligned with the organization's direction and the digital world. Creating a learning organization while strengthening operational capabilities and driving human resource management leads to achieving organizational goals efficiently and sustainably.

Goal 1 :	Create employee engagement and satisfaction initiatives, with no fewer than 1 project compared to the year 2022.
Result :	In 2023, the goal was achieved with the implementation of 5 projects: 1. JTS Group Executive Talk #1 in 2023 2. JTS Group Executive Talk #2 in 2023 3. JTS Group Songkran Day - Water pouring activity with blessings from the executives. 4. TGIF "Thanks Gift It's Friday" 5. Pride Month Parade procession project
Goal 2 :	The employee turnover rate target for the short term in 2023 is to decrease by 5%, and for the long term in 2025 is to decrease by 8%, compared to 2022.
Result :	In 2023, the employee turnover rate decreased by 1.6%, which did not achieved the goal of a 5% reduction set for the year compared to 2022.

Operational guidelines

1. The Company encourages employees to have a good quality of working life, have good safety and occupational health, appropriate compensation and welfare for employees, and employees are treated fairly and equally.
2. The Company appropriately takes care of good quality of life for employees such as providing annual health check-ups, and health insurance to help alleviate medical expenses while sickness, maternity leave, dental expenses, Provident Fund, cost of living in the remote area, annual staff gathering, annual outing trips, etc.

Employees who are members of the provident fund	Unit	Year 2021	Year 2022	Year 2023
Total number of employees who are members of the provident fund	Person	195	240	230
Amount contributed by the Company to the provident fund	Baht	1,417,866.29	2,653,119.70	9,519,811.44

In 2023, the Company organized activities related to employee welfare to promote the development of employees both physically and mentally. The aim was to enhance their quality of life and support sustainable self-reliance, encouraging savings, balanced work-life integration, and family time.

Performance in 2023

1. The Company implemented a project to foster employee engagement and satisfaction, comprising a total of 5 initiatives, aimed to nurture a positive work environment, cultivate employee loyalty, and foster a shared vision among employees to grow with the Company. They serve as key drivers for advancing the Company towards innovation and sustainable business development.
2. The employee turnover rate decreased by 1.6% compared to 2022, with voluntary resignations accounting for 2.9% of the total workforce.

Number of employees who voluntarily resigned classified by gender (unit : person/people)	Year 2021	Year 2022	Year 2023
Total employees who voluntarily resigned	26.00	55.00	39.00
Number of male employees who voluntarily resigned	19.00	38.00	23.00
Number of female employees who voluntarily resigned	7.00	17.00	16.00

Employee Engagement

The Company realizes the importance of enhancing employee engagement with the organization. When employees feel they are part of the Company, they believe and dedicate effort and dedication to work for the benefit of the Company. Overall, it is an important part that the Company has achieved the goals set. It also contributes to reducing the loss rate of potential employees, i.e. good people, and talented people of the Company as well. Employee satisfaction factors are the basis that lead to enhancing employee engagement with the organization, such as supervisors, compensation, career advancement, environment, equipment that necessary for work, management of age differences or age gap, etc. by implementing a plan to elevate the engagement of the entire organization and all departments to solve various problems received from employees through various activities of the Company.

The Company has a plan to organize activities to encourage employees to show their ideological behavior and to strengthen employees to feel that they are important members of the organization, making an impression from the first day that they become a new member with a warm welcome, friendly, approachable, friendly environment and atmosphere for discussion and having a good attitude and feelings toward each other, working together to drive corporate culture and knowledge management to drive employees to behave in line with corporate expectations, using communication and learning to incubate corporate culture among employees, which the Company believes that corporate culture is an important factor in fostering employee engagement.



The “Welcome to JTS Group” project, led by Mr. Sang Do Lee, the President, presents a unique opportunity to assume the role of President and extend a warm welcome to new employees. This initiative aims to greet all employees at JTS Group with an ice cream social event, providing a fun opportunity for new staff members to interact with everyone.



Employee Satisfaction Survey

The Company has organized employee surveys to gauge their opinions and level of engagement towards the organization. This serves as a tool to measure satisfaction levels and the degree of employee commitment across various factors encompassing work, living conditions, environment, and organizational culture. The Company has planned to conduct employee engagement surveys regularly every 2 years, with the Human Resources department responsible for its execution which the first survey was conducted in 2022. The Company has implemented a plan to conduct an Employee Engagement Survey, which aims to measure employee engagement and development by assessing various factors such as job stability, returns and benefits, support and advancement opportunities, work environment and atmosphere, internal and organizational communication. The results of the survey will be utilized to make improvements and developments based on factors influencing employee engagement through tools and activities. Issues within the organization will be addressed, and preventive measures will be sought to mitigate future problems. This initiative aims to promote employee satisfaction, enhance organizational engagement levels, foster happiness at work, and enable employees to perform at their full potential, thereby driving towards the organization's set goals. The employee satisfaction survey will be conducted periodically, with the next survey scheduled for 2024.

Operational guidelines

Activities to promote employee health:

- **Conducting annual health check-ups for employees**, tailored to their job requirements, and coordinating with hospitals to offer additional health examination packages at special rates, also providing special health check-up programs at discounted rates for employees' family members. In 2023, the Company did not organize health check-ups for employees at the head office due to space constraints from the lessor. However, it continued to facilitate transportation services for employees who wished to undergo annual health check-ups at Nonthavej Hospital during the specified period. Additionally, employees had the option to visit World Medical Hospital, located near the main office.

Jasmine International Public Company Limited (JAS), a parent company of JTS, collaborates with Pataravejsiam School (Thai Traditional Medicine) and volunteers to incorporate alternative medicine into employee healthcare services.

- **Health check-ups and problem resolution using traditional Thai medicine Project to reduce stress, promote physical balance, and enhance productivity.** Jasmine Technology Solutions Public Company Limited (JTS), along with its subsidiaries, participated in the project to address health issues and promote well-being through traditional Thai medicine, aiming to identify weaknesses, restore balance, and alleviate work-related stress effectively.



Activities to promote employee engagement:

The Company continues to promote various activities to foster positive attitudes among employees towards themselves, their colleagues, the organization, and society as a whole. Most of these activities are part of ongoing projects from previous years to ensure continuity and sustainability. In 2023, the Company organized activities to support relationship-building, create positive experiences, and enhance employee engagement with the organization. Some notable activities in 2023 include:

- **JTS Group Executive Talk #1 in 2023**

On February 14, 2023, JTS Company organized the “JTS Group Executive Talk: Session 1 of 2023” event under the theme “JTS Group 14 Once Again.” The event aimed to emphasize the importance of employees as valuable assets to the organization and provided an opportunity for employees to ask questions to the management. The event was honored by Mr. Dusit Srisangaoran, the executive of JTS Group, who delivered the opening remarks and shared the organization’s vision. He emphasized the commitment to driving the business with technology and innovation to create value for customers and society.



The JTS Group Executive Talk Session 1 of 2023 garnered interest from executives, employees, and the general public, with over 283 attendees, accounting for 95.93% of all employees. Attendees were informed about the organization’s vision and future direction, gaining knowledge and inspiration to apply in both work and life.

- **JTS Group Executive Talk #2 in 2023**

On July 3, 2023, JTS organized the JTS Group Executive Talk Session 2 of 2023 under the theme “Rainbow,” focusing on the valuable resource of employees to the organization. The event aimed to provide an opportunity for employees to ask questions to the management. The session was graced by Mr. Dusit Srisangaoran, an executive of JTS Group, who delivered the organization’s vision, emphasizing the commitment to driving business with technology and innovation to create value for customers and society.

The JTS Group Executive Talk Session 2 of 2023, garnered interest from both management and employees of the JTS Group. A total of more than 120 individuals attended the event, accounting for approximately 40.67% of all employees. Attendees gained knowledge and inspiration from the insights shared by the management, which they could apply in their work and personal lives.



- **JTS Group Songkran Day - Water pouring activity with blessings from the executives.**

On April 10, 2023, Jasmine Technology Solution Public Company Limited (JTS) and its subsidiaries participated in the “JTS Group Songkran Day” event as part of the Songkran Festival celebrations. The event was filled with joy, camaraderie, and the sounds of laughter. Attendees enjoyed snacks and participated in the traditional activity of pouring scented water over the hands of the management as a gesture of respect and well-wishing for the Songkran festival. Additionally, employees were encouraged to dress in traditional Thai attire or floral shirts to join in the festivities.



With a total of 295 participants, accounting for 100% of the company, the “JTS Group Songkran Day” event celebrated the traditional Thai New Year, Songkran. This tradition has been upheld since ancient times and is known for its beauty and vibrancy. It serves as a means to foster relationships, unity, compassion, and community support. The Company recognizes the importance of preserving Thailand’s rich cultural heritage for the long term, ensuring its continuity and sustainability.

- **TGIF “Thanks Gift It’s Friday” Project**

Jasmine Technology Solution Public Company Limited and Jasmin International Public Company Limited jointly organize the “Thanks Gifts It’s Friday (TGIF)” program to promote happiness and well-being among employees while enhancing the organization’s communication and corporate image by demonstrating care and attention to employees.

The TGIF program aims to promote opportunities for knowledge sharing, exchanging ideas, showcasing talents, relieving stress, welcoming new members, fostering camaraderie among departments, and creating bonds among executives, employees, and the organization.

The latest TGIF event, themed Halloween, received positive responses from both executives and employees. Over 70 employees participated, accounting for 17% of all employees. This indicates widespread interest across the organization, which can impact employees’ performance directly and indirectly, contributing to fostering a culture of happiness within the organization.



JTS Group สนับสนุนการสร้างความปลอดภัยในกิจกรรม TGIF

- **JTS Jollity Day 2023**

Jasmine Technology Solution Public Company Limited goes outings as a crucial aspect of employee welfare and a significant activity that boosts morale in the workplace. Additionally, these outings promote work-life balance among employees, thereby enhancing overall productivity.

For the year 2023, an outing activity was organized in Rayong province to provide employees with relaxation by the beachside with a fun-packed outing event. This event was densely packed with activities aimed at strengthening the relationships among employees.



Performance in 2023

The employee resignation rate decreased by 1.6% compared to 2022, which had a voluntary resignation rate of 2.9%.

Number of employees who voluntarily resigned classified by gender (unit : person/people)	Year 2021	Year 2022	Year 2023
Total employees who voluntarily resigned	26.00	55.00	39.00
Number of male employees who voluntarily resigned	19.00	38.00	23.00
Number of female employees who voluntarily resigned	7.00	17.00	16.00



Occupational health and safety at work

The Company supports and encourages employees to become mindful and aware of occupational health and safety, to create awareness and instill the importance of safety in all processes involved, by focusing on strictly complying with regulations, international standards and related laws. As a result, employees understand and able to work correctly, safely and with maximum efficiency aiming for the sustainable success of the organization.

Goal 1 :	Accident from Work equal to 0 (Zero)
Result :	In 2023, the goal was achieved. No Work accidents.
Goal 2 :	Occupational illness equal to 0 (Zero)
Result :	In 2023, the goal was achieved. No Occupational illness.
Goal 3 :	Conduct 1 project to provide security-related knowledge aligned with operations.
Result :	In 2023, the goal was achieved as the Company conducted 7 projects.

Operational guidelines

The Company operates in accordance with the Occupational Safety, Health and Working Environment Act 2022 as follows:

1. Review and monitor the progress of operations to ensure compliance with security policies regularly, allocate adequate resources, including budget and personnel, appropriately, and conduct operations to assess risks and manage them effectively, following the operational plan.
2. Establish guideline for occupational safety, health and working environment according to human rights policy and labor practices
3. Appoint the committees and safety officers at various levels where the committees and safety officers are included at all levels of the organization
4. Encourage employees to attend safety training courses as required by law, and support and encourage various safety activities to help stimulate consciousness and create employee participation such as incentive activities, training and public relations, etc.
5. All employees must consider their own safety, their colleagues as well as the assets of the Company as all are important throughout the period of work , and maintain cleanliness and orderliness in the work area, for the safety and good health of all employees
6. All employees must cooperate in projects related to the safety and occupational health of the Company

The Company complies with the Workmen's Compensation Act 1994, whereby the Company pays money into the workmen's compensation fund as required by law, to fund the payment of compensation to employees who suffer from danger due to work, the Company has set up an Occupational Safety, Health and Working Environment committee, who responsible for surveying, inspecting, promoting and developing safety systems, occupational health and working environment and support vision, strategies, goals and corporate values to meet international standards. In addition, the Company continues to aim for and promote employee participation in activities to reduce workplace accidents, helping reduce absenteeism rates, employee turnover, and foster organizational loyalty. Additionally, creating a positive

work environment promotes organizational culture, care, and concern for employees. The Company also promotes and conducts regular training on basic fire prevention and suppression for employees every year as below:

Activities to promote occupational health and safety

Activities promoting occupational health and safety focus on developing employees and fostering a culture of safety to enhance skills, knowledge, and awareness of workplace safety and environment. These activities include providing employees with knowledge and understanding of various workplace hazards, enabling them to identify hazards and implement preventive measures.

1. Annual fire extinguisher training exercises



2. Annual fire evacuation drill exercises



3. Activity to enhance basic first aid skills (CPR)



4. Workplace Safety Project on Electrical Safety



5. Occupational Health, Safety, and Environmental Safety for General Employees and New Hires Project



6. Safety Officer at Supervisor Level Project



7. Safety Officers at Management Level Project



In addition, JasTel Network Company Limited (JasTel), a subsidiary of Jasmine Technology Solution Public Company Limited (JTS), also focuses on promoting employee well-being and quality of life. They have employee development projects such as internal and external welfare programs and specialized knowledge or group-specific development. These initiatives encompass 4 projects as follows:

1. Post-work recreational activities aim to promote employee health and well-being, organized as after-hours leisure activities such as:
 - Aerobic exercise sessions
 - Yoga classes
 - Soccer kicking sessions

2. Safety inspections and 5S activities aim to organize and enhance workplace safety. These activities support the Occupational Health and Safety Management System (ISO45001) standards, improving management efficiency and creating a well-organized, safe work environment for the organization.

3. The project “Move a Little, Stay Away from Office Syndrome” is designed to mitigate health risks associated with prolonged sitting and sedentary work habits. It promotes healthy behaviors to prevent office syndrome, encouraging a healthier lifestyle among employees.
4. The seminar on “Team Power & Team Building” aims to foster relationships, love, and unity within the organization. It facilitates the exchange of perspectives and ideas among employees, empowering them to collaboratively solve problems and overcome challenges.

Performance in 2023

The Company provides protection for health and safety at work and recognizes the importance of having a health system, with safety goes hand in hand with business operations, to ensure that employees, including relevant personnel will be safe, free from accidents, and illness arising from work.

- No work accidents
- No employee’s illness from work
- Implementation of 7 safety education programs aligned with operational activities

Summary of Occupational Health and Safety Performance at Work

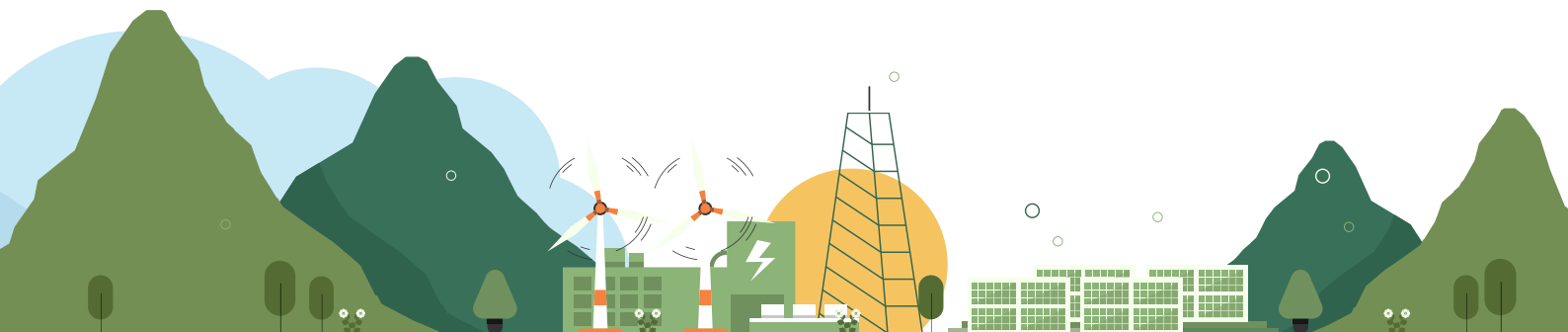
Issues	2021 (cases)	2022 (cases)	2023 (cases)
The number of injuries or accidents resulting from work-related activities leading to work stoppage	0	0	0
The number of employees who have sustained injuries from work-related activities resulting in work stoppage exceeding 1 day	0	0	0
The number of employees who have passed away due to work-related activities	0	0	0



Community and Social Development

The Company places importance on participation in community and social development. Therefore, we are committed to creating benefits for the community, customers, employees and stakeholders. This is done through various activities and self-initiated projects, by focusing on promoting potential development to create sustainability of business operations by bringing useful knowledge to improve the quality of life, organizing activities to promote knowledge to the community, with operations that continuously consider responsibility towards society and the environment.

Goal 1 :	Give or Share knowledge to at least 3 educational institutions
Result :	In 2023, the goal was not achieved. The Company exchanged knowledge to 1 educational institution as follows: the “Solar For Future: Solar Power for Sustainable Living” project at the Wat Khao Yai Community, Tha Maka District, Kanchanaburi Province. This project organized activities to educate students, personnel, and the community about the safety of using electricity in daily life.
Goal 2 :	Develop at least two community projects per year for public benefit.
Result :	In 2023, the goal was achieved. There are 4 projects conducted as follows: <ol style="list-style-type: none"> 1. “Solar For Future: Solar Power for Sustainable Living” project at the Wat Khao Yai Community, Tha Maka District, Kanchanaburi Province on May 19, 2023. <ul style="list-style-type: none"> - Installed solar panels and a solar power generation system for the purpose of supporting education and benefiting the community. - Provided a lunch meal for students. 2. Joy Joy Fair Project on July 3, 2023. All proceeds were donated to Ban Huai Luong Sai School, Mueang Loei District, Loei Province, to assist in the repair of school buildings affected by disasters. 3. JasTel Green Earth by Green Heart project at Uncle Sanit’s house (Elderly Care Center) on August 8, 2023. This initiative involved installing a Solar Roof and a Solar Power Generating System to help reduce electricity costs 4. The project promotes health care and the prevention of office syndrome, supporting income generation for the Blind Association in Nonthaburi Province.



Operational guidelines

In 2023, the Company intends to create sustainable social value, therefore, a strategy has been planned with the community and social monitoring has been undertaken through the plan, with the process of reviewing various management guidelines as follows:

- Risk Management and Sustainability Committee is responsible for determining strategies, policy directions, and regulations on environmental, social, and governance (or ESG) or sustainability and responsibility for sustainable towards society including guidelines and expectations that respond to stakeholders as well as goals United Nations Sustainable Development Committee (SDGs) to propose to the Board of Directors for approval. The meeting is scheduled to be held at least 1 time per quarter and the operating results are reported directly to the Board of Directors.
- Establish “Guidelines on Contributions and Donations and Project Creation for Society” to serve as a basic framework for sponsorships, donations and project implementation along with CSR activities of the Company.
- Building relationships, developing, and supporting communities and society at large to meet the expectations of the community and society, involving mitigating negative impacts from business operations, addressing necessities, and empowering communities to become self-sufficient and self-reliant in the long term.

Performance in 2023

Promoting and developing educational potential to create a good and quality society.

- **Young Blood Internship Project**

JTS Group, a leader in technology and digital innovation, has launched a new Crypto Analyst Internship Program aimed at enhancing the skills and potential of the new generation in the field of crypto

data analysis. This internship program offers students the opportunity to learn essential skills required to become professional crypto analysts, including the development of analytical thinking and systematic problem-solving skills.

From over 100 candidates, JTS has selected 8 students who met the criteria to participate in the internship program. This three-month program includes various activities such as learning basic skills in crypto data analysis and workshops designed to enhance analytical thinking and foster innovation in business creation.

Participants in the internship program will have the opportunity to work directly with JTS's team of Crypto analysts. They will also receive guidance and advice from experts in the field. JTS hopes that this program will develop the skills and potential of new students in the field of Crypto data analysis, making them highly sought-after in the future job market.



- **JTS Orientation Internship 2023 Project**

The Company extends opportunities to students interested in various academic fields such as Engineering, Science, Business Administration, Marketing, Management, Human Resources Management, and other related disciplines to join our internship program to provide students with learning and real-world working experiences beyond the classroom setting, focusing on developing their potential to prepare them for future employment challenges. We welcome students from all fields of study and educational institutions to participate in internships in Company departments that align with their academic curriculum. The Company allocates expert employees who provide support and mentorship, imparting comprehensive knowledge and sharing practical experiences in both theoretical and applied aspects of their respective fields.

In 2023, our Company and its subsidiaries have provided opportunities for 23 male and female students from over 10 institutions, both in Bangkok and other provinces, to join our practical training program. This

includes students from Kasetsart University, Khon Kaen University, Suranaree University of Technology, Rajamangala University of Technology Thanyaburi, Mahidol University, etc.

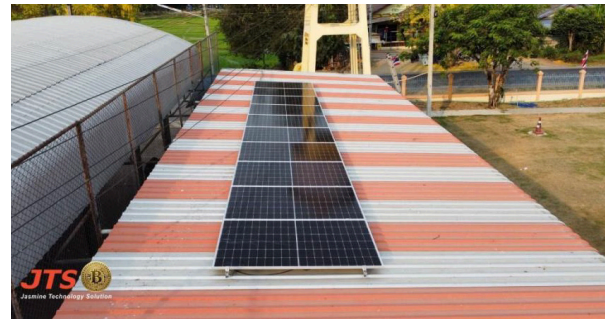
- **Social responsibility activities, reducing environmental impact sustainably**

For activities, donations, or support, the Company uses a method of prioritizing, analyzing the necessity, and evaluating the rationale for requesting an event or donation. It also considers the Company's capacity to conduct these activities or provide support. These processes must be transparent and verifiable under the anti-corruption policy. Significant activities and donations in 2023, conducted jointly by the Company and its subsidiaries, include social responsibility activities aimed at reducing environmental impact sustainably, such as:

- **Solar For Future: Solar Power for Sustainable Living**

Jasmine Technology Solution Public Company Limited (JTS), in collaboration with its subsidiaries, led by the executives and employees, provided solar cells as part of the "Solar For Future" project No. 1/2023. Additionally, the team provided sports equipment and educational materials to enhance learning and offered basic electrical knowledge to children. A meal was also catered for the students at Wat Khao Yai School, located in Khok Tabong Sub-district, Tha Maka District, Kanchanaburi Province. For this implementation of Solar For Future project, the Company group provides school with a sustainable self-reliance model through the installation of solar cell systems. This specific installation, with a capacity of 5.32 kilowatts, not only reduces the school's annual electricity expenses by approximately 36,000 baht but also significantly decreases greenhouse gas emissions by about 588 tonCO₂e per year, based on calculations from the Emission Factor provided by the Thailand Greenhouse Gas Management Organization (TGO), driving sustainability among students, staff, and the local community, and aligns with the project's goal to promote solar energy for sustainable living. The group is prepared to expand this project to multiple schools nationwide.





The Company has organized training sessions to educate students, staff, and community leaders on the fundamentals of solar panel systems, including their installation and maintenance to enhance understanding and facilitate the straightforward implementation and upkeep of solar electricity generation systems within the school premises.



The Company promotes and supports the use of renewable energy to reduce energy consumption and mitigate global warming or greenhouse gas emissions. Concurrently, it serves as a learning resource for students, staff, and the community, further providing educational benefits and serving as a hub for community activities.



- Joy Joy Fair Project

The Company has organized a flea market to share the joy among employees, bringing much fun and excitement. All proceeds from this event will be donated to Ban Huay Luong Sai School in Mueang Loei District, Loei Province, which suffered damage from a summer storm. This initiative is part of a continuous effort to restore education and hope in the affected community.

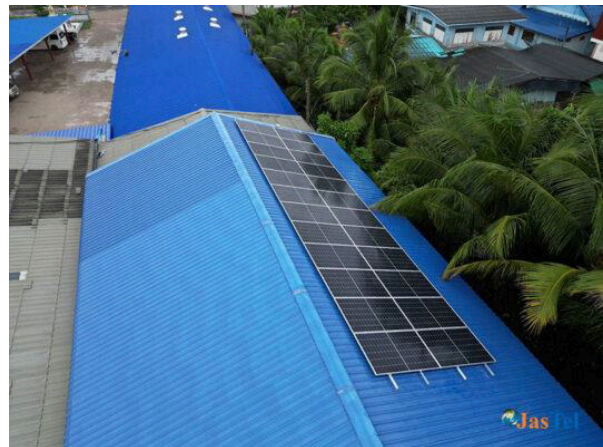


company, Jasmine Technology Solution Public Company Limited (JTS), has conducted a CSR activity under the project “JasTel Green Earth by Green Heart”, involved installing a Solar Roof at the Uncle Sanit’s house (Elderly Care Center) in Khung Krathin, Mueang Ratchaburi, Ratchaburi Province. In addition to this, donated items from the executives and employees of JasTel and JTS group, were delivered to enhance the well-being, happiness, and morale of the elderly and patients, ensuring they experience a better quality of life and do not feel isolated or abandoned.



- JasTel Green Earth by Green Heart Project

JasTel Network Company Limited (JasTel), in collaboration with its employees and the group



- **Strengthening Health with Traditional Thai Medicine Project**

JasTel Network Company Limited (JasTel), a subsidiary of Jasmine Technology Solution Public Company Limited (JTS), is committed to ensuring the well-being and quality of life of its employees by addressing the prevalent issue of Office Syndrome, a common ailment among the working-age population. To this end, JasTel has implemented a wellness program that provides relaxation massages to employees at all levels, from operational staff to executives. These services are delivered by the Capacity Development Center for the Blind in Pak Kret, Nonthaburi, which is a vocational training center for the visually impaired. The JTS Group prioritizes the health of its employees above all, believing that a healthy workforce can perform efficiently and with greater satisfaction. To support this, we have implemented a relaxation massage program for our employees, aiming to alleviate muscle tension and reduce stress from work. This initiative not only



enhances employee wellness but also contributes to the social integration and employment creation for persons with disabilities.

- **Pride Month Parade Project**

JTS organized a Pride Month Parade in June as an activity to celebrate LGBTQ+ diversity and advocate for equal rights in society. Participants dressed in vibrant colors marched through various floors and departments, carrying rainbow flags - symbols of LGBTQ+ and various signs expressing pride and advocating for rights. This initiative reflects the Company's commitment to supporting inclusivity and equal treatment for all its employees.



- **WasteWise project**

The Wastewise Project is an initiative designed to educate on waste management and the segregation of recyclable materials to enhance their utility for societal benefits. Employees collaboratively participate in this environmental preservation effort. The goal is to reduce waste volumes by effectively managing and sorting recyclables for reuse, or by channeling them to non-profit organizations where they can be maximally utilized.



- **Two-Sided Paper Project**

JTS, in collaboration with JasTel and CCS, has contributed to the educational advancement of visually impaired individuals by donating high-quality A4 paper, collected from various departmental employees, for the production of Braille teaching materials and three-sided notebooks. This initiative is executed through the Foundation for the Blind in Thailand under the Royal patronage of H.M. the Queen, which facilitated the reuse of approximately 94 kilograms of paper as of July 31, 2023.



Sustainability Report Reader Poll

Please mark an X in the box or add your own opinion in the box.

1. Please indicate which group you belong to

- Employees Shareholders Customer
 Trade partners/creditors Government agencies and related agencies
 Mass media

2. Please specify through which channel you received the Sustainability Report

- Annual shareholders' meeting Company website
 Company employees Request from the company

Others, please specify.....

3. Purpose of reading this Sustainability Report

- To find information for making investment decisions For study and research
 To get to know the Company

Others, please specify.....

4. Please provide your opinion on the 2023 Sustainability Report

Opinions on the 2023 Sustainability Report Score Level	Satisfaction Score level				
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Content is easy to read and understand					
Beautiful design. Suitable illustration					
Appropriateness of content presentation sequence					
Overall satisfaction					

5. In your opinion, the important issue of sustainability of the company is fully reported in the Sustainability Report?

- Complete Incomplete
 Others, please specify issues that should be included.....

6. Opinions and other suggestions

.....

Questionnaires can be sent in person or by post to

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 Tel: (+66) 0 2100 8234 E-mail: esg_jts@jasmine.com

The data from this feedback survey will be utilized for the development and improvement of our report in the upcoming year.

Jasmin Technology Solution Public Company Limited would like to express our sincere gratitude for your valuable input.



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