

SUSTAINABILITY REPORT 2023

JMT Network Services Public Company Limited



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Message from the Chief Executive Officer on Sustainable Development

เป็นได้มากกว่าที่คุณคิด



JMT Network Services Public Company Limited (the Company) is committed to continuously developing its business while operating with good corporate governance, as well as managing to achieve sustainability in economic, social, and environmental aspects. Over the past 30 years of conducting business according to the principles of good governance, the Company has followed its vision to return quality debtors to the country's economic and financial systems.

For the year 2023, the Company has established a corporate sustainability development policy as a framework for management according to the Sustainable Development Goals (SDGs) as a guideline for conducting business based on responsibility towards the environment, society, and governance, taking into account all stakeholders such as shareholders, investors, partners, customers, and employees.

The Company's sustainability performance in the past year: JMT Network Services Public Company Limited received a certificate of recognition from the Low Emission Support Scheme for supporting greenhouse gas reduction activities, raising awareness within the organization about reducing greenhouse gas emissions through the SET's "Care the Whale" campaign. The Company also participated in the Stock Exchange of Thailand's greenhouse gas reduction alliance in collaboration with the Thailand Greenhouse Gas Management Organization (Public Organization) in the Climate Care Forum 2023: Time to reduce "Reduce for the World" under the "Climate Care Platform" collaboration to encourage all sectors to recognize the importance of, and act promptly in, reducing and managing resources wisely.

In addition, the Company was assessed for the quality of its annual general meeting (AGM) of shareholders of listed companies on the Stock Exchange of Thailand and received an "excellent" rating in the AGM Checklist evaluation results for 2023. The shareholders' meeting was conducted electronically through the AGM Voting Application developed by the group, which also contributed to reducing global warming by adopting the 6 Cares principles from the Stock Exchange of Thailand's Care The Bear project to measure and quantify the reduction of greenhouse gas emissions in a tangible manner.

For sustainable development in all dimensions, the Company places importance on good corporate governance and was evaluated for corporate governance in the Corporate Governance Report (CGR) survey of Thai listed companies, receiving a "good" rating from the Thai Institute of Directors Association (IOD). The Company's goal for 2024 is to strive for excellence in good corporate governance.

On behalf of the Chief Executive Officer of JMT Network Services Public Company Limited, I would like to thank the shareholders, customers, employees, partners, business allies, regulatory agencies, communities, and all stakeholders who have continuously supported the Company's operations. The Company remains committed to fostering business growth in alignment with the country's economic system to achieve the goal of sustainably returning quality debtors to the financial system.

Mr. Sutthirak Trichira-aporn

CEO

JMT Network Services Public Company Limited

ABOUT THIS REPORT



JMT Network Services | Sustainability Report 2023

JMT Network Services Public Company Limited has prepared its 2023 Sustainability Report to present the management approaches and performance outcomes on key sustainability issues to all stakeholders, covering economic, social, and environmental dimensions. This report has been prepared in accordance with the reporting standards of the Global Reporting Initiative and Sustainable Development Goals (SDGs). The scope of the report encompasses JMT Network Services Public Company Limited and its subsidiaries. The 2023 Sustainability Performance Report will be published in April 2024.

Reporting scope

- Reporting Period
January 1 - December 31, 2023
- Scope of disclosure

The JMT Group comprises JMT Network Services Public Company Limited and its subsidiaries that JMT controls through an equity stake of over 50%.

- Content scope

The report follows the results of the assessment of key sustainability topics (Material Topics) that align with JMT context and strategy, as well as the expectations of stakeholders throughout JMT value chain.

Report Certification

This report has not been externally audited. However, JMT Network Services has gathered information from sources that are verified for accuracy or from credible databases such as the Stock Exchange of Thailand website, as well as from departments and stakeholders involved.

Additionally, JMT Network Services reviews the content and scope of the report annually to ensure it aligns with current circumstances and contexts.

Reporting framework

JMT Network Services has prepared content and disclosed performance information that aligns with the United Nations Sustainable Development Goals (SDGs) across all key issues.

Contact

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Vision and Mission

ใจ
เป็นได้มากกว่าที่คุณคิด

jmt network services



“ **Covering all areas,
the number one debt management** ”



01

A leader in debt management based on good governance principles.

02

Committed to achieving excellence in debt management with modern technology, aiming to become a Digital AMC.

03

Upholds integrity, ethics, and operates according to good governance principles for shareholders, partners, customers, employees, and society.

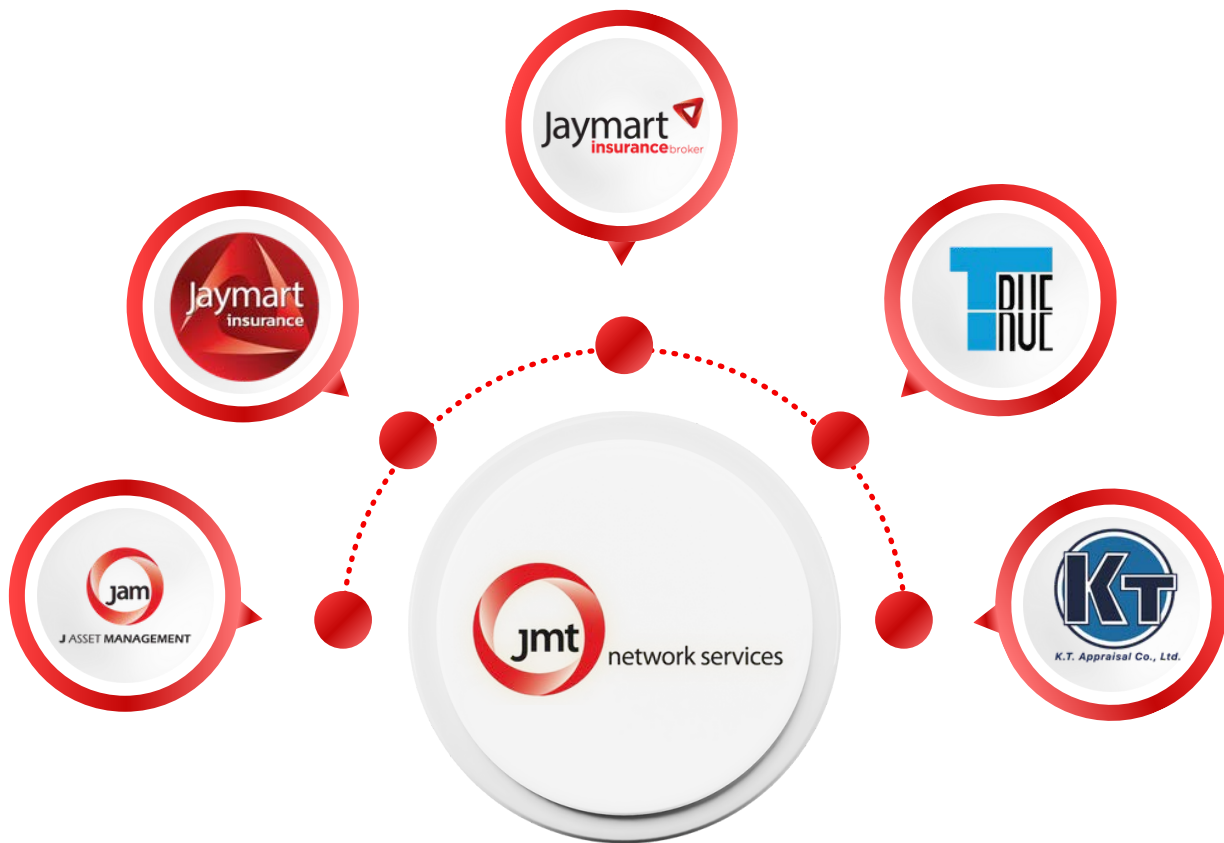
ABOUT US



JMT Network Services Public Company Limited (the Company) was established in 1994 with an initial paid-up capital of 5 million baht by the JayMart Group to conduct business in debt collection services, property seizure litigation, and enforcement across Thailand. The JayMart Group's experience and expertise stem from its operations in selling various brands of home appliances before entering the mobile phone sales business. Later in 2006, the company expanded its business into non-performing asset management and auto leasing businesses.

The Company converted to a public limited company on April 19, 2012, and was listed on the Stock Exchange of Thailand on November 27, 2012.

As of December 31, 2023, the Company had registered capital of 765,552,324 baht and paid-up capital of 729,869,781 baht, divided into 1,459,739,561 ordinary shares with a par value of 0.50 baht per share.



Head Office Location

JMT Network Services Public Company Limited
187 Floors 4-6, JayMart Building, Ramkhamhaeng Road, Rat Phatthana,
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Company Information



JMT Network Services Public Company Limited (the Company) was established in 1994 with an initial paid-up capital of 5 million baht by the Jay Mart Group to conduct business in debt collection services, asset discovery litigation, and enforcement across Thailand. The Jay Mart Group's experience and expertise stem from its operations in selling various brands of home appliances before entering the mobile phone sales business. Later in 2006, the company expanded its business into non-performing asset management and auto leasing businesses.

The Company converted to a public limited company on April 19, 2012, and was listed on the Stock Exchange of Thailand on November 27, 2012. Currently, the Company operates in four main business areas: debt collection services, non-performing asset management, insurance, and insurance brokerage.

1. Debt Collection Services

JMT Network Services provides services to clients, including financial institutions and various businesses, who wish the company to track and manage their debtors for repayment. The scope of the company's services includes debt collection and legal work such as litigation and asset discovery in cases. Debt collection and recovery involve three main steps

- Debt collection via telephone
- Debt collection through fieldwork
- Filing lawsuits to enforce debt repayment

2. Non-Performing Asset Management

The Company operates a non-performing asset management business by purchasing non-performing loans from financial institutions or other companies that generally have a policy of selling non-performing loans. Financial institutions typically use a bidding method to sell debt, and prior to bidding, JMT Network Services' team studies the non-performing loans up for auction, such as debt types and delinquency periods, to analyze and propose a purchase bid. The bid is set as a ratio of the full debt amount and/or an agreed monetary amount, depending on the seller's requirements.

If the Company wins the auction, it will inspect the details of the debt, such as loan agreements, loan age, and debtor information, to finalize the list of all debtors to be transferred. The Company will then proceed with the debt transfer, recording it as an asset - investment in debtors, and begin the debt collection process to achieve the Company's set targets.

3. Insurance Brokerage Business

The Company provides services as an insurance broker for various types of non-life insurance. The revenue structure comes from commission income based on customers' insurance premiums, making it a business with no risk of product depreciation since it doesn't require stock of products or policies to be held by the Company. The Company simply acts as an intermediary facilitating insurance arrangements between customers and insurance companies.

4. Insurance Business

The Company and its subsidiaries aim to expand their insurance business by focusing on increasing the use of technology in underwriting, as well as increasing the proportion of the insurance customer group or adding insurance plans with acceptable loss rates. This is all done while generating returns for shareholders. The Company aims to increase the proportion of non-auto insurance underwriting and distribute insurance through the Company's group.

The Company's products are divided into two categories: auto insurance and non-auto insurance. The product listings for each category are as follows :

- Auto Insurance
 - Compulsory Auto Insurance
 - Voluntary Auto Insurance including
 - Type 1 Insurance with contracted repair shops and authorized service centers
 - Type 2 Insurance
 - Type 3 Insurance
 - Type 5 Insurance, which includes Type 2+ and 3+
- Non-Auto Insurance
 - For example, fire insurance, marine and land transport insurance, carrier liability insurance, miscellaneous insurance, and other related services such as vehicle inspection services before insurance, accident inspection services, risk surveying services, and emergency assistance services.

JMT Network Services Business Overview



Highlights of the Company's Performance for 2023: *"Achieved record-breaking profit targets consistently."*

- In the fourth quarter of 2023, the Company had a net profit of 540 million baht, and for the full year 2023, the net profit was 2,011 million baht, an increase of 15.2% from the previous year.
- In 2023, the Company made its largest debt purchases in its history, acquiring a total of 7,311 million baht in non-performing loans. Most of the debt, over 99%, consisted of unsecured debt. The Company will begin collecting cash flows from these debts upon purchase and continue this process into the future.
- In 2023, the Company collected cash flows totaling 5,778 million baht. Including the cash flows from the joint venture JK AMC, the total cash flows collected amounted to 8,710 million baht, an increase of 37% compared to the previous year. The Company considers the joint venture AMC with Kasikorn Bank to have brought significant benefits to both parties involved.

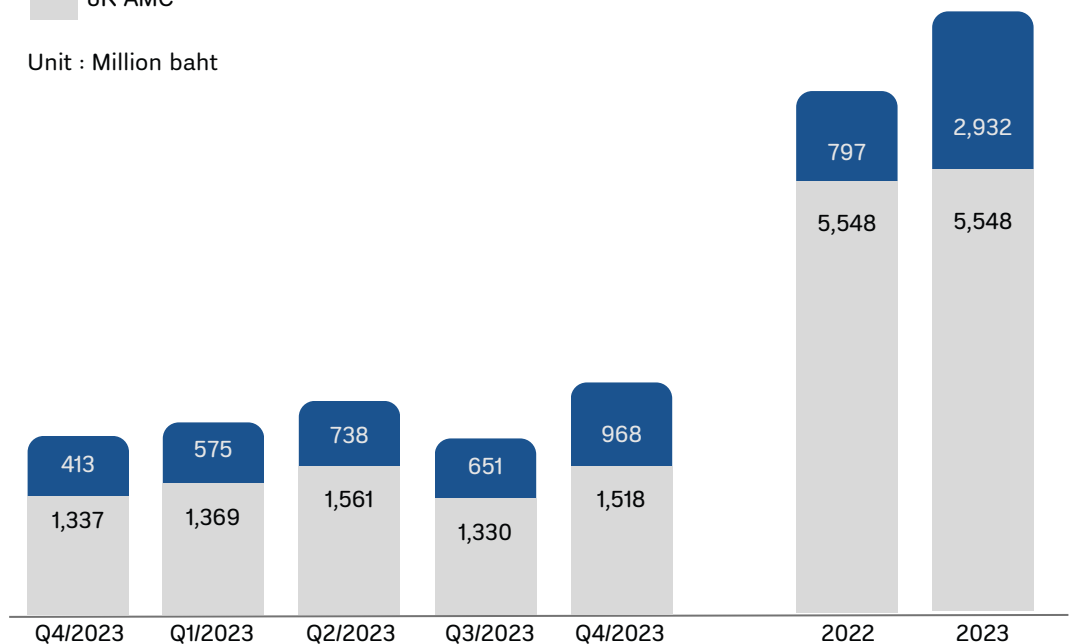
2,011 million baht

Net operating profit for 2023

Overview of cash flow collection



Unit : Million baht



“The growth of JMT comes from both the Company's own operations and the collaborative efforts of its joint ventures. Management is done holistically, utilizing available resources to maximize returns for the entire group in the long run.”

Summary of Sustainability Performance

Environmental Dimension

Total Greenhouse Gas Emissions (Scope 1 - 3)

- 749.29 tons of carbon dioxide equivalent at the headquarters.

Energy Consumption

- Total electricity purchased from external sources : 778.77 MWh
- Fuel consumption : 966.77 MWh
- Total energy consumption : 1,745.54 MWh
- Average total energy consumption per total employee count in 2023 shows a decrease in energy consumption compared to the base year of 2022 per total employee count.

Water Consumption

- Total Water Consumption : 12,080.97 cubic meters, an increase of 23.24% from the base year of 2022.

Paper Usage

- Total paper usage: 61,279.90 kilograms

Sustainable Waste Management

- The total amount of waste generated from the Company's operations and waste segregation is 49,912.70 kilograms. This helped reduce a total of 17,042.26 kilograms of carbon dioxide emissions, equivalent to planting 1,894 ten-year-old trees. The waste can be classified as follows:
 - 1.Total amount of segregated plastic waste for recycling: 828.30 kilograms, which helped reduce 2,707.93 kilograms of carbon dioxide emissions, equivalent to planting 300 ten-year-old trees.
 - 2.Total amount of segregated paper: 6,139.40 kilograms, which helped reduce 14,321.82 kilograms of carbon dioxide emissions, equivalent to planting 1,591 ten-year-old trees.
 - 3.Total amount of segregated aluminum cans: 4 kilograms, which helped reduce 12.50 kilograms of carbon dioxide emissions, equivalent to planting 1 ten-year-old tree.

Social Dimension

0

Work-related
employee injuries /
deaths

32

Average training
hours per person

0

Number of disputes
with the community /
society

Governance Dimension

- Updated the good corporate governance policy to be current.
- The CGR evaluation was in the 'good' range.
- Updated the anti-fraud and anti-corruption policy and organized activities to declare the intention to combat fraud and annual employee training.



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JMT Network Services Public Company Limited is committed to achieving long-term growth and delivering higher sustainable returns to shareholders through its operations, subsidiaries, and investments. The Company operates in core businesses, including debt collection services, non-performing asset management, insurance business, and insurance brokerage business, following the principles of sustainability in three areas: environmental, social, and governance.

The Company aims to achieve the Sustainable Development Goals set during the 70th session of the United Nations General Assembly on September 25, 2015, at the United Nations Headquarters. The United Nations and its 193 member countries signed the 2030 Agenda for Sustainable Development, which provides a global framework for achieving sustainable social, economic, and environmental development without leaving anyone behind by 2030. This agenda outlines the Sustainable Development Goals (SDGs) as a guideline for each country to work together.

The Company values and recognizes the importance of sustainable development and encourages its invested companies to utilize technology to improve the quality of life for communities, society, and the environment. The Company also promotes its invested companies to strive for excellence in sustainable management practices. Additionally, the Company is committed to fostering the sustainability of the organization for all stakeholder groups such as shareholders, employees, partners, and regulatory bodies, aiming to create long-term mutual benefits.



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Auction of NPLs and NPAs

- Study non-performing debt information for auction to analyze and propose a purchase bid.
- Transparent procurement process, free from fraud and corruption.

Management of NPLs and NPAs

- Negotiate and restructure debt fairly for each customer with flexible terms to avoid legal action, allowing small debtors to retain their primary collateral such as residence or farmland and large debtors to continue their business operations.
- Reasonably assess the value of non-performing assets (NPA) to create opportunities for customers or low-income individuals to more easily become homeowners.

Back office and operations

- Digital transformation reduces work processes and resource usage.
- Smart office reduces energy consumption.

Debt collection and sales NPAs

- Developed a debt repayment channel in collaboration with the National Credit Bureau (NCB) to assist society by enabling customers to restructure debt and improve their credit through the Jaii Dee application.
- Developed a sales channel for non-performing assets along with financial tools to help customers calculate key financial information through the JJ Property Thai website.

Responsible after - sale service

- Monitor and measure customer satisfaction to improve and enhance services.
- Contact channel / accessible complaint

Key Strategies for Driving the Company's Sustainability



Sustainability Framework

The company has established the "Sustainability Management Framework" for use as a framework for achieving organizational sustainability in economic, social, and environmental aspects. Focusing on company growth through social responsibility and the environment. Under good corporate governance (Governance), doing business with ethics and morals (Ethics & Integrity), following with rules and regulations (Compliance), and effective risk management (Risk Management) for living. Together between industry and society in a balanced and qualitative manner. As well as being able to meet the Sustainable Development Goals (SDGs) of the United Nations and create sustainable value for all stakeholders.

In addition to the company's sustainability policies and operating frameworks, the company follows the concepts of the circular economy (Circular Economy), which focuses on resource efficiency. And other standard criteria to be used as a guideline for sustainable development, such as the sustainability evaluation criteria of the Stock Exchange of Thailand, so that the company can enhance all elements of its sustainability operations.

Key Strategies for Driving the Company's Sustainability

By incorporating the concept of sustainable development into the company's business plans. As a result, the company's business approach has shifted toward sustainable management. To better meet stakeholder needs and deal with significant global trends and emerging risks. It also strives to be an ideal organization providing opportunities and advantages to all groups of stakeholders. Establish a commercial and social economy that will allow the company to expand while preserving positive relationships with the local community. Based on awareness of natural resources and the environment, the Company has devised the following key strategies for conducting sustainable business:

JMT Sustainability Development Strategy and Framework

Strategy 1

Develop a sustainable organization to support the economy and friendly to the environment

Strategy 2

Create a secure and sustainable society that recognizes the value of environmental resources.

Strategy 3

Provide opportunity for stakeholders.

Strategy 4

Create a good society for all.

Target

1. Become a carbon neutral company by 2040.
2. Reduce the rate of greenhouse gas emissions per year. Continuously 10% within 2030 from the base year 2022, operational guidelines

Operational guidelines

1. Improve the ability to cope with climate change. Reduce greenhouse gas emissions while increasing carbon absorption through a variety of actions.

Target

1. The work-related injury rate up to lost time is zero (Zero LTIFR).
2. Do not breach any environmental laws.
3. Zero Waste to Land Fill
4. 100% of partners and new partners Sustainability risks must be assessed.

Operational guidelines

1. Promote the safety of life and property for all essential stakeholders participating in the supply chain.
2. Utilize innovation and circular economy principles to manage resources and waste more efficiently.
3. Prevent and reduce negative impacts caused by the company's and its partners' operations.
4. Protect and restore natural resources both within and outside of the company.
5. Transparently disclose information on natural resource and environmental management practices.

Target

1. There are no violations of human rights. Significant in all operational activities throughout the value chain.
2. Employees' average training hours are at least 6 hours each year.

Operational guidelines

1. Conduct extensive human risk assessments (Human Right Diligence) throughout the supply chain.
2. Develop personnel's knowledge and social skills. This includes fostering career growth.

Target


1. There is no corruption. (Zero Tolerance for Corruption).
2. Respond to 100% of complaints within the stated time period.
3. Engage with communities within a 10-kilometer radius of the head office. For community and social development operations of the company.

Operational guidelines

1. Manage the business efficiently, morally, ethically, and fairly.
2. Provide complaint channels and methods to ensure effective complaint management.
3. Encourage equitable and fair involvement by all major stakeholder groups. By resolving numerous issues By considering the mutual benefits
4. Promote projects and activities that include collaboration between stakeholders. To cooperatively enhance nearby communities and society as a whole, resulting in improved quality.

Stakeholder Engagement



Stakeholder Groups	Expectation	Meeting Expectations	Communication Channels
Shareholders investors 	/ <ul style="list-style-type: none"> Business growth of invested companies. Ensuring stability for shareholders. Awareness of sustainability in governance, social, and environmental aspects. 	<ul style="list-style-type: none"> Review the Company's strategies and goals to generate sustainable returns. Regularly analyze the performance and plan strategies for potential investments. Consider communication methods to help investors and shareholders understand various issues and the Company's management practices. Invite shareholders to attend the annual general meeting and encourage them to submit questions and comments during the meeting. Organize three meetings with shareholders, investors, and analysts, both domestic and international, to discuss challenges, issues, and other inquiries. Publish information related to performance and invested companies on the Company's website and Facebook page. 	<ul style="list-style-type: none"> Annual General Meeting of Shareholders. Group Company Analysts and Investors Meeting. Opportunity Day by the Stock Exchange of Thailand. Digital Roadshow by the Stock Exchange of Thailand. Company website / Stock Exchange of Thailand website. Private and group meetings with investors online.
Employees 	<ul style="list-style-type: none"> Opportunities and career advancement. Receiving fair compensation and treatment. Performance evaluation systems and feedback provision. Fostering innovation and developing human capital. Work environment, mental health, and well-being at work. Conducting business with integrity, ethics, and accountability according to good governance principles. Building engagement and involvement in leading the organization towards a shared vision. 	<ul style="list-style-type: none"> Conduct training courses to enhance employee performance and the Company's goals. Develop individual employee potential plans, averaging per person per year, to cultivate skills, knowledge, and expertise to prepare employees in line with the Company's growth. Review employee compensation to align with performance and maintain competitiveness with other companies in the same industry to establish fair and motivating compensation. Review long-term compensation management for senior executives to remain competitive. Organize activities or programs to promote well-being at work. Host engagement activities in line with the Company's values. Provide training/testing on technology and digital knowledge. 	<ul style="list-style-type: none"> Sending emails / HR Home to communicate with employees. Employee Engagement Survey Feedback and Dialog Session Conducting an annual digital readiness assessment Establishing a company welfare committee Organizing monthly knowledge sharing sessions Conducting an annual code of conduct assessment Organizing activities in line with the Company's values
Associates / Subsidiaries 	<ul style="list-style-type: none"> Business management that invests in reputation and corporate image. Fosters business cooperation according to the principles of good governance, and emphasizes trust and safety in joint business operations. 	<ul style="list-style-type: none"> Emphasize working together (synergy) to build good relationships with co-investors. 	<ul style="list-style-type: none"> Monthly / quarterly meeting. Social gathering. Shareholders' meeting.
Financial institution clients 	<ul style="list-style-type: none"> Conducting business fairly. Achieving operational goals. 	<ul style="list-style-type: none"> Build trust with customers. Have a clear operational plan. 	<ul style="list-style-type: none"> Attending a meeting Financial performance report.

Stakeholder Engagement



Stakeholder Groups	Expectation	Meeting Expectations	Communication Channels
Customer 	<ul style="list-style-type: none"> Received good service. Received financial assistance. Have convenience in communication. 	<ul style="list-style-type: none"> Train employees to provide good service. Have measures for providing assistance. Develop systems for communicating with customers. 	<ul style="list-style-type: none"> Application Jaii-Dee. Company website / Telephone / Email
Business partner 	<ul style="list-style-type: none"> Conducting business fairly. Anti-bribery and anti-corruption. 	<ul style="list-style-type: none"> Build trust with business partners. Communicate the anti-bribery and anti-corruption policy. 	<ul style="list-style-type: none"> Attending a meeting. Company website / Telephone / Email
Financial institution 	<ul style="list-style-type: none"> Performance of business growth and company direction. Good corporate governance. 	<ul style="list-style-type: none"> Hold an executive meet-and-greet to discuss and provide information to financial institutions. Invite financial institutions to attend the meeting of analysts and institutional investors. 	<ul style="list-style-type: none"> Showcase company information through the website. Hold online meetings with analysts and investors. Hold meetings to provide information to financial institutions both domestically and internationally (senior management)
Government agencies / Regulatory agencies 	<ul style="list-style-type: none"> Compliance with relevant laws, regulations, and rules. Adherence to the principles of good governance. Anti-bribery and anti-corruption. 	<ul style="list-style-type: none"> Strictly comply with relevant laws, regulations, and rules Apply the principles of good corporate governance in the organization and disclose them in the annual report and on the company website. Communicate with employees to increase their knowledge and understanding of anti-bribery and anti-corruption in order for them to follow the company's anti-bribery and anti-corruption policy. 	<ul style="list-style-type: none"> Annual report Meeting / Discussion Attend a seminar
Community / Society 	<ul style="list-style-type: none"> Receiving cooperation or support for various activities. Participating in the development of the community and the environment. 	<ul style="list-style-type: none"> Collaborate with and support various community activities. Initiate projects to promote community development and environmental protection. 	<ul style="list-style-type: none"> Community engagement / Activities Company website / social media

Key Topics in Sustainable Development

JMT Network Services adheres to conducting business responsibly by creating shared value that benefits all stakeholder groups. Thus, it conducts an annual sustainability assessment to ensure alignment with the assessment framework under the United Nations Sustainable Development Goals, covering three dimensions: environment, society, and governance. To achieve these goals according to the aforementioned intent, the company has established a comprehensive sustainability policy encompassing economic, environmental, social, and good corporate governance dimensions.

The company has established a framework for human resource development as a key driver of business alignment with established strategies, as well as adaptations to prepare for the digital transformation era and the conservation of natural resources. This is to ensure that the company meets stakeholder expectations and achieves its goal of sustainable business growth.



The Process of Identifying Key Topics in Sustainable Development in 2023

1. Understand the organization's context

The company has conducted a study and gathered as well as reviewed current information both internally and externally that aligns with the context of the company's business operations. This encompasses a reflection of the various impacts from the company's operations, as well as expectations and concerns from the company's stakeholders. This is done to identify the comprehensive sustainability issues for the year 2023 across economic, environmental, and human rights dimensions.

2. Identify actual and potential impacts

The company's management, executives, and related departments have identified actual and potential impacts, both positive and negative, across all dimensions, including the supply chain, in accordance with comprehensive business due diligence principles. This process leads to the identification of sustainability issues related to the company's business operations.

3. Analysis of important impacts

The company assesses significant impacts from its business operations on all stakeholder groups through a prioritization process. There are two key criteria for impact assessment: 1) Severity of impact and 2) Likelihood of impact. This assessment leads to the identification of material sustainability topics related to the organization's context.

4. Prioritize the significant impacts

The company presents sustainability topics to the senior management team for consideration and review in order to identify topics that align with the company's business operations. This includes the impacts the organization generates in business processes and across the supply chain, as well as the effects on all stakeholder.

Summary of Key Topics in Sustainable Development for 2023



In 2023, the senior management team reviewed and identified 13 topics for the company, covering the economic, environmental, and social and human rights dimensions. These topics were presented to the board of directors for acknowledgment, with the details as follows.

Economic Dimension



1.The company's economic performance.



2. Risk management.



3.Anti-corruption



4.Supply chain management.

Environmental Dimension



5.Resource management, such as water and paper.



6. Energy management.



7.Waste management.



8.Greenhouse gas management.

Social and Human Rights Dimension



9.Capability development.



10.Human resource management and fair labor practices.



11.Promoting diversity and equality.



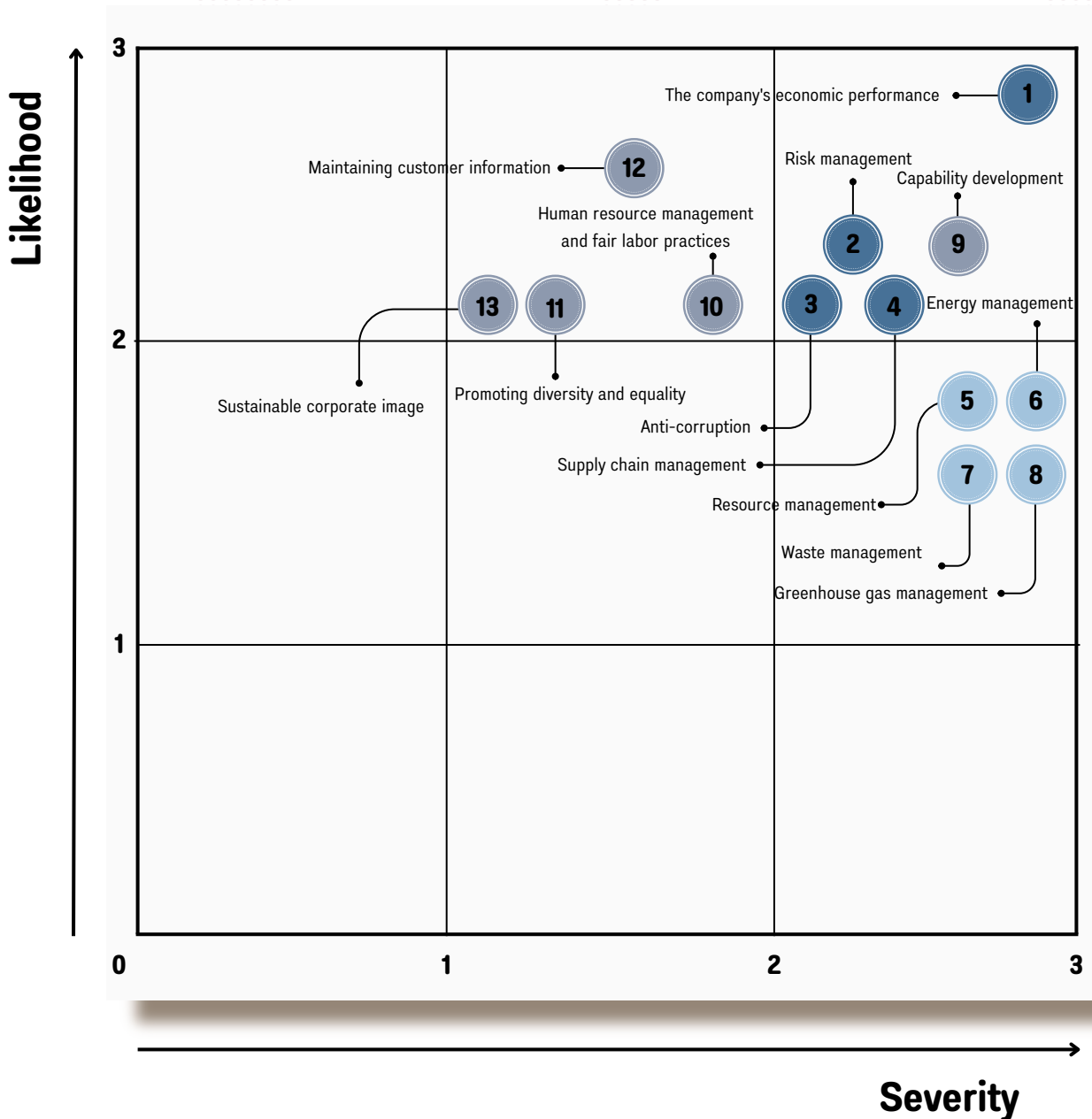
12.Maintaining customer information



13.Sustainable corporate image.

Prioritization of Key Topics.

JMT Network Services conducts a prioritization process for key topics by assessing significant impacts on the company across economic, environmental, social, and human rights dimensions. This includes key topics that affect all stakeholders. The company prioritizes these topics based on their impact on the company's operations and stakeholders, as follows:











Reviewing Key Issues

Once the working group has completed prioritizing key issues based on their impact on stakeholders, the group conducts a review of the issues to gain additional perspectives, including feedback, and to mitigate both positive and negative impacts. The working group prepares a report and presents it to the company's board of directors for acknowledgment, review, and approval of the content for the 2023 annual sustainability report. The report will then be published on the company's website and other media platforms.





Analysis of key topics

Economic Dimension

No.	Key Sustainability Topics	Definition	Positive / Negative Impact	Stakeholders
1	<p>The company's economic performance.</p> 	<p>Conducting business with systems and processes according to business operations to ensure the company can manage performance and run its business according to targets in order to appropriately meet stakeholder needs and effectively achieve the company's economic goals.</p>	<ul style="list-style-type: none"> These are fundamental issues that the company must address. Which may impact the company's image and stakeholders' confidence in investing, partnering in business, and using its services. 	<ul style="list-style-type: none"> Country Shareholders Business partner Employees
2	<p>Risk management</p>  	<p>Mechanisms for risk management, crisis management, and operations under abnormal circumstances, including preparedness for handling situations, enable the business to navigate various situations effectively.</p>	<ul style="list-style-type: none"> These are fundamental issues that the company must address. Which may impact the company's image and stakeholders' confidence in investing, partnering in business, and using its services. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society /Community Customers Employees
3	<p>Anti-corruption</p>  	<p>Operating with transparent systems and processes, and practicing good governance to ensure the company can oversee and manage its business effectively to appropriately meet stakeholders' needs and adhere to relevant regulations, laws, and standards across economic, social, and environmental dimensions.</p>	<ul style="list-style-type: none"> These are fundamental issues that the company must address. Which may impact the company's image and stakeholders' confidence in investing, partnering in business, and using its services. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society /Community Customers Employees
4	<p>Supply chain management</p>   	<p>Supply chain management through processes and procedures for selecting fair trading partners, monitoring and assessing the risks of trading partners, and establishing measures to mitigate potential risks in the supply chain. This enables trading partners to effectively deliver responsibility throughout the supply chain, both in normal and unforeseen situations, while also encouraging partners to operate sustainably in terms of economics, society, and the environment.</p>	<ul style="list-style-type: none"> The role of leading efforts to drive sustainability within the supply chain, in collaboration with the public and private sectors. Promoting the development of business partners' capabilities in terms of quality, service, and sustainability. Ensuring that the operations of business partners do not negatively impact communities and society. Encouraging transparency in business partner management. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society /Community Customers Employees






Analysis of Key Topics

Environmental dimension

No.	Key Sustainability Topics	Definition	Positive / Negative Impact	Stakeholders
5	Resource management 	Establishing an environmental policy and organizing systematic, efficient, and standardized environmental operations also includes processes for preventing impacts and rehabilitating in the event of impacts, such as controlling the release of pollutants into the environment, including water and air pollution. Additionally, it involves carrying out the preservation of biodiversity, especially in transportation and service provision. It also encompasses efforts to reduce food loss and food waste from operations.	<ul style="list-style-type: none"> Reducing environmental impacts from business operations on both internal and external stakeholders. Opportunities to seek technologies for efficient environmental management, while also reducing resource loss. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society Community Customers Employees
6	Energy management 	The Company takes responsibility for climate change arising from its operations throughout its business and supply chain, both directly and indirectly. This includes assessing risks and opportunities, as well as planning to effectively manage climate change in both physical and transformational aspects, which may impact the company. Additionally, the Company participates in and supports efforts to achieve climate change goals at both national and international levels.	<ul style="list-style-type: none"> Opportunities to seek technologies for efficient environmental management, while also reducing resource loss. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society Community Customers Employees
7	Waste management 	The operation of business according to circular economy principles creates value for stakeholders by emphasizing the choice of materials to achieve maximum resource efficiency throughout the supply chain and leads to sustainable consumption without waste and pollution throughout the entire process of goods and services.	<ul style="list-style-type: none"> Collaborating with customers leads to effective waste management. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society Community Customers Employees
8	Greenhouse gas management 	Responsibility for addressing climate change resulting from the company's operations throughout its business activities and supply chain, both directly and indirectly, including assessing risks and opportunities, as well as effectively planning for climate change adaptation in both physical and transitional aspects that may impact the company. Including, participating in initiatives to support the achievement of climate change goals at both the national and international levels.	<ul style="list-style-type: none"> Participating in promoting and strengthening collaboration on Net Zero initiatives and responding to national and international climate change goals. Developing collaborative approaches with partners to work towards Net Zero goals. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society Community Customers Employees

Analysis of Key Topics

Social and Human Rights Dimensions

No.	Key Sustainability Issues	Definition	Positive / Negative Impact	Stakeholders
9	<p>Capability development</p> 	<p>The development of human resources in line with business strategies and enhancing work efficiency through various employee development programs, such as internal and external training, as well as having a system to track and evaluate development progress. Additionally, it includes initiatives to retain employees and reduce turnover rates by fostering engagement, providing career advancement and stability, and offering appropriate benefits and compensation that promote the health and well-being of employees.</p>	<ul style="list-style-type: none"> Improving employees' quality of life. Career advancement and job stability. Retaining talented personnel to drive organizational development. 	<ul style="list-style-type: none"> Employees
10	<p>Human resource management and fair labor practices</p> 	<p>Respecting labor rights and adhering to international human rights principles, as well as establishing policies and conducting business operations committed to respecting and protecting human rights, while avoiding causing adverse human rights impacts through business activities. This also includes considering the labor rights that the organization's employees should appropriately receive, such as wages and salaries.</p>	<ul style="list-style-type: none"> Human rights violations of stakeholders in the supply chain impact the trust and reputation of the company among its stakeholders. 	<ul style="list-style-type: none"> Business partner Society /Community Customers Employees
11	<p>Promoting diversity and equality</p> 	<p>Strengthening diversity and equality by creating a work environment and organizational culture that fosters a sense of belonging, acceptance of diversity, mutual respect, and non-discrimination due to differences in age, gender, sexual orientation, religion, disability, education, and nationality.</p>	<ul style="list-style-type: none"> Promoting equality in society through the company's operational processes. 	<ul style="list-style-type: none"> Business partner Society /Community Customers Employees
12	<p>Maintaining customer information</p> 	<p>Ensuring data security by establishing systems to prevent data security and/or cybersecurity incidents, as well as responding to and managing serious data security incidents (such as the theft of sensitive organizational data through cyber means) appropriately. Additionally, placing importance on data privacy and building confidence in the protection of personal data for both internal and external stakeholders.</p>	<ul style="list-style-type: none"> The impact of information leakage on stakeholders. Stakeholders' confidence in the organization. Opportunities arise to improve data security systems. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society /Community Customers Employees
13	<p>Sustainable corporate image</p> 	<p>Conducting business in accordance with the organization's vision and mission to build a sustainable corporate image through ethical operations that are recognized by the community and society. This includes responding to stakeholder expectations by focusing on fostering partnerships with various sectors and promoting income distribution to local areas to ensure the company can grow sustainably alongside the community.</p>	<ul style="list-style-type: none"> Stakeholder confidence. Collaboration on various projects with internal and external stakeholders. A positive image affects shareholders and stakeholders. 	<ul style="list-style-type: none"> Country Shareholders Business partner Society /Community Customers Employees



Environmental



JMT Network Services | Sustainability Report 2023



JMT Network Services has established a policy focused on ensuring the company's business operations can harmoniously coexist with the community and the environment, adhering to a sustainable way of living. The company provides customers with the highest quality services while demonstrating a steadfast commitment to environmental preservation through practices that promote energy conservation and biodiversity management. The company places great importance on environmental management and resource conservation, consistently striving for sustainable business development. This includes adopting effective environmental management practices and systems, raising employee awareness of environmental preservation, starting with personal responsibility and extending to broader environmental accountability.

The company also emphasizes environmental preservation in the areas where it operates, complying with relevant regulations and adhering to the principles of good corporate governance. The company takes action in various areas to achieve these goals:

Environmental Responsibility Policy:

<https://www.jmtnetwork.co.th/storage/document/cg/environmental-policy-th.pdf>



SCAN HERE

1.Compliance with Environmental Regulations

- The company will adhere to applicable environmental laws and standards.

2.Investment

- The company prioritizes investment in environmental protection and considers environmental dimensions as part of the investment decision-making process.

3.Pollution prevention and resource use reduction

- The company will prevent pollution resulting from its activities and products that impact the environment.
- The company will manage its energy and utility consumption (electricity, water) to achieve reduced usage and efficient use of limited resources.

4.Communication and Environmental Awareness

- The company promotes employee awareness of environmental responsibility.
- The company communicates its policies and practices according to policy to all relevant parties within and outside the organization.

The number of cases or incidents involving violations of laws or environmental impacts.





Globally, we are facing a crisis of excessive use of natural resources, leading to energy shortages. This crisis is due to various factors, including disruptions in production processes, severe weather conditions, and increasing energy consumption demands, causing insufficient energy supplies and resulting in power outages in many areas worldwide. There is also pollution resulting from the exploration, production, and use of energy, which contributes to climate change problems. The subsequent impact on the economy is significant. According to the Global Climate Risk Index 2021, Thailand is ranked as the 9th most vulnerable country out of 180 countries in terms of potential impacts from a changing world.

The use of energy in operations is a significant part of the impact that affects climate change. JMT Network Services is committed to conducting business with quality while preserving the environment through energy conservation efforts. The company plans and develops guidelines for operations, sets environmental and energy conservation targets, and implements various activities and projects to demonstrate the importance of energy conservation within the company. The use of energy in the company's business operations, if there were a shortage of electricity, would impact computer systems and office equipment that require electricity, potentially disrupting business operations. Additionally, the company's use of paper indirectly affects the reduction of forest resources, which play a crucial role in absorbing greenhouse gases.

The company is committed to managing and using energy efficiently to mitigate potential impacts of the energy crisis. This includes reducing reliance on used-up energy sources and decreasing the use of energy purchased from external providers. The company is also participating in achieving the goals of the United Nations Framework Convention on Climate Change (UNFCCC) related to global climate crisis management. To this end, various projects have been initiated, such as increasing the rate of renewable energy use (solar energy) to replace fossil fuel consumption. Energy conservation projects aim for maximum benefit by controlling energy use for optimal efficiency. Additionally, the company aims to reduce the use of equipment or tools that create pollution or consume excessive energy to minimize the environmental impacts associated with the company's energy use.

Goals

Short-term : By 2025, maintain a 10% reduction in fossil energy use compared to the 2022 baseline.

Long-term : By 2030, maintain a 10% reduction in fossil energy use compared to the 2022 baseline.

Key Operations 2023



Campaign to Promote Responsible Energy Use

The company has a policy to promote the reduction of energy consumption by encouraging employees to participate in reducing energy use in their work processes and to establish consistent habits. This includes turning off air conditioning and lighting during lunchtime breaks or when not in use to reduce hours of electricity and air conditioning use, as well as unplugging electrical outlets or office equipment during long holidays. Regularly checking and cleaning office electrical appliances to ensure efficient performance is also part of the campaign. Additionally, planning travel to optimize fuel use is encouraged.

The company has conducted activities to promote energy conservation to reduce energy use by motivating employees to engage in reducing energy use in their own work processes through various company communication channels such as:

- Turning off lights and unplugging equipment after use.
- Using energy-efficient light bulbs.
- Raising awareness about reducing energy use and consumption of materials to combat global warming and conserve resources.
- Posting signs encouraging employees to use water and energy efficiently.
- Holding meetings via teleconference to replace travel for in-person meetings.

Replacement of Air Conditioning Units in the Headquarters Building

In 2023, air conditioning units in the headquarters building were replaced due to the deterioration of the existing units over time, which resulted in high maintenance costs and substantial electricity consumption. As a result, a total of 187 air conditioning units were replaced in the headquarters building. The new units were equipped with controls for regulating the flow of refrigerant in the indoor units, allowing for precise temperature control and electricity savings of up to 40% compared to other air conditioning systems. This change significantly improved energy efficiency.

Replacement of PC Desktops with Laptops

The company has transitioned from using desktop computers (PC) to portable laptops, which consume less power. While PCs typically consume around 300-800 watts per unit, laptops use approximately 100-300 watts per unit. At the headquarters of JMT, 369 laptops were introduced to replace desktop computers. This switch resulted in an estimated energy saving of approximately 215,496 kWh per year and a reduction in carbon footprint of around 107,726.45 kgCO₂eq.

Energy Consumption of JMT Network Services Headquarters (Data as of December 31, 2023)

Total energy consumption	Units	2023	2022	2021
Total energy usage	Megawatt-hours	1,745.54	1,405.95	1,253.09
	Terajoules	6.28	5.06	4.51
Fuel usage	Megawatt-hours	966.77	717.84	537.08
	Terajoules	3.48	2.58	1.93
Electricity purchased from external sources	Megawatt-hours	778.77	688.11	716.01
	Terajoules	2.80	2.48	2.58
Average electricity purchased from external sources per total employee count	Megawatt-hours	0.36	0.36	0.43
	Employee count	2,137	1,902	1,684

*Although JMT Network Services Company has increase in the number of employees, the average use of electricity purchased from external sources per total employee in 2023 has decreased compared to 2021 and the base year of 2022.

JMT Network Services | Sustainability Report 2023

Given the severe situation of climate change affecting the diversity of life on Earth, JMT Network Services acknowledges the significant impact that the company's operations, activities, and value chain, such as transportation and the extraction of natural water and energy resources, may have on the environment and biodiversity. As a result, the company has established a biodiversity policy, approved by the board of directors, that is committed to minimizing the impact of business operations on biodiversity.

This includes monitoring and controlling ecological risks that may arise from the company's operations through the implementation of the biodiversity mitigation hierarchy, including avoidance, reduction, restoration, and offsetting measures. This approach ensures that the company's business activities contribute positively to the ecosystem or, at the very least, do not result in a net loss of biodiversity (No Net Loss - NNL) or a net loss of forest area (No Net Deforestation).

In its current operations, the company is focused on managing biodiversity in the areas where it conducts business in accordance with applicable laws and regulations, and avoiding negative impacts from the company's operations. Additionally, the company has established a policy to avoid conducting business or developing projects located in conservation areas or areas that may impact biodiversity. These include UNESCO World Heritage sites, areas protected under the International Union for Conservation of Nature (IUCN) Categories I-IV, and areas protected by local laws. The company also has mechanisms in place to address complaints and gives importance to listening to the voices of the community and stakeholders according to human rights principles related to biodiversity conservation and those directly affected by the company's activities.

Biodiversity Policy :

<https://www.jmtnetwork.co.th/storage/document/cg/biodiversity-policy-th.pdf>



SCAN HERE

Scan to review the
Biodiversity Policy.



Water resources are extremely important for human survival and the economic development of a country, as they play a crucial role in agriculture, industry, recreation, and other human activities. Today, the increasing severity of climate change has affected the quantity and quality of water resources due to several factors such as natural water shortages causing irregular rainfall, leading to issues of water scarcity (droughts), flooding, and inefficient water management or insufficient infrastructure for water allocation. Consequently, water resource management is a challenge for utility providers to ensure an adequate supply of water for business operations while not violating the rights of individuals, legal entities, or other stakeholders in terms of sharing water resources. JMT Network Services thus places importance on enhancing efficiency in water management, securing alternative water sources, and treating wastewater before discharge to create sustainable economic growth and minimize impacts on communities, society, and the environment.

JMT Network Services, as a leader in debt collection and management in Thailand, does not use water directly for its business operations. However, water remains important and necessary for daily life, both for domestic use and consumption. To contribute to achieving sustainable water management goals and prevent negative impacts from the water resource crisis, the company is committed to promoting efficient water use among its employees to minimize unnecessary water loss from domestic use and consumption. The company conducts regular maintenance checks on water usage equipment to ensure it is in proper working condition and reduce water loss from faulty equipment. Additionally, the company has installed sedimentation and aeration ponds to treat wastewater before discharge to external areas, ensuring that wastewater from the company's operations does not have negative impacts or cause pollution to nearby communities or the environment.

Goals

Short-term : By 2025, increase the efficiency of freshwater usage by reducing water consumption by 10% compared to the 2022 baseline.

Long-term : By 2030, maintain a continuous 10% reduction in water usage compared to the 2022 baseline, and ensure there are no complaints from nearby communities regarding wastewater discharge.



Key Operations 2023

Water Use and Water Management

Currently, the water used by the company is purchased from suppliers, with a thorough examination of the water sources and regular quality checks to ensure it meets the standards required for the water quality improvement system. The company also promotes and encourages employees to recognize the importance of water resources and use water efficiently. This is done through awareness campaigns and the posting of signs promoting water conservation, particularly in areas where water is used, such as restrooms, sinks, and dishwashing areas. Additionally, the company conducts regular inspections of water usage equipment to ensure it is in good working condition and not faulty or leaking, which can lead to unnecessary water loss.

Waste water Management

The company considers both the positive and negative impacts of its operations, and thus has installed an aeration pond wastewater treatment system. This process involves aerating the water to support the circulation of water and the breakdown of organic matter in the wastewater. As a result, the treated wastewater meets higher quality standards before being discharged externally according to legal requirements.

This ensures that the quality of the wastewater meets the specified standards and is sufficient to avoid impacting nearby communities and natural water sources as a result of the company's activities.



Water Consumption of JMT Network Services Headquarters (Data as of December 31, 2023)

Total water usage	Units	2023	2022	2021
Total water consumption	Cubic meters	12,080.97	9,802.57	7,065.71

*Due to the increase in water consumption in 2023 resulting from the rise in employees in 2022, the company plans to increase the efficiency of water resource use and control water consumption levels compared to the 2022 baseline. This includes implementing measures to promote water conservation, providing guidance on proper water usage, enforcing strict water-saving practices, and upgrading equipment to enable more efficient and economical water use, among other initiatives.

Sustainable Waste Management



The rapid population growth, the development of various goods and services, and changes in consumer behavior have all contributed to a significant increase in waste generation, making waste management one of the key challenges faced globally. A report on global waste statistics compiled by the Verisk Maplecroft Environment Dataset in 2019 revealed concerning global waste conditions, as approximately 2.1 billion tons of solid waste are generated annually worldwide, but only 16%, or about 323 million tons, is recycled.

In Thailand, statistics from the Pollution Control Department in 2021 show that Thailand generated 24.98 million tons of solid waste, of which only 7.89 million tons, or about 31.5%, were recycled. This situation leads to pollution in the air, water, and land, affecting the food sources of both terrestrial and aquatic animals. Additionally, waste management processes such as waste transportation, landfilling, and incineration release greenhouse gases that contribute to global warming.

In conducting its business, the company is involved in the generation of waste from production and consumption, such as waste from employees' daily use and consumption, waste from deteriorated office equipment, and used paper, among others.

As both a contributor to and recipient of the impact, the company makes continuous efforts to reduce waste generation by conserving and using resources efficiently. Additionally, the company oversees the implementation of appropriate waste management practices across all business units.



The company recognizes the importance of waste management for its businesses as well as the surrounding communities to prevent potential negative impacts from business activities. By integrating environmental, social, and corporate governance (ESG) considerations, the company aims to avoid violating the rights of all stakeholder groups and to prevent waste management issues arising from its business processes. This approach is intended to minimize impacts on nature, the environment, and global warming.

The company is committed to sustainable waste management through the initiation of various projects, such as joining the Care the Whale network with the Stock Exchange of Thailand for continuous corporate waste management. Efforts also include promoting waste reduction at the source, sorting waste before disposal, and properly managing waste according to its type. The company strives to maximize the reuse of waste through recycling and upcycling.

The company acknowledges that improper waste management can harm the environment. Therefore, it supports and encourages all management and employees to participate in waste management initiatives to minimize impacts. For 2023, the company has set both short-term and long-term waste management goals to improve waste management efficiency as follows:

Goals

Short-term : By 2024, reduce the proportion of waste sent to landfills or incineration by recycling at least 10% of waste.

Long-term : By 2030, reduce the proportion of waste sent to landfills or incineration by recycling at least 20% of waste.



Drop-Off of Plastic Bottles with CirPlas Zero Waste Hero Project

The current quantity of plastic waste is substantial and challenging to manage. Providing adequate landfill space has become increasingly difficult, leading to a significant amount of waste ending up in the oceans. Furthermore, incineration, a common method for disposing of waste, affects the global climate. An alternative approach to addressing the root cause is reuse, such as using refill bags to fill existing plastic bottles and returning those plastic bottles for recycling, in accordance with the 3Rs (Reduce, Reuse, Recycle) for effective and sustainable plastic waste management.

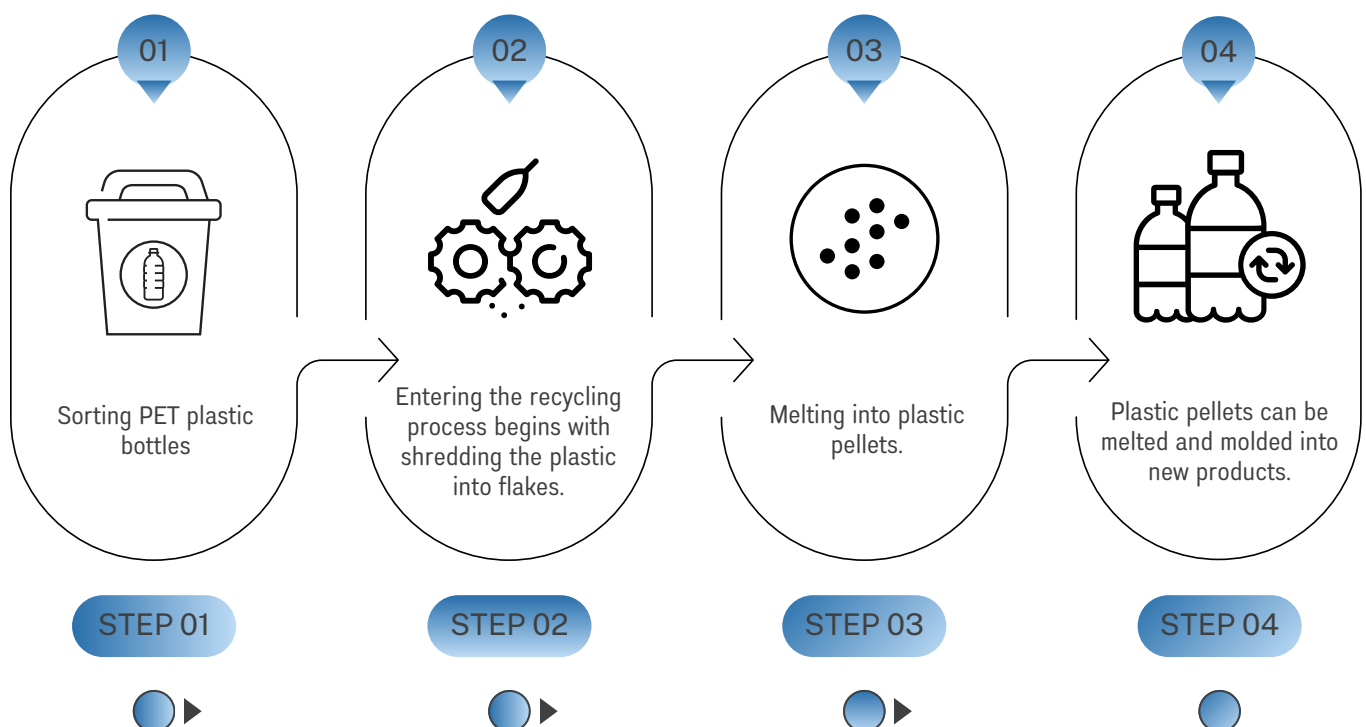
This approach leads to the production of recycled bottles, wherein old bottles or plastic scraps from daily life are processed to transform them into usable materials once again. The recycled bottles can be reused and recycled repeatedly, reducing waste generation and the production of new plastic.

JMT Network Services recognizes the environmental importance of this effort and has partnered with CirPlas, an organization that manages plastic waste, aiming to reduce the amount of plastic waste that ends up in landfills and the environment. This collaboration converts plastic waste back into the system for reuse through the collection, sorting, recycling, and processing of waste into new products. By applying the circular economy concept, the company aims to promote sustainable resource use. The operation focuses on the cycle of MAKE, USE, and RETURN to maximize the amount of used plastic reintroduced into the system.

In 2023, CirPlas collected a total of 1,411.70 kg of plastic waste, which helped reduce greenhouse gas emissions by 1,455.46 kgCO₂eq, equivalent to planting 162 large trees aged 10 years. The collected plastic waste was recycled through sorting, shredding, washing, and melting into recycled plastic pellets, which were ready to be used as raw materials for further production.

JMT Network Services hopes that this collaboration with CirPlas to recycle plastic waste and add value to those wastes will be crucial in reducing existing plastic waste and preventing the generation of new plastic waste in the future, ultimately leading to a more sustainable environment.

Plastic Recycling Process



Office Waste Management

The company is committed to improving the process of sorting waste within office buildings to maximize recycling or proper disposal through appropriate waste management methods. It also focuses on raising employee awareness of the importance of waste separation and promotes understanding among JMT Network Services employees regarding the correct methods of waste sorting. This initiative aims to encourage environmentally friendly behavior.

JMT Network Services has established waste sorting areas with clearly marked bins for ongoing use under the "Invisible Waste" concept. The company has set up five waste sorting points throughout buildings A, B, and C, classified into three types: 1) General waste, 2) Recyclable waste, and 3) Organic waste. This arrangement facilitates employees' waste sorting at the source and ensures that separated waste can be properly recycled or disposed of according to its type.

Office Maid Team

Currently, JMT Network Services has a housekeeping team that plays a role in collecting and sorting waste to establish a systematic waste separation process from source to disposal. This aims to minimize the amount of residual waste in line with the company's goals. The housekeeping team follows established procedures for waste collection, transport, and transfer as follows:

1. General Waste: The housekeeping team collects and disposes of waste at designated collection points daily.
2. Recyclable Waste: The housekeeping team collects recyclable waste when the bins are full or at the end of each month and gathers it for further transfer.
3. All types of waste must be weighed before disposal or sale each time. Recyclable waste or plastic waste may be donated to CirPlas, an organization that accepts donations of plastic water bottles for recycling.

Additionally, the housekeeping team regularly records waste data by building and floor level, submitting reports to staff for data storage.



Key Operations 2023



Summary of Waste Separation Operations at JMT Network Services Headquarters (Data as of December 31, 2023)

Topic	Units	2023	2022
Total amount of waste generated from operations	Kilograms	49,912.70	9,156.40
Quantity of waste disposed of by landfilling methods	Kilograms	42,941.00	7,501.20
Amount of waste utilized or recycled	Kilograms	6,971.70	1,655.20

Segregated by type of waste and method of management

All general waste	Kilograms	42,941.00	7,501.20
Recycled	Kilograms	0	0
Sold for recycling	Kilograms	6,143.40	1,476.40
Donated for recycling	Kilograms	828.30	178.80
Disposed			
Landfilled	Kilograms	42,941.00	7,501.20
Incineration	Kilograms	0	0

From the waste management operations within the organization in 2023, it was possible to segregate waste for recycling up to 49,912.70 kg, contributing to a reduction in greenhouse gas emissions by 17,042.26 kgCO₂eq, which is equivalent to planting 1,894 trees.

Summary of Care the Whale Management Operation

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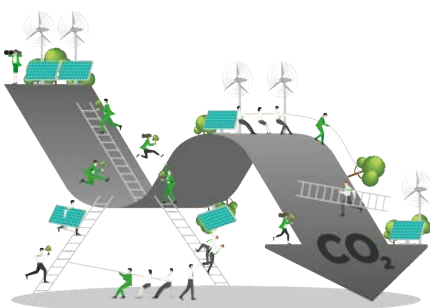
“CARE THE WHALE”

Summary of “CARE THE WHALE” From January 1st to December 31st, 2023 (365 days)



Organization employees assist in waste separation, leading to reduced carbon emissions.

49,912.70 KG



Help reduce greenhouse gas emissions

17,042.26 kgCO₂eq



Equivalent to planting mature trees for 10 years

1,894 Trees

By categorizing the waste segregation as follows

Waste Segregation List for the year 2023	Kilograms	kgCO ₂ eq	Trees
Summarized Waste Segregation List	49,912.70	17,042.26	1,894
Paper (Books)	2,072.00	5,337.20	593
Cardboard boxes / Cartons	2,340.40	4,792.39	532
Paper A4	1,727.00	4,192.23	466
Clear plastic bottles / PET bottles	800.30	2,532.01	281
Clear plastic bottles (labels removed)	25.00	172.12	19
Aluminum cans	4.00	12.50	1
Plastic tubes	3.00	3.80	0
General Waste	42,941.00	0.00	0

Greenhouse Gas Emissions Management

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The phenomenon of Greenhouse Gas Emission or global warming has expanded and created widespread impacts globally, posing a challenging situation that is difficult for humans to avoid. Over the past several years, the issue of global warming and climate change has garnered attention from all sectors, internationally as well as from the public. This can be observed through international agreements such as the United Nations Framework Convention on Climate Change (UNFCCC), the Kyoto Protocol, and the Intergovernmental Panel on Climate Change (IPCC), which represents international collaboration to address the issue of global warming. Global warming not only leads to increased global temperatures and unpredictable seasons but also brings about new epidemic diseases and unexpected natural disasters such as hurricanes, severe floods, tsunamis, landslides, and various other natural phenomena that cause significant harm to humanity. These changes have impacts on livelihoods, consumer behaviors, financial status, and have led to the creation of new regulations to address these issues.

JMT Network Services' business operations contribute to greenhouse gas emissions through direct and indirect energy usage as well as waste generation. In addition to emissions, the company may also face impacts from greenhouse gas-related issues. For example, flooding may disrupt operations or affect customers' ability to repay debts, resulting in reduced revenue and energy shortages for business operations.

The company group is steadfast in conducting business while fostering sustainable growth for all stakeholders, emphasizing environmental, social, and governance (ESG) aspects. One of the key areas of focus for the company group is addressing greenhouse gas emissions and tackling climate change issues. They are committed to being a part of the solution by exploring innovations and leveraging various technologies to address greenhouse gas emissions, aiming for Net Zero Emission.

Goals

In 2025, there was a 10% reduction in greenhouse gas emissions compared to the base year of 2022.



Key Initiatives in 2023



The development of a carbon footprint within the organization is one method to illustrate the greenhouse gas emissions resulting from the organization's activities, leading to the establishment of management guidelines for reducing greenhouse gas emissions. Information from the Greenhouse Gas Management Organization (a public organization) indicates that the organization's carbon footprint is the amount of greenhouse gases emitted from various activities within the organization, such as fuel combustion, electricity usage, waste management, and transportation, measured in terms of carbon dioxide equivalent (CO₂e) and categorized into the following scopes.

Scope 1 Direct emissions activities resulting in greenhouse gas emissions from the organization's operations include stationary combustion, mobile combustion, fugitive emissions, and others. For example, burning of fuels from equipment and machinery owned by the organization, electricity generation, heat, or steam production for internal use or for sale to external organizations.

Scope 2 Energy indirect emissions activities that result in greenhouse gas emissions include those from the use of purchased electricity, such as emissions from electricity generation, heat, or steam imported from external sources for internal use within the organization. For example, air conditioning systems, lighting systems, office equipment, and others.

Scope 3 Other indirect emissions activities, beyond those specified in scopes 1 and 2, which can be measured but are not mandatory, depend on the organization. For example, water usage, paper consumption, fuel combustion from personal commuting or public transportation systems used by employees attending seminars, etc.

In order to contribute to achieving greenhouse gas management goals, JMT Network Services has initiated various projects to support the reduction of greenhouse gas emissions from various activities in its business operations. These initiatives include campaigns to reduce resource and energy consumption within the company, as well as the integration of technology to reduce the use of natural resources, all aimed at supporting the reduction of greenhouse gas emissions. To demonstrate its commitment to responsible greenhouse gas management, the company has embarked on the following projects

Participating in the Care the Bear project with the Stock Exchange of Thailand.

Continuously participating in the Care the Bear project with the Stock Exchange of Thailand serves as a guideline for reducing greenhouse gas emissions from various resource uses within the organization. JMT Network Services thus engages in the Care the Bear project with the Stock Exchange of Thailand. The project comprises six principles aimed at driving efforts to mitigate climate change by reducing greenhouse gas emissions from organizational activities, as follows

1. Advocating for traveling via public transportation or carpooling.
2. Reducing the use of paper and plastic.
3. Avoiding the use of foam packaging or foam for decoration within activities.
4. Decreasing energy consumption from electrical equipment or transitioning to energy-efficient devices.
5. Designing with recyclable decorative materials.
6. Minimizing food waste in activities.

Conserving water usage

The company is aware of the greenhouse gas emissions from water usage. Therefore, it advocates for water conservation by placing signage in areas where water is used and regularly inspecting equipment to detect and address water leaks, aiming to reduce water wastage from faulty equipment.

Reducing paper usage through technology.

Using paper is one activity that contributes to indirect greenhouse gas emissions (Scope 3). In order to reduce greenhouse gas emissions from paper usage, the company has developed various innovations to replace paper consumption. These innovations include the PR Process program, which reduces paper usage in the procurement process, the e-Portal used in human resources functions, as well as websites utilized for job applications instead of paper-based applications.

Summary of Greenhouse Gas Emissions at JMT Network Services Headquarters (Data as of December 31, 2023)

Greenhouse Gas Emissions Categorized by Scope		Units	2023	2022	2021
Releasing greenhouse gases at head office	(Scope 1 - 3)	t CO₂e	749.29	580.17	509.06
Total greenhouse gas emissions at the headquarters office	(Scope 1)	t CO ₂ e	261.90	194.47	145.50
The use of fossil fuels.	(Scope 1)	t CO ₂ e	261.90	194.47	145.50
Aggregate greenhouse gas emissions	(Scope 2)	t CO ₂ e	389.31	343.99	357.94
Procurement of electricity from external sources	(Scope 2)	t CO ₂ e	389.31	343.99	357.94
Total other indirect greenhouse gas emissions	(Scope 3)	t CO ₂ e	98.08	41.71	5.62
Use of water	(Scope 3)	t CO ₂ e	9.60	7.79	5.62
Consumption of A4 paper in company activities	(Scope 3)	t CO ₂ e	88.48	33.92	-



Announcement of Honors and Awards for the year 2023

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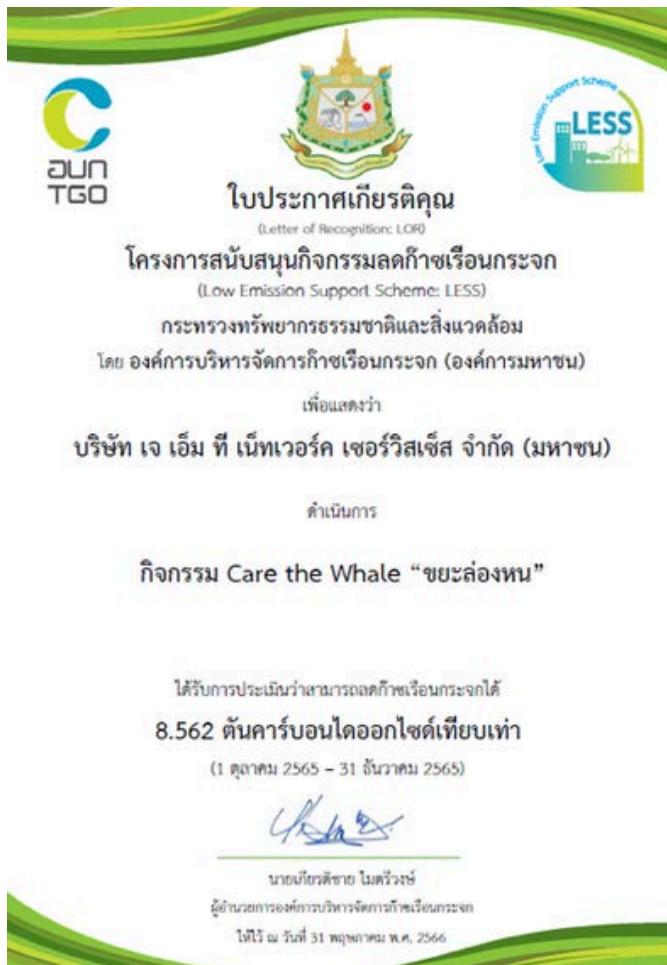
jmt network services

The Low Emission Support Scheme (LESS)

As of May 31, 2023, JMT Network Services Public Company Limited has been awarded recognition for its participation in the Low Emission Support Scheme (LESS). The company has effectively raised awareness within the organization, resulting in reduced greenhouse gas emissions through the implementation of the "Care the Whale" waste management initiative and the technical analysis and assessment process. This initiative commenced on October 1 to December 31, 2022, and has been evaluated to achieve a reduction of 8.562 metric tons of carbon dioxide equivalent.

CLIMATE CARE FORUM 2023

On October 20, 2023, JMT Network Services Co., Ltd. (Public) was honored as a collaborative organization in reducing greenhouse gas emissions. The recognition was bestowed by the Stock Exchange of Thailand (SET) in collaboration with the National Greenhouse Gas Management Organization (Public) at the Climate Care Forum 2023: Time to reduce "Reduce for the World" under the "Climate Care Platform" cooperation. This forum aimed to encourage all sectors to recognize the importance of timely and valuable resource reduction and management. Within the event, certificates of recognition for participation in the Low Emission Support Scheme (LESS) were awarded by the National Greenhouse Gas Management Organization (Public). Additionally, there was a special presentation titled "Climate Crisis: Time to Reduce," featuring the "Climate Clock" symbolizing "Time" and "Time Gone" to remind us not to delay in reducing emissions for the world, leading to Thailand's mid-century carbon neutrality target by 2050 and achieving net zero greenhouse gas emissions by 2065.





Social



Human Rights



Human rights are inherent to all individuals from birth. However, violations of human rights are increasingly prevalent worldwide, whether through legal breaches, international standards, or human rights treaties, or events leading to human rights violations. These violations may result in negative repercussions, including damage to reputation and complaints from human rights defenders and protests by affected individuals. Therefore, companies prioritize respecting the human rights of all employees at all levels, as well as other stakeholders associated with the company's business, in terms of physical aspects, diverse perspectives, and differing opinions, free from discrimination and violations. Furthermore, businesses operate with consideration for diversity and equal rights among employees within the organization.

Announcement of Human Rights Policy

JMT Network Services plays a pivotal role in shaping the human rights policy for the group of companies, aligning with both local and international laws and regulations governing human rights. The scope of JMT Network Services' human rights policy encompasses all stakeholders, including every individual engaged in the company's operations, subsidiaries, joint ventures, business partners, board members, executives, and employees at all levels. This policy serves as the guiding principle for conducting collaborative business activities with integrity and honesty, adhering to ethical principles and genuine moral values.

In order to treat employees with dignity, free from harassment, violence, sexual misconduct, physical or psychological threats, and verbal abuse, and to maintain health and safety standards in the workplace, we provide a conducive work environment. This includes a Human Rights Policy that prohibits the company or its employees from engaging in any form of human rights violations or mistreating colleagues. This includes but is not limited to activities such as illegally employing foreign labor or child labor.

In the event that any individual or employee observes a violation of the aforementioned policy, they are encouraged to report such misconduct through the channels outlined in the company's reporting and complaint procedures. The company will ensure that the information is kept confidential and that the safety of the whistleblower is protected. If upon investigation, the reported misconduct is found to be genuine, the company will take appropriate and transparent measures, free from bias, to address the issue. This includes providing fair and reasonable remedies to the affected parties.

Human Rights Policy :

<https://www.jmtnetwork.co.th/storage/document/cg/human-rights-policy-th.pdf>



SCAN HERE

JMT Network Services | Sustainability Report 2023

Employee welfare policy

In a highly competitive and rapidly changing business environment, the potential and quality of personnel within an organization are recognized as crucial factors that contribute significantly to the competitiveness of the business. Consequently, human resources management, or employee management, has become a critical focus for organizations. Human resources management is intricate and covers various aspects of operations, including ensuring legal compliance in labor practices, such as avoiding child labor. In the past year, the company has received no complaints regarding the use of child labor. Furthermore, the company promotes social inclusion by hiring without discrimination based on gender, age, ethnicity, nationality, or disability. The company ensures workplace safety, occupational health, and a conducive work environment for employees.

Employee development is prioritized to equip them with the skills needed to adapt to changes in the business world. Employee engagement, mutual respect, and protection of human rights are emphasized, as they directly impact employees and the organization's competitiveness.

The company is dedicated to managing human resources effectively, ensuring the retention of skilled and talented employees in the long term. Efforts include continuous improvement of human resource systems to enhance employee capabilities while adhering to ethical principles and avoiding human rights violations in all forms, including discriminatory practices and illegal labor practices.

The company continually adjusts its human resources management principles, from conceptualization to execution, to enhance operational efficiency in a highly competitive environment. This ensures that human resource policies and development strategies are effectively implemented throughout the organization, providing employees with fair compensation and benefits mandated by law and ensuring the long-term retention of capable employees within the organization.



As a leader in debt recovery, particularly in pursuing low-quality debts that creditors cannot or do not wish to pursue themselves, JMT Network Services is committed to developing sustainable business growth. The core of our business operations is our employees. Therefore, the company prioritizes the well-being of employees in compliance with laws, regulations, and guidelines, including promoting fair employment practices and providing a conducive work environment that enhances the health and well-being of our employees.

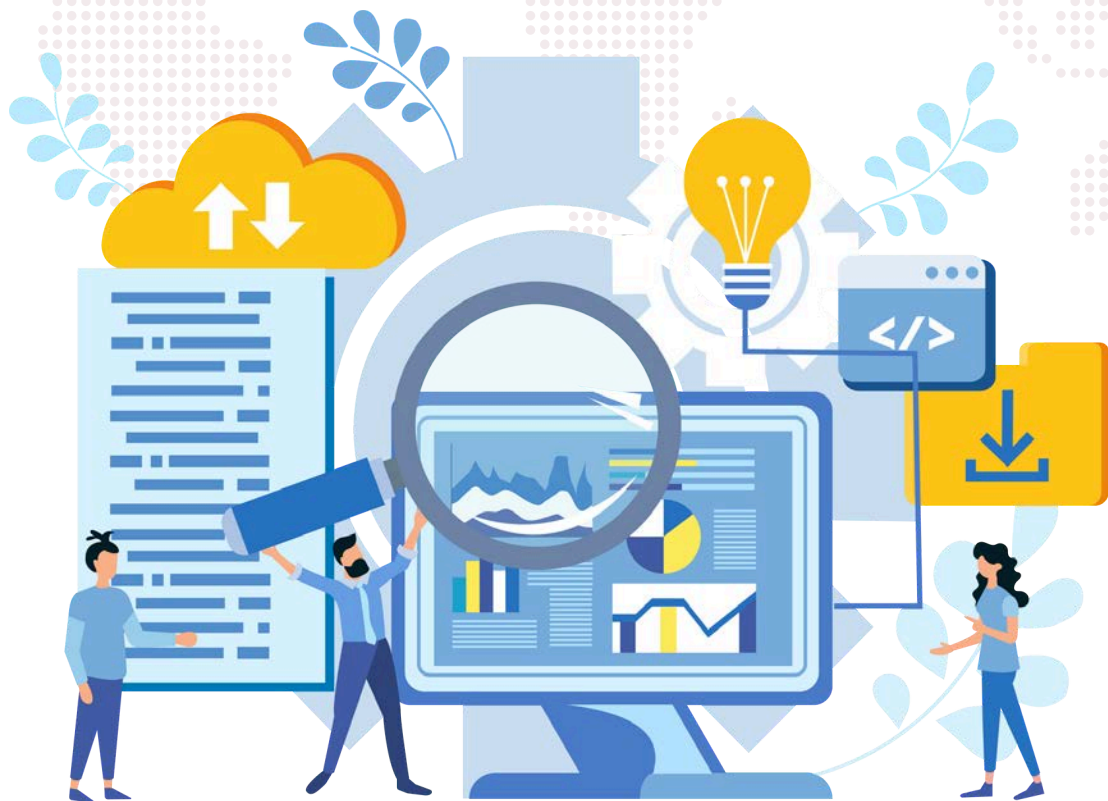
The company conducts its business within the framework of applicable laws to mitigate potential impacts on customers, the environment, communities, and society. Additionally, the company supports various community activities to foster positive relationships with communities.

Employment and labor management



As of December 31, 2023, JMT Network Services Co., Ltd. had a total of 2,137 employees. Here's the breakdown of the data

Employee Statistics of JMT Network Services		2023			2022		
		Male	Female	Total	Male	Female	Total
Total number of employees (All Year)		537	1,600	2,137	488	1,414	1,902
Percentage of male and female employees		25.13%	78.87%	100.00%	25.66%	74.34%	100.00%
Divided by age and separated by gender	The number of employees under 30 years old	296	913	1,209	258	824	1,082
	The number of employees aged 30 to 50 years old	233	683	916	222	584	806
	The number of employees aged over 50 years old	8	4	12	8	6	14
Divided by level	Operation Level	531	1,595	2,126	482	1,410	1,892
	Management Level	2	4	6	3	3	6
	C Level	4	1	5	3	1	4
Compensation for operational level - executives		468,093,017.67			488,712,831.93		
Compensation for C Level		14,811,415.58			13,115,054.96		
Total Compensation		482,904,433.25			501,827,886.89		
Total number of employees are members of the provident fund		204			218		
Total amount company contributes to the provident fund (Bath)		2,283,968.00			2,257,164.00		
Total training hours for employees (Hours/Person/Year)		32			32		
Cost of training and development for employees		149,520			87,240		
Total Recordable Injury Rate (TRIR)		0	0	0	0	0	0
Number of employees with disabilities		11	9	20	8	11	19
Percentage of employees with disabilities		2.05 %	0.56 %	0.94 %	1.64 %	0.78 %	1.00%
Number of employees who resigned voluntarily		709			633		

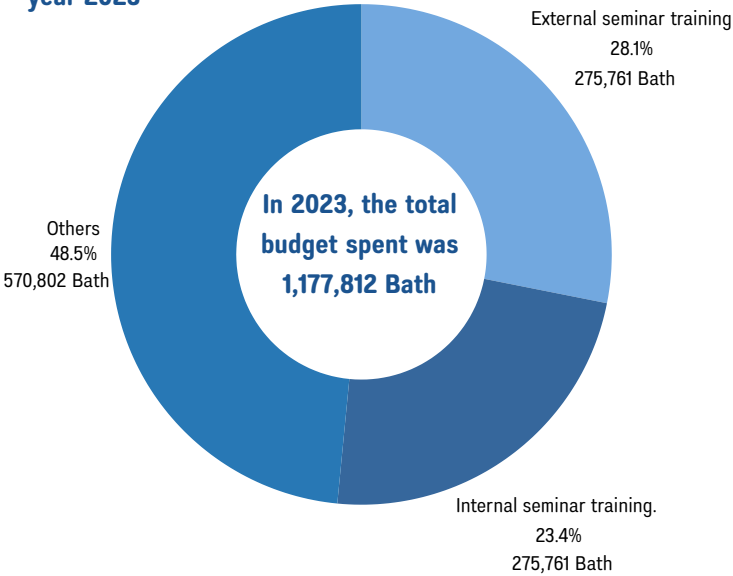


The human resource management of JMT Network Services operates under organizational supervision. The HR department is well aware that investing in employee training and development not only helps motivate employees but also enhances the skills and abilities of the workforce. Therefore, the company organizes various skill development programs to promote advancement, both in personal skills and career paths. This includes identifying skill gaps, upskilling with existing skills, and reskilling to ensure that all employees possess essential skills relevant to the company's strategy and business vision. Employee development is a key focus area for the company.

The company firmly believes that having a skilled workforce is directly related to the company's ability to compete in the business environment. Given that there are constant changes happening, such as advancements in technology, changes in laws and regulations, and the introduction of new business models and technologies, it is imperative to continuously develop employees to keep up with these changes. This includes providing training and support to adapt to new technologies, legal frameworks, regulations, and business practices supported by new models and technologies that enhance the company's business activities.

Based on the employee data as of December 31, 2023, a total of 2,137 employees have undergone skills development training, averaging 32 hours per person per year. The total expenditure for training amounted to 1,177,812 Baht. Details of the training courses are as follows

The budget allocated for employee seminar training in the year 2023



Employee training and development



New Era Sales Course

Due to the increasing demand for insurance services in today's society, Smart Insurance Brokers Limited, managed by JMT Network Services Co., Ltd., aims to expand its business in insurance brokerage. Recognizing the importance of sales and customer service, the company has conducted training sessions on "New Era Sales" facilitated by external experts who possess knowledge and expertise to enhance customer service and sales skills. These training sessions aim to equip employees with quality skills and knowledge to efficiently drive sales and provide impressive customer service.



"Pro ASM And Training activity" Course

The company conducts training for entry-level supervisors in the "Pro ASM And Training activity" course to enhance skills in leadership, management, debt portfolio management, the use of autodial programs (programs for continuous customer calling), team management, and legal knowledge. The objective is to empower supervisors to adapt and improve their work efficiently, reinforce essential skills in team supervision, teaching, or passing on necessary skills required for the job.



Workshop "Sales Planing"

In 2023, workshops were organized for the sales and marketing departments to plan the development of sales strategies for residential properties including townhomes, condominiums, and commercial buildings. These initiatives were carried out efficiently under the management of J Assets Company Limited, a subsidiary of JMT Network Services, to deliver quality and efficient products to customers.



Workshop Singer

The company has conducted workshops for SG Capital Limited (Public Company Limited) and its subsidiaries, which operate in consumer finance management, auto loans, employee welfare loans, and installment gold loans, among others. The purpose is to share experiences and knowledge in debt collection, negotiation techniques focused on problem-solving in job practices, and reducing the complaint rate regarding debt collection services to enhance the efficiency of improving professionalism and providing quality customer service.



Employee training and development



Training in Shop Synergy Branch Area

In 2023, training sessions were conducted regularly every month at the Shop Synergy branches, which sell various products such as mobile phones, appliances, insurance, and car insurance nationwide. These sessions aimed to enhance the knowledge, skills, and effectiveness of employees in selling products and services.



Developing High Performance Teams

The company has organized training on "Developing High-Performance Teams" to enhance the capabilities of managers and employees in teamwork. Creating a high-performing team requires clear goals, effective communication to ensure everyone understands the objectives, methods, and responsibilities of each team member, as well as fostering a supportive work environment where everyone feels valued and listened to. This involves accepting and respecting each other's opinions and promoting the full utilization of knowledge, skills, and potential. By fostering a collaborative and supportive work environment, it cultivates good working relationships within and between teams, leading to quality teamwork and ultimately, successful collaborative work.



"Enhancing Efficiency in Debt Collection" Course

As business leaders, the company closely monitors debt collection processes to enhance efficiency among employees. Therefore, the company promotes diverse training courses, particularly those related to improving performance in debt collection. Since debt collection is a core business activity, the company has organized training courses specifically on "Enhancing Debt Collection Skills." These courses cover legal compliance, such as the Consumer Protection Act of 2015., procedures and criteria for filing compulsory lawsuits, and negotiation techniques. To comprehensively address the target audience's needs, training is conducted both online and offline, including field training sessions for branch staff nationwide.



Asset Management Course: JK Legal Compliance

We provide training sessions for the 'JK Legal Knowledge' course due to the operations of JCK Asset Management Limited, a company under the umbrella that specializes in debt recovery. These sessions aim to familiarize participants with the regulations and guidelines in debt collection as per the Debt Collection Act 2015. The training is conducted monthly to ensure all attendees are well-informed.



Employee training and development



Savings Course: Money Management for the Wealthy

As financial planning is crucial and essential for living, the company recognizes the importance of learning and understanding good financial planning practices. It promotes awareness among employees about the necessity of financial planning, allocating income sufficiently for savings according to goals, and managing expenses appropriately. This emphasis on financial planning underscores its significance in achieving financial efficiency.

Review Rules and Regulations and Benefits

The company conducts regular reviews of work regulations and employee benefits within the organization every month. This is done to ensure mutual understanding and to prevent any errors that may have repercussions in the future.



Average number of training hours
(per employee per year)

32



Creating Opportunities for Accessing Products and Services

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jmt network services



THE DEBT RESTRUCTURING FAIR

The debt restructuring fair is an event aimed at increasing opportunities to address issues with credit card debtors and unsecured personal loan debtors, such as cash advance cardholders. Debtors eligible to participate in this program must have received a court judgment (red cases) and be in the process of litigation or asset seizure for sale in the market. They can participate in this fair.

JMT Network Services Co., Ltd., a publicly listed company, participated in the debt restructuring fair organized by the Department of Consumer Protection, the Legal Execution Department, and the Ministry of Justice. This participation followed an invitation extended by these authorities to lending funds for educational purposes. The fair aimed to assist and alleviate the financial distress faced by borrowers impacted by the COVID-19 pandemic. Some borrowers experienced income loss and defaulted on debt repayment, leading to legal actions or enforcement proceedings. Therefore, the lending funds for educational purposes organized the debt restructuring fair (Household Debt Restructuring Fair) to help borrowers find solutions collectively. Borrowers entering the debt restructuring process could return to regular debt repayment systems under specified conditions and benefits.

- Borrowers will not be subject to legal proceedings.
- Borrowers will receive an 80% reduction in penalty interest.
- Borrowers will have a new debt repayment priority sequence, where all previously paid amounts will be deducted from the principal and interest first. The remaining 20% penalty interest will be used to reduce the debt in the final sequence.
- Borrowers can extend the debt repayment period for up to 30 years, depending on the remaining debt amount and the borrower's age, not exceeding 65 years old at the time of signing the agreement to settle the dispute.



The issue of occupational health and safety, as well as the working environment, is a fundamental concern for companies worldwide. Especially with the emergence of new occupational diseases that impact the health of workers and related stakeholders, companies prioritize this issue to reduce risks to life and property, such as workplace accidents, and to prevent violations of workers' rights to life and safety.

In response, the group of companies implements proactive measures to ensure the safety and well-being of employees and stakeholders through occupational health and safety management systems and environmental safety measures in the workplace. These preventive measures aim to build confidence and morale among employees, enabling them to work safely and maintain good health.

The company manages occupational health, safety, and working environment effectively because it directly influences the work efficiency of employees and is another factor affecting employee loyalty to the company. Quantitative targets are set regarding employee safety, occupational health, and the working environment, such as reducing accident rates, whether work stoppage occurs or not.

In 2023, JMT Network Servicecess Co., Ltd. did not experience any workplace accidents or illnesses leading to work stoppage, with an LTIFR (Lost Time Injury Frequency Rate) value of 0.

Measures to prevent COVID-19

Over the past three years, the COVID-19 pandemic has prompted the development and adoption of technology in the workplace, leading to changes in work patterns and the emergence of new norms. One significant change has been the widespread adoption of remote working and online meetings. This reflects the importance of recruiting personnel with appropriate skills and knowledge, as well as the ability to adapt to such societal changes. For example, specialized skills in technology and understanding of digital systems have become increasingly crucial.

In addition, the ongoing spread of the COVID-19 virus has continued to have a significant impact, leading to the implementation of measures to protect the health of employees. These measures include

1. Weekly disinfection spraying is conducted every Friday throughout the year 2023, totaling 52 sessions per year. Additional disinfection spraying will be carried out in the event of confirmed cases within the area.
2. Installation of screening equipment to detect individuals with a temperature exceeding 37.5 degrees Celsius, who are at risk and have the potential for virus transmission.
3. Providing employees with rapid antigen testing kits (ATK) in cases where there may be a risk of infection and transmission.
4. Allowing employees at risk of infection to work from home (WFH) to reduce the risk of spreading the virus to others, among other measures.

Objective and Progress 2021-2023: Zero Accidents

The number of injuries or work-related accidents resulting in work stoppage

0

The number of injuries or work-related accidents resulting in work stoppage of at least 1 day or more.

0

The number of employees who have died as a result of work-related incidents.

0



Annual Health Check-Up

The company prioritizes the health and well-being of its employees to ensure that they are in good health. This includes proactively searching for signs of illness or abnormalities in the body so that appropriate care and treatment can be provided promptly. Therefore, JM T Network Services Co., Ltd. organizes annual health check-up programs for employees every year. In 2023, a total of 515 employees underwent health check-ups conducted by Ladprao Hospital. The health check-up program includes the following

1. Weighing, measuring height, calculating body mass index (BMI)
2. measuring blood pressure, pulse rate
3. Basic eye examination
4. Physical examination by a physician
5. Chest X-ray and heart examination
6. Complete blood count
7. Comprehensive urinalysis
8. Checking blood sugar, cholesterol
9. Triglyceride levels in the blood
10. Assessing HDL (Good Cholesterol) and LDL (Bad Cholesterol) levels
11. kidney function test
12. liver function test
13. assessing uric acid levels in the blood
14. screening for hepatitis B virus infection

Approaches to Occupational Health Management Practices

1. The relevant parties responsible for maintaining the cleanliness of the building premises must regularly inspect workplace safety according to the plan to prevent any hazards to the lives and property of employees at all levels.

1.1. The relevant department conducts regular inspections of the readiness and quality of the elevators according to the specified schedule, consistently. Additionally, they diligently record these inspections in writing to confirm the assessment each time.

1.2. The relevant department conducts inspections of the lighting in all areas of the workplace to ensure an adequate number of bright lights are available and operational at all times. Should any department report damage to the lighting, the responsible party must promptly take corrective action to restore functionality as quickly as possible.

1.3. The relevant department oversees the maintenance and readiness of electrical appliances and electronic devices, ensuring they are always operational and safe for users. This is to prevent accidents that may pose risks to both individuals and property.

1.4. If any areas within the company premises show signs of deterioration or damage to the building and facilities, such as leaking ceilings, cracked tiles, or broken water pipes, the relevant department must promptly proceed with repairs. During the repair process, warning signs must be posted to alert employees and prevent accidents that may endanger their physical well-being.

1.5. The company prohibits any employee from placing obstacles on pathways or stairwells that may hinder movement under any circumstances.

1.6. When driving cars, trucks carrying goods, or motorcycles within the company premises, all employees must drive at a safe speed and are strictly prohibited from honking loudly, disrupting the work of their colleagues.

1.7. The company employs safety officers to oversee safety within the company premises.

1.8. Every employee is prohibited from engaging in any activities or behaviors that may cause damage to the company's buildings, facilities, or property.

1.9. The company encourages all employees who notice anything that may pose a danger to their physical well-being or cause damage to the company's property to immediately report such incidents to the directly responsible department without hesitation.

2. The company supports all employees in adhering to the "5S" principles: Sort, Set in order, Shine, Standardize, and Sustain. This applies to both personal workspaces and departmental work areas to prevent accidents and the spread of diseases.

3. The company has installed multiple water dispensers throughout the premises to ensure that employees have access to clean and healthy drinking water at all times.

4. There are sufficient clean restroom facilities for the number of employees within the building premises at all times.

5. Cleaning staff are assigned to each floor to ensure cleanliness in all areas, enabling employees to work in a clean and hygienic environment at all times.

6. Waste bins are placed on every floor, and cleaning staff regularly dispose of trash to maintain good hygiene, prevent diseases, and avoid unpleasant odors during work.

7. The company organizes fire evacuation training for all employees annually to ensure preparedness and safety.



As the company has set accident prevention as a priority, regular safety training is provided to employees to equip them with the necessary skills for occupational health and safety management. Employees are expected to follow the procedures taught during training in the event of an emergency and to quickly evacuate themselves from dangerous situations. In 2023, the company group continued to develop and improve safety measures to prevent incidents and efficiently respond to similar situations in the future.

Fire extinguisher drills and fire evacuation exercises

Industrial hazards pose serious threats that can potentially endanger lives. JMT Network Services recognizes the paramount importance of ensuring the safety of its employees. Consequently, regular fire extinguisher drills and emergency evacuation exercises are conducted within the organization. These exercises aim to equip employees with essential knowledge and understanding of basic fire suppression techniques and the safe use of firefighting equipment, such as fire extinguishers. Additionally, employees are trained on life-saving procedures in the event of accidents or fires, including learning to recognize various warning signals to assist themselves and others effectively. The company holds these fire drills annually to ensure preparedness and safety.

Therefore, fire evacuation drills or emergency drills in the event of a fire are considered highly important for all employees within the company to be aware of. This is because no one can predict when a fire incident will occur. However, having this knowledge will help save the lives of these employees when such an event arises.



Employee Engagement



Due to the current high level of competition in various sectors such as technology, products, and services, quality personnel with high potential are vital components that enable companies to compete effectively with business rivals.

The company places great importance on caring for employees and fostering employee engagement to ensure their commitment to the organization. This is essential for retaining quality employees within the organization, thereby bolstering sustainable growth. Therefore, the company promotes various activities internally, such as providing educational scholarships for employees' children, offering small incentives to boost employee morale, and organizing regular recreational activities to foster employee engagement.

In 2023, JM Tech Network Services experienced no labor disputes or conflicts, and voluntary employee turnover stood at 29.63%. This demonstrates the company's commitment to retaining quality employees, who are crucial assets for driving sustainable organizational growth. Hence, the company continues to promote various internal activities, such as

Annual Merit-making Activities 2023

Due to the prolonged impact of the COVID-19 pandemic situation in various regions, on April 11, 2023, the Jaymart Group and its subsidiaries, including JMT Network Services, had the opportunity to come together for big event. In the joyful Songkran Festival event of 2023, the management team and all employees joined hands to commemorate the importance of preserving Thai traditions, which play a significant role in maintaining the rich culture and heritage of Thailand. This event aimed to instill a sense of cultural pride among employees and promote their active participation in various activities to uphold Thai traditions for generations to come. Additionally, in celebration of the Thai New Year, the company collectively participated in the traditional merit-making activities, offering rice and dry food to monks and seeking blessings from elders, marking a joyous and auspicious start to the Thai New Year.



Working at JMT is fun and fulfilling

To boost morale and show appreciation to our top-performing employees, the company is providing SF movie tickets for them to enjoy their favorite films as a way to unwind after work and express gratitude for their hard work and collaboration over time.



The Best Performance

"The Best Performance" is a special award bestowed by the company to employees who consistently contribute to the company's success and go above and beyond in their duties. This award aims to motivate and support key employees who consistently achieve high-quality results aligned with the company's goals. The Best Performance is measured based on performance grades A B C D F. The award is given to individuals who achieve consecutive Grade A performances for 6 months or more, as evaluated based on their monthly performance metrics according to predefined standards.



Jaymart Step Challenge 350 Million Steps : The Jaymart team is united in heart and ready to take the next steps together.

In celebration of Jaymart's 35th anniversary, the management and employees of all Jaymart Group companies, including JMT Network Services, came together to launch the "Jaymart Step Challenge 350 Million Steps" campaign. This initiative symbolizes the collective effort of the management and employees of all Jaymart Group companies, which has been the driving force over the past 35 years. It aims to foster unity within the organization and promote employee well-being. Furthermore, it demonstrates the solidarity of the Jaymart Group in moving forward together.

The company Wirtual provides support for this event by offering an application to track steps during the campaign. WIRTUAL APPLICATION is a web health and sport tech platform currently used in 179 countries, with participation from over 50 companies. Importantly, WIRTUAL serves as a bridge between the digital and real worlds, including blockchain integration and real-world use cases.



The Employee Children's Scholarship Program.

To foster morale and motivation among employees, the company has initiated the Employee Children's Scholarship Program. This program aims to provide assistance and alleviate the financial burden associated with employees' children's education expenses. JMT Corporation and its subsidiaries have thus promoted educational opportunities for employees' children. Under this program, twenty scholarships are awarded annually to employees' children, each valued at 5,000 Baht, totaling an annual fund of 100,000 Baht. Eligibility for the scholarship is determined by the company, with consideration given to employees who have been continuously employed for at least five years from their start date. Selection for the scholarship is made annually, and there are no obligations attached to recipients. Interested employees can apply for the scholarship by submitting the necessary documents to the Human Resources department.



Customer Responsibility



Customer Satisfaction Development

The company develops the Jaii-Dee (จ่ายดี) application, a platform that serves as a consultant for debt management and communication channel between customers and the company, as well as enhancing customer satisfaction. This is operated by JMT Network Services Co., Ltd. (Public Company) or JMT and Jaymart Group affiliates. We prioritize providing the Jaii-Dee (จ่ายดี) service to customers who are like important members of our family.



Accessing Jaii-Dee Application x JIB

- Insurance policy and certificate information.
- Payment of insurance premiums.
- Attach payment documentation.
- Sign documents for trial payment agreement.
- Payment of the next installment of insurance premiums.

Benefits from Jaii-Dee Application

- Connecting to J POINT.
- Payment of debt 1,000 Baht Can be exchanged for 1 J POINT.
- Consultation on debt issues.

Following Rules and Regulations

Due to advancements in information technology and communication, every organization now stores a vast amount of personal data of service recipients within various systems, often without clear oversight. This has led to numerous instances of privacy breaches, causing frustration, inconvenience, or harm to the data owners. Moreover, the technological progress has made it easy, convenient, and rapid to collect, use, or disclose personal data, leading to potential economic harm on a large scale. Consequently, laws have been enacted to protect personal data, with enforcement starting in 2022. This is aimed at preparing organizations to comply with the law, preventing intentional or unintentional data breaches that may result in lawsuits filed by data owners. To ensure readiness in safeguarding personal data, the company has formulated and published a privacy policy, which can be further explored in the customer responsibility section of this document or on the company's website.

Service Complaint Channels.

Tel : 0-2418-9889 press 2

E mail : customerservice@jmtnetwork.co.th

Website : <https://www.jmtnetwork.co.th/th/contact-us>

Line : @919fwkwa

Facebook : JMT Network Service Public Co.,Ltd.



Scan this QR code to file a service complaint.

Company has designated the Customer Relationship Management unit to handle customer complaints, including regulations and guidelines regarding customer complaints and the handling of inquiries from company employees.

Objective

1. To reduce complaints stemming from the handling of inquiries.
2. To establish a quality inquiry handling service.
3. To prevent recurring complaints.

The company categorizes customer complaints into four types based on the damage caused to the company as follows:

1. General complaints about operational practices in debt collection:
 - Incorrect employee conduct, such as contacting outside designated hours, frequent contact, contacting more than once a day, using impolite, sarcastic language, etc.
2. Complaints about actions causing harm to customers and third parties:
 - Using rude or threatening language, making inappropriate references that affect third parties, sending letters, postcards, faxes, text messages, or voice messages with the intent to disclose customer information, conducting surveys, etc.
3. Complaints through regulatory agencies:
 - Complaints filed with agencies that may have regulatory authority, such as the Office of the Consumer Protection Board (OCPB), the Bank of Thailand, government agencies, and others, which may impact the company's image.
4. Complaints causing damage to the company:
 - Complaints made through media that could severely damage the company's reputation, leading to legal cases, etc.

For complaints under categories 3 and 4, even if they are not deemed to have violated any rules, they will still be subject to punishment under category 1 due to the occurrence of a complaint.

Complaint Handling and Resolution Process.

1. Complaint Reception:
 - The Customer Relationship Management (CRM) department receives complaints from various company channels such as the Marketing Complaint Center, email, Facebook inbox, letters, financial institutions, media outlets, and government agencies.

2. Initial Contact and Fact-Finding:

- The officer responsible for handling customer complaints contacts the customer to verify the facts (e.g., who, what, where, how) and to understand the customer's specific needs and concerns.

3. Forwarding and Investigation:

- The Complaint Center forwards the case to the relevant personnel for fact-checking. The accused staff member must fill out a detailed incident report, including the date and time of the incident, a detailed description of the event, the results of the internal investigation, reasons for their actions, and other relevant details on a customer complaint explanation form.

4. Review and Decision Making:

- The CRM officer compiles information from both parties and presents it to the management for review. The management then considers the details and facts from both the customer's and the employee's sides to determine if the employee was at fault.

5. Disciplinary Action:

- If the investigation concludes that the employee was indeed at fault, the manager imposes disciplinary action in accordance with company regulations.

6. Customer Communication:

- The CRM officer contacts the customer to apologize if the employee is found to be at fault as per the complaint. The officer also explains the facts and the resolution process to the customer.

7. Monthly Reporting:

- A summary of complaint reviews and decisions is compiled and reported to the company's management and relevant parties on a monthly basis.

Resolution Timeframe.

The process must be completed within 24 hours (1 day). If the complaint involves complex verification, it must be resolved within 3 working days. After that, the Collection department should call to assess the customer's satisfaction with the service provided by the Customer Relationship Management officer on the day following the conclusion of the investigation.

Disciplinary Actions for Employees with Complaints.

1. Normal Complaint : The company will give a verbal warning once, followed by a written warning once. If the misconduct continues, the company will consider termination of employment.
2. Serious Complaint : The company may consider immediate termination of employment.

Note: In cases where the employee's actions cause damage or tarnish the company's reputation, the company will pursue legal action to the fullest extent.

Customer Complaint Management



Process for considering complaints regarding contract work.

1. Receive complaints from customers through various company channels such as the Marketing Complaint Center, email, Facebook inbox, letters, financial institutions, media outlets, and government agencies.

2. Forward the complaint to the company's Complaint Center to verify the details and facts of the complaint from the customer.

3. The officer responsible for handling customer complaints contacts the customer to verify the facts (e.g., who, what, where, how) and to understand the customer's specific needs and concerns. This information is recorded in the customer complaint explanation form.

4. The complaint is forwarded to the relevant personnel for fact-checking. The accused staff member must fill out a detailed incident report, including the date and time of the incident, a detailed description of the event, the results of the internal investigation, reasons for their actions, and other relevant details.

5. The company must send the complaint explanation form along with the details of the customer contact (notes recorded in the system) to the contracting company within 1-2 working days after receiving the customer complaint, along with the explanation form and any attached documents.

6. The Customer Relationship Management officer compiles information from both parties and presents it to the management for review. The management then considers the details and facts from both the customer's and the employee's sides to determine if the employee was at fault.

7. If the investigation concludes that the employee was indeed at fault, the manager imposes disciplinary action in accordance with company regulations.

8. The CRM officer contacts the customer to apologize if the employee is found to be at fault as per the complaint. The officer also explains the facts and the resolution process to the customer.

9. Report the investigation results to the contractor regularly.

10. Immediately send a summary of the investigation results to the contractor.

11. Summarize the complaint review results and report to the company's management and relevant parties on a monthly basis.

Penalties for Employee Complaints.

In cases where an employee is deemed guilty, punishments typically fall into two main categories according to most details.

For employees found guilty of an offense, the company will adhere to the punishment as per regulations. The manager will report the punishment for the offending employee to the company in writing within 3 days.

- Penalty Type 1 : Formal Written Warning

Penalty: Issue a formal written warning, 1st time.

Action: Officially issue a written warning to the employee.

- Penalty Type 2 : Issue a formal written warning, 2nd time.

Action: Issue an official warning letter to the employee, 2nd time.

- Penalty Type 3 : Suspended from job.

Action: Issue an official suspension notice to the employee (including notification of suspension).

Note: In cases causing significant harm or damage to the company, legal actions will be pursued.

- Penalty Type 4 : Severe Offense

Action: Dismissal from employment immediately.

Note: In cases causing significant harm or damage to the company, legal actions will be pursued.

Summary of Complaints for the Year 2023, by Company and Subsidiary

JMT Network Service Public Company Limited.

58 %

J ASSET MANAGEMENT Company Limited.

17 %

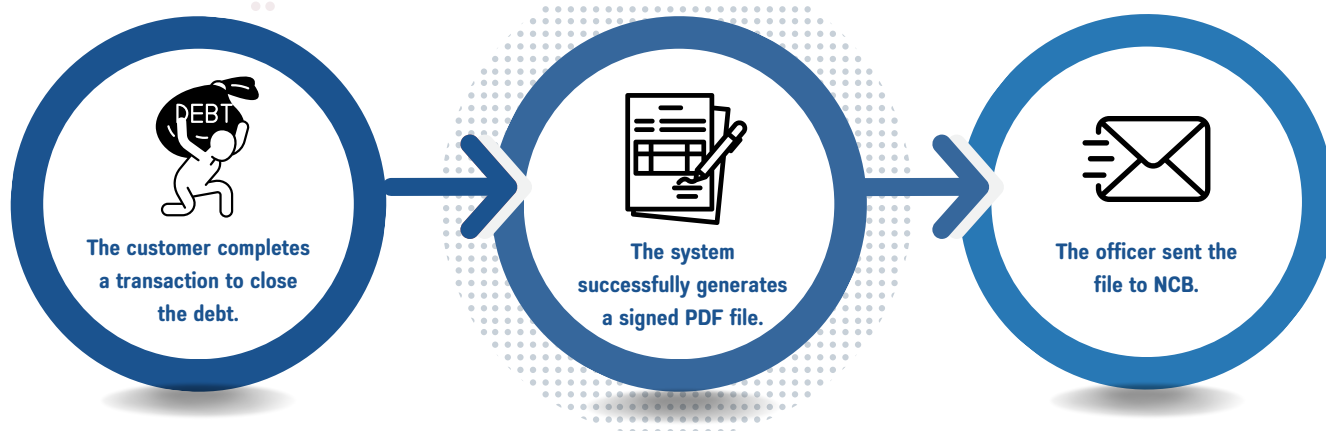
JK ASSET MANAGEMENT Company Limited.

25 %

The Debt Closure Process of NCB (National Commercial Bank)



The steps of JMT and JAM in sending debt closing files to the National Credit Bureau Company Limited (NCB).



Monthly Operation

- By the 10th of every month, you are required to compile the PDF file from the preceding period, print it as a document, and send it to NCB. For instance, on 10/06/23, files for the period from 1/05/23 to 31/05/23 must be submitted.
- Deliver to the Complaint Receiving Section of the Data Owner Service Department at National Credit Bureau Company Limited, located at No. 33/4, The Nine Towers Grand Rama 9 Building, 2nd Floor (Room No. NS010 - 012), Rama 9 Road, Huai Khwang Subdistrict, Huai Khwang District, Bangkok 10310.
- In cases submitted by employees to NCB, please contact the Complaints Department at The Nine Towers Grand Building (A), 14th floor.

Data Breach Management Process

Identify Data Breach

Assess the risk for each Data Breach event and manage those risks.

01

02

DPO Team Monitor + Basic Issues

DPO team monitors + assesses the situation + limits damages that occur.

03

Data Breach Report

DPO Team reports the Data Breach incident to the Personal Data Protection Committee (PDPC) within 72 hours + the data subjects affected.

04

Manage and resolve the issue to completion

In the event that the issue cannot be resolved, the implementation of the BCP (Business Continuity Plan) may be announced and monitored until the problem is resolved.

05

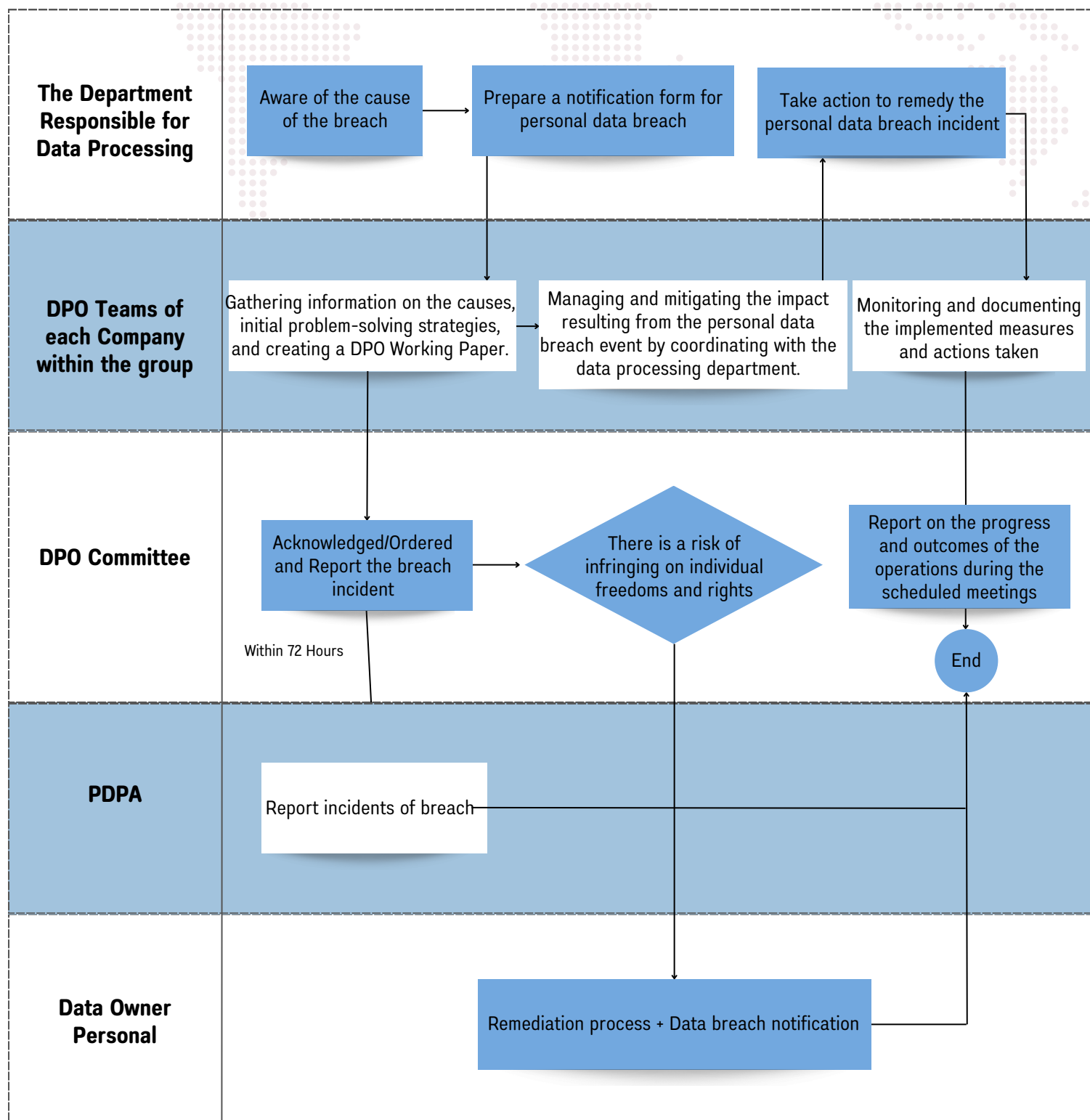
Assess the root cause and improve the plan

Assess the root cause for improvement and review the risk management plan.

In 2023, JMT Network Services conducted all inspection and verification procedures without any information leakage that security personnel could detect.

Contact the security officer promptly via email at dpo-jmt@jmtnetwork.co.th.

Procedures for Managing Incidents of Personal Data Breaches



Community and Social Engagement



In the year 2023, the company continued to promote community and social development consistently. It remained committed to conducting business responsibly towards society for sustainable development and growth. The company's operations were thus aware of the importance of their impact on the community, both directly and indirectly. Therefore, the company focused on ensuring that its business operations could coexist harmoniously and sustainably with the community, society, and the environment. Additionally, it aimed to foster good relationships with the community, enhancing mutual cooperation. Throughout the business activities in 2023, JMT Network Services had no disputes with the community or society. Furthermore, it emphasized compliance with relevant human rights and environmental laws.

To improve the quality of life for people in the community, particularly the elderly and disabled individuals, while concurrently fostering sustainable business growth, the company has implemented various projects such as :

Donating blood together with the Thai Red Cross Society.

The company, JM Tenet Network Services, has realized the importance of blood donation due to the current shortage of blood for patients, including those involved in accidents or suffering from blood-related illnesses. Blood donation is considered a significant act of charity and plays a crucial role in aiding society, as well as promoting the health of donors. Therefore, JMT Network Services has collaborated with JMART to organize blood donation drives at the headquarters. This initiative aims to collect blood donations from both company employees and the general public. In the year 2023, this activity attracted more than 410 participants, resulting in a total donation of 333 liters of blood.



The Number of Disputes With The Community or Society

0

The activity "Sharing Love for Year 2"

To spread happiness and smiles during December 2023, the company organized the "Sharing Love for Year 2" activity. Within this activity, employees from the JMT group collectively contributed gifts to be donated to a total of 4 schools:

1. Baan Khao Eesan School, Don Sai Subdistrict, Pak Tho District, Ratchaburi Province. Total gifts: 48 pieces.

2. Tessaban 1 School Bang Kru, Upparat, Muang Samut Prakan District, Samut Prakan Province. Total gifts: 15 pieces.

3. Early Childhood Development Center, Masjid Yaminilabadah Community, Lad Bua Khao, Bangkok. Total gifts: 100 pieces.

4. Early Childhood Development Center, Wat Sasaengtham School, Saphan Sung District, Bangkok. Total gifts: 79 pieces.

In total, there were 242 gifts. This project received support from employees within the JMT Group and The JMART Group. They collectively wrapped and delivered the gifts to the children to share happiness and smiles during this festive season of joy.





Corporate Governance



JMT Network Services | Sustainability Report 2023



Important Effects

The Company recognizes that good corporate governance is crucial for achieving sustainable business goals, serving as a fundamental cornerstone of all its operations and activities. To foster transparency, fairness, and accountability, the company is committed to promoting good corporate governance principles, including promoting ethical and responsible business conduct, as well as combating bribery and corruption. These efforts help the company minimize negative impacts on stakeholders and ensure successful outcomes.

Good Corporate Governance

The company prioritizes the process, systems, and guidelines related to good management practices. The board of directors establishes control mechanisms and power balance to ensure efficient and transparent management that is subject to scrutiny. The corporate group has boards of directors and management teams with vision and responsibility. They respect the equal rights of shareholders and stakeholders, ensuring business operations are conducted ethically and guided by good corporate governance principles, alongside social responsibility and environmental stewardship. This is encapsulated in policies communicated to all employees at every level, encouraging their participation in continuous social assistance activities. This plays a crucial role in fostering confidence among investors, financial institutions, business partners, shareholders, customers, and stakeholders.

The board of directors has established policies on good corporate governance to ensure they are current and appropriate for the changing business environment, including aligning them with the guidelines set forth by the Stock Exchange of Thailand for improving the "Principles of Good Corporate Governance for Listed Companies." This aims to elevate the company's corporate governance practices to international standards. The board has set policies for good corporate governance based on corporate governance principles. Further details on these policies can be found on the company's website.

<https://www.jmntnetwork.co.th/storage/document/cg/cg-policy-th.pdf> or by scanning the QR code.



SCAN HERE

Good Corporate Governance



For the sake of being a good corporate citizen, the company has established a Code of Best Practice for the Board of Directors, registered under this code. The company has formulated policies regarding corporate governance to ensure transparency in the company's operations at all levels, including frontline staff, executives, and the Board of Directors. This is essential for improving efficiency and effectiveness in the company's business operations for the long-term benefit of the company and its shareholders. Therefore, the company adheres to the 15 principles of good corporate governance outlined by the Stock Exchange of Thailand.



1.The policy regarding good corporate governance



2.Shareholders' rights and equality



3.Rights of stakeholders in various groups



4.Shareholders' meeting



5.Leadership and vision



6.Conflict of interest



7.Business ethics



8.Board balance and board diversity



9.Position consolidation or separation



10.Compensation for board members and executives



11.Board meetings



12.Audit committee



13.Internal control and audit system



14.Committee reports



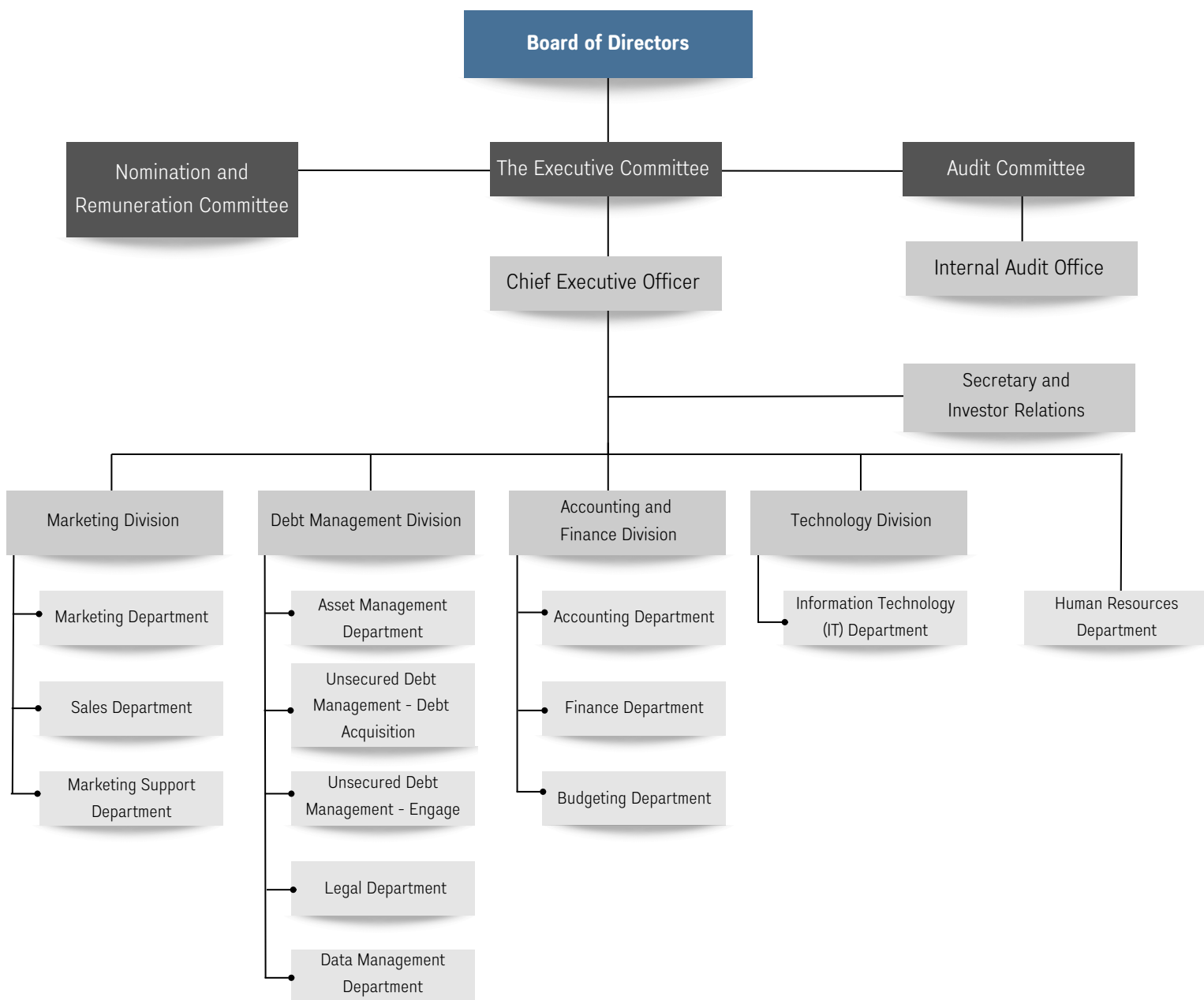
15.Relationship with investors

Board of Directors Structure

Board of Directors Structure

As of December 31, 2023, the management structure of JMT Network Services Public Company Limited consists of the Board of Directors and three sub-committees, totaling four groups as follows:

- Board of Directors
- Nomination and Remuneration Committee
- Audit Committee
- The Executive Committee



Board of Directors



Information about the Board of Directors. The responsibilities of the Board of Directors.

The company's management structure comprises the Board of Directors, divided into two specialized committees to help screen important matters. These committees consist of the Audit Committee and the Nomination and Remuneration Committee. The Chief Executive Officer serves as the highest-ranking executive officer of the company and manages operations through the management committee.

The components of the Board of Directors.

According to the company regulations, the components of the Board of Directors are as follows:

1. The Board of Directors shall consist of no less than 5 members but not more than 15 members.
2. There must be at least 3 independent directors (the principle of good corporate governance requires that there be at least half of the directors as independent directors).
3. At least one director must have expertise in accounting and finance.

As of December 31, 2023, the Board of Directors of the company, according to the current certification from the Ministry of Commerce, consists of 7 members, comprising:

NAME		POSITION
1. Mr. Adisak	Sukumvitaya	Chairman of The Board of Director
2. Miss Yuvadee	Pong-acha	Director , Nomination / Remuneration Committee
3. Mr. Piya	Pong-acha	Director , Nomination / Remuneration Committee
4. Mr. Sutthirak	Trichira-aporn	Director / Chief Executive Officer
5. Mr. Rerngchai	Ingkapakorn	Directors (Independent Director) / Chairman of the Audit Committee
6. Mr. Kanchit	Kawachat	Director (Independent Director) Director of the Audit Committee
7. Mr.Somsak	Atisairakul	Director (Independent Director) / Director of the Audit Committee
8. Mr. Wongsakorn	Kittitrakulkarn	Secretary of the Company / Director of Accounting and Finance

Audit Committee

As of December 31, 2023, the Audit Committee comprises 3 members as follows:

NAME		POSITION
1. Mr. Rerngchai	Ingkapakorn	Directors (Independent Director) /Chairman of the Audit Committee
2. Mr. Kanchit	Kawachat	Director (Independent Director) / Director of the Audit Committee
3. Mr. Somsak	Atisairakul	Director (Independent Director) / Director of the Audit Committee

Board of Directors



Nomination and Remuneration Committee

As of December 31, 2023, the Nomination and Remuneration Committee comprises 3 members as follows:

NAME		POSITION
1. Mr.Somsak	Atisaitrakul	Chairman of the Nomination and Remuneration Committee
2. Miss Yuvadee	Pong-acha	Director Nomination and Remuneration Committee
3. Mr. Piya	Pong-acha	Director Nomination and Remuneration Committee

The Executive Committee

As of December 31, 2023, the Management Committee and Executive Committee comprise 3 members as follows:

NAME		POSITION
1. Mr. Piya	Pong-acha	Chairman of Executive Director
2. Mr. Sutthirak	Trichira-aporn	Executive Director
3. Mr. Wongsakorn	Kittitrakulkarn	Executive Director

The annual performance evaluation of the committee



The company mandates an annual performance evaluation of the board, reviewing and refining both the board evaluation and self-evaluation forms to ensure they are appropriate and aligned with best practices and the new Good Corporate Governance (CG Code) guidelines issued by the SEC. Additionally, analysis and assessment of the results obtained from the board's performance evaluation forms are conducted, and feedback and recommendations are compiled for the company's improvement and development of the board's effectiveness.

Furthermore, the company sets Key Performance Indicators (KPIs) for the board in accordance with the CG Code guidelines and international standards such as DJSI, which include evaluations in four aspects: company performance, board performance, board meeting participation, and contribution to discussions during meetings.

1) Self-assessment form for the Board of Directors

The issues of the questionnaire consist of 6 main categories, namely:

1. Board Structure and Qualifications.
2. Roles, Duties, and Responsibilities of the Board.
3. Board Meetings.
4. Board Performance.
5. Relationship with Management.
6. Board Self-Development and Management Development.

2) Self-assessment form for Sub-Committees on a per-committee basis

The issues of the questionnaire consist of 3 main categories, namely:

1. Suitability of the Board Structure and Qualifications to Enhance the Efficiency of the Board's Operations.
2. Effectiveness of Sub-Committee Meetings.
3. Roles, Duties, and Responsibilities of Sub-Committees.

3) Self-assessment forms for the Board of Directors and individual sub-committee members include the following main points:

The questions are structured into three main categories:

1. Board or Sub-committee Structure and Qualifications
2. Board or Sub-committee Meeting Practices
3. Roles, Responsibilities, and Accountabilities of the Board or Sub-committee

The Board Evaluation Results for the Year 2023

1) Self-assessment form for the Board of Directors (BOD)	97.25 %
2) Self-assessment form of subcommittee by committee	97.82 %
3) Self-assessment form of the board of directors and individual subcommittee members	98.70 %

4) Performance evaluation form for the Chief Executive Officer (CEO)

The questions are structured into ten main categories:

1. Leadership
2. Strategy formulation
3. Strategy execution
4. Financial planning and performance
5. Relationship with the Board of Directors
6. External relations
7. Management and employee relations
8. Succession planning
9. Product and service knowledge
10. Personal qualities

Summary: The performance evaluation of the Chief Executive Officer (CEO) is rated as "Excellent".



COMMITTEE TRAINING INFORMATION

In 2023, the company prioritized enhancing the skills, knowledge, and expertise of its board members. Therefore, the company organized a training course for the board of directors titled "The Essential Skill for Board of Directors," which includes the following topics:

“THE ESSENTIAL SKILL FOR BOARD OF DIRECTOR”



Financial



Strategy



**Problem Solving
Decision Making**



Risk Management



Leadership



Ethical



Technology



Communication



Diversity and Inclusion



**Stakeholder
Engagement**



**Team
Collaboration**



Sustainability

The 12 courses are conducted in an online learning format by The Blacksmith, a division of PRTR. The Blacksmith was established over 30 years ago and focuses on human resource management, recognizing the importance of personnel development.

Conflict of Interest Policy



JMT Network Services Public Company Limited and its affiliated and subsidiary companies (the "Company") place great importance on and understand the objectives of conducting business for the maximum benefit of shareholders, stakeholders, and related parties in a fair and transparent manner. With careful consideration of matters involving conflicts of interest, the Company has established a policy to be used as a guideline.

The Company is committed to conducting business with integrity, rationality, and independence, treating shareholders, stakeholders, and related parties equally in accordance with good corporate governance principles. This commitment ensures the Company's stable and sustainable growth. In any transactions the Company engages in with individuals who have authority or can control the Company's decisions, such as directors, major shareholders, or executives, which may lead to conflicts of interest, the Company will prioritize and consider the best interests of the Company as if dealing with an independent third party (Arm's length basis).

JMT Network Services Public Company Limited and its affiliated and subsidiary companies (the "Company") recognize the importance of conducting business with integrity, transparency, and accountability, which are principles of good corporate governance and enhance organizational efficiency. Therefore, the Company has established a policy requiring directors, executives, and employees to avoid any actions that may conflict with the Company's interests. This includes interactions with the Company's business partners, such as customers and suppliers, the use of company opportunities or insider information for personal gain, transactions with the Company, or engaging in competing businesses, all of which could harm the Company's interests. In cases where it is unavoidable to engage in such transactions, the Company will ensure that they are conducted transparently and fairly, as if dealing with an independent third party, with the best interests of the Company and fairness to all parties involved being paramount.

In the event that actions are found to potentially conflict with the Company's interests, directors, executives, and employees are required to report or provide information and complaints through the following channels:

- Email : ir@jmtnetwork.co.th
- Mail: Addressed to "Audit Committee" at 187, 4th-6th Floor, Jaymart Building, Ramkhamhaeng Road, Rat Phatthana Subdistrict, Saphan Sung District, Bangkok 10240

As specified in the Company's Whistleblowing and Complaint Policy.

Prevention of Conflict of Interest Issues.

The company has established the following guidelines to prevent conflicts of interest:

1. Directors, executives, and employees should refrain from engaging in activities that are similar to or compete with the company's business or its subsidiaries, whether for personal gain or for the benefit of others, which may harm the company directly or indirectly. This includes being a partner, a significant shareholder, or an executive in competing businesses. Exceptions are made if it can be demonstrated that mechanisms are in place to ensure that such activities will not affect the company and that measures are taken for the best interests of the company and its shareholders. In such cases, directors, executives, and employees must report to the Chairman of the Audit Committee immediately.
2. Directors, executives, and employees should avoid holding a significant amount of shares in the company's competitors if such holdings would impair their ability to perform their duties or impact their responsibilities. If they acquired these shares before becoming directors, executives, and employees, or before the company entered that business, or through inheritance, they must report to the company immediately as per the procedures set by the Board of Directors.
3. Directors, executives, and employees must not use the company's information, secrets, or assets for personal benefit or the benefit of others, including conducting competing or related business activities.
4. Directors, major shareholders, and executives with a conflict of interest in any meeting agenda must abstain from voting or not participate in that meeting agenda where they or related parties have a conflict of interest or benefit that could conflict with the company's interests.
5. Directors, major shareholders, executives, and employees must disclose any personal, family, or dependent business activities that could lead to a conflict of interest with the company or its subsidiaries. The company secretary is responsible for coordinating the documentation of such disclosures, both direct and indirect, on an annual basis or whenever there are significant changes. The company secretary will compile and report these to the Board of Directors at least once a year.

Conflict of Interest Policy



- Investing in or benefiting from traders who conduct business with the company or its customers.
- Holding any position or even serving as a consultant to traders who conduct business with the company or its customers.
- Engaging in trading goods or providing services directly to the company or its subsidiaries or through intermediaries.

6. The Board of Directors must ensure that the company complies with securities laws, regulations, announcements, orders, or criteria of the Thai Securities and Exchange Commission, the Stock Exchange of Thailand, and other relevant authorities. Additionally, the company must disclose interconnected transactions in various information materials according to the criteria set by the Stock Exchange of Thailand and relevant regulatory agencies.

7. Directors, executives, and employees of the company must make decisions regarding the company's business operations for the maximum benefit of the company.

8. Directors, executives, and employees of the company must work full-time to the best of their abilities, without engaging in any private business activities that may affect their performance and working hours for the company.

9. Directors, executives, and employees of the company must not engage in any actions that involve managing or handling matters that undermine the company's interests or benefit any individual or legal entity, whether for their own benefit or that of others.

10. Directors, executives, and employees of the company must avoid having financial interests and/or relationships with external parties that could result in the company suffering losses or conflicts of interest, or hinder the efficient performance of duties.

Code of Conduct



In today's business landscape, industries must confront challenging environments characterized by economic volatility, technological advancements, and pressures to manage the environment more effectively. In light of these events, good corporate governance plays a pivotal role in leading and controlling organizations to effectively manage emerging challenges, ensuring that organizational operations do not generate negative impacts or harm, and that benefits are created for all stakeholders involved, including the economy, society, and the environment, in a balanced manner. This is a fundamental cornerstone for sustainable business growth.

The group of companies recognizes the importance and impact of good corporate governance, encompassing practices within the framework of integrity in business operations, transparency, honesty, fairness, accountability, efficient risk management, genuine efforts to combat corruption and collusion, serving as essential tools in corporate oversight. This ensures a balanced preservation of benefits for all stakeholders in accordance with human rights principles, mitigating various risks' potential impacts on society, the economy, communities, and the environment. This leads the group of companies towards sustainable growth.

Code of Conduct

JMT Network Services Co., Ltd. is committed to conducting business in accordance with ethical principles, which are crucial foundations for sustainable business growth. With the aim of operating efficiently, the company has established guidelines for corporate governance, adhering to the principles of good corporate governance, relevant laws, and regulations issued by government agencies and regulatory bodies. The company has implemented measures to prevent and address incidents that may occur in conjunction with managing these risks, ensuring they are maintained at acceptable levels.

The company has developed a "Code of Conduct" ("the Code") to establish ethical standards and provide guidelines for internal operations within the organization, ensuring transparency and accountability in the company's business practices. The Code promotes good practices, considering honesty, integrity, compliance with laws, ethics, and responsibility to stakeholders in dimensions of Corporate Governance, Society, and Environment (ESG). It covers board members, executives, employees, business partners, subsidiaries, and joint ventures over which the company has control and authority to set policies, aiming to create long-term business value while fostering positive relationships with stakeholders.

The company sets an annual target to ensure no complaints are filed regarding employees' violations of business ethics. Additionally, to align with the current situation, it conducts a review of the Code and policies annually. Furthermore, the Code and policies are openly disclosed on the company's website to disseminate business ethics to the public via the internet, allowing employees and external stakeholders easy access to the information.

Code of Conduct Policy :

<https://www.jmtnetwork.co.th/storage/document/cg/code-of-conduct-th.pdf>



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Anti-Corruption Policy

JMT Network Services adheres to and emphasizes conducting business with honesty, integrity, and responsibility towards society and all stakeholders. The company officially declared its commitment to join the Thai Private Sector Collective Action Against Corruption (Thai CAC) in 2022 to demonstrate its refusal to accept and support any activities related to corruption and its firm dedication to conducting business with true transparency.

The group of companies is committed to instilling in its employees a culture of honesty and integrity to ensure positive impacts on business operations across all sectors consistently through training and cultural immersion in anti-corruption and anti-collusion efforts. All forms of corruption and collusion are unacceptable. Therefore, the company has developed an Anti-Corruption and Anti-Collusion Policy and regularly reviews and updates this policy. This policy applies to all departments working directly and indirectly with the company, including subsidiaries, joint ventures, business partners, as well as the board of directors, executives, and employees at all levels. It serves as the standard for collaborative work under the principles of honesty, integrity, and good ethics, aiming to prevent the misuse of power to obstruct fraudulent behavior or receive bribes in any form, and to guide business operations in compliance with the law. These details are outlined in both the Business Ethics and Anti-Corruption and Anti-Collusion Policy.

The company has announced and communicated to all employees the Anti-Corruption and Anti-Collusion Policy, including various penalties in case of violations. Every employee has signed and acknowledged the policy as part of the company's code of conduct. The company conducts regular training sessions to review and enhance employees' knowledge and understanding of the Anti-Corruption and Anti-Collusion Policy annually.

Anti-Corruption Policy :

<https://www.jmntnetwork.co.th/storage/document/cg/anti-corruption-th.pdf>



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In addition, to emphasize the commitment to combating corruption and collusion, the company has conducted training on the topic 'Roles of Management and Employees in Anti-Corruption' and held a ceremony to pledge against corruption and collusion on October 19, 2023. This event was held both physically at the James Building headquarters and online via Zoom to broadcast live to employees across the Mart nationwide group. The objective of this event was to raise awareness of the importance of combating corruption and collusion and to foster an organizational culture that does not tolerate, support, or engage in any form of corruption. These initiatives are crucial for maintaining the trust of society, investors, and stakeholders of the company in all groups toward the organization.



To promote ethical practices and establish a transparent working culture across all business sectors in accordance with the Anti-Corruption and Collusion Policy, specific guidelines have been outlined to clearly mitigate the risks of corruption and collusion. These include clear guidelines on giving and receiving gifts and hospitality, sponsorship practices, donations and philanthropy, political contributions, conflict of interest, facilitation payments, revolving door practices, and any other practices beyond those outlined in the policy.

If there is a violation or failure to comply with this policy, the company has clearly defined disciplinary measures ranging from minor violations to serious breaches, including any actions that significantly harm the company's interests.

WHISTLEBLOWING AND COMPLAINT



To support and promote governance in line with business ethics, as well as effective anti-corruption and compliance efforts, the company has established channels for reporting and complaints. Additionally, protective measures are in place to ensure a transparent work environment and provide confidence to whistleblowers, including employees and stakeholders both within and outside the organization. These channels are conveniently accessible for anyone with suspicions, suggestions, or complaints related to misconduct, corruption, or non-compliance with laws, regulations, governance policies, business ethics, anti-corruption, and compliance policies. The reporting and complaint channels ensure confidentiality for whistleblowers and involve a directly responsible investigation committee.

Reporting and Complaints

The company has established a system for reporting grievances and mechanisms for receiving complaints for both internal and external individuals, to report incidents that may involve misconduct. This includes bribery, corruption, favoritism, intimidation or harassment, privacy violations, legal infractions, or violations of the company's policies or regulations.

Protection and Care for Whistleblowers and Complainants

1. To protect the rights of whistleblowers and complainants, the company ensures that the personal data of whistleblowers and complainants is kept confidential to prioritize their safety.
2. The company carefully evaluates incidents and follows investigative procedures with caution, considering all aspects in detail to avoid negative repercussions that may affect the whistleblowers or complainants. The company upholds fairness to both whistleblowers and accused parties without bias.
3. If whistleblowers or complainants suffer harm from incidents of corruption and collusion, the company will provide appropriate and fair assistance to mitigate their losses.

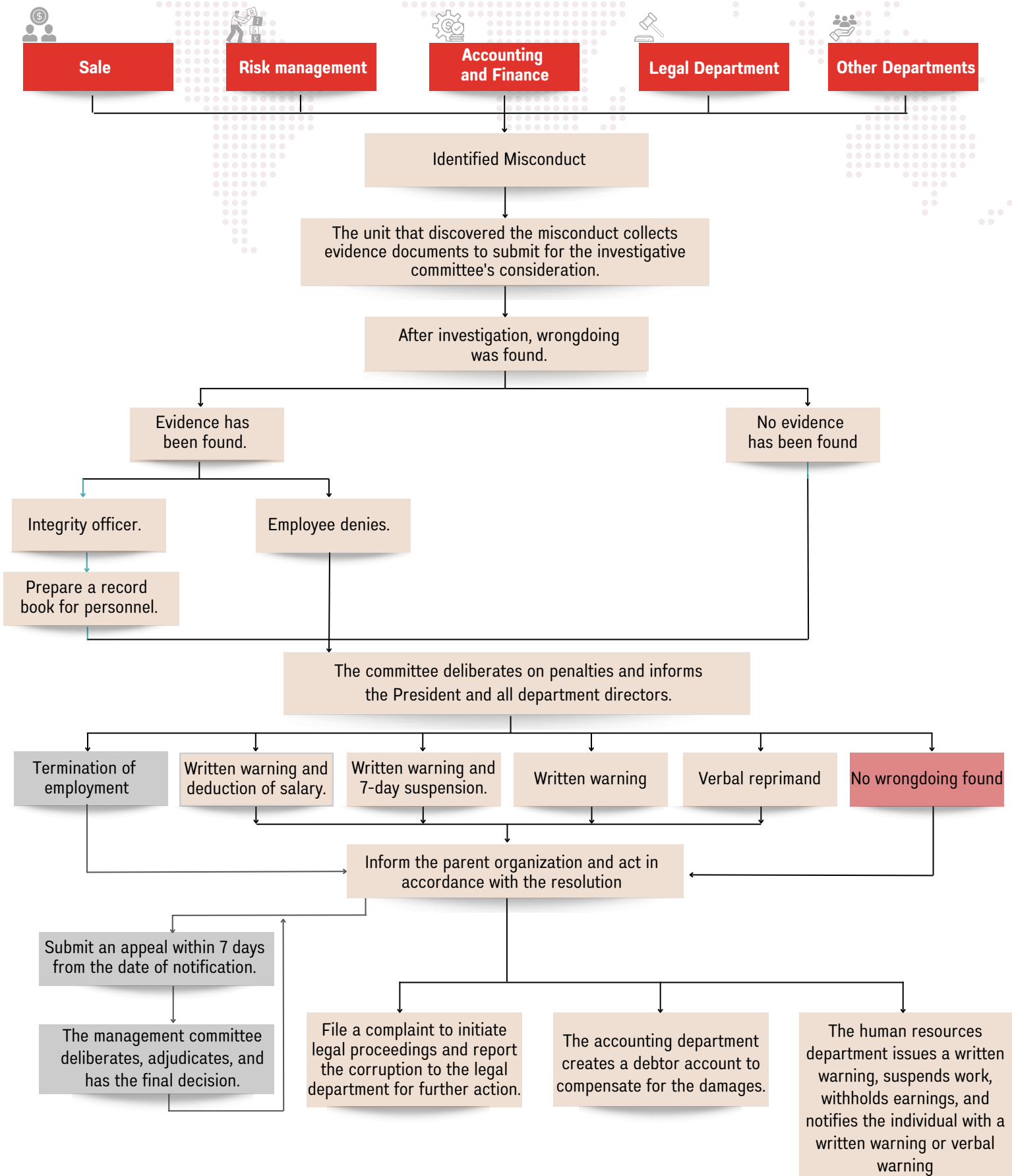
The Penalty for acts of Corruption and Collusion

If an employee is found to have violated the company's policies, disciplinary action will be taken in accordance with the company's policy and relevant labor laws. Penalties may include suspension for a specified period, payment of compensation for agreed-upon damages between the company and the offender, termination of employment with the company, and being ineligible for reemployment within the subsidiary companies or affiliated companies. Legal action will also be pursued to the fullest extent permitted by law.

The Channels for Reporting Grievances and Complaints

- Email : ir@jmtnetwork.co.th
- Website : <https://www.jmtnetwork.co.th/th/investor-relations/corporate-governance/whistleblowing-form>
- Mail to : The Audit Committee, 187 Jaymart Building, Ramkhamhaeng Road, Rat Phatthana, Saphan Sung District, Bangkok 10240
- Comment Box: Building A, Jaymart Headquarters.

Procedure for considering, investigating and punishing employees fraud



The 2023 Excellence Award Announcement

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เป็นได้มากกว่าที่คุณคิด



CORPORATE GOVERNANCE REPORT OF THAI LISTED COMPANIES (CGR)

The Corporate Governance Report of Thai Listed Companies (CGR) is a report that presents the results from the project of monitoring the corporate governance of registered companies, which has been conducted regularly every year. Its purpose is to review, improve criteria, and provide clear evaluation guidelines to assess the corporate governance of Thai companies more effectively.

JMT Network Services Public Company Limited (Public Company Limited) has been assessed at the 3-stars level, indicating a 'good' rating. This assessment is part of a survey conducted to monitor and measure the development of corporate governance, or 'listed companies,' registered in Thailand, conducted by the Thai Institute of Directors (IOD) with the support of the Stock Exchange of Thailand and the Securities and Exchange Commission (SEC) annually.

JMT Network is committed to conducting business under good corporate governance and ethics, considering society, the environment, and stakeholders, to achieve the goals set forth. This is done through transparent, clear, and auditable management, along with knowledgeable and conscientious personnel who adhere strictly to relevant policies and guidelines. We prioritize the organization's highest benefits while maintaining accuracy and precision, ensuring all actions align with our core values.





JMT Network Services Public Company Limited

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