



# Sustainability Report 2024

Jasmine Technology Solution  
Public Company Limited











# AI Solutions

## for Sustainable Digital Future

JTS is a developer of AI solutions that drive the transition to a digital economy in an intelligent, secure, and reliable manner, creating value for stakeholders while promoting the use of environmentally friendly technology for sustainable development.



# Table of Contents

Message from the Managing Director and Chairman of the Risk Management and Sustainability Committees	7	Corporate Sustainability Management Goals	19
Pride Awards	8	Sustainability Development Strategies	23
Quality Certifications	9	JTS Sustainability Framework	24
Vision and Mission	10	Working with Stakeholders	25
About JTS	11	Value Chain and Key Stakeholders Groups	26
JTS Business Groups	12	Stakeholder Engagement Channel	32
Corporate Governance Structure and Sustainability Development	13	JTS Sustainability Highlights	36
About This Report	14	Performance Indicators of Success	38
การรับรองรายงาน	15	Management for Sustainable Development	40
JTS and Sustainable Development	16		
Sustainable Development Policy	17		





Corporate Governance for Sustainability	44
Business Ethics and Anti-Corruption	46
Information Technology Data Security and Personal Data Protection	49
Innovation and Product Development	54
Supply Chain Management	59

Environmental Management	64
Climate Change	70

Respect and Compliance with Human Rights Principles	79
Employee Development and Engagement	85
Occupational Health and Safety at Work	93
Community and Social Caring	97



## Mr. Sang Do Lee

President , Executive  
committee and Chairman  
of the Risk Management  
and Sustainability Committee





# Message from the Risk Management and Sustainability Committee

Dear Shareholders and Stakeholders,

The Risk Management and Sustainability Committee of JTS is committed to overseeing and driving the Company toward sustainable growth amidst the challenges of rapid technological advancements. In particular, the development of artificial intelligence (AI) is significantly transforming the business landscape. In 2024, the Committee has prioritized AI technology risk management, focusing on developing a comprehensive risk management system that ensures data security, AI system reliability, and ethical AI development and usage. At the same time, we strive to foster innovation to meet the needs of our customers, communities, and society as a whole.

JTS is dedicated to leveraging cutting-edge technology and developing solutions that address stakeholder needs. The company has established an AI Governance Framework to effectively and responsibly oversee the development and utilization of AI. Additionally, we have increased investments in cyber security infrastructure and personal data protection while enhancing AI and data science talent development to support business expansion and adapt to changes. JTS also places great importance on sustainable development. In 2024, we expanded the installation of Solar Farm Phase 2 to integrate renewable energy into our operations, working towards achieving carbon neutrality. Furthermore, we are committed to improving the well-being of stakeholders across the entire supply chain. Our approach emphasizes balancing economic growth with sustainable development, adhering to the principles of Environmental, Social, and Governance (ESG) to create lasting value for shareholders and society. As a result of these efforts, JTS has been awarded an Excellence CG Scoring (5-star rating) in the Corporate Governance Report (CGR) for Thai listed companies and has received an “A” rating in the SET ESG Rating from the Stock Exchange of Thailand.

The Committee firmly believes that these initiatives will drive business growth while creating long-term value for all stakeholders. On behalf of the Risk Management and Sustainability Development Committee,

“

We sincerely thank you for your continued support and trust in JTS. We look forward to your ongoing support in the future as we continue our journey toward sustainable development.

”

Sincerely,  
(Mr. Sang Do Lee)  
On behalf of the Risk Management and Sustainability Committee, JTS



# Pride Awards



## CGR Checklist 2024

JTS received an “Excellent” CG Scoring, or 5 stars for the third 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 2024 survey.



## AGM Checklist 2024

JTS received a score of 100 from the assessment of the quality of the 2024 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 third consecutive year.



## CAC Certification

JTS has been certified as a member of the Thai Private Sector Collective Action Against Corruption (CAC) by the Thai Institute of Directors Association (IOD). This certification, granted by the CAC Committee, is valid for three years (2023-2026).



## ASEAN and Thailand's Top Corporate Brands 2024

JTS received the ASEAN and Thailand's Top Corporate Brands 2024 award in the Information Technology and Communication category for the fiscal year 2024. This award recognizes the organization as having the highest corporate 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.



## SET ESG Rating 2024

JTS has upgraded its SET ESG Rating evaluation and received an “A” rating for the fiscal year 2024 in Technology Sector from the Stock Exchange of Thailand (SET).



## Quality Certifications



### Carbon Footprint for Organization: CFO

Jasmine Technology Solution Public Company Limited, including its subsidiaries, JasTel Network Co., Ltd. (JasTel) and Cloud Computing Solutions Co., Ltd. (CCS), have undergone the Carbon Footprint for Organization assessment.



### ISO/IEC 27001

Information Security Management

JasTel Network Co., Ltd. (JasTel) has been certified for ISO/IEC 27001 Information Security Management, with Cloud Computing Solutions Co., Ltd. (CCS) obtaining ISO/IEC 27001 certification and Quality Management System - ISO 27799 under JasTel.



### ISO/IEC 20000-1:2018

Service Management System (SMS)

JasTel Network Co., Ltd. (JasTel) has been certified for ISO/IEC 20000-1:2018 for Service Management System (SMS).



### ISO 45001:2018

Occupational Health and Safety Management System

JasTel Network Co., Ltd. (JasTel) has been certified for ISO 45001:2018 for Occupational Health and Safety Management System.



# Vision and Mission

## 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.



# About JTS

## The information of the Company



### Business Information

Jasmine Technology Solution Public Company Limited

### Symbol

JTS



### Authorized Capital

706,457,300 Baht

### Paid-up Capital

706,457,300 Baht



### Industry

Technology / Information and Communication Technology



### Top executives

Mr. Sang Do Lee, President



### Headquarter

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

Tel: (66) 0 2100 8300

Fax: (66) 0 2962 2523

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



# JTS Business Groups

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





# Corporate Governance Structure and Sustainability Development



## Brief Roles and Responsibilities

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

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.



# About This Report

About this report. Jasmine Technology Solution Public Company Limited (the Company) has prepared this Sustainability Report 2024 for the third 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 covers the reporting period from January 1, 2024, to December 31, 2024.



## 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 below:

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.



## Approach and Standards of the report

This report has been prepared in alignment with the United Nations Sustainable Development Goals (UN SDGs) and the Thailand Sustainability Investment (SET ESG Ratings) framework, covers 10 sustainability issues; divided into 3 areas: 4 economic and governance issues, 2 environmental issues, and 4 social issues, which select the important issues in accordance with Materiality Assessment and propose the progress following UN Sustainable Development Goals: SDGs. 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 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.



## Report Accessibility

This report, along with previous sustainability development reports, is available in a digital format and can be accessed on the company's website at <https://jts.co.th/sustainability-report/> under the Sustainability Report section.



<https://jts.co.th/sustainability-report/>

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## 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, 9<sup>th</sup> Floor, Jasmine International Tower, Chaengwattana Road, T. Pakkret, A. Pakkret, Nonthaburi.



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



# JTS and Sustainable Development

## AI Solutions for Sustainable Digital Future

**JTS is a developer of AI solutions** that drive the transition to a digital economy in an intelligent, secure, and reliable manner, creating value for stakeholders while promoting the use of environmentally friendly technology for sustainable development.



The Company has established vision, mission, and sustainability framework in accordance with the overall operational approach and core organizational strategies, serving as a guideline for all employees to work toward a common goal. Success is achieved by linking work processes throughout the sustainable business value chain to enhance and develop operations, thereby reducing impacts and supporting initiatives that create opportunities for the organization, society, and the environment. This also involves incorporating innovation and technology to maximize operational efficiency and foster sustainable business growth.



# 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 Sustainable Development Policy
- 5) Create business and social innovations to add value based on operations aimed at increasing investment returns, while also achieving a balance across economic, social, and environmental aspects



## 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, and disclose sustainability performance information in accordance with international standards
- 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
- 5) Promote human rights in accordance with international principles by treating all employees equally, providing them with equal work opportunities without discrimination based on origin, nationality, religion, gender, age, skin color, education, or family background, and strictly prohibiting child labor.

## 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
- 3) Manage environmental impacts arising from climate change, and oversee energy, water, and waste through the use of technology and innovation to prevent, control, and minimize negative environmental impacts and reduce energy consumption from normal business operations.

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

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 2024, the Company has integrated Sustainable Development Goals: SDGs and Thailand Sustainability Investment (SET ESG Ratings) practices in accordance with business operations with a commitment to achieve success, vision, strategic direction and goals. Additionally, improve and develop work processes to reduce impacts and support initiatives that create opportunities for the organization, communities, and the environment, including the integration of innovation and technology to maximize operational efficiency and foster sustainable business growth.

## Main Goals for Sustainable Development

### Driving the Economy and Good Corporate Governance



4 issues

6 SDGs

- Create a fair and sustainable business environment through collaboration across various sectors based on transparency and accountability
- Develop secure and reliable digital infrastructure, expand access to information and communication technology, and cooperate to advance the digital economy
- Strengthen technological capabilities effectively and sustainably by fostering eco-friendly innovations and products
- Focus on development that supports economic activities and growth, protect labor rights throughout the supply chain, and promote sustainable practices

### Caring for the Environment



2 issues

4 SDGs

- Effective environmental management preserves ecosystem balance and natural resources for sustainable development
- Encourage efficient resource use, reduce waste, and promote reuse



## Toward a Sustainable Society



2 issues

7 SDGs

- Create inclusive healthcare access, reduce illness rates, create decent jobs, foster engagement, and promote safe working conditions.
- Reduce inequalities, create opportunities, and promote fairness and equality, aiming to eliminate discrimination
- Encourage employees to participate in volunteer activities and support projects dedicated to social development, ultimately fostering a high-quality and sustainable society

## Support for the Sustainable Development Goals (SDGs)

The Company places importance on 12 core Sustainable Development Goals (SDGs) of the United Nations, which align with the Company's key material issues.



3

### Good Health and Well-Being

The Company supports health-related activities, create technologies or services that help promote health and well-being, promote comprehensive and efficient access to health-related information, and contributing to positive impacts at the community or societal level.



4

### Quality Education

The company provides educational scholarships for employees to develop career-related skills, and it also supports scholarships or financial assistance to help underprivileged students, thereby creating sustainable learning opportunities for everyone.



5

### Gender Equality

The Company has policies and practices that support diversity and equal inclusion in the workplace, promoting a balanced ratio of male and female employees at all levels. It also implements measures and policies to prevent discrimination and sexual harassment, creating a safe and welcoming working environment for all genders.





7

### Affordable and Clean Energy

The Company supports renewable energy technologies such as solar cell power, for use in offices and operational processes to help reduce energy consumption from environmentally impactful sources, and collaborates with government agencies to work towards Net Zero.



8

### Decent Work and Economic Growth

The Company creates employment opportunities, promotes safety and fairness, and encourages the development of skills and competencies among employees so they can adapt to changes in the labor market, thereby enhancing efficiency and creating long-term value.



9

### Industry, Innovation and Infrastructure

The Company focuses on investing in new technologies, as well as on research and development to create innovations that foster stable, secure, and reliable industrial growth, driving the development toward a digital economy and society built on sustainable infrastructure.



10

### Reduced Inequalities

The Company promotes equality and inclusion among employees by reducing segregation and discrimination in the workplace, ensuring that everyone has equal opportunities. Additionally, the Company implements initiatives focused on supporting and improving the quality of life for underprivileged groups in society, aiming to reduce inequalities both within and outside the organization and create a more equitable and inclusive society.



12

### Responsible Consumption and Production

The Company supports the use of recyclable materials and the selection of environmentally friendly materials in its operations. It provides training and education to employees on the importance of sustainable consumption and chooses business partners and suppliers who operate sustainably and ethically to establish a supply chain that is socially and environmentally responsible.



13

### Climate Action

The Company implements projects to reduce greenhouse gas emissions from its operations and to enhance efficiency using renewable energy. It provides training and activities to raise employees' awareness of climate change, underscoring the importance of their participation in addressing climate change issues.





## 16

### Peace, Justice and Strong Institutions

The Company is committed to conducting business with strong corporate governance, maintaining transparency in its operations and disclosures to prevent corruption and build trust among stakeholders, thereby fostering a robust society and institutions for sustainable development.



## 17

### Partnerships for the Goal

The Company also collaborates with government agencies and private organizations to work together on projects focused on sustainable development and to promote cooperation and joint efforts at various levels, effectively achieving the United Nations Sustainable Development Goals.





# JTS and Sustainable Development

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 as follows:

## Sustainability Development Strategies



Details of the Sustainability Development Policy can be viewed from the Company website [www.jts.co.th](http://www.jts.co.th), Topic "Sustainability"



# JTS Sustainability Framework

JTS has established a sustainability management framework that encompasses the economic, environmental, and social dimensions (ESG) to drive the organization toward long-term sustainable development. This framework emphasizes creating shared value among all business and stakeholder groups and serves as a key mechanism for internal management at both the policy and operational levels, guiding the implementation and execution of various projects in accordance with the defined framework. It also aims to build understanding among all employees through the following sustainability management and sustainability guidelines.



## Economy and Governance

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. The Company focuses on business growth alongside the development of innovations and products that meet customer needs, as well as efficient supply chain management. It encourages 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 fostering an organizational culture that respects diversity and inclusion. This includes 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, while also promoting community engagement and respect for human rights.



## Environment

Emphasize energy management and climate change, electronic waste management, and the promotion of clean technology in production and operations to reduce environmental impacts, as well as effectively adapting to and mitigating the impacts of climate change to achieve economic value, 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 "AI Solutions for Sustainable Digital Future: JTS is a developer of AI solutions that drive the transition to a digital economy in an intelligent, secure, and reliable manner, creating value for stakeholders while promoting the use of environmentally friendly technology for sustainable development," who are committed to developing AI solutions that cater to the diverse needs of users with precision, safety, and reliability. This commitment is reflected in JTS's strict measures to protect data and privacy, employing advanced encryption technologies and rigorous verification processes to ensure that customer and stakeholder information is highly safeguarded. Moreover, JTS is dedicated to maximizing value for all stakeholder groups by creating beneficial change while maintaining environmental responsibility. The company designs its resource utilization for optimal efficiency by integrating sustainable technologies and environmentally friendly innovations as part of its ESG strategy, paving the way for a sustainable and eco-friendly digital economy.

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.

Furthermore, in 2024, JTS's relevant stakeholder groups, along with its business value chain, are divided into 7 main groups: 1) Employees 2) Shareholders and Investors 3) Customers 4) Trade partners and Creditors 5) Business Partners 6) Government agencies and related agencies and 7) Communities and Societies, by dividing the stakeholders into 2 groups which are Direct Stakeholder and Indirect Stakeholder.





# Value Chain and Key Stakeholders 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. 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.







#### Research and Development (R&D)

Investing in research and development to apply AI technology for enhancing the company's products and services, including developing new algorithms and training AI models



#### Resource and Technology Procurement

Procuring advanced technology and high-quality resources, such as data, which are essential for developing and training AI systems



#### AI Solution Development and Testing

Designing and developing AI-based products or services, ranging from intelligent software platforms to industry-specific solutions.



#### Marketing and Distribution

Strategically planning marketing initiatives to promote AI solutions and establishing distribution channels to reach target customer groups.



#### Service and Support

Providing after-sales services such as technical support, user training, and maintenance, to ensure that AI solutions operate effectively.



#### Evaluation and Improvement

Collecting real-world performance data from AI solutions to evaluate and continuously improve the system for further development.



Value Chain	Direct Stakeholders	Benefits to the Company	Benefits to the Stakeholders
Research and Development (R&D) 	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Shareholders and Investors</li> <li>• Customers</li> <li>• Business Partners</li> <li>• Government agencies and related agencies</li> <li>• Communities and Societies</li> </ul>	<ul style="list-style-type: none"> <li>• Create new innovations</li> <li>• Increase operational efficiency</li> <li>• Establish a competitive advantage</li> <li>• Enhance product value</li> <li>• Generate new business opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Products and services that better meet customer needs</li> <li>• Opportunities to enhance the company's long-term value</li> <li>• A sustainable competitive advantage</li> <li>• Promote innovation, learning, and self-development</li> <li>• Job creation and economic development</li> <li>• Enhance competitiveness</li> <li>• Developing of environmentally friendly technology</li> </ul>
Resource and Technology Procurement 	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Customers</li> <li>• Business Partners</li> <li>• Government agencies and related agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Increase operational efficiency</li> <li>• Reduce costs</li> <li>• Create innovations</li> <li>• Improve product and service quality</li> <li>• Enhance customer satisfaction</li> <li>• Help employees to work more efficiently</li> <li>• Reduce business risks</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunities for developing new skills</li> <li>• New innovations that better meet customer needs</li> <li>• Faster and more efficient service</li> <li>• Development of long-term business relationships</li> <li>• Support for economic and technology development policies</li> <li>• Competitive pricing through enhanced production efficiency</li> </ul>
AI Solution Development and Testing 	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Customers</li> </ul>	<ul style="list-style-type: none"> <li>• Increase competitive-ness</li> <li>• Enhance customer satisfaction</li> <li>• Generate new revenue streams and add value to the organization</li> <li>• Become a leader in innovation and technology</li> <li>• Lead to collaboration with new business partners</li> </ul>	<ul style="list-style-type: none"> <li>• Develop skills and expertise</li> <li>• Better products and services</li> <li>• Safety and reliability</li> <li>• High efficiency with a strong return on investment</li> <li>• Better support</li> <li>• Access the latest technologies and innovations</li> </ul>



Value Chain	Direct Stakeholders	Benefits to the Company	Benefits to the Stakeholders
<b>Marketing and Distribution</b> 	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Shareholders and Investors</li> <li>• Trade partners and Creditors</li> <li>• Customers</li> <li>• Business Partners</li> <li>• Government agencies and related agencies</li> <li>• Communities and Societies</li> </ul>	<ul style="list-style-type: none"> <li>• Increase sales and revenue</li> <li>• Build brand awareness</li> <li>• Enhance product value</li> <li>• Create a competitive advantage</li> <li>• Support new product development</li> <li>• Generate new business opportunities</li> <li>• Improve corporate image</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunities for growth and skill development</li> <li>• Stable income and returns</li> <li>• Good return on investment</li> <li>• Long-term business stability and growth</li> <li>• Strong business relationships</li> <li>• Ability to repay debt</li> <li>• Products and services that meet customer needs</li> <li>• Positive customer experience</li> <li>• Opportunities to expand market and customer base</li> <li>• Participation in social activities</li> </ul>
<b>Service and Support</b> 	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Customers</li> <li>• Business Partners</li> <li>• Shareholders and Investors</li> <li>• Government agencies and related agencies</li> <li>• Communities and Societies</li> </ul>	<ul style="list-style-type: none"> <li>• Increase customer satisfaction</li> <li>• Enhance opportunities for upselling and cross-selling</li> <li>• Gain customer insights that can be used to improve products and services</li> <li>• Build a positive corporate image</li> <li>• Reduce reputational risk from customer complaints or dissatisfaction</li> <li>• Create a competitive advantage</li> <li>• Support long-term sustainable business growth</li> </ul>	<ul style="list-style-type: none"> <li>• Increase job satisfaction and organizational pride</li> <li>• Receive high-quality, need-based services</li> <li>• Enhance customer satisfaction and brand trust</li> <li>• Provide opportunities for collective learning and development</li> <li>• Increase the Company's long-term value and improve return on investment</li> <li>• Reduce reputational and operational risks</li> <li>• Ensure compliance with regulations</li> <li>• Improve quality of life and promote sustainable development in the community</li> </ul>

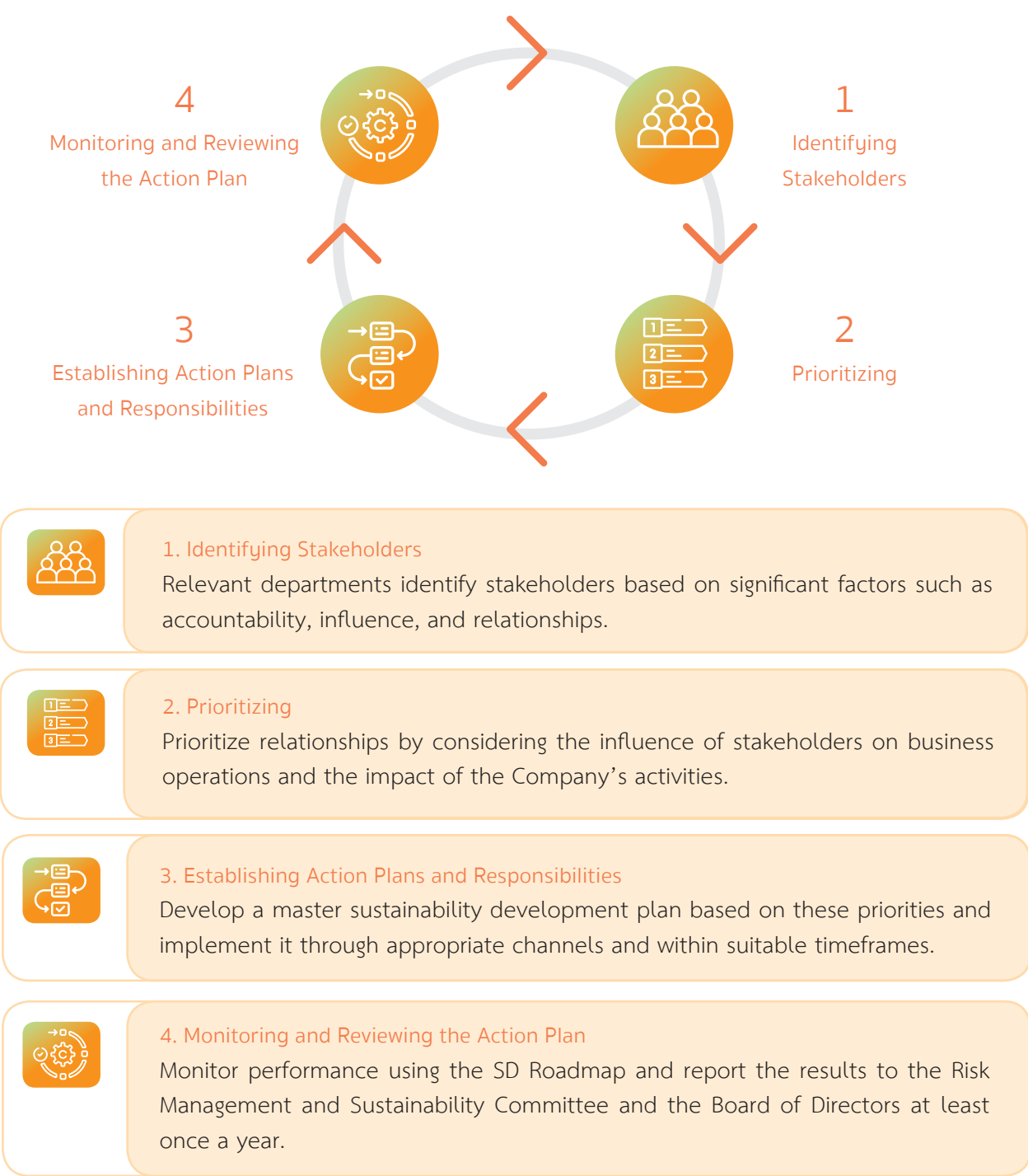


Value Chain	Direct Stakeholders	Benefits to the Company	Benefits to the Stakeholders
Evaluation and Improvement 	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Customers</li> <li>• Business Partners</li> <li>• Shareholders and Investors</li> <li>• Government agencies and related agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Improve work processes to increase efficiency</li> <li>• Reduce losses and operational errors</li> <li>• Continuously enhance the quality of products and services</li> <li>• Foster innovation and adapt to market changes</li> <li>• Increase customer satisfaction</li> <li>• Enhance employees' skills and capabilities</li> <li>• Cultivate a culture of continuous learning and development</li> <li>• Boost sales through improved product and service quality</li> <li>• Build confidence among investors and shareholders</li> <li>• Demonstrate a commitment to continuous development</li> <li>• Increase flexibility and the ability to respond to change</li> <li>• Reduce legal and compliance risks</li> </ul>	<ul style="list-style-type: none"> <li>• Receive information to enhance skills and work efficiency</li> <li>• Have opportunities for career growth</li> <li>• Receive higher quality products and services</li> <li>• Gain improved experiences from continuous enhancements</li> <li>• Have channels to provide feedback and participate in development</li> <li>• Experience more efficient collaborative work processes</li> <li>• Reduce investment risks through improved management</li> <li>• Increase confidence in the Company's management</li> <li>• Lessen the burden of oversight and supervision</li> </ul>





Furthermore, the Company creates business value by offering a comprehensive approach from technology development to marketing and customer support that enhances capabilities and competitiveness in the market. This approach is designed to manage stakeholder expectations and address key concerns, and it includes:





# Stakeholder Engagement Channels



Stakeholders	Participation channels	Needs and Expectations	Company response
<b>Employees</b> 	<ol style="list-style-type: none"> <li>1. Town Hall Meeting</li> <li>2. Satisfaction/engagement survey</li> <li>3. Annual performance appraisal</li> <li>4. Email and social media communications</li> <li>5. Festive Activities</li> <li>6. Opportunity for all employees to be a part of corporate social responsibility</li> <li>7. Dissemination of information on the website</li> <li>8. Channels for receiving complaints from employees</li> <li>9. Board of Directors regarding employee welfare</li> </ol>	<ul style="list-style-type: none"> <li>• Appropriate remuneration and welfare</li> <li>• The greater welfare beyond law's requirements</li> <li>• Job security and advancement</li> <li>• Fair performance appraisal</li> <li>• Treatment of employees according to human rights principles</li> <li>• Work safety</li> <li>• Development of potential knowledge and competency</li> <li>• Create a work-life balance</li> <li>• Consistent disclosure and communication of the information and management direction of the Company</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate remuneration and welfare</li> <li>• Improve performance appraisals to be more efficient</li> <li>• Establish human rights policies and labor practices</li> <li>• Treatment of employees, at all levels, fairly and equally according to human rights</li> <li>• Formulate a development plan for knowledge and competency of employees in each position</li> <li>• Organize training courses that meet the needs and business plan</li> </ul>





Stakeholders	Participation channels	Needs and Expectations	Company response
Shareholders and Investors 	<ol style="list-style-type: none"> <li>1. Annual General Meeting of Shareholders</li> <li>2. Presentation of Information for investment</li> <li>3. Quarterly investor briefing meeting (Opportunity Day)</li> <li>4. Email and social media communications</li> <li>5. Dissemination of information on the website</li> <li>6. Preparation of Form 56-1 One Report and Sustainability Report</li> <li>7. Whistle Blowing Channel</li> </ol>	<ul style="list-style-type: none"> <li>• Good corporate governance and efficiency</li> <li>• Good performance along with stable and profitable business growth</li> <li>• Establish an effective business plan and risk mitigation plan</li> <li>• Ensuring accurate, complete, and timely disclosure of information.</li> <li>• Sustainable development in all dimensions</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct business with transparency in accordance with Principles of good corporate governance and Business Code of Conduct</li> <li>• Comply with laws, rules and regulations</li> <li>• Disclosure of operational information in all aspects with transparency</li> <li>• Develop innovations and products continuous innovation</li> <li>• Develop procurement and service processes using innovation and technology to reduce costs and increase work efficiency</li> <li>• Manage corporate risk management that covered economic, social and environmental aspects</li> </ul>
Customers 	<ol style="list-style-type: none"> <li>1. Meetings with customers</li> <li>2. Customer satisfaction survey</li> <li>3. Customer relations activities</li> <li>4. Email and social media communications</li> <li>5. Dissemination of information on the website</li> <li>6. Channels for receiving complaints and suggestions</li> <li>7.</li> </ol>	<ul style="list-style-type: none"> <li>• Innovative products</li> <li>• The quality of products and services meet the needs</li> <li>• Protection of personal information</li> <li>• Compliance with laws and regulations</li> <li>• Good service providing with a satisfaction guarantee</li> <li>• Procedures with an environmentally friendly</li> </ul>	<ul style="list-style-type: none"> <li>• Develop innovative products that respond to changes in customer business and consumer behavior</li> <li>• Improve and develop product procurement processes to be efficient and of high quality and environmentally friendly</li> <li>• Develop a customer satisfaction survey</li> <li>• Improve services to meet customer needs with speed and efficiency</li> <li>• Keep business secrets and personal information of customers</li> <li>• Responsible for customers and products by doing business to complies with the laws, rules and regulations</li> </ul>



Stakeholders	Participation channels	Needs and Expectations	Company response
<b>Business Partners</b> 	<ol style="list-style-type: none"> <li>1. Hold regular joint meetings</li> <li>2. Collaborate on projects to develop or improve work processes</li> <li>3. Conduct visits and exchange information</li> <li>4. Organize training sessions to develop shared skills and knowledge</li> <li>5. Monitor, evaluate, and provide recommendations for improvement</li> </ol>	<ul style="list-style-type: none"> <li>• Transparency and open communication</li> <li>• Listening and valuing feedback</li> <li>• Collaboration in problem-solving and development</li> <li>• Sharing positive outcomes achieved through collaboration</li> <li>• Equal and fair treatment</li> <li>• Building long-term relationships</li> <li>• Maintaining confidentiality and data security</li> </ul>	<ul style="list-style-type: none"> <li>• Establish open and transparent communication channels</li> <li>• Develop a systematic process for listening to and considering feedback</li> <li>• Form joint teams between the Company and its partners</li> <li>• Develop a business model that focuses on creating mutual benefits</li> <li>• Conduct training for employees on collaborating with partners</li> <li>• Promote joint research and development</li> <li>• Organize relationship-building activities</li> </ul>
<b>Trade Partners and Creditors</b> 	<ol style="list-style-type: none"> <li>1. Meetings with business partners and creditors</li> <li>2. Operating business with an integrity, transparency, and fairness</li> <li>3. Email and social media communications</li> <li>4. Dissemination of information on the website</li> <li>5. Channels for receiving complaints and suggestion</li> </ol>	<ul style="list-style-type: none"> <li>• Being transparency, fairness and accountability</li> <li>• Declaration of intention and being a member of Thai Private Sector Collective Action Against Corruption</li> <li>• Development of good relationship or cooperation between each other</li> <li>• Good performance, stable and profitable business growth</li> <li>• Efficient business plan and risk control</li> <li>• Human rights and labor practices</li> <li>• Being responsible for society and environment</li> <li>• Punctual debt settlement</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct business in accordance with good corporate governance principles and Business Code of Conduct</li> <li>• Anti-Corruption in all forms</li> <li>• Improve procurement policies and practices to ensure sustainability in the supply chain</li> <li>• Prepare partners development project to increase the partners' potential</li> <li>• Develop cooperation in jointly developing innovative products</li> <li>• Disclose information transparently</li> </ul>



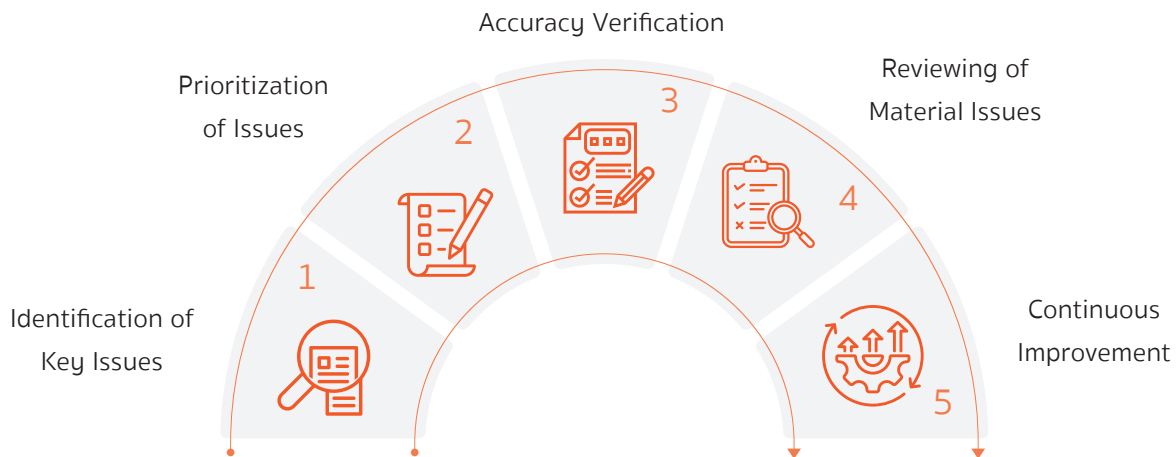
Stakeholders	Participation channels	Needs and Expectations	Company response
Government agencies and related agencies 	<ol style="list-style-type: none"> <li>1. Meetings on various agendas</li> <li>2. Joint support of various projects organized by the government sector</li> <li>3. Occasional meetings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



# 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 ranks their significance in a Materiality Matrix using defined criteria. These issues are divided into four scoring ranges based on their importance, and the levels of “moderately significant,” “very significant,” and “most significant” will be reported.



## 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 and reports to the Risk Management and Sustainability Committee for consider 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. However, the company does not currently plan to engage an external independent organization to validate the evaluation process.



## 5. Continuous Improvement

The Company prepares sustainability 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



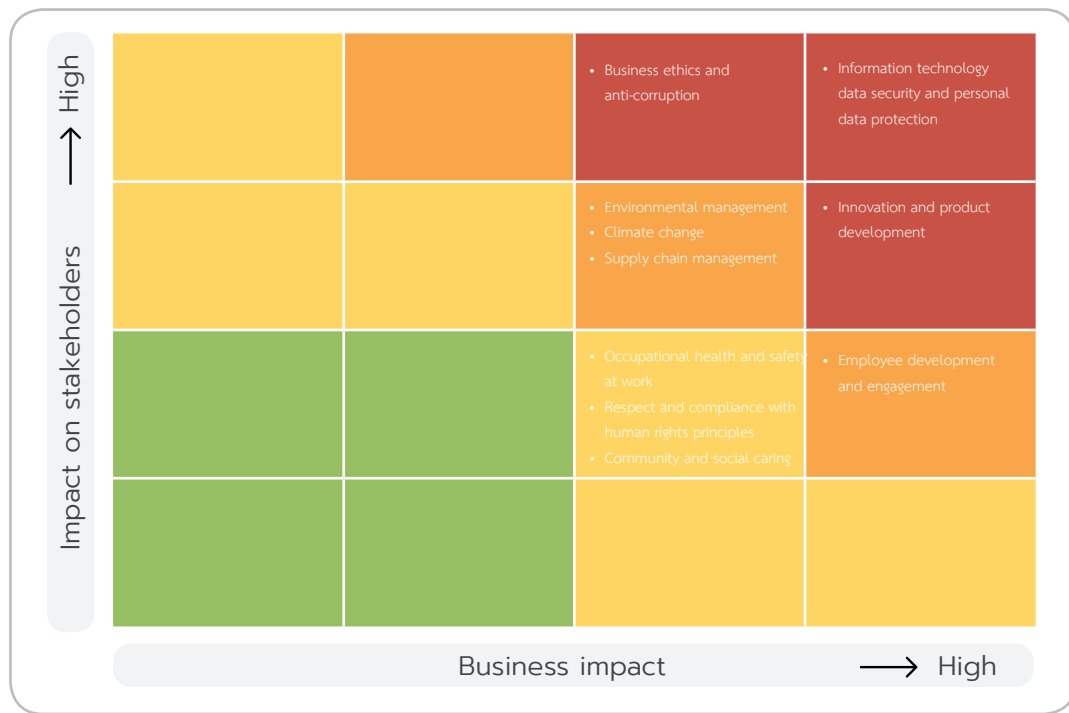
The Company adheres to the Sustainability Reporting Framework according to the United Nations Sustainable Development Goals (SDGs) and the Sustainability Reporting Management Framework which is based on the importance of related persons and the Company, covering issues on economic and corporate governance, environmental, community 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, along with identifying the expectations and concerns of stakeholders regarding the Company's operations, in order to address those expectations or concerns, 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.

The principles for determining significance levels and assigning them to the Materiality Matrix are as follows:

**Horizontal Axis :** This represents issues that have a significant impact on the organization, considering both positive and negative effects, opportunities, and risks that may affect the organization in the short and long term. The criteria used to determine significance include: (1) the likelihood of the issue occurring, (2) the severity of the impact in the short and long term, (3) the level of business risk, and (4) the alignment with the organization's policies or objectives.

**Vertical Axis :** This represents the areas of interest for the company's stakeholders by evaluating both the positive and negative impacts based on stakeholder expectations. The criteria used include: (1) the level of impact on stakeholders, (2) the degree of stakeholder expectation for management, and (3) the diversity of stakeholders affected.





Less significant issues	Moderately significant issues	Very significant issues	The most significant issues
	<ul style="list-style-type: none"> <li>Occupational health and safety at work</li> <li>Respect and compliance with human rights principles</li> <li>Community and social caring</li> </ul>	<ul style="list-style-type: none"> <li>Environmental management</li> <li>Climate change</li> <li>Supply chain management</li> <li>Employee development and engagement</li> </ul>	<ul style="list-style-type: none"> <li>Information technology data security and personal data protection</li> <li>Business ethics and anti-corruption</li> <li>Innovation and product development</li> </ul>

- Driving Economy and Good Corporate Governance

- Leading to Sustainable Society

- Caring to Environment

The Company has identified key business issues to align with the United Nations Sustainable Development Goals. The Company has been able to identify and prioritize these issues in accordance with international goals, as approved at the 5th meeting of the Risk Management and Sustainability Committee on July 24, 2024, as follows:



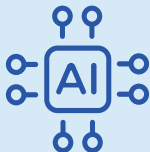



# Management for Sustainable Development



## Sustainable Development Strategies

## Development Goals Year 2024

## Operating Results Year 2024

Economy and Good Corporate Governance		
1. Business Code of Conduct and Anti-Corruption 	1. No complaints 2. The executives and employees complete the training and testing at a rate of 100%	1. Complaints <b>None</b> 2. The executives and employees have completed the training at a rate of 97.96%
2. Information Technology Data Security and Personal Data Protection 	1. No complaints regarding information technology system failures affecting business operations 2. No data leakage incidents 3. The targeted employees complete the training at a rate of 100%	1. Complaints <b>None</b> 2. Data leakage incidents <b>Zero</b> 3. The executives and 4. employees have completed the training at a rate of 95.92%
3. Innovation and Product Development 	1. Number of innovations to enhance work efficiency: 1 innovation 2. Number of innovations for product development: 1 innovation	1. Innovation to enhance work efficiency: 1 innovation, named "Peep Share" 2. Innovation for product development: 2 innovations, with product names "Peep Share" and "LookLook.pet."
4. Supply Chain Management 	1. No customer complaints 2. Customer satisfaction: 2.1 CCS Business: at least 80% 2.2 JasTel Business: at least 85% 2.3 JTS Business: at least 80%	1. Complaints <b>Zero</b> across all business groups 2. Customer satisfaction: 2.1 Cloud Computing Business: 89.05% 2.2 Telecommunication Network Services Business: 91.93% 2.3 Systems Integration Business: No survey conducted due to business restructuring



Sustainable Development Strategies	Development Goals Year 2024	Operating Results Year 2024
Environmental		
1. Environmental Management (Water/ Energy/Waste) 	1. Environmental management support project: 1 project 2. Reduce total energy consumption from business operations by 5% compared to year 2022 3. Reduce water consumption from business operations by 3% compared to year 2022 4. Reduce waste from business operations by 10% compared to year 2022 5. The targeted employees complete the training in environmental management at a rate of 70%	1. Implemented under the JTS Care and Share 2. Not achieved: Greenhouse gas emissions have increased due to business structure expansion and the extended scope of greenhouse gas emission assessment 3. Not achieved: Due to organizational restructuring and the policy of full-capacity workforce deployment in operational areas 4. Not achieved: Due to organizational restructuring and the policy of full-capacity workforce deployment in operational areas 5. The target employees have received environmental management training (Organizational Carbon Footprint as of September 18, 2024: 100%)
2. Climate Change 	1. The organizational carbon footprint is certified by the GHG Management Organization every year 2. Aim for carbon neutrality for Scope 1 and 2 by 2040 3. Achieve Net Zero by 2060 4. Increase the proportion of renewable energy usage 1 project	1. Certified the Carbon Footprint of Organization from TGO 2. and 3. Carbon footprint assessment results for 2024 – Scope 1 and 2 amount to 6,197 TonCO <sub>2</sub> eq 2. Increase the use of renewable energy by implementing 1 project



Sustainable Development Strategies	Development Goals Year 2024	Operating Results Year 2024
Social		
1. Respect for and Compliance with Human Rights Principles 	1. No complaints 2. The supervisory-level employees complete the training at a rate of 100%	1. Complaints <b>Zero</b> 2. The Supervisory-level employees have completed the training at a rate of 100% on December 16, 2024
2. Innovation and Product Development 	1. Number of innovations to enhance work efficiency: 1 innovation 2. Number of innovations for product development: 1 innovation	1. Innovation to enhance work efficiency: 1 innovation, named "Peep Share" 2. Innovation for product development: 2 innovations, with product names "Peep Share" and "LookLook.pet."
3. Occupational Health and Safety at Work 	1. The rate of workplace accidents and fatalities is <b>zero</b> 2. The operational employees complete the specialized occupational health and safety training at a rate of 85% 3. All employees complete the occupational health and safety training at a rate of 100%	1. The rate of workplace accidents and fatalities is <b>zero</b> 2. The operational employees have completed the specialized occupational health and safety training in basic firefighting, including fire drill and evacuation drill practice at a rate of 100%, which the training was conducted on December 18, 2024 3. Planned to implement in 2025
4. Employee Development and Engagement 	1. Employee training hours (hours per person per year) should be no less than 10 hours 2. The employees should participate in engagement activities at least 80% 3. Employee engagement survey results should be no less than 65%	1. Employee training hours (hours per person per year): 19.8 hours 2. Percentage of employees participating in engagement activities (Townhall activity): 68.95% 3. Employee engagement survey results: 82%
5. Community and Social Caring 	1. Social and community projects for vulnerable groups: 3 projects 2. No complaints from the surrounding community 3. Community satisfaction with organized activities: 90%	1. Implemented social and community projects for vulnerable groups under the JTS Care and Share project, totaling 4 projects, and CSR activities under JasTel, totaling 1 project: <ul style="list-style-type: none"> <li>JTS: 2 projects</li> <li>CCS: 2 projects</li> <li>JasTel: 1 project</li> </ul> 2. No complaints from the community 3. Community survey results from 2 communities: <ul style="list-style-type: none"> <li>Pong Yo community satisfaction is 84.55%</li> <li>Sammaram community satisfaction is 94.5%</li> </ul>



The background of the slide features a hand holding a glowing, multi-colored upward-pointing arrow. Below the hand, there are several stacks of silver coins. Overlaid on the scene are various white and blue upward-pointing arrows of different sizes, some with horizontal bars, suggesting growth and progress. A circular icon on the left contains a bar chart with a line graph showing an upward trend.

# Driving Economy and Good Corporate Governance



# Corporate Governance for Sustainability

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.

The Company recognizes the importance of good corporate governance, therefore has established and announced the corporate governance policy and business code of conduct that align with the principles of good corporate governance under the criteria of the Stock Exchange of Thailand and aligning with the corporate governance code for or listed companies in 2017 (CG Code) issued by the Securities and Exchange Commission (SEC) and to serve as operational guidelines in compliance with relevant laws, rules, and regulations governing business operations, as a framework for best practices for the Board of Directors, executives, and employees, ensuring that the Company operates with transparency, accountability, and sustainable growth.



## 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



## Goal 2

**No** complaints or incidents of violations related to good corporate governance, business code of conduct, or corruption

## Result

**No** complaints



## Goal 3

The executives and employees complete business code of conduct and anti-corruption training at a rate of **100%**

## Result

The executives and employees have completed the training at a rate of **97.96%**

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](http://www.jts.co.th), Topic **“Good Corporate Governance Policy”**





## Operational Guidelines

The Company places great importance on corporate governance management, with a strong commitment to fostering transparency, credibility, and stakeholder confidence in the integrity of its business operations. It ensures that its management system is efficient, transparent, and auditable. The Company continuously improves and develops its corporate governance framework to enhance operational effectiveness and promote sustainable stakeholder engagement.

This regard, the Company has established and revised the essence of such policies and manuals to be in line with the principle of good corporate governance for listed companies in 2017 of the Office of the Securities and Exchange Commission, the Securities and Exchange Act, serve as guidelines for business operations and the establishment of practices, communication and oversight to ensure that corporate governance is effectively implemented and aligned with the good corporate governance policy.



## Performance

In 2024, the Board of Directors reviewed and considered various policies to ensure their alignment with the current changes and appropriateness with the Company's business context, as follows:

1. Issued five new policies, which include: Business Code of Conduct for Trade Partners, Responsibility for Goods, Services, and Solutions Policy, Environmental Management Policy, Securities Trading Policy of Directors and Executives and Occupational Health, Safety, and Working Environment Policy.
2. Reviewed six Company policies, which include: Good Corporate Governance Policy, Business Code of Conduct, Anti-Corruption Policy, Sustainable Development Policy, Cybersecurity Policy, and Human Rights and Labor Practices Policy.
3. Provided training on "Ethics and Anti-Corruption for Sustainable Business Operations" to executives and employees and arranged a test to emphasize understanding of ethical practices in business operations.
4. Promoted and raised awareness among all employees on the importance of performing their duties in compliance with applicable laws, rules, and responsibilities. Communication was carried out through various channels, such as new employee orientation, annual internal training, the Company's website, and intranet etc.

In 2024, the Company received an "Excellent" rating, or 5 stars, in the Corporate Governance (CG) assessment from the Thai Institute of Directors (IOD) for the third consecutive year, reflects the Company's commitment to transparent management based on good corporate governance principles, fostering trust among all stakeholders, based on the responsibility toward the economy, society, and the environment, which are key factors in supporting long-term business value creation.



**received an  
Excellent rating,  
or 5 stars**

in the Corporate Governance (CG) assessment from the Thai Institute of Directors (IOD) **for the third consecutive year**



## Business Code of Conduct and Anti-Corruption



### Goal 1

**No** complaints from violations of the business code of conduct

### Result

Number of complaints:  
**0 cases**



### Goal 2

**No** complaints regarding corruption or fraud

### Result

Number of complaints:  
**0 cases**

The Company recognizes the importance of conducting business in accordance with good corporate governance principles, transparency and fairness, therefore the Company has implemented the Business Code of Conduct and Anti-Corruption Policy as a guiding framework for business operations, emphasizing honesty, integrity, fairness, and responsibility towards all stakeholders. The Board of Directors has expressed its intention to participate as “[Thai Private Sector Collective Action Against Corruption](#)” or CAC and has received its initial CAC member certification on June 30, 2023, with a validity of three years, 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, including strictly complying with regulations of both the public and private sectors, also providing 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. This demonstrates our commitment to transparent corporate governance practices aimed at building trust among all stakeholders with integrity and steadfastness to a stance against corruption in all aspects of the organization.

The Company has reviewed the policy annually, presented to the Board of Directors for guidance on development and improvement of the policy and practice to ensure its continued relevance and has disclosed a detailed anti-corruption policy on the Company’s website.





## Guidelines for Communicating the Business Code of Conduct and Anti-Corruption

The Company has established the Business Code of Conduct and Anti-Corruption Policy as an integral part of its corporate culture to ensure transparent, efficient, and reliable corporate governance by committing to promote and enhance understanding of the Business Code of Conduct and Anti-Corruption Policy through various communication channels, as follows:

### Employee



Provide training on “**Ethics and Fraud Prevention for Sustainable Business Operations**” for executives and employees to enhance awareness and understanding of the business code of conduct and anti-corruption policy

- Communicate and disseminate the Business Code of Conduct and Anti-corruption policy to employees for reading, acknowledgment, and strict adherence.
- Communicate the whistle-blowing channels or complaints or suggestions within the Company through communication channels within the Company such as Intranet, the orientation course for executives and new employees.
- Disseminate the announcement regarding the No Gift Policy, which is part of the anti-corruption policy, including various practices.

### External parties, business partners, and alliances



- Communicate and disseminate the business code of conduct for trade partners and the anti-corruption policy, including whistleblowing channels or complaints or suggestions to the public and stakeholders through a variety of channels such as the Company’s website, etc.
- Communicate the business code of conduct for trade partners and the anti-corruption policy to agents, business intermediaries, business/trade partners, distributors of products/ services and those involved in conducting business to be acknowledged.
- Communicates to the Company’s trade partners, customers, and alliances to acknowledge and adhere to the measures regarding the No Gift Policy, which is part of the anti-corruption policy, including various practices.





## Training Program: Ethics and Fraud Prevention for Sustainable Business Operations



### Channels for 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:



Inform through the Audit and Corporate Governance Committee or the Internal Audit Office

Phone: : 0-2100-8300 Ext. 7

E-mail : [jts\\_internalaudit@jasmine.com](mailto:jts_internalaudit@jasmine.com)



Notify through the Company's online channel Whistle Blowing at

<https://jts.co.th/th/contact-us/>



Inform via mailbox

Attention to: the Managing Director or Company Secretary

Jasmine Technology Solution Public Company Limited, No. 200 Moo, 4, 9<sup>th</sup> Floor,  
Jasmine International Tower, Chaengwattana Road, Tambon Pakkred, Amphoe  
Pakkred, Nonthaburi

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.

**Details of the Company's Business Code of Conduct**

can be viewed from the Company website [www.jts.co.th](http://www.jts.co.th)





# Information Technology Data Security and Personal Data Protection

The Company places great importance on information technology data security and personal data protection because nowadays, 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. Therefore, the Company has brought the cyber security risk management process to prevent data theft, data leakage, misuse of personal information without the consent of the owner of the information by providing mechanisms to prevent unauthorized access to the systems and information that may cause business damage, increasing the security of the corporate information, technology information, including planning for potential threat events. 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.



## Goal 1

**No** complaints regarding information technology system failures affecting business operations

## Result

**No** complaints regarding information technology system failures



## Goal 2

**No** data leakage incidents

## Result

Data leakage incidents equal **to Zero (0) case**



## Goal 3

The targeted employees complete the cyber security and personal data protection training **at a rate of 100%**

## Result

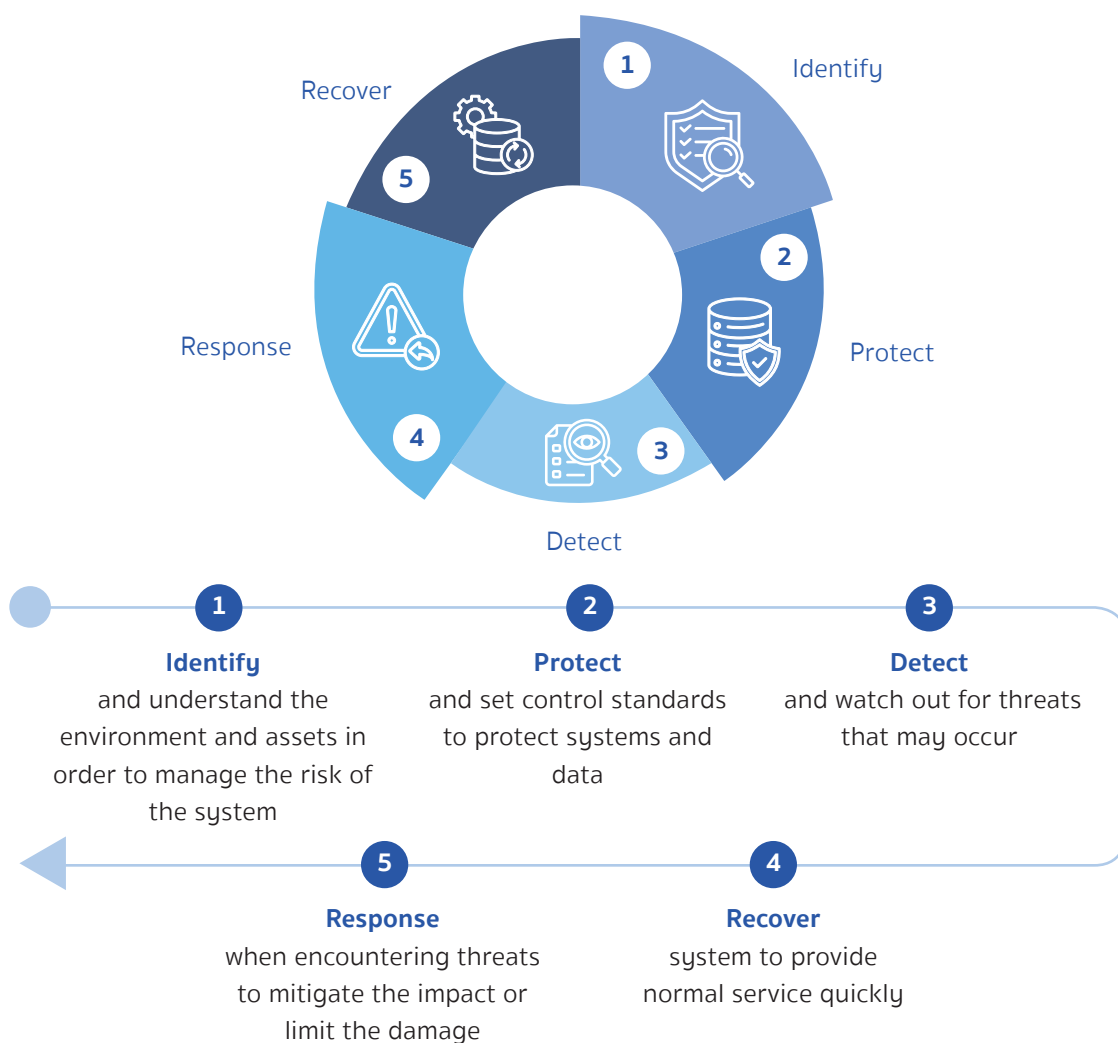
The executives and employees have completed the training **at a rate of 95.92%**



## Operational Guidelines

### Information Technology Security

The Company pays attention to Cyber Security to maintain the security of the Company's information and the information of all relevant stakeholders, as a result, the cyber security policy has been established by using 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, follows the guidelines for data security and information systems according to the Cyber security Framework of the National Institute of Standards and Technology (NIST), USA, which is a framework concept to help organizations effectively plan, assess, prevent, detect, respond and remediate against threats, which the Company's information security and cybersecurity governance consists of policies, reference standards, operational manuals and software that covered five important steps:



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 Cyber Security working group to follow up, report, approve, support operations and continuous development throughout the organization and to operate throughout the organization in the same direction 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

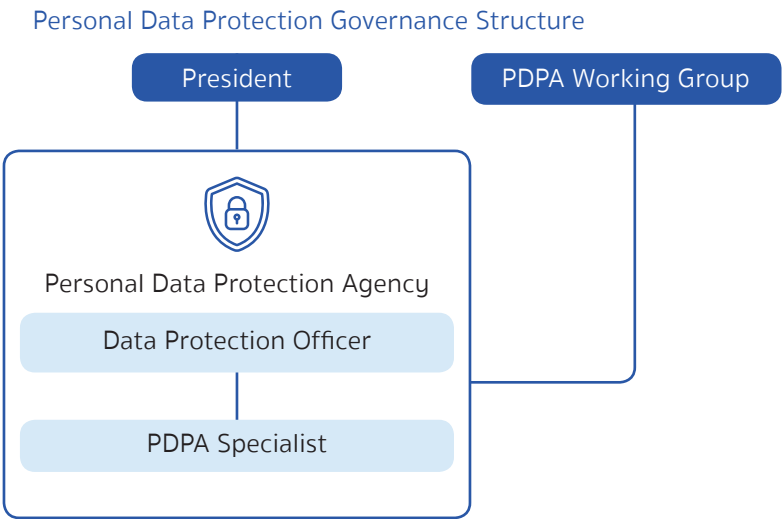


preventing, reducing, resolving problems and impacts, including protecting personal information of customer employees, trade partners, suppliers, contractors and government agencies.

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 information technology 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.

Personal Data Protection (PDPA)

The Company recognizes the importance of the Personal Data Protection Act B.E. 2562 (PDPA), rules, regulations and applicable laws, to ensure compliance with personal data protection practices following the Personal Data Protection Act B.E. 2562. The Company has established and announced its Personal Data Protection Policy and appointed a Data Protection Officer (DPO) to oversee all departments within the organization by setting up the Personal Data Protection Unit and the Personal Data Protection Working Group, which are one of the important units follow the Company’s governance structure, to control, govern, and keep personal data in compliance with the Personal Data Protection Act B.E. 2562 (PDPA) and other relevant laws. To establish operational guidelines, provide consultation on requirements and laws related to personal data protection, and coordinate and cooperate with regulatory authorities to enforce data protection measures across the organization, including data collection, usage, and disclosure, while prioritizing privacy as a fundamental principle in the use of any personal data and implement technical solutions and control measures to ensure transparency in all personal data usage, prevent potential risks of data leakage, and take prompt action in the event of any complaints or incidents and supervise to ensure that all service providers and relevant parties sign agreements regarding the use and processing of personal data, keep and maintains a strong personal data protection culture, raising awareness through various channels such as internal communication, online training, and training conducted by external experts that offered at both intermediate and advanced levels for targeted employees and executives respectively.





Personal Data Protection Management Process

Privacy Notice



Establish and announce the Personal Data Protection Policy in compliance with the Personal Data Protection Act B.E. 2562 (2019) and other applicable regulations or laws

Consent



Collect, use, or disclose personal data by personal data protection principles, ensuring stakeholders can conveniently and promptly give or withdraw their consent by providing clear and fair information to data subjects, who have the right to withdraw their consent at any time if they wish

Training



Promote compliance with the Personal Data Protection Policy in alignment with the Personal Data Protection Act B.E. 2562 (2019) and other applicable regulations or laws, while raising awareness and communicating the policy to all employees across the organization

Data Assurance



Assessed the significance and reviewed internal processes of all departments within the organization that have access to the personal data of employees and the Company's stakeholders

In addition, the Company raised awareness and promoted all employees to understand work practices related to personal data collection, procedures for data destruction, and the process for handling requests from data subjects to delete, destroy, or rectify their personal data kept by the Company, including informed trade partners and customers to acknowledge for the operational plan and personal data protection policy, to ensure that collaboration complies with the Personal Data Protection Law and the guidelines of the Personal Data Protection Committee, accurately and effectively





## Performance

### Technical Measures



#### 1. Enhancing Website Security

Implemented additional security measures for the Company's website, JTS.co.th, by adopting Cloudflare's Content Delivery Network (CDN) to strengthen protection against cyber-attacks, such as DDoS and improve secure website accessibility.



#### 2. Upgrading Employee Device Protection

Installed Endpoint Detection and Response (EDR), powered by Machine Learning technology and advanced analytics to enhance the capability to detect, analyze, and respond to sophisticated cyber threats.



#### 3. Procured a Leading Cybersecurity Service Provider

Appointed a specialized cybersecurity company to provide 24x7 Cyber Security Operation Center (CSOC) services for monitoring, detecting, and responding to cybersecurity incidents promptly.



#### 4. Established Control and Management Measures of Employee Devices

Enhanced control measures for employee device usage to align with the Company's Security Policy by establishing strict control guidelines and supervision to prevent potential risks arising from the use of unsecured devices.

### Policy Measures



#### 1. Improved and Enhanced Security Policy to Meet International Standards

Revised the Company's Security Policy to align with ISO 27001 standards and international best practices, ensuring a robust cybersecurity framework and capable of addressing potential cyber risks.



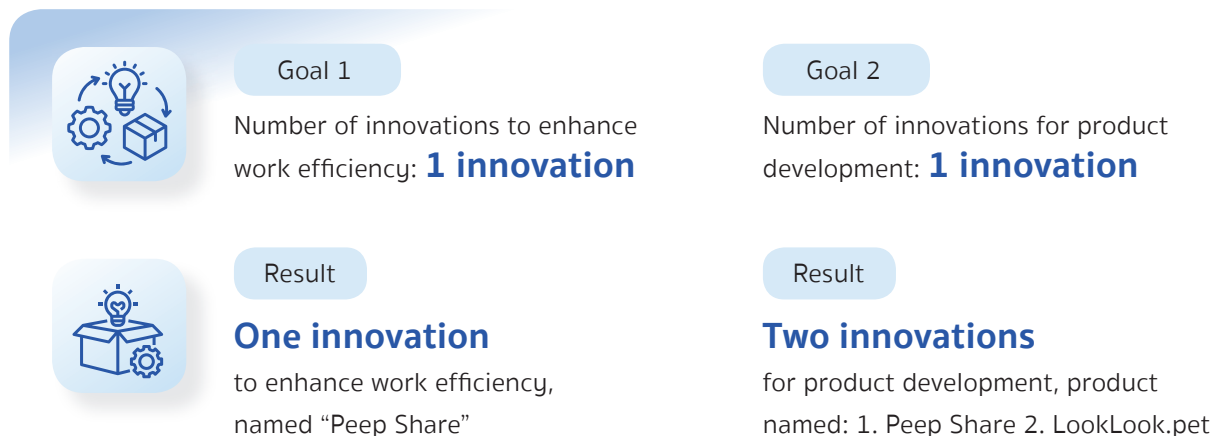
#### 2. Developed and Improved the Business Continuity Plan (BCP) and the Incident Response Drill Process

Reviewed, improved and developed the Business Continuity Plan (BCP), including conducting regular cybersecurity incident response drills, to ensure the Company's readiness to handle events that may impact business operations and to enable effective recovery.



# Innovation and Product 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.



The Company is committed to the commitment to create sustainable technology and innovation "AI Solutions for Sustainable Digital Future: JTS is a developer of AI solutions that drive the transition to a digital economy in an intelligent, secure, and reliable manner, creating value for stakeholders while promoting the use of environmentally friendly technology for sustainable development." 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 the development of efficient work processes to enhance competitiveness in the digital technology industry by integrating innovation within the product and service development process at the organizational level, to develop products and services to be competitive and advance innovation in Artificial Intelligence (AI) solution development, ensuring efficiency and the ability to quickly respond to market demands, aims to be a leading driver in advancing the digital economy, contributing to long-term sustainability.

To drive innovation development and support the transition to a digital economy, the Company recognizes the importance of improving the quality of work life of employees in line with its sustainable development strategy, enabling a quick and effective response to stakeholders in the value chain. The Company is committed to supporting and enhancing every aspect of employees' work processes by providing training to improve work skills, according to the personnel development plan set by the Human Resources Department in alignment with the Company's strategic direction by adapting up-to-date technology to comprehensively improve the development of employees' workflows.



## Operational Guidelines

### 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

The Company focuses on continuously developing innovation to gain the highest customer satisfaction by encouraging employees to actively participate in developing projects as a team, both products and services, system and work process improvement, and enhancing production efficiency, the Company provides budgetary support and promotes collaboration with business partners for research and development, given the opportunity to propose ideas and drive them toward practical implementation or sale, establish an action plan that enables the Company to effectively respond to stakeholders throughout the value chain.

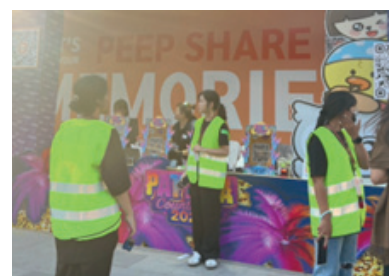
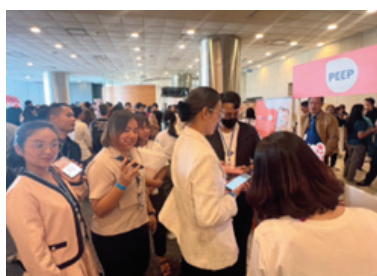
### Performance

In 2024, Artificial Intelligence (AI) technology was integrated into the Company's product and service development processes in alignment with the Company's sustainability goals and strategic plan, driving the transition to a digital economy. The products and services are categorized into two types as follows:

### Innovation to Enhance Work Efficiency and Innovation for Product Development

#### PEEP SHARE Application

is an innovative platform designed to connect people, build communities, enhance communication, and systematically manage data storage. It supports usage for individuals, businesses, and organizations, featuring key functions such as Instant Messaging, AI Assistant, Official Account, and My Cloud, these features enable users to communicate, manage files, and oversee operations efficiently within a single platform.

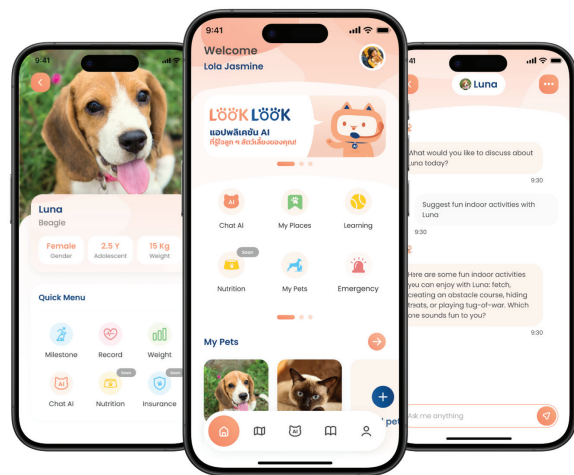




Product Name	PEEP SHARE Application: A platform designed to connect people, build communities, enhance communication, and systematically manage data storage.
Product Highlights	<ol style="list-style-type: none"> <li>1. All-in-One Communication – Secure Messaging and File Sharing: Supports 1-on-1 Chat, Group Chat, Voice &amp; Video Calls, making communication seamless and efficient, integrated with Cloud Service, allowing important files shared in chats to remain available without expiration.</li> <li>2. My Cloud Feature: Supports personal file storage and allows users to easily share files in chat rooms while helping to store and organize files systematically.</li> <li>3. Official Account: Enables organizations or businesses to manage employees and customers through AI Chatbot, Rich Menu, and Analytics, enhancing operational efficiency and customer service effectiveness.</li> <li>4. AI Assistant: Assists in answering queries and managing various automated tasks to enhance the work efficiency of users and businesses.</li> </ol>
Product Usage	<ol style="list-style-type: none"> <li>1. CHAT &amp; TALK</li> <li>2. SHARE</li> <li>3. My Cloud</li> <li>4. Comprehensive business tool with Official Account</li> </ol>
Target Users	50,000 users
Performance in 2024	48,000 users

## LOOK LOOK Application

is designed to help pet owners look after pets more easily through data recording, AI-generated recommendations, and links with pet-related services. LOOK LOOK is more than just an application for pet owners, it is a comprehensive platform that enhances the pet care experience through AI technology and seamless connection to various related services, with a variety of features, pet owners can conveniently manage their pets’ needs while receiving accurate, tailored information specific to each pet.





Product Name	LOOK LOOK Application: An intelligent AI platform designed for pet lovers
Product Objectives	<ol style="list-style-type: none"> <li>1. Generate new revenue streams through a comprehensive ecosystem for pet care</li> <li>2. Develop AI Use Cases to promote the application of Generative AI in the development of new products and services.</li> </ol>
Target Users	40,000 users by June 2025, with a goal to increase to 100,000 users by the end of 2025.
Performance in 2024	N/A



In addition, JasTel, a subsidiary, implemented the ESG Innovation Project 2024 as a stage for employees to demonstrate their abilities in developing innovative solutions that enhance efficiency and streamline work processes, aims to strengthen employee potential and foster the ability to improve internal systems, contributing to long-term business sustainability. In 2024, JasTel implemented three process improvement projects within the organization, as follows:

Project Name	Monsite System (Facilities and CCTV)
Background and Significance	Sensors at various nodes, separately from the CCTV system, resulting in delayed access and a lack of a comprehensive system overview.
Project Objective	To improve the monitoring system of sensors on various nodes such as temperature, humidity, electrical systems, and smoke detection, enhancing efficiency in inspection, alert notifications, and response times. Additionally, integrate these sensors with the CCTV system, enabling centralized monitoring.
Operation	Developed a web application using React and NodeJS.
Performance	The system was developed from February to May 2024 and is now fully operational.



Project Name	F28 Training Record and Evaluation System
Background and Significance	Employees often forget to complete post-training evaluations due to not having a notification system and a lack of centralized training data management.
Project Objective	To develop an application for recording and evaluating post-training sessions (F28) to address the issue of missed evaluations and centralize training information, thereby improving the efficiency of training follow-ups.
Operation	Developed the F28 Training Record and Evaluation System on the Salesforce Platform.
Performance	The system was developed from January to May 2024 and is now fully operational.

Project Name	Operational System: Installation/Removal Report and Service Acceptance Form F147 for Provisioning
Background and Significance	Previously, the report recording process was paper based, which made data processing inefficient and unable to integrate with the inventory system.
Project Objective	To enhance efficiency by replacing the paper-based process with an online form, enabling automatic data retrieval and seamless integration with the inventory system.
Operation	Developed the Installation/Removal Report and Service Acceptance Form F147 for Provisioning on the Salesforce Platform.
Performance	The system development started in January 2024 and is currently under revision and User Acceptance Testing (UAT)

### ESG Innovation Project 2024





# Supply Chain Management

Supply Chain Management is recognized as one of the Company's important strategies for sustainable business operations, to ensure efficiency in procuring quality goods and services that are timely and effective. The Company has therefore developed the Business Code of Conduct for trade partners/ suppliers to support sustainable business development, grounded in the principles of Environmental, Social, and Governance (ESG) practices, committed to managing stakeholders throughout the supply chain, promotes all trade partners to comply with the Business Code of Conduct for trade partners, including the capacity development of partners to build long-term sustainable growth and development.



## Operational Guidelines

### Sustainable Procurement

The Company has established Sustainable Procurement Guidelines by integrating sustainability management principles (ESG), covering key aspects of Environmental, Social, and Governance, into its sustainable procurement management process. These principles have also been applied to enhance the trade partners/suppliers selection process since the qualification assessment, identification of key trade partners/suppliers, and audits to ensure that the Company's trade partners/suppliers conduct their business ethically, respect human rights, and caring of environmental and social responsibility, including the evaluation and monitoring trade partners/supplier performance to continuously enhance their capabilities and promote sustainable and efficient growth by the management approach as following:

1. Establish and implement the trade partner/ supplier code of conduct
2. Establish and implement the product, service, and solution responsibility policy
3. Establish sustainable procurement guidelines and procedures
4. Evaluate, select, and register new trade partners/ suppliers
5. Development of sustainability in the procurement process with trade partners/ suppliers



Newly Registered Suppliers  
**40** persons



Suppliers Assessed on Sustainability Criteria  
**40** persons



## Management in Accordance with International Standards

The Company recognizes the importance of delivering high-quality, standardized services and, therefore, develops and controls the quality of its products and services to meet international standards. JasTel Network Company Limited (JasTel) and Cloud Computing Solutions Company Limited (CCS), operating under JasTel, a subsidiary of Jasmine Technology Solution Public Company Limited have adopted international standard-based management systems in their business operations by considering the customer requirements and the standards of trade partner countries and alliances, in compliance with both domestic and international regulations, aims to establish quality standards, build trust, and strengthen the Company's image by ensuring efficiency and effectiveness throughout the entire supply chain. The Company has implemented the following 4 international management standards as follows:



In addition, 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.

## Customer Satisfaction Survey

JasTel and CCS have developed a customer satisfaction survey plan, 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.

The Company has set to conduct customer satisfaction assessments across its three core business groups: 1. Systems Integration business 2. Telecommunication Network Services business and 3. Cloud Computing business, indicates the key performance indicator of business operations. The survey guideline is a questionnaire that 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.





## Customer Satisfaction Survey Results for the Year 2024

Business Groups	Customer Satisfaction	
	Year 2023	Year 2024
Telecommunication Network Services Business	<b>92.73%</b>	<b>91.93%</b>
Cloud Computing Business	N/A	<b>89.05%</b>
Systems Integration Business	N/A	N/A

Remarks: 1. The Cloud Computing business conducted its first customer satisfaction assessment in 2024  
 2. The Systems Integration business did not conduct a customer satisfaction assessment in 2024 due to a business restructuring during the year.

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.

Additionally, 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, and 4. Prevention of recurrence, In-depth analysis and customer reassurance. In addition, the Company has established channels and processes to ensure timely responses to customer feedback, enabling the investigation, root cause analysis, and identification of corrective actions. This includes proposing solutions to customers, implementing corrective measures, and monitoring the outcomes to prevent the recurrence of similar issues in the future.

### Management of Business Partner Relationships and Engagement

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 and works closely with its partners following appropriate practices to create value for stakeholders throughout the supply chain, with a strong commitment to promoting sustainable and efficient growth together. The Company promotes engagement with trade partners by organizing relationship-building activities to understand their needs and exchange ideas for enhancing mutual capabilities, aiming to continuously improve operational efficiency.



In 2024, Jasmine Technology Solution Public Company Limited and JasTel Network Company Limited implemented 2 projects focused on developing and providing knowledge to trade partners/ suppliers.

1

The course

### “Occupational Safety with Suppliers and 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.



**The course “Occupational Safety with Suppliers and Contractors”**  
**Jasmine Technology Solution Public Company Limited**

2

The course

### The Workplace Safety course and Cable Jointing Practices course

aims to equip trainees with the ability to perform tasks in accordance with the standards of JasTel Network Company Limited. Additionally, it aims to enable trainees to carry out cable splicing operations accurately and produce quality work results.



**The course “The Workplace Safety course and Cable Jointing Practices course”**  
**JasTel Network Company Limited**





Caring  
**Environment**



# Environmental Management

The Company places great importance on environmental management, aiming to promote sustainability and reduce environmental impacts across all business processes. One of the key measures the Company is committed to implementing is the reduction of resource and energy consumption by utilizing high-efficiency technologies to ensure effective energy use and reduce greenhouse gas emissions, along with encouraging the use of renewable energy to replace electricity imported from the Provincial Electricity Authority (PEA).

Waste management is another key area to which the Company attaches great importance. The Company adopts recycling practices and electronic waste management to ensure effective waste-handling processes and reduce the volume of waste requiring disposal.



## Goal 1

The project to support environmental management:  
**1 project**

## Result

Implemented under the JTS Care and Share project, 1 project **in 4 locations**



## Goal 2

Not achieved, due to Greenhouse gas emissions increased due to business structure expansion and expansion of the greenhouse gas emission assessment scope.

## Result

### Not achieved

due to the total energy consumption from business operations increased compared to the 2022 base year due to the expansion of the data assessment scope and increased investment in business.



## Goal 3

Reduced water consumption from organizational activities **by 3%** compared to the 2022 base year.

## Result

### Not achieved

due to organizational restructuring and full workforce returning to on-site operations.



## Goal 4

Reduced waste from business operations **by 10%** compared to the 2022 base year.

## Result

### Not achieved

due to organizational restructuring and full workforce returning to on-site operations



## Goal 5

The targeted employees complete the training in environmental management  
**at a rate of 70%**

## Result

The targeted employees have completed the training in environmental management (Organizational Carbon Footprint)  
**at a rate of 100**, as of September 18, 2024.



The Company is committed to continuously improving energy efficiency to maximize benefits, while also studying and developing the use of renewable energy by implementing this approach in energy management systems within the organization, as well as support in terms of human resource development, budget, working time, training that encourage participation by contributing ideas to improve energy usage within the organization, developing an appropriate energy management system and continuously improving energy efficiency in alignment with business operations and technological to ensure maximum energy efficiency.

In 2024, the Company raised awareness and instilled environmental responsibility among employees by providing knowledge training on environmental conservation and greenhouse gas management, aiming to encourage participation in environmental protection and conservation. The Company is committed to being a leader in environmentally responsible business operations by integrating innovative and sustainable strategies into all aspects of its business processes.

## 1. Energy Management

Energy is the main factor that is important to the business of the Company, and fluctuations in energy demand are inevitable. Therefore, efficient energy management is essential, as it not only reduces operational costs but also minimizes environmental impacts and contributes to managing the overall business costs of the Company. In this regard, the Company is committed to continuously enhancing business opportunities by taking part in the reduction of greenhouse gas emissions, focusing on studying and implementing energy management processes such as improving energy efficiency in buildings and machinery, the use of renewable energy, and fostering collaboration between the public and private sectors in policy development and the promotion of emerging technologies. Furthermore, the Company emphasizes continuous knowledge-sharing and communication, as a result, energy management is sustainable, ultimately leading to a future characterized by efficient energy usage and long-term reduction of environmental impacts.



## 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. In 2024, 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 alternative energy or renewable energy to reduce greenhouse gas emissions from organizational activities by having an energy management approach based on principles that emphasize enhancing energy efficiency and promoting sustainability, as follows:

1. Study innovative and advanced technologies to enhance energy efficiency such as smart energy management systems, that enable real-time monitoring and analysis of energy consumption.



- Utilize renewable energy, increase investments in renewable energy sources such as solar power, which is part of the strategy to reduce dependence on fossil fuels.
- Develop and improve energy efficiency by conducting inspections and maintenance to minimize energy loss and enhance cost-effectiveness through upgrading machinery and equipment to be more modern and efficient.
- Provide training and raise employee awareness on energy conservation and efficient energy use, as well as promote responsible resource management.
- Collaborate with communities and various partners to promote sustainable energy use and exchange best practices in energy conservation, contributing to long-term competitiveness.

#### Training on Carbon Footprint for Organization Assessment: CF



#### Performance in 2024

	Year 2022		Year 2023		Year 2024	
	Electricity	Petrol	Electricity	Petrol	Electricity	Petrol
Operating Result	499,770.04 kWh	31,491.31 liters	598,260.89 kWh	29,977.62 liters	12,136,769.21 kWh	31,683.70 liters
Goal	Base year	Base year	Not achieved	Achieved	Not achieved	Achieved

For the year 2024, 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. From the Company's energy consumption data, it was found that the amount of electricity used in the purchased office was about 12,136,769.21 kWh and the energy from fuel was about 31,683.70 liters. There was an increase compared to the 2022 base year, as in 2024, the Company restructured its organization and business structure, expanding its operational scope from 2022, to support readiness for the transition to the digital economy.

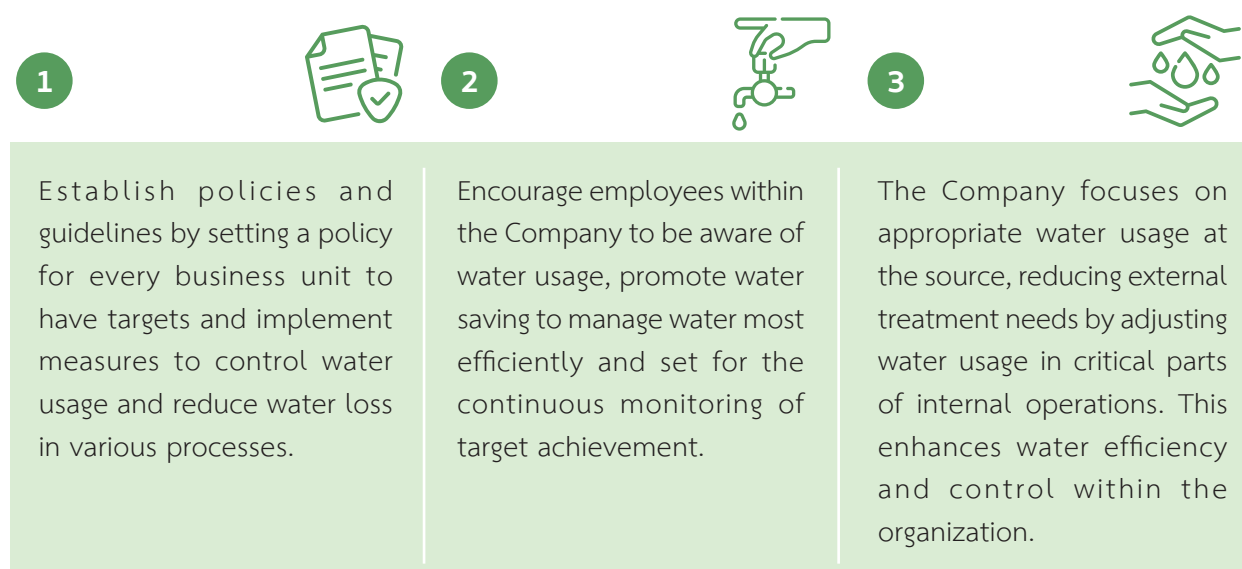


## 2. Water Management

The Company is committed to the efficient use of water resources, which is an important strategy in supporting its sustainable development, the Company's water management focuses on reducing water consumption; therefore, water consumption is measured regularly throughout its processes to ensure efficiency and minimize unnecessary losses. These initiatives reflect the Company's responsibility toward water resources, aiming to serve as a good role model of sustainable natural resource management in business operations. 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 continuously 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



### Performance

Water Management	Year 2022	Year 2023	Year 2024
Water Consumption	1,713.65 cubic meters	2,970.70 cubic meters	5,719.79 cubic meters
Goal	Base year	Not achieved	Not achieved

From the performance in 2024, 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 the past year, the water consumption rate of the Company under the scope of Jasmine Technology Solution Public Company Limited, JasTel Network Company Limited, and Cloud Computing Solutions Company Limited, at the main office area was 5,719.79 cubic meters, which did not achieve the water reduction targeted, due to the Company's restructuring of the workforce and the expansion of office space, to accommodate increased staffing, resulting in higher water consumption volume and proportion in the office area.



### 3. Waste Management

Waste management is an important process nowadays due to the continuous increase in waste volumes, driven by population growth and rising consumption, without proper management may have impacts on the environment, society, and human health. Therefore, the Company places importance to waste management in a concrete manner in line with environmental impact reduction guidelines, society, and community with the goal of reducing the number of waste generated from operational processes, before proper disposal under the “JTS Care and Share” project, besides that has also joined the network to participate in various projects to promote the separation of different types of waste before proper disposal, including delivering reusable materials, and equipment and still in good condition to local communities for use in public benefit activities on an ongoing basis.

The Company has implemented waste management measures to promote sustainability and reduce environmental impacts, demonstrating its responsibility for environmental care and fostering long-term sustainable growth.

#### Operational Guidelines

The Company places great importance on efficient energy usage and reducing waste generated from its business operations, also waste management measures have been established in compliance with relevant laws and regulations, and set goals to continuously support community and social development projects, aiming to reduce impacts on communities and overall environment in line with main approaches as follows:

1. Improve production processes and operations to minimize waste generation, along with researching and developing products that use fewer materials and have longer lifespans.
2. Support waste separation and recycling to ensure materials are reused effectively, including establishing systems for the efficient collection and management of recyclable waste.
3. Manage hazardous waste with strict safety standards and implement rigorous control measures to prevent leakage or contamination of the environment.
4. Provide employee training to enhance knowledge and understanding of effective waste management and promote responsibility in resource usage and waste handling in workplace premises.
5. Support and invest in research and development of new technologies to improve waste management systems and reduce environmental impacts.

#### Performance

In 2024, the Company continue to apply 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.

Waste Management	Year 2022	Year 2023	Year 2024
Result	66,556.54 Kg	70,489.46 Kg	82,673.92 kg
Goal	Base year	Not achieved	Not achieved

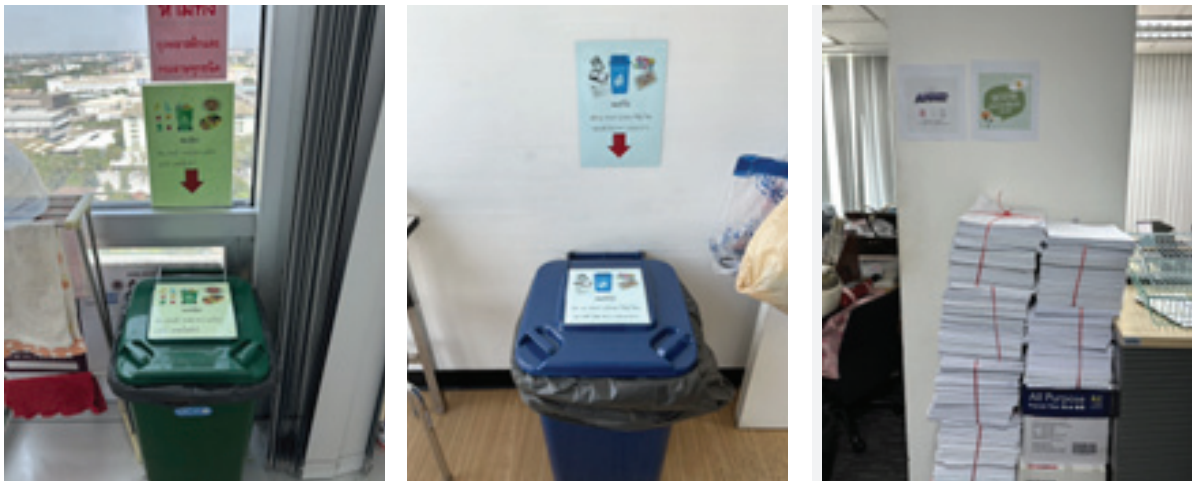


In the past year, the Company has restructured its business and organizational structure to remain responsive to ongoing transformations. As a result, the volume of waste generated in the main office area increased, and the Company was unable to meet its waste reduction targets, the total volume of waste sent to landfill amounted to 82,673.92 kg. Nevertheless, the Company continues to place importance on waste reduction and is committed to strictly managing the waste generated. A development plan and waste reduction targets for office operations have been established to ensure the achievement of the set goals in the long-term.

Waste Management Projects

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 and increase value. Additionally, recyclable waste generated from employees’ daily activities is collected to reduce waste volume and contribute to increased value.

Waste Separation Project



JTS Care and Share Project





# Climate Change

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. These 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, leading to the increasing global temperature, melting polar ice, and intensifying heat and drought in tropical regions.

From 2021 onwards, all countries must begin to reduce greenhouse gas emissions according to the “Paris Agreement”, with the flexibility to act following each country’s capabilities and limitations. For Thailand, although greenhouse gas emissions are less than 1% of the world, but Thai government has set a goal to reduce greenhouse gas emissions by 139 million tons of carbon dioxide equivalent by 2030, following the Agreement.

The Company recognizes the increasing severity of global warming and places great importance on addressing climate change. Therefore, the Company has established a sustainable development policy for the environment, strategies, and goals for energy efficiency and reducing the amount of greenhouse gas emissions from business operations, research and develop innovations that address the reduction of energy conservation, as well as preventing and mitigating the impacts 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

### In the process

of requiring the organizational carbon footprint certification from TGO for the third year



## Goal 2

### Towards carbon neutrality

or Scope 1 and Scope 2 by 2040

## Result

### In the process

of achieving the target



## Goal 3

### Net Zero

Greenhouse Gas Emission by 2060

## Result

### In the process

of achieving the target



## Goal 4

To increase renewable energy usage through **at least one project**

## Result

In 2024, increased renewable energy usage with the implementation of one project:

**Solar Farm with capacity of 2.6-megawatt**



## Operational Guidelines

The environmental management strategy is governed by the “Risk Management and Sustainability Committee” and includes an Environmental Management working group composed of representatives from subsidiaries and various related departments. These units are responsible for collecting environmental management data, managing greenhouse gas emissions from all operational processes, including the Company’s carbon footprint assessment 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.

In 2024, the Company implemented various approaches to reduce greenhouse gas emissions from its business operations, as follows

1. Reviewed the sustainability development policy and environmental management policy within the operational scope of the Company and its subsidiaries.
2. Appointed an Environmental Management Working Group, covering greenhouse gas management, within the operational scope of the Company and its subsidiaries.
3. Set greenhouse gas reduction targets in alignment with Science-based Targets (SBT) and planned to establish a baseline year for greenhouse gas management, aiming for Net Zero by 2060.
4. Continuously raised awareness and promoted engagement with employees, suppliers, and partners.
5. Verify and disclose greenhouse gas emissions data annually, comparing results with the development plans and targets set.

## Verification of Greenhouse Gas Emissions Data by An Accredited External Verifier

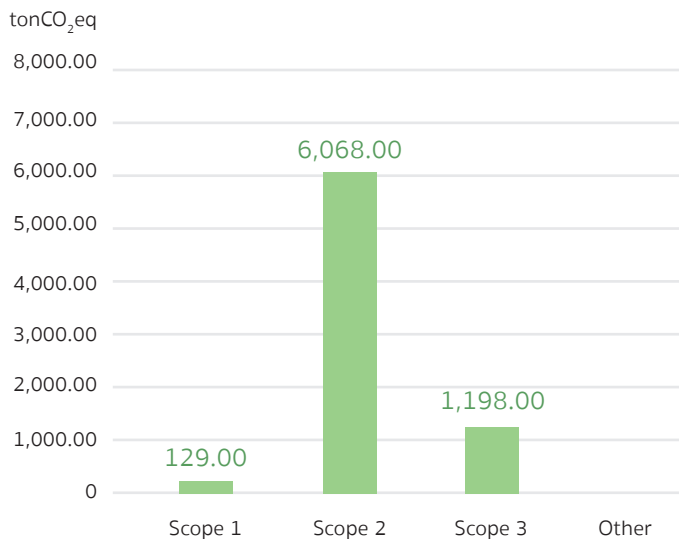
In 2024, the Company assessed greenhouse gas emissions covering three core businesses: Systems Integration business, Telecommunication Network Services business, and Cloud Computing business (Main Office). The Company commenced its organizational carbon footprint assessment in 2022 and has used 2022 as the base year, the Company has reviewed and prepared reports in accordance with the organizational carbon footprint calculation and reporting guidelines of Thailand Greenhouse Gas Management Organization (Public Organization), published 8 (6th Revision, July 2022), to achieve verification and certificate of the organizational carbon footprint at a Limited Assurance Level, with a 95% confidence level, including the evaluation and monitoring of significant greenhouse gas emissions of the Company and establishes measures to control emissions resulting from the Company’s direct and indirect activities. The greenhouse gases monitored include CO<sub>2</sub> CH<sub>4</sub> N<sub>2</sub>O HFCs PFCs SF<sub>6</sub> and NF<sub>3</sub>, measured in terms of carbon dioxide equivalent (tCO<sub>2</sub>e).

The Company has prepared the Carbon Footprint of Organization (CFO) report, covering Scope 1: Direct Emissions, Scope 2: Energy Indirect Emissions, and Scope 3: Other Indirect GHG Emissions and was reviewed in 2024 from the data collection conducted from January 1, 2024 to December 31, 2024 by Greenhouse Gas Management Certification Body, University of Phayao, that has been independent external body registered with the Greenhouse Gas Management Organization (Public Organization). The completeness of the data was successfully verified on February 28, 2025, and the Company is currently in the process of registering for the organizational carbon footprint certification.



### Summary Table of the Organization's Greenhouse Gas Emissions

Scope	greenhouse gas emissions	proportion compared to scope 1 and 2	proportion compared to scope 1,2 and 3
Type 1	129.00	2.08	1.74
Type 2	6,068.00	97.92	82.06
Type 3	1,198.00		16.20
Other	-		
<b>Scope 1 &amp; 2</b>	<b>6,197</b>	<b>100.00</b>	
<b>Scope 1 &amp; 2 &amp; 3</b>	<b>7,395</b>		<b>100.00</b>



Carbon intensity (Scope 1+2)



**1.392**

TonCO<sub>2</sub>eq/  
(income) MB

Carbon intensity (Scope 1+2+3)



**1.659**

TonCO<sub>2</sub>eq/  
(income) MB

Scope	JTS (Jan-Dec)	JasTel (Jan-Dec)	CCS (Jan-Dec)	Total
Scope 1	22.00	108.00	-	130.00
Scope 2	135.00	5,916.00	17.00	6,068.00
Scope 3	27.00	1,169.00	4.00	1,200.00
Other (Separate report)	-	-	-	-
Scope 1+2	157	6,024	17	6,198
Scope 1+2+3	184	7,193	21	7,398

Remarks: 1. JTS refers to Jasmine Technology Solution Public Company Limited

2. JasTel refers to JasTel Network Company Limited

3. CCS refers to Cloud Computing Solutions Company Limited



## Performance

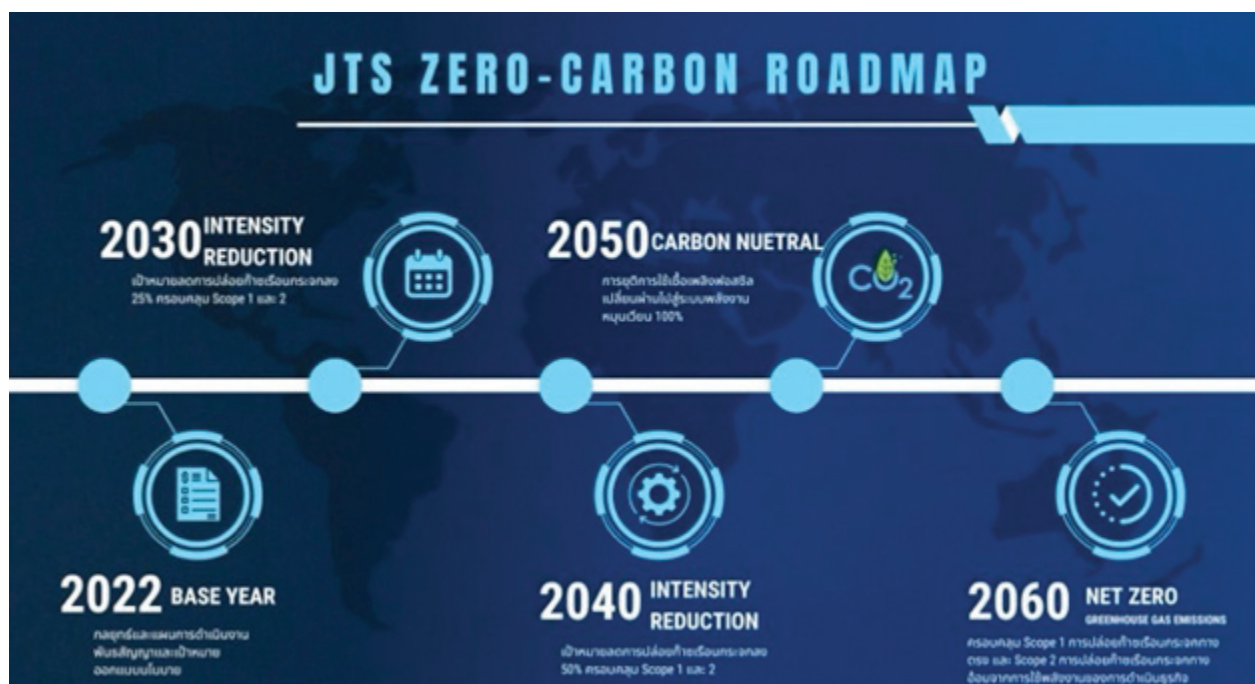
According to the greenhouse gas emissions assessment, the Company reported emissions of 129 tonCO<sub>2</sub>eq in Scope 1, 6,068 tonCO<sub>2</sub>eq in Scope 2, and 1,198 tonCO<sub>2</sub>eq in Scope 3.



in 2024, the total greenhouse gas emissions data were compared against the Company's total revenue. The total greenhouse gas emissions and removals of the organization (CFO), categorized as Scope 1: Direct Emissions, Scope 2: Energy Indirect Emissions, and Scope 3: Other Indirect GHG Emissions, were 7,398 tonCO<sub>2</sub>eq and when comparing total greenhouse gas emissions to total revenue for the year 2024, the ratio is 2.624 tonCO<sub>2</sub>eq/MB.

## Greenhouse Gas Emissions Reduction Plan

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, which has to reduce greenhouse gas emissions 2.5% annually and commits to continuous efforts in greenhouse gas reduction activities. To achieve the greenhouse gas emissions reduction target and move towards becoming a carbon-neutral organization by 2050 and achieve net-zero greenhouse gas emissions by 2060 by the JTS ZERO-CARBON ROADMAP plan and key projects in 2024 as follows:



## JTS ZERO – CARBON ROADMAP



## Increasing the proportion of renewable energy usage

Increasing the proportion of renewable energy usage is one of the important strategies prioritized by many organizations and countries worldwide, as a response to the challenges of climate change and to reduce reliance on fossil fuels, which are major contributors to greenhouse gas emissions. At present, the Company continues to increase the proportion of renewable energy usage such as solar energy by installing solar panels on rooftops and business premises to support its business operations continuously and explores innovations that support the expansion of renewable energy usage, including investments in new renewable energy projects such as energy storage batteries and smart grid management systems to improve energy efficiency or the purchase of Renewable Energy Certificates (RECs) to support the production of energy from sustainable sources, to reduce the greenhouse gas emissions, which are the cause of global warming.

In addition, the Company continues to encourage all employees within the Company and its subsidiaries to drive change in workflows or activities that can help reduce environmental impacts and lower greenhouse gas emissions, both directly and indirectly, including increasing the proportion of renewable energy usage not only contributes to reducing greenhouse gas emissions but also represents a sustainable investment for the future, creates new business opportunities and stimulates long-term economic growth.

## Significant Projects in 2024

### Solar Rooftop installation project

size **26.4 kW** in model office building

The installation of a 26.4 kW Solar Rooftop system on the model office building is estimated average electricity generation is approximately 38,544 kWh per year and able to reduce greenhouse gas emissions by 23,126.4 tonCO<sub>2</sub>eq annually. This project has been developed for use as a learning center for engineers,

salespeople, and service technicians, regarding various techniques, and maintenance methods. The installation of a Solar Inverter system with Power Optimizer Inverter, is a grid-tied solar system, designed to improve the efficiency of solar cell operation. This system will be utilized in our office during the daytime to replace electricity usage and during nighttime from the battery that has been fully charged during the daytime.

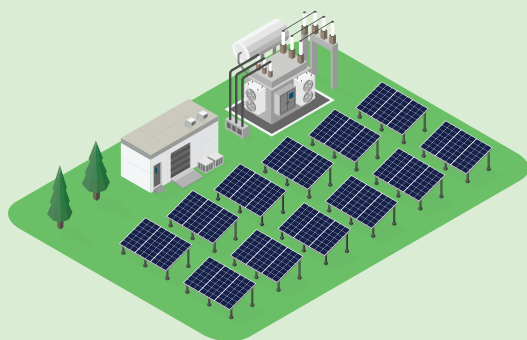




## Solar Farm Project

The renewable energy project involving the installation of large-scale solar panels to generate electricity from solar energy, the electricity generated is utilized in the Company's core business operations. This method of electricity generation has a significantly lower environmental impact compared to electricity production from fossil fuels, helps to reduce dependence on energy sources that contribute to greenhouse gas emissions, and supports the transition towards a green economy that emphasizes efficient and sustainable resource utilization.

In addition, the Company is committed to developing and identifying approaches to reduce resource and energy consumption, increasing the use of renewable energy such as Solar cells, which convert sunlight into electricity. The Company has developed Phase I of the Solar Farm Project with a capacity of 3.8 megawatts and Phase II with a capacity of 2.6 megawatts, this solar energy generation system is a grid-connected model (Solar Farm), utilizing renewable energy in place of conventional electricity by the electricity generated from solar cells is in the form of direct current (DC), which can be used immediately. This initiative not only helps reduce operational costs but also promotes sustainable energy conservation.



### Phase I of the Solar Farm Project with a capacity of

# 3.8

**megawatts, commenced in 2023**



**Table of Electricity Generation and Greenhouse Gas Emission Reduction**

Year	Amount of Electricity Generated (kWh/Year)	Amount of Electricity Cost Savings (Baht/Year)	Amount of Carbon Dioxide Emissions Reduced (kgCO <sub>2</sub> e/Year)
2023	2,051,672.40	9,630,827.28	1,231,003.44
2024	5,625,903.30	26,368,839.44	3,375,541.98
<b>Total</b>	<b>7,677,575.70</b>	<b>35,999,666.72</b>	<b>4,606,545.42</b>



## Phase II of the Solar Farm Project with a capacity of

# 2.6 megawatts commenced in 2024



**Table of Electricity Generation and Greenhouse Gas Emission Reduction**

Year	Amount of Electricity Generated (kWh/Year)	Amount of Electricity Cost Savings (Baht/Year)	Amount of Carbon Dioxide Emissions Reduced (kgCo <sub>2</sub> e/Year)
2024	1,025,118.56	4,275,844.35	615,071.14
<b>Total</b>	<b>1,025,118.56</b>	<b>4,275,844.35</b>	<b>615,071.14</b>

In alignment with the Company's sustainability development plan and greenhouse gas management targets, the Company has undertaken studies and development efforts to promote the use of renewable energy. However, both projects are still in the study and development phase; therefore, they have not yet been included in the measurement of energy consumption reduction or energy compensation in the Company's greenhouse gas emission activities. This is because the Company is in the process of evaluating energy compensation activities, as well as assessing the potential impacts and tangible benefits from carbon credit offset projects. Consequently, these projects have not been established as targets for 2024, which has plans to develop and encourage employees to participate in studying the resource utilization processes of both projects, to ensure implementation systematically and maximize their value in the future.





## Sustainable Procurement Project

Sustainable procurement plays a crucial role in the long-term success of the business by fostering collaboration across all sectors, including suppliers, vendors, consumers, and government agencies, to create long-term benefits for society and the environment. The Company recognizes the importance of sustainable procurement and is committed to minimizing environmental and social impacts throughout the entire supply chain, from upstream to downstream. The Company has established and implemented Sustainable Procurement Guidelines, whereby the procurement of materials and equipment used in production processes or office operations prioritizes the selection of products bearing the “**Green Label**” certification.

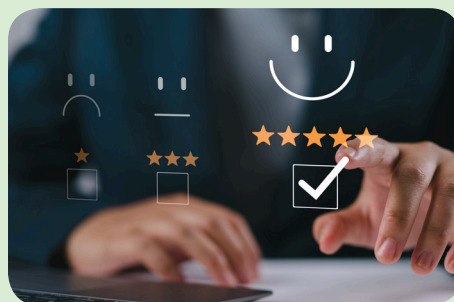
In addition, to reduce environmental impacts by applying Green Procurement principles, focusing on the procurement of goods and services that consider environmental impacts throughout the product or service life cycle, essential in promoting sustainability and mitigating both direct and indirect environmental impacts, regarded as a key component of the Company’s business operations, helping to reduce potential negative impacts on communities, society, and the environment in a long-term and sustainable manner.

### Operational Guidelines

1. The Company has established clear policies and goals regarding green procurement, taking into account environmental standards and social responsibility.
2. Assess the current needs and procurement situation to identify approaches for integrating environmentally friendly products and services into the procurement process.
3. Select products or services with environmental certifications or eco-labels, such as Green Label or ISO 14001 certification.
4. Evaluate and select suppliers whose policies and practices align with sustainability and environmental principles, including environmentally friendly production processes and fair labor practices.
5. Establish guidelines for selecting suppliers based on sustainability and environmental conservation criteria.
6. Monitor and evaluate compliance with sustainable procurement policies and requirements, including reporting the assessment results to review and improve practices in line with relevant policies and standards
7. Promote collaboration between various units, both internal and external to exchange experiences and best practices.

### Performance

In 2024, the Company conducted evaluations of new suppliers by adding sustainability criteria, covering sustainable procurement practices. The assessment was conducted online for all newly registered suppliers and incorporated into the annual supplier evaluation process to assess the sustainability performance of both existing and new suppliers to categorize supplier groups.



Product Suppliers  
**77** persons



Service Providers  
**93** persons



Newly Registered  
Suppliers  
**40** persons





**Leading to**  
Sustainable Society



# Respect and Compliance with Human Rights Principles



Jasmine Technology Solution Public Company Limited (JTS) is committed to conducting business without violating human rights in all its operations and strictly adheres to human rights principles. The Company aligns its practices with the Universal Declaration of Human Rights (UDHR), the UN Guiding Principles on Business and Human Rights (UNGPs), the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO), and Thai labor laws. JTS recognizes the importance of ensuring equality and fairness for all individuals and stakeholders.



## Goal 1

The number of complaints about human rights violations arising from the Company's business operations equal to **zero (0)**

## Result

In 2024, the goal was achieved as there were **no complaints**



## Goal 2

The number of complaints about the disputes arising from labor violations equal to **zero (0)**

## Result

In 2024, the goal was achieved as there were **no complaints**



## Goal 3

The supervisory-level employees completed Human Rights Due Diligence (HRDD) training in accordance with the United Nations Guiding Principles on Business and Human Rights (UNGPs) **at a rate of 100%**

## Result

In 2024, the goal was not achieved as the supervisory-level employees have completed the training **a rate of 100%** on December 16, 2024

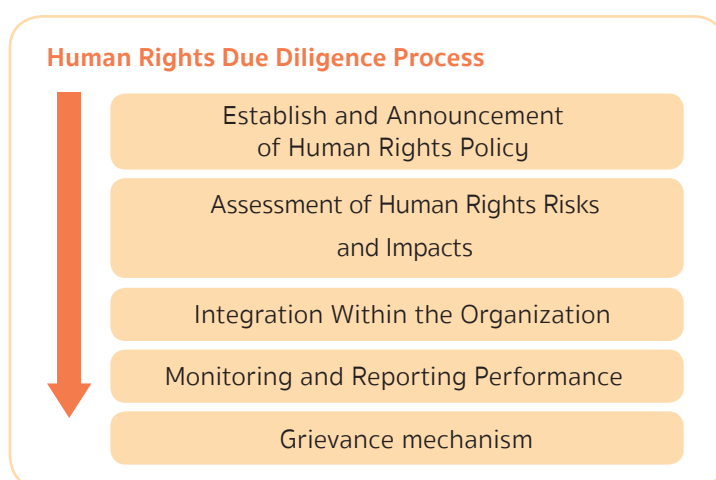


## Operational Guidelines

The Company supports and respects the protection of human rights by ensuring that its business operations do not contribute to human rights violations. It upholds fairness and dignity in treating all stakeholders without discrimination. Additionally, the Company has implemented policies to promote gender equality, acceptance of diversity, equal coexistence, and non-discrimination in recruitment. There are no unjustified reasons for employment selection. The Company supports all employees in training and career development without discrimination based on age, disability, gender (including those who have undergone gender reassignment surgery), HIV/AIDS status, marital status, same-sex marriage, pregnancy and parental leave, political opinions, race/ethnicity, religion and beliefs, sexual orientation, socioeconomic background, family status, or any other non-job-related factors. All employees must adhere to the Company's policies on promoting diversity and equality to ensure that customers, business partners, and trade partners are aware of and comply with these policies. The Company has established policies to support and respect fundamental human rights and ensure non-discriminatory practices. The key implementations over the past year as follows:

1. The Company has established a human rights policies and labor practices as a guideline for both the Company and its supply, 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 is committed to ensuring that all individuals receive equal treatment, free from discrimination or human rights violations, regardless of race, skin color, gender, language, religion, political opinions, or other personal attributes.
3. The Company aims to create a safe and friendly workplace for all employees by promoting teamwork and mutual respect.
4. The Company provides continuous training and awareness activities on human rights to ensure that all employees understand and correctly adhere to these principles.
5. 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.
6. The Company has established multiple accessible channels for employees to report complaints or whistleblowers in cases of human rights violations such as phone calls, emails, submit the complaints through the Company's internal system and website, ensuring a safe and convenient process for reporting potential human rights concerns.

The Company is committed to respecting and adhering to human rights principles as stipulated in the Universal Declaration of Human Rights (UDHR) of the United Nations. The Company recognizes the importance of promoting and protecting human rights at all levels of its business operations. To support this commitment, the Company has established effective mechanisms to facilitate human rights due diligence and accessible complaint channels related to human rights compliance, as follows:





The Company has considered the scope of human rights risk issues based on two key factors: the likelihood of occurrence and the impact. This assessment covers five key aspects of human rights: labor rights, community rights, supply chain, environment, and consumer rights as follows:



#### Labor Rights

Discrimination in the workplace, safe working conditions, forced labor, child labor



#### Environment

Waste and hazardous material management, water management, energy management, and greenhouse gas emissions management



#### Community Rights

Community engagement, community health and safety and quality of life



#### Consumer Rights

(Customers and Trade Partners)

Data confidentiality, privacy protection, and information security



#### Supply Chain

Trade partners code of conduct and trade partners engagement

In 2024, the Company is in the process of preparing under its operational scope and business activities to conduct a comprehensive Human Rights Due Diligence (HRDD) assessment, aims to evaluate and set measures to control and mitigate potential impacts while formulating guidelines for the prevention and resolution of human rights issues in its business operations, to ensure effective management and control of impacts across the entire business value chain.

list	Year 2022	Year 2023	Year 2024
Total of Employees	282	295	337
Total of Male Employees	180	183	209
Total of Female Employees	102	112	128

### Fair Labor Practices

The Company believes that all human beings are born with equal rights. Employees are valuable resources and a key factor in driving the company toward long-term success. Therefore, the Company is committed to fair human resource management based on human rights principles, ensuring equal treatment and rightful benefits following labor laws, dedicated to ethical management, social responsibility, and conducting business with integrity and morality while recognizing the value, dignity, freedom, and equality of all employees.

### Employment and Compensation

The Company has a fair employment and compensation, ensuring non-discrimination and promoting appropriate employment conditions, including fair wages, working hours, day off, welfare, and a safe and friendly workplace. The Company has clearly defined employment practices in the human rights policy and labor practices, emphasis on the Thai Labor Protection Act and international labor standards, the 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 labor rights, fair treatment of workers, compliance with 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 takes it as a practical guideline that is in line with the Company's sustainable development policy.

### Labor welfare

The Company has established a Welfare Committee in the Workplace to oversee, assess, promote, and improve the Company's welfare system in alignment with its vision, strategies, goals, and organizational values, also encourages the participation of employees at all levels, ensuring inclusivity for diverse and vulnerable groups, including different genders, races, religions, and persons with disabilities, included the election of committee members is conducted independently and transparently. Which the Welfare Committee serves as a communication channel between employees and the Company, fostering awareness and respect for human rights and ensuring equal treatment for all employees, regardless of level or nationality, employees can express their views, opinions, suggestions, and complaints through elected representatives. The committee is responsible for developing beneficial welfare programs for employees, including reviewing and adjusting basic welfare allowances annually based on the rising cost of living, helps alleviate financial burdens for employees through initiatives such as cost-of-living allowances, attendance bonuses, improvements to workplace dining facilities, and annual health check-ups to enhance overall quality of life. The Company is also committed to continuously expanding employee benefits beyond the basic welfare package.

In addition, the Company provides other welfare and benefits for employees such as group health insurance, life insurance, accident insurance, annual health check-ups, alternative medical treatments, a provident fund, travel allowances for work-related assignments, financial assistance for special occasions, access to Channels for complaints

### 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, submitting of the complaints through the Company's internal system, phone calls, emails and the Company's website 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.

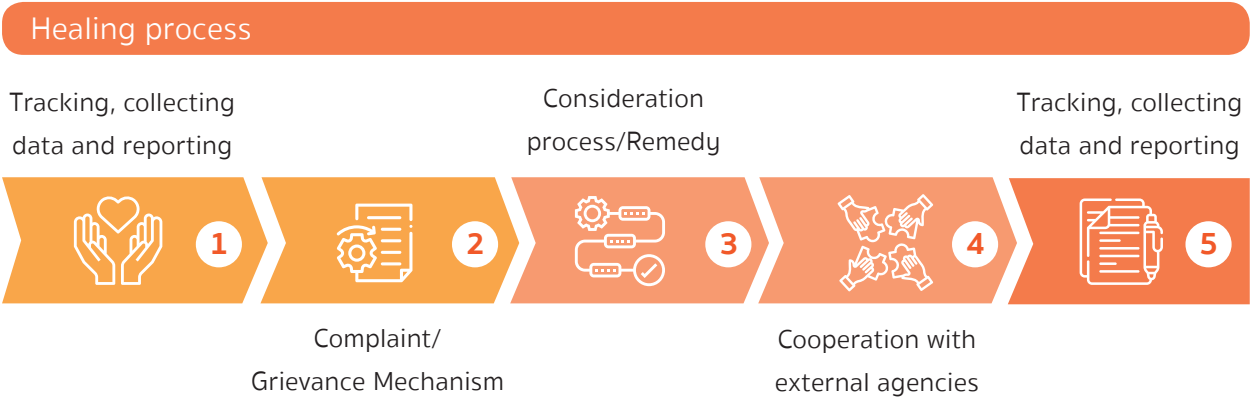


Outsiders or external stakeholders can directly submit complaints or grievances to the Audit and Corporate Governance Committee through phone calls, emails and the Company's website.



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](http://www.jts.co.th)

Topic **“Human Rights”**

Performance

- No complaints about human rights violations arising from the Company’s business operations
- No complaints about the disputes arising from labor violations, no matter internal and external violations.
- The Company has provided Human Rights Due Diligence (HRDD) training in accordance with the United Nations Guiding Principles on Business and Human Rights (UNGPs) for supervisory-level employees.
- The Company conducted a review of its human rights policy and labor practices guidelines during the fiscal year 2024/2025.



## Employee Information as of December 31, 2024

Number of Male Employees Classified by Age (unit : person/people)	2022	2023	2024
Male employees under 30 years old	44.00	45.00	74.00
Male employees aged 30-50 years	93.00	93.00	111.00
Male employees over 50 years old	43.00	45.00	24.00
Number of Female Employees Classified by Age (unit : person/people)	2022	2023	2024
Female employees under 30 years old	19.00	25.00	35.00
Female employees aged 30-50 years	64.00	66.00	83.00
Female employees over 50 years old	19.00	21.00	10.00
Number of Male Employees Classified by Position (unit : person/people)	2022	2023	2024
Male employees at the Operational level	147.00	152.00	176.00
Male employees at the Executive level	17.00	18.00	19.00
Male employees at the Top Executive level	16.00	13.00	14.00
Number of Female Employees Classified by Position (unit : person/people)	2022	2023	2024
Female employees at the Operational level	83.00	89.00	100.00
Female employees at the Executive level	14.00	16.00	18.00
Female employees at the Top Executive level	5.00	7.00	10.00
Hiring People with Disabilities	2022	2023	2024
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



# Employee Development and Engagement

The Company has career advancement development plans for employees at all levels, to prepare for rapid technological changes and increasing market competition. Employee capability development and engagement are key factors in driving long-term organizational success and building a strong foundation for the Company. Therefore, the development of new skills is essential, including reskilling (learning entirely new skills) and upskilling (enhancing existing skills) through continuous training, enables employees to improve work efficiency and adapt to fast-evolving challenges. Moreover, skill development helps employees recognize their value and importance within the Company, fostering motivation and job satisfaction, as a result, employees are more committed and dedicated to contributing to the Company's success.



In addition, creating employee engagement with the Company is an essential aspect that should not be overlooked, once the employees feel a strong and stable connection with the Company, it leads to greater loyalty and participation in company activities. Creating a friendly work environment and providing opportunities for employees to be involved in decision-making are key factors in reducing turnover rates and enhancing employee commitment. When employees feel engaged and valued within the Company, they are more motivated to develop and apply their skills to support the Company's growth and contribute to its long-term success.

	<b>Goal 1</b> Employee training hours no less than <b>10 hours</b> (hours per person per year)	<b>Result</b> In 2024, the average employee training hours were <b>19.8 hours</b> (hours per person per year)
	<b>Goal 2</b> Employee engagement survey results no less than <b>65%</b>	<b>Result</b> In 2024, the employee engagement survey results <b>at a rate of 82.12%</b>
	<b>Goal 3</b> Employees participate in engagement activities <b>at a rate of 80%</b>	<b>Result</b> Employees participated in engagement activities (Townhall activity): <b>at a rate of 68.95%</b>



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 by enhancing employee capability, 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.

Employee development and creation of company engagement are crucial elements in enhancing competitiveness and ensuring the Company’s sustainability. The development of employees’ skills and capabilities not only improves work efficiency but also fosters job satisfaction and motivation. In 2024, the Company is placing a strong emphasis on employee development and engagement as follows:

- 1. Training and skill development by providing diverse training programs to encourage employees to develop new skills and enhance existing ones.
- 2. Creating a friendly and supportive work environment and giving opportunities for employees to express their opinions, promoting collaboration and teamwork.
- 3. Effective internal communication by developing an efficient internal communication system to build understanding and engagement between employees and the Company.
- 4. Promoting physical and mental well-being by supporting activities that promote employees’ health, both physically and mentally, to improve work efficiency and job satisfaction.

In 2024, the Company has implemented the employee skill development and engagement initiatives to align with its goals and encourage employees to develop new skills and foster continuous company engagement for building advancement and the Company’s sustainability in the long term by providing training programs and building of engagement as follows:

6  
courses



Mandatory Course

- 1. Orientation Course for full-time employees (Off-line & JAS HCM)
- 2. Personal Data Protection and Artificial Intelligence
- 3. Sustainability Awareness (ESG)
- 4. Cyber Security Awareness
- 5. Human Rights Due Diligence (HRDD)
- 6. Ethics and Anti-Corruption for Sustainable Business Operations

1  
course



Soft Skill & Managerial Skill

- 1. Carbon Footprint of Organization: CFO)



5  
courses



### Digital Skill Course

1. Power BI for Business
2. AI & ChatGPT for Business
3. AI & Digital Transformation for Staff
4. AI & Digital Transformation for Leader
5. AI and Digital Assets: Embracing the Digital Journey Course

3  
courses



### Safety

1. Basic Firefighting Training, Fire Drill, and Emergency Evacuation Drill
2. Executive-level Occupational Safety Officer
3. Supervisor-level Occupational Safety Officer

### Ethics and Anti-Corruption for Sustainable Business Operations Course



### Human Rights Due Diligence (HRDD) Course



### Power BI for Business Course





## 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 human resource development plan to serve the succession planning, the Company has a development plan for high-potential employees, which is in progress in 2025, to design, review, and develop the procedures for the establishment of the Succession Plan Process and Career Path to ensure clarity, systematic approach, and continuity. Preparing for recruitment and selection planning (Pool of Candidates/ Talent Pools), to ensure readiness for assuming executive-level positions in the future, in alignment with the Company's operational direction continuously, both in the aspect of competencies, performance, suitability, and relevant experience. High-potential employees who have outstanding, talent, integrity, and suitability will be provided with opportunities to further develop their knowledge, skills, and their capabilities development following their individual Skill Matrix and Succession Plan.

## 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.
- Create opportunities for employees to enhance their knowledge, develop skills, and demonstrate their potential through assigned tasks.

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 Various Projects

The Company implements training programs to enhance the capabilities of employees at all levels, aiming to strengthen competencies and provide opportunities for employees to pursue courses of interest through a Hybrid Learning model, this approach enables all employees to continuously develop themselves. Additionally, the Company organizes training for employees within the organization both competencies and soft skills by inviting both internal and external speakers to provide knowledge, prepare employees and support the Company's business operations in line with the continuous annual employee development plan. In 2024, the total number of employee training and development hours averaged 19.8 hours per person per year, with total training and development expenses amounting to 1,674,076.07 Baht. The Company provides opportunities for employees to showcase their achievements within the organization, allowing them to participate in presenting their capabilities and fostering a sense of pride, sharing these achievements serves as a shortcut to expanding best practices internally, driving continuous improvement in employee performance, and promoting the development of new innovations, such as:



the total number of employee  
training and development  
hours averaged



with total training and  
development expenses  
amounting to

**1,674,076.07 Baht**

## JAS Group Digital Transformation 2024 Project



The Company places importance on employee development, believing that learning is a continuous journey, in 2024, key topics included Artificial Intelligence (AI) technology and investment in Digital Assets Bitcoin, focusing on enhancing skills and knowledge that can be applied to the employees' work. Therefore, the Company organized the seminar under the "JAS Group Digital Transformation 2024" project, in collaboration with Jasmine International Public Company Limited, the parent company, target groups are defined from different departments across the companies under the JAS Group.





## Knowledge Management

### “Online Learning” Project

Employee Development through Online Learning has gained increasing popularity in the digital era, where technology plays a vital role in daily life. Online learning offers flexibility and a variety of courses, providing multiple benefits for employee development with a modern system, the courses are up to date with engaging, concise, and well-categorized content. The learning process is easy to understand, with assessments, attendance tracking, and effective evaluation capabilities. Employee development through Online Learning is therefore an effective strategy for enhancing employees’ skills and knowledge, preparing them to cope with changes and new challenges in today’s fast-evolving business world.



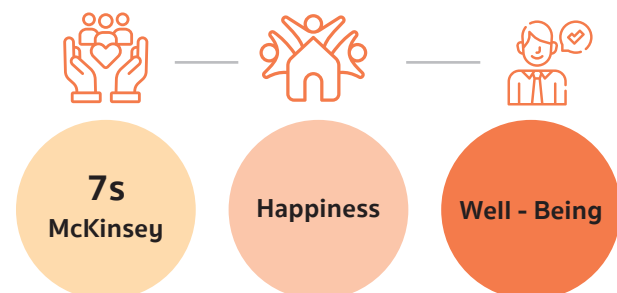
## Employee Satisfaction and Engagement

Employee satisfaction and engagement are critically important topics in the context of human resource management, as both factors directly impact organizational performance and success. This contributes to the Company’s ability to achieve its goals and is considered one of the key factors in strengthening the organization’s capability to remain competitive and achieve sustainable growth. Therefore, the Company conducts employee opinion surveys to analyze both the level of employee satisfaction and employee engagement with the organization, to assess employee feedback across various dimensions, covering factors such as work, well-being, work environment, and organizational culture.

The Company conducted its first employee satisfaction and engagement survey in 2022, with a plan to conduct a survey every two years. In 2024, the survey comprised a total of 47 questions, categorized as follows: 1) 7 general questions, 2) 35 multiple-choice questions measuring satisfaction levels with 4 options, and an increase in open-ended feedback questions from 1 to 5 questions, the questions in each aspect as following:

1. Opinions on the organization and organizational structure
2. Opinions on work and team
3. Opinions on welfare and compensation
4. Opinions on the work environment and facilities
5. Opinions on general matters

The employee satisfaction survey in 2024 was conducted based on key concepts and frameworks such as McKinsey’s 7S Framework and three essential factors were Well-being (happiness and well-being), Belonging (feeling a sense of importance to the organization), and Doing the Best (dedicate oneself wholeheartedly to work), to design questionnaire and ensure that the results reflect the reality and contribute to sustainable organizational development.





The survey results are utilized to improve and develop areas that influence employee engagement through various tools and activities, issues identified within the organization are addressed and corrective actions are taken, along with preventive measures to mitigate potential future problems. To develop joint activities with employees, promote employee satisfaction, enhance engagement levels, and foster a positive work environment where employees feel happy and can perform to their fullest potential, driving the Company toward achieving its organizational goals.

The Company organizes activities to promote employee behaviors in alignment with the Company's ideology and foster a sense of belonging, making employees feel valued as key members of the organization, to drive the organizational culture and knowledge management utilized to promote employee behaviors that align with the Company's expectations. Organizing employee engagement activities is considered one of the key tools in creating a positive working environment and fostering a sense of belonging within the organization. These activities help employees build good relationships with one another, reduce work-related stress, and develop teamwork skills; the Company believes that organizational culture plays a vital role in strengthening employee engagement. In 2024, the Company continued to promote various activities aimed at encouraging employees to maintain a positive attitude towards themselves, their colleagues, and the organization. These activities were organized in collaboration with Jasmine International Public Company Limited, the parent company, and also included participation in activities held by other companies within the Group throughout the year, such as:

## Activities to Promote Employee Engagement

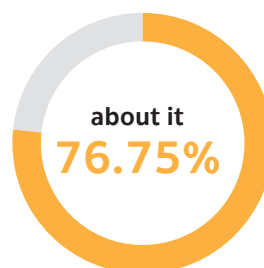
### JAS Group Townhall 2024 : “Building Our Future”

The annual flagship event brought together executives and employees from the Jasmine Group to communicate the vision, strategic plans, and future business direction, led by Dr. Soraj Asavaprapha, Acting Chief Executive Officer of Jasmine International Public Company Limited, along with Mr. Sang Do Lee, Managing Director of Jasmine Technology Solution Public Company Limited, and Mr. Sutthee Opassamutchai, Chief Executive Officer of JasTel Network Company Limited, provided opportunities for employees to participate, exchange ideas, and co-create organizational goals.

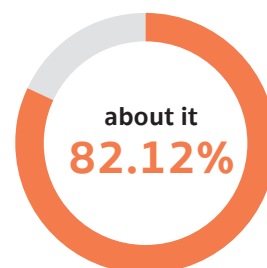


The activities organized throughout the year received positive feedback from both management and employees, with participation accounting for 68.95% of total employees, from the participation

Annual Employee Engagement Survey Results 2565



Annual Employee Engagement Survey Results 2567





reports indicated that most employees who joined the activities were those based at the main office and nearby areas. For employees in provincial areas or other branches, the Company continuously supports organizing activities in such areas. The activities in the past year demonstrate that employees remain highly engaged and interested in participating in various activities, fostering a culture “Happy Workplace” organization.

#### The Halloween Event



#### JTS Lucky & Happy Draw Event



	Year 2022	Year 2023	Year 2024
<b>Employees Participating in Provident Fund</b>			
Total number of employees who are members of the provident fund	240 Person	230 Person	256 Person
Amount of the Company’s contributions to the provident fund	2,653,119.70 Baht	9,519,811.44 Baht	7,951,510.80 Baht
<b>Number of Employees Who Voluntarily Resigned, Categorized by Gender (Unit: Person)</b>			
	Year 2022	Year 2023	Year 2024
Total number of employees who voluntarily resigned	55 Person	39 Person	24 Person
Number of male employees who voluntarily resigned	38 Person	23 Person	12 Person
Number of female employees who voluntarily resigned	17 Person	16 Person	12 Person

#### Internal Communication Channels

The Company has enhanced the efficiency of internal communication through its main application, PEEP SHARE “JAS Official”, which was developed by the JTS development team, and other communication channels such as Intranet, Jastelnet.sharepoint, to facilitate communication and the exchange of important information, encouraging the expression of opinions, fostering understanding between the Company and employees, as well as surveying employee needs and expectations, including activity public relations, collecting employee feedback and suggestions, used to develop approaches that address employee expectations, which play a crucial role in driving business growth alongside the sustainable improvement of employees’ quality of life.



# Occupational Health and Safety at Work

The Company emphasizes on occupational health and safety at work, supports and encourages employees to become mindful and aware of occupational health and safety and create awareness and instill the importance of safety in all processes involved, with a focus on becoming an accident-free organization and preventing work-related injuries, by focusing on strictly complying with regulations, international standards and related laws and continuously improving and enhancing the Company's safety control measures. 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

The rate of workplace accidents and fatalities:  
**0 case(s)**

## Result

In 2024, the target was achieved with **zero cases** of workplace accidents and fatalities.



## Goal 2

The operational employees complete the specialized occupational health and safety training  
**at a rate of 85%**

## Result

In 2024, the operational employees have completed the specialized occupational health and safety training in basic firefighting, including fire drill and evacuation drill practice **at a rate of 100%** which the training was conducted on December 18, 2024



## Goal 3

All employees complete the occupational health and safety training  
**at a rate of 100%**

## Result

In 2024, the project has not yet been implemented due to the organizational restructuring.

**It is planned to be implemented in the 2/2025 quarterly**



### Operational Guidelines

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

1. Establish occupational health, safety, and working environment policies in compliance with the Occupational Safety, Health, and Environment Act B.E. 2554
2. 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.
3. Prepare and announce the rights and duties of employers and employees in accordance with the Occupational Safety, Health, and Environment Act B.E. 2554.
4. Appoint the committees and safety officers at various levels where the committees and safety officers are included at all levels of the organization.
5. Provide employees with safety training courses as required by law, ensure appropriate personal protective equipment is provided, and support various safety activities to raise awareness and encourage employee participation, such as incentive activities, training and public relations, etc.
6. 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, as well as all employees must cooperate in projects related to the safety and occupational health of the Company.
7. Promote awareness of occupational health and safety to prevent workplace accidents among contractors working within the Company's premises.

The Company has set up the Occupational Health, Safety, 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 promotes inspections of the working environment on lighting, color, noise, heat, and workspace conditions in compliance with safety standards. The inspection results for lighting and chemical substances do not exceed the standard rate that legal limits and provide annual basic fire prevention and suppression training for employees, as follows:

### 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 by conducting activities with office space providers, internal organization activities, and organized with business partners, as follows:



### Annual Fire Drill and Evacuation Drill Activities with the Office Space Providers



### Occupational Safety Project with Business Partners and Contractor



### Safety Officer at Supervisor Level Project



### Safety Officer at Management Level Project





The Company continues to promote employee health activities annually, by 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 2024, 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 by partnering with World Medical Hospital, a hospital located near the Company and provide the transportation services for employees who wished to undergo annual health check-ups at Nonthavej Hospital and other hospital as per employees' preferences. In addition, the Company has continued its support for the project from 2023, which focuses on health check-ups and treatments through Thai traditional medicine to help reduce stress, balance the body, and improve work efficiency. It was found that employees have shown increasing interest in alternative medical check-ups continuously.

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:
  - Soccer kicking sessions
  - Badminton 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

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.



#### Summary of Occupational Health and Safety Performance at Work

Issues	2022 (cases)	2023 (cases)	2024 (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 Caring

The Company places importance on participation in community and social development to create sustainability. We are committed to creating benefits for communities, customers, employees, and stakeholders by encouraging management and employees to actively drive sustainability through various activities and self-initiated projects. These initiatives originate from employees' collective input, focusing on promoting potential development for long-term growth. By bringing useful knowledge to improve the quality of life and organizing activities to promote knowledge within communities, we ensure that our operations continuously consider responsibility towards society and the environment.



## Goal 1



Social and community projects for vulnerable groups:

**3 projects**

## Result

In 2024, the Company implemented social and community development projects for vulnerable groups, under the “JTS Care and Share” project, under JTS for 4 projects and CSR activity under JasTel for 1 project, totaling 5 projects in 3 target groups as follows:

1. Ban Pong Yo School, Khao Khlung Sub-district, Ban Pong District, Ratchaburi Province: Donated 34 items of computers and office equipment in good condition but unused, organized knowledge training about household electrical safety, recreational activities and provided lunch for students
2. The Center for Quality of Life Development and Career Promotion for the Elderly Project and Career Development based on the Sufficiency Economy Philosophy for Disability People Project at Nong Lan Sub-district Municipality, Tha Maka District, Kanchanaburi Province: Donated 52 items of office equipment in good condition but unused.
3. Association of Persons with Physical Disability International at Khu Khot Sub-district, Lam Luk Ka District, Pathum Thani Province: Donated 43 items of computers, electronic devices, and office equipment that were slightly damaged but repairable.
4. Support Project for the InnoFab Team from the Faculty of Engineering, Chiang Mai University, in the CYBATHLON 2024 competition.
5. JasTel “Food for Kids” Project at Don Thong Rat Wittaya School, Lopburi Province, on July 4, 2024: Provided food sponsorship for the entire semester, donated groundwater filtration systems, drinking water storage tanks, and provided a lunch event for students.





#### Goal 1

**No** complaints from the surrounding community

#### Result

Number of community complaints: **0 case(s)**



#### Goal 2

Community satisfaction with organized activities: **90%**

#### Result

Survey results from 2 surrounding communities: Pong Yo community satisfaction is **84.55%**

Sammaram community satisfaction is **94.5%**

### Operational Guidelines

The Company has established operational strategies that benefit society continuously, in alignment with the Sustainable Development Goals (SDGs), recognizing its responsibility and important role in supporting community and social development, the Company aims to enhance the quality of life of community members and strengthen communities by allocates an annual budget to continuously support various projects and activities, while also fostering awareness and encouraging employee participation.

In 2024, 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:

- The Risk Management and Sustainability Committee adopts the Company's sustainability management policies and goals regarding community and social care as guidelines for organizing various projects and activities, aiming to foster responsibility toward communities and continuous participation.
- 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.
- Survey community needs and assess the satisfaction of surrounding communities, to use the information for planning a development plan that meets expectations and efficiency continuously.
- Monitor the progress of surrounding community development through the community and social development plan quarterly continuously.



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



### JTS Internship 2024 Project

The Company extends opportunities to students interested in various academic fields 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 2024, our Company and its subsidiaries have provided opportunities for 14 students from over 12 institutions, both in Bangkok and other provinces, to join our practical training program. This includes students from Sripatum University, Chulalongkorn University, Bangkok University, Panyapiwat Institute of Management, Suranaree University of Technology, King Mongkut's Institute of Technology Ladkrabang, Kamphaeng Phet Rajabhat University, Khon Kaen 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 2024, In 2024, the company continuously implemented social and environmental initiatives for communities and society through the "JTS Care and Share" project and various collaborative projects under the operations of JTS, JasTel, and CCS as follows:

#### JTS Care and Share Project

JTS and CCS have jointly implemented activities under the "JTS Care and Share" project, which aims to reduce the amount of waste from the Company's operation by repurposing unused materials and equipment instead of discarding them. As part of this initiative, 131 items were donated to support community development and enhance their practical use to maximize their benefits. These resources were distributed to four vulnerable groups as follows:

**Ban Pong Yo School, Khao Khlung Sub-district, Ban Pong District, Ratchaburi Province, Thailand**





**The Center for Quality of Life Development and Career Promotion for the Elderly Project and Career Development based on the Sufficiency Economy Philosophy for Disability People Project Nong Lan Subdistrict Municipality, Tha Maka District, Kanchanaburi Province.**



**Association of Persons with Physical Disability International**

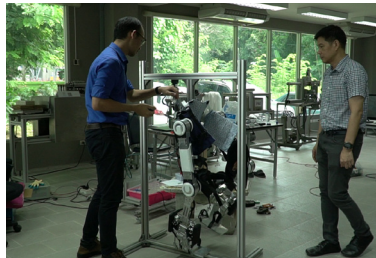




## Support for InnoFab Team

### from the Faculty of Engineering, Chiang Mai University

The support for InnoFab team from the faculty of Engineering, Chiang Mai University, in the CYBATHLON 2024 competition represents a significant contribution to a globally recognized stage dedicated to advancing technology for humanity. This competition is a crucial opportunity to showcase Thailand's engineering and innovation potential, with the primary objective of promoting the development of assistive devices and technologies for people with disabilities.



## “Food for Kids” Project

Under its subsidiary JasTel, the Company organized a social and environmental initiative through the “**Food for Kids, Full Stomach from Brothers and Sisters**” project. JasTel, together with employees, carried out a CSR activity to give back to society and the environment, provided food scholarships for an entire semester, donated a deep well water filter, water storage tanks, clothing, educational kits, and other essential items to students at Don Thong Rat Witthaya School, Moo 10, Pho Talat Kaeo Subdistrict, Tha Wung District, Lopburi Province.





## “Together to Help Flood Victims” Project

In addition to organizing activities for community and social development under Jasmine Technology Solution Public Company Limited and its subsidiaries, in 2024, the Company continued to support community and social development through collaboration with Jasmine Group and Mono Group in the “Together to Help Flood Victims” Project. Led by Company representatives and employees, the initiative provided support to flood victims by packing and delivering survival bags containing essential items such as rice, dry food, medicine, and necessary supplies, then delivered to help relieve the suffering of flood victims in various areas.



## Blood donation activity with the Thai Red Cross Society

The Company recognizes the importance of building a kind and caring society for a meaningful and valuable society. To support this, the Company in collaboration with Premium Asset Co., Ltd., a rental space provider, has opened office space in the building for healthy employees to create social value together with the Thai Red Cross Society.





## Sustainability Report Reader Poll

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

1. Please indicate which group you belong to

- |   |   |
|---|---|
| <input type="checkbox"/> Employees                  | <input type="checkbox"/> Business Partners                        |
| <input type="checkbox"/> Shareholders and Investors | <input type="checkbox"/> Government agencies and related agencies |
| <input type="checkbox"/> Customers                  | <input type="checkbox"/> Communities and Societies                |
| <input type="checkbox"/> Trade partners/ Creditors  |   |

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

- |   |   |
|---|---|
| <input type="checkbox"/> Annual shareholders' meeting | <input type="checkbox"/> Others, please specify ..... |
| <input type="checkbox"/> Company website              | .....   |
| <input type="checkbox"/> Company employees            | .....   |
| <input type="checkbox"/> Request from the company     |   |

3. Purpose of reading this Sustainability Report

- |  |   |
|--|---|
| <input type="checkbox"/> To find information for making investment decisions | <input type="checkbox"/> Others, please specify ..... |
| <input type="checkbox"/> For study and research                              | .....   |
| <input type="checkbox"/> To get to know the Company                          |   |

4. Please provide your opinion on the 2023 Sustainability Report

Opinions on the 2024 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?

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/> Complete   | <input type="checkbox"/> Others, please specify issues that should be include |
| <input type="checkbox"/> Incomplete | .....   |
|                                     | .....   |

6. Opinions and other suggestions

.....

.....

### Questionnaires can be sent in person or by post to

Compliance and Sustainability Department, Jasmine Technology Solution Public Company Limited, No. 200 Moo 4,  
9<sup>th</sup> Floor, Jasmine International Tower, Chaengwatana Road, Tambol Pakkret, Amphoe Pakkret, Nonthaburi 11120  
Tel: (+66) 0 2100 8234 E-mail: [esg\\_jts@jasmine.com](mailto: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.









## **Jasmine Technology Solution Public Company Limited**

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