

	Community Development and Engagement Policy	
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## Introduction

JMT Network Services Public Company Limited and its subsidiaries (the "Company") are committed to conducting business with social responsibility, alongside fostering the sustainable growth of communities and society across all dimensions. The Company recognizes the importance of building genuine understanding and promoting meaningful participation among community members. In fulfilling this commitment, the Company strives to create positive impacts on both society and the environment through business operations grounded in ethical principles and the inclusive engagement of all relevant stakeholders. The Company's Community Development and Engagement Policy has therefore been established to serve as a guiding framework for promoting sustainable growth within the communities in which the Company operates, as well as for enhancing the well-being of people in all areas of its presence.

The Company believes that sustainable community development cannot be achieved in isolation. Accordingly, it places strong emphasis on building cooperation and collaboration with entities across the public, private, and civil society sectors, driving community development effectively across all dimensions — whether economic, social, or environmental. The Company has laid a business foundation that goes beyond profit generation to encompass a deep sense of responsibility toward communities and society. This foundation serves as a framework for the Company's sustainability and social development efforts, with a focus on creating positive impacts that are responsive to community needs, while fostering public awareness and participation in improving the quality of life of individuals and their surrounding communities — with the ultimate aspiration of becoming an organization capable of driving meaningful and lasting positive change in society.

### Objectives

1. To promote the development and enhancement of quality of life for communities located within the Company's operational areas or affected by its activities, fostering sustainable growth.
2. To strike a balance between the Company's economic growth, social development, and long-term environmental conservation.
3. To promote operational transparency through the full, reliable, and accessible disclosure of information to the public.

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## Scope of Operations


This Policy applies to JMT Network Services Public Company Limited and all its subsidiaries, encompassing guidelines and practices relating to community and social development and engagement, in accordance with the Policy framework.

## Good Practice Guidelines

The Company is committed to strengthening the capacity of communities and society to achieve robust and sustainable long-term growth by supporting improvements in the quality of life of community members. This includes a focus on capacity-building across various areas, such as education, vocational skills development, and the creation of economic opportunities, enabling communities to enhance their own quality of life effectively and sustainably. In conducting its business, the Company also gives due consideration to its impacts on communities and society at all levels, emphasizing the meaningful participation of all relevant parties — whether employees, business partners, or allies — in collectively building a society that is balanced across economic, social, and environmental dimensions.

To this end, the Company has established an Environmental, Social, and Governance (ESG) sustainability strategy to serve as a clear operational framework for community and social development and engagement. The Company is firmly committed to strict compliance with all applicable laws and regulations pertaining to communities and society, while also supporting collaborative operations with partners and allies to ensure that all parties uphold consistent operational standards in the comprehensive protection of communities and society.

Furthermore, the Company places strong emphasis on respecting fair human rights throughout all operational processes, taking proactive measures to prevent disputes with communities and society at every stage across the value chain, so as to ensure that the Company's operations do not give rise to any negative impacts on communities, society, or any of its stakeholders. The Company also focuses on supporting the development of neighboring communities to achieve an improved quality of life, through collaboration with local agencies and non-profit organizations in organizing activities and initiatives that benefit society — such as educational programs, vocational skills enhancement, and environmental conservation promotion — so that communities are empowered to sustain themselves and continue their own development into the future, in accordance with the following guidelines.

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### **1. Promotion of Community Economic Development and Quality of Life**

The Company places great importance on enhancing the quality of life and well-being of community members in areas where it conducts its activities. This encompasses a focus on creating livelihood opportunities, supporting local employment generation, expanding access to work, and promoting digital skills and innovation in alignment with the Company's business direction. Examples include initiatives aimed at enhancing consumers' capacity to access digital technology and innovation, as well as equipping them with skills applicable to everyday life or enabling them to expand their economic opportunities in the digital age. In this regard, the Company actively supports older adults in adapting to the world of technology with confidence, empowering them to participate meaningfully in the modern digital economy.

### **2. Environmental Conservation and Natural Resource Management**


The Company focuses on the conservation and restoration of natural resources in areas where it operates, as well as on mitigating the environmental impact of its business processes. This is pursued through the implementation of projects that promote efficient natural resource management, the advancement of renewable energy use, the reduction of greenhouse gas emissions, and the cultivation of environmental awareness among employees and community members — through awareness campaigns and various conservation initiatives, such as reducing wasteful consumption of natural resources and implementing systematic waste management.

### **3. Employee Participation in Community Development**

The Company supports employee participation in various activities through the organization of programs designed to cultivate a sense of responsibility toward communities and society, encouraging employees to engage in community development activities through volunteerism in order to foster cooperation and positive relationships with communities. The Company further encourages employees to take an active role in promoting sustainability within communities and society at all levels.

### **4. Building Partnerships with Public and Private Sector Agencies**

The Company places great importance on collaboration with government agencies, local organizations, educational institutions, and the private sector to strengthen partnerships in community and social

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development. This is pursued with a focus on building cooperative networks for the development and implementation of projects that are genuinely responsive to the needs of communities and society.

## **5. Receiving Feedback and Complaints from Communities and Stakeholders**

The Company provides opportunities for communities to participate in submitting opinions or complaints regarding impacts or issues that may arise from the Company's business operations, through accessible and transparent communication channels — such as the contact form on the Company's website, social media channels, or the customer relations center. A structured intake and coordination system is in place to ensure that feedback and complaints are addressed efficiently and transparently. This is intended to promote community participation, build confidence in the Company's operational processes, and enable feedback to be utilized in making improvements that generate positive impacts on society as a whole.


## **6. Community Impact Assessment and Satisfaction Evaluation**

The Company places great importance on the continuous, transparent, and participatory monitoring and assessment of impacts arising from its various activities on surrounding communities, so as to ensure that its operations are conducted responsibly and in alignment with community expectations across economic, social, and environmental dimensions.

To this end, the Company shall conduct periodic community satisfaction assessments through various channels — such as questionnaires or direct discussions with community representatives — and shall utilize the resulting data for analysis to serve as a basis for improving, developing, or adapting its operational approaches to be more effective and more responsive to community needs, while fostering a sustainably positive relationship between the Company and the communities it serves.

## **7. Information Disclosure**

The Company places great importance on the transparent disclosure of information relating to community and social development and engagement, encompassing project outcomes, impacts, management approaches, and progress on sustainability initiatives — with the aim of building confidence and trust among communities and stakeholders across all sectors. The Company discloses information through easily accessible channels, namely the Company's website, the Sustainability Report, and the Annual Registration Statement (56-1 One Report).

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Such disclosure is intended to promote transparency, respond to stakeholder expectations, and reflect the Company's commitment to conducting business with social responsibility.

The Company is committed to being an organization that drives sustainable change through responsible business conduct toward communities and society, while contributing to the creation of a better society — grounded in the principles of sustainable development and the inclusive participation of all.

This Policy shall come into effect as of 14 May 2025 onwards.

  
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Policy Approver - Community Development and Engagement Policy

Mr. Adisak Sukumvitaya

Chairman of the Board of Directors

