# JAS

# Sustainability Report 2022

# Innovative Technology
# For Better Future

# List of content

# Message from Chairman of the Board of Directors

**To Our Shareholders,**

2022 has been a year of change in the Thai telecom industry. With the merger between the number 2 and 3 players in the mobile industry and the announcement of the disposal of 3BB's residential broadband business to AIS, 2022 will be remembered as the year of consolidation of both the mobile and residential broadband industry in the Thai Telecommunication industry's history. The sales of 3BB and JASIF will allow JAS Group to explore new opportunities in the area of Green Energy Business, Digital Healthcare Business and various Innovative Solutions Businesses that have the potential to become a new sustainable growth driver for the Group.

Personally, I feel very honored to serve as JAS Group's new Chairman of the Board of Directors in 2023. At the same time, I do admit that it is very challenging to take on this role. However, I am confident that JAS Group will be able to build on its current assets and resources to create valuable returns from new businesses.

In addition to managing the business to become a strong and sustainable company, JAS Group places a high priority on its environmental, social and good corporate governance policies, which are set by the JAS Group Board of Directors and implemented by the Management to drive success across the whole Group. On the environmental policy front, JAS is committed to being a role model for its subsidiaries to become a Carbon Neutral Organization and participate

in several social activities such as "Free Internet for Schools" which was started since 2021 across the country, "JASCare Telemedicine Applications" and "JAS Flood Relief Service". Moreover, JAS Group adheres to practices under the principles of ethics, good governance and responsibility towards communities, society, environment and stakeholders which will lead to a sustainable business that will grow in tandem with the society and environment in the long run.

On behalf of the Jasmine International Public Company Limited's Board of Directors, I would like to take this opportunity to thank our shareholders, all respected customers, business partners, business allies and financial institutions for your continued trust and support in our business operations. I would also like to confirm our commitment towards managing the JAS Group to grow sustainably on the basis of good corporate governance and business ethics for the greatest benefit of the JAS Group and all stakeholders.

(Dr. Soraj Asavaprapha)

**Chairman of the Board of Directors**

# Message from CEO

**To Our Shareholders,**

The year 2022 has been a year of changes for JAS Group. In the 3rd quarter, our shareholder's approval of the sales of the JASIF investment units and the disposal of Triple T Broadband PCL, Triple T Internet Co., Ltd., Incloud Co., Ltd. and Three BB Co., Ltd which has been operating broadband residential business under the brand 3BB, signaled the end to our 14 years endeavor in the residential broadband business. Despite becoming the second largest broadband service provider competing with much larger Telecom incumbents and contributing to the Thai broadband industry's healthy growth over the past decades, we have chosen to sell these companies at a time when we could demand optimum pricing which we felt would be in the best interest of our shareholders.

Other than the broadband Internet business, our Internet TV business' subscription has doubled from 300,000 to more than 600,000 subscribers in 2022. Our subsidiaries such as JiNet Co., Ltd. and Premium Assets Co., Ltd. are also committed to delivering innovative products and services that meet the evolving needs of our customers. As for the 51% owned JTS Group, they will continue the journey to become the largest Bitcoin Mining Farm in SEA through investments in fully Solar Powered Bitcoin Mining. Their subsidiary, JASTEL Co., Ltd., will continue to grow its regional connectivity and data center business whereas CCS Co., Ltd. and JTS Singapore will explore cloud-based services and blockchain & wallet related services through the Lightning Network.
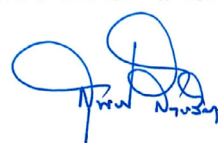
Looking ahead, we are optimistic about our future growth prospects. With the proceeds from the sales of 3BB and JASIF, we will continue to invest in our people, infrastructure, and innovative technologies to ensure that we remain at the forefront of the industry. Utilizing our residential broadband business expertise, and tagging along the global trend towards renewable energy, we will enter an untapped market in the areas of residential solar rooftop business under JAS Green. Moreover, utilizing our expertise in innovative AI and cloud technologies, we will enter the Digital Healthcare Industry under the brand JAS Care.

We remain committed to our corporate social responsibility initiatives through supporting various social and environmental causes. We continue to make significant contributions to our local communities, and we believe that responsible business practices are essential to creating sustainable value for all stakeholders.

On behalf of JAS executives and employees, I would like to express my gratitude to our shareholders, respected customers, business partners and financial institutions for your continued trust and support. We look forward to continuing to work together to build a new growth engine for the JAS group.

Last but not least, I would like to take this opportunity to thank our 3BB employees, who have demonstrated unwavering dedication and resilience for the past 14 years in building the residential broadband business to what it is today. Their hard work and commitment to excellence have been essential to our success.

(Mr. Subhoj Sunyabhisithkul)

**Acting Chief Executive Officer**

# ผลงานโดดเด่นด้านความยั่งยืน



**2019**　　**2020**　　**2021**　　**2022**

## For the 4th consecutive year of proudly receiving this award

the Company's project of

**"Corporate Governance Report of Thai Listed Companies 2022"**

in which was assessed by the Thai Institute of Directors, received a rating of Directors,

received a rating of **"very good"** (4 stars), during 2019 to 2022



Project "Meeting Organization Quality Assessment Ordinary Shares" from the Thai Investor Association as assigned by the Office of the SEC. The Company received a score of 94 percent



**CARBON FOOTPRINT**

Year 2022 Received Carbon Footprint Organization certification from Thailand Greenhouse Gas Management Organization (Public Organization) in June 2023 and aiming for greenhouse gas emissions. net zero To compensate the organization to become a Carbon Neutral Organization sustainably.

note
"Currently, it has been verified by an external agency and is expected to be registered with TGO. Only Scope 1 and 2 in June 2023

# Summary of sustainability performance in 2022 Sustainability

## management in the dimension of the environment

Year 2022 : Aiming for carbon neutrality (Carbon Neutral) emissions and absorption of greenhouse gases of the organization and being able to offset carbon credits, enabling the company to achieve the goal of reducing emissions. net greenhouse gas emissions to zero

\* has been verified by an external agency and is in the process of being certified by the TAO in June 2023

## Sustainability Management in Social Dimension



In 2022, creating opportunities to access the internet for improving the quality of life of personnel, students, there are 4,599 schools installed internet in 77 provinces and 75,086 villages.

2022 Creating a good experience for customers Customer Satisfaction Score 79% Satisfaction in Resolving Problems 91% Punctuality 71%

# Sustainability Management in Economic Dimensions

## Personal Data Protection

Year 2022, the company is
safe. cyber to the max
There were no cases of data
leakage, theft or loss.
That proved to be an actual idea.

## 100 %



**ISO/IEC 27001:2013**




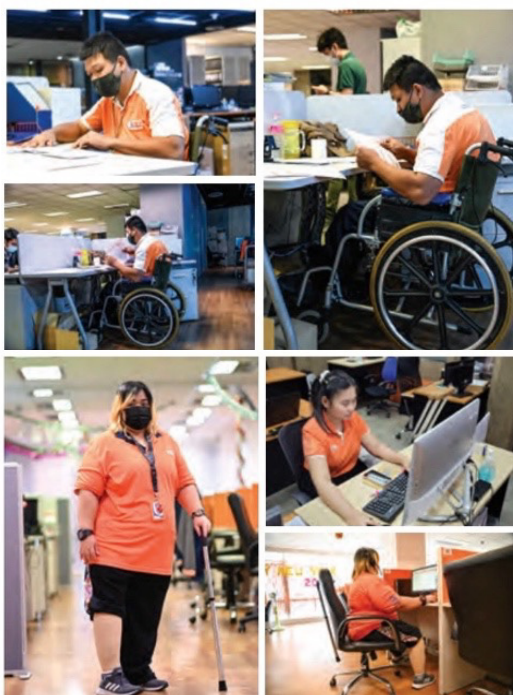มูลนิธิช่วยสัตว์ป่าแห่งประเทศไทย


สถาบันการแพทย์ฉุกเฉินแห่งชาติ


มูลนิธิโรงพยาบาลเด็ก โครงการอยู่เพื่อยิ้ม

Support for communities and society **79** (million baht)

## Human rights management



A peaceful society must
### have
### atability, peace.
**People** were treated equality
**under** human rights
### principles

Number of people with disabilities

## 104 people

# About JAS

## ⓘ Company information

Jasmine International PCL. was established on 3 December 1982 by a group of Thai consultants who were experts in telecommunications engineering and management. At the beginning, the Company engaged in providing engineering consulting service and later, gradually broadened itself into new business lines. It was in 1994 that the Company transformed itself into a public company and was listed on the Stock Exchange of Thailand (the "SET"), with funds raised from both local and foreign money markets and capital markets for business expansion.

## Business Policy and Business Operations Overview

Currently, the Company is an investment or a holding company, with an objective to invest in telecommunications and information technology businesses. In addition, the Company considers investing in businesses in which products and services support and complement each other. To successfully achieve all these, the Company fully utilizes the potentiality of its well synergized human capital and telecom networks. At present, its core businesses are categorized into 3 segments as follows:-

1. Broadband Internet and Internet TV Business segment that provides high-speed connectivity, digital data network, Internet services, software and applications, nationwide WiFi service and Internet TV service. The companies under this business segment are as follows:-
   - Triple T Broadband PCL.
   - Triple T Internet Co., Ltd.
   - In Cloud Co., Ltd.
   - Three BB TV Co., Ltd.
   - Jasmine Submarine Telecommunications Co., Ltd.
2. Digital Asset & Technology Solution Business segment that engages in the Bitcoin mining business, telecommunication service business and solution provider business that provides system integration, cloud computing and ICT solution services. The companies under this business segment are as follows:-
   - Jasmine Technology Solution PCL.
   - Cloud Computing Solutions Co., Ltd.
   - JasTel Network Co.,Ltd.
3. Other Business segment that engages in supporting work that is related to telecommunication systems and office space rental in Jasmine International Tower. The companies under this business segment are as follows:-
   - Jasmine Broadband Internet Infrastructure Fund
   - Premium Asset Co., Ltd.
   - Jasmine Internet Co., Ltd.
   - Acumen Co., Ltd.
   - Internet Knowledge Service Center Co., Ltd.

# VISION

To be a leader in
Telecom and Media Company

# Mission

1) To be a leading high-speed internet provider with the most coverage service area nationwide and No. 1 in offering internet speed, quality and service;

2) To provide 3BB GIGATV on 3BB internet networks, offering a variety of contents that are worth the price and best meet the demands of the customers;

3) To continuously develop platforms and solutions to address core requirements of the customers, both as an individual and a group;

4) To develop the personnel to be sustainably of the best proficiency for total digital workplace via innovation-driven method and modern creativity;

5) To invigorate the Company's businesses for sustainable growth through business partnership;

6) To remain dedicated to social responsibilities.

# การกำกับดูแลกิจการ

```
                                          ┌──────────────────────────┐     ┌──────────────────────┐
                                          │ Audit and Corporate      │─────│ Office of Internal   │
                                          │ Governance Committee     │     │ Audit                │
                                          └──────────────────────────┘     └──────────────────────┘

                                          ┌──────────────────────────────────────────┐
                                          │ Remuneration and Nomination Committee      │
                                          └──────────────────────────────────────────┘

┌────────────────────┐                    ┌──────────────────────────────┐
│ Board of Directors │────────────────────│ Committee of Risk Management  │
└────────────────────┘                    │ for Sustainable Development   │
                                          └──────────────────────────────┘

                                          ┌──────────────────────┐
                                          │ Executive Committee  │
┌────────────────────────┐               └──────────────────────┘
│ Chief Executive Officer │
└────────────────────────┘               ┌──────────────────────┐
                                          │ Office of Chief       │
                                          │ Executive Officer     │
                                          └──────────────────────┘

┌────────────────┐
│ President       │                        ┌──────────────────────┐
└────────────────┘                        │ Office of President  │
                                          └──────────────────────┘
```

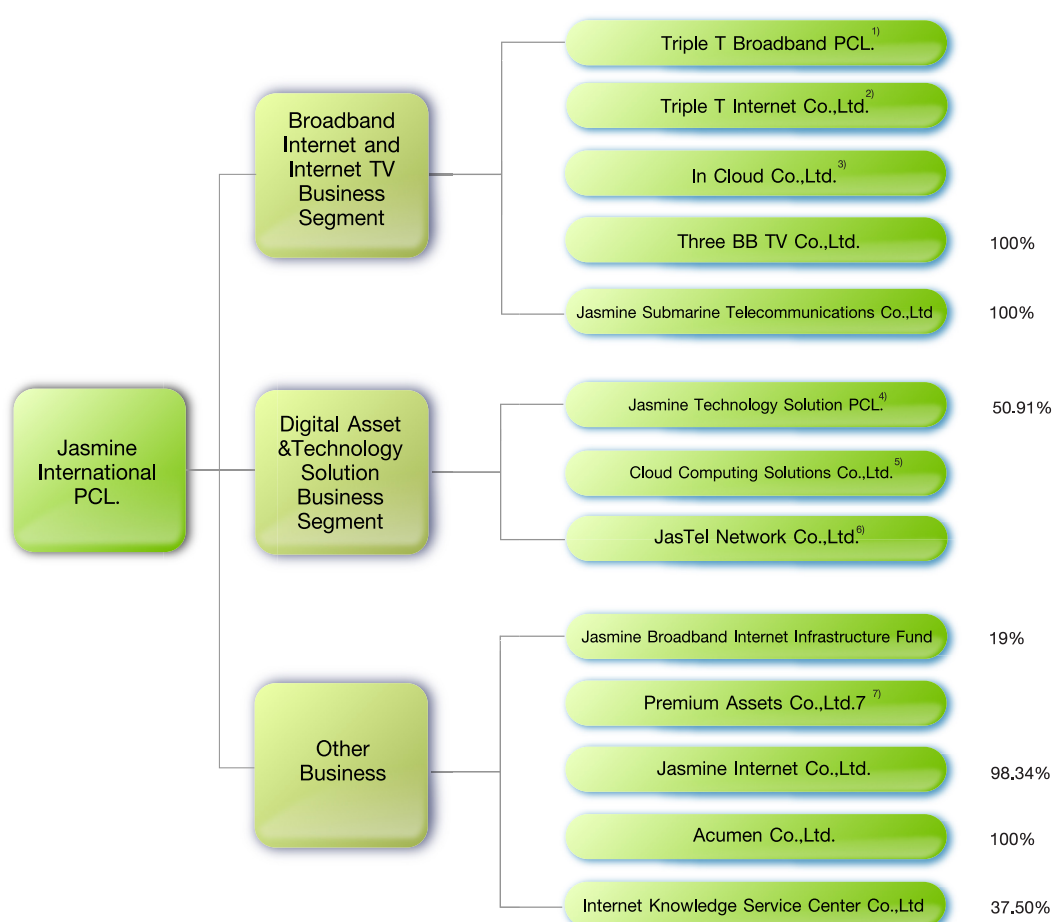| Administration Department | Business Development For Sustainability Department | Regulatory & Compliance Department | Accounting Department | Finance & Strategic Department | Human Resources Department |

# Sustainable Business Development

Jasmine International Public Company Limited, prepared a sustainability report to portray the commitment towards disclosing important developmental information for the stakeholders accurately and transparently. The report covers on the performance of economic, social and environmental sectors, from January 1, 2022, to December 31, 2022. The Company prepared the 2022 Sustainability Report based on the Sustainability Reporting Guide of the Securities and Exchange Commission (SEC), which corresponds to the international standards, as well as determining content and presenting performance results that support the United Nations Sustainable Development Goals (SDGs).

The scope of this report was determined based on relevance to business, availability of information, and impact towards the Company's performance, the society, and the environment. All these categories fall are under 3 main business groups, being the High-Speed Internet and Internet TV Service business, Digital Assets and Technology Solutions business, and other businesses, in which the shareholding proportions and operational results are presented as follows:



**Jasmine International PCL.**

**Broadband Internet and Internet TV Business Segment**
- Triple T Broadband PCL.[1]
- Triple T Internet Co.,Ltd.[2]
- In Cloud Co.,Ltd.[3]
- Three BB TV Co.,Ltd. — 100%
- Jasmine Submarine Telecommunications Co.,Ltd — 100%

**Digital Asset &Technology Solution Business Segment**
- Jasmine Technology Solution PCL.[4] — 50.91%
- Cloud Computing Solutions Co.,Ltd.[5]
- JasTel Network Co.,Ltd.[6]

**Other Business**
- Jasmine Broadband Internet Infrastructure Fund — 19%
- Premium Assets Co.,Ltd.7 [7]
- Jasmine Internet Co.,Ltd. — 98.34%
- Acumen Co.,Ltd. — 100%
- Internet Knowledge Service Center Co.,Ltd — 37.50%

**Remarks :**

Remarks : 1) = 99.87% held by ACU
2) = 100% held by TTTBB
3) = 100% held by TTTBB
4) = 32.80% held by JAS, 9.06% held by ARS and 9.06% held by TJP, making the total of 50.91%
5) = 97.87% held by JTS
6) = 100% held by JTS
7) = 53.85% held by ACU and 46.15% held by JSTC

## Sustainability Issues

| Sustainability Issues | Head Office | High-Speed Internet and Internet TV Service Business | Digital Assets and Technology Solutions Business | Other Businesses |
|---|---|---|---|---|
| **Economical Sector** | | | | |
| • Supervision and Risk Management | ✔ | ✔ | NA | NA |
| • Innovation Development | ✔ | ✔ | | |
| • Cyber Security and Protection of Personal Data | ✔ | ✔ | | |
| **Environmental Sector** | | | | |
| • Greenhouse Gas Reduction and Resource Management | ✔ | ✔ | NA | NA |
| • Electronic Waste and Waste Management | ✔ | ✔ | | |
| **Social Sector** | | | | |
| • Responsibility towards customers and consumers | ✔ | ✔ | NA | NA |
| • Fair and equal treatment of labor | ✔ | ✔ | | |
| • Corporate Social Responsibility | ✔ | ✔ | | |

Note:
✔ Information was recorded on the issue
NA (Not Available) – No information was recorded on the issue

## Contact Us

Jasmine International Public Company Limited
200, 29th-30th Fl., Moo 4, Chaengwatana Road,
Pakkred Sub-district, Pakkred District, Nonthaburi 11120
Tel. +66 0-2100-3000, Fax. +66-0-2100-3150-2
You can load this report at www.jasmine.com

# Sustainability Policy and Targets



The Company is committed in driving its business on the basis of sustainability, covering upon 3 dimensions, which are Economy, Social and Environment dimensions, in order to build confidence among all stakeholder groups through transparent, fair and verifiable operations. The Company has established the sustainability policy as an operational guideline and has set clear goals to ensure itself as a "Growing Sustainable Organization with Innovative Solutions".

| Delivering "Sustainable Technology" for Better World | Building Digital Organization while Putting People First | Empowering Wellness of Society with Technology |
|---|---|---|

**Commitment**

- Develop new products through innovated technology, on the basis of understanding and paying attention towards environment
- Encourage employees to become innovators
- Develop digital skills for employees
- Create technological access for community's well being

| Delivering "Sustainable Technology" for Better World | Building Digital Organization while Putting People First | Empowering Wellness of Society with Technology |
|---|---|---|
| • Environmental impact mitigation | • Build relationships with organization and focus on developing career path for employees.<br><br>• Encourage employees of all levels with opportunities to provide comments, to participate in development of all sectors continually, for new innovation to be developed through new ideas.<br><br>• Open the opportunity for employees to learn about new technology on a continual basis. | • Create technological access for community's well being<br><br>• Encourage organizing of activities for employees to collaborate with communities, society, and other agencies, in order to be aware of the issues, and continue to open perspectives and ideas for bringing appropriate technology to help develop or solve problems for the the society and environment |

## Target

| | | |
|---|---|---|
| • Develop products and services that promote the 3 products/service sustainability by the year 2023.<br><br>• Reduce greenhouse gas emissions to Net Zero by the year 2030.<br><br>• Reduce e-waste by 20% by the year 2025 by extending life of electronic devise and improving them for reusage | • Having 3 practical innovative projects by the year 2025.<br><br>• Having yearly Intellectual Property from the year 2026 onwards<br><br>• Generate income from the 1 Billion Baht innovation by year 2025<br><br>• Personnel development training on average of 3 courses per person by year 2025 | • Develop project in promoting access to 3 technological projects annually<br><br>• Having model projects that develop in collaboration with various agencies annually |

| Delivering "Sustainable Technology" for Better World | Building Digital Organization while Putting People First | Empowering Wellness of Society with Technology |
|---|---|---|
| • Reduce electricity consumption by 5% by the year 2025.<br><br>• Reduce water consumption by 5% by the year 2025. | • 100% JAS Online Learning 5 courses per person | |

## Sustainability Governance Structure

**The Board of Directors has assigned the Risk Management Committee for Sustainable Development** to be responsible in overseeing and driving the Company's sustainability operations, in order to achieve its goals, and respond to the needs of stakeholders. The Sustainability and Corporate Communications Department will be responsible for following up all related sectors in their participation in achieving the organization's goals of sustainable operations, as well as for evaluating, providing recommendations, and building awareness amongst stakeholders on the organization's guidelines of sustainability operations transparently. Apart from this, the Sustainability and Corporate Communications Department is responsible for reporting in operations progress to Risk Management Committee for Sustainable Development every quarter to ensure that various operations are effectively and efficiently performed.

## Assessment of Key Sustainability Issues

### Management Approach

The Company assesses the key sustainability issues by studying and collecting information from various sustainability contexts, both nationally and internationally, and in which are consistent with the business operations and strategic direction of the Company, covering upon economy and corporate governance dimension, social dimension, and environment dimensions. Moreover, the Company also accounted for the recommendations and expectations from internal and external stakeholders in evaluating and prioritizing sustainability issues. In that regard, the Company has presented the performance results of all 8 sustainability issues in this report, for the acknowledgement of stakeholders and the public.

**1. Identifying Key Sustainability Issues** The Company collects various sustainability issues by taking into account both internal and external factors, as follows:

**Internal Factors**

- Company Strategy
- Risks and Opportunities in Business Opera-

**External Factors**

- Sustainability trends in both domestic and international industries
- Context for business operations for operators of the same field of industry
- Sustainability indices and standards such as THIS, DJSI, UNSDG, MSCI, GRI, and Sustainability Reporting Guide

**2. Prioritizing the Importance of Issues** All the 8 key sustainability issues under Step 1 are taken into consideration and prioritized by the Company, based on their impact on the business operations of the Company, as well as their level of importance to stakeholders. The assessment categorizes the impact towards business operations, and towards stakeholders, into 3 levels, consisting of medium, high, and very high levels.

**3. Validation** The Company presented the sustainability assessment results to the Board of Directors for approval.

**4. Development and Improvement of Communication** The Company continually conducts review of the key sustainability issues, and the disclosure of performance results, to ensure that that the Company's implementation of sustainability operations is in aligned with the strategies and meets the stakeholders' expectations.
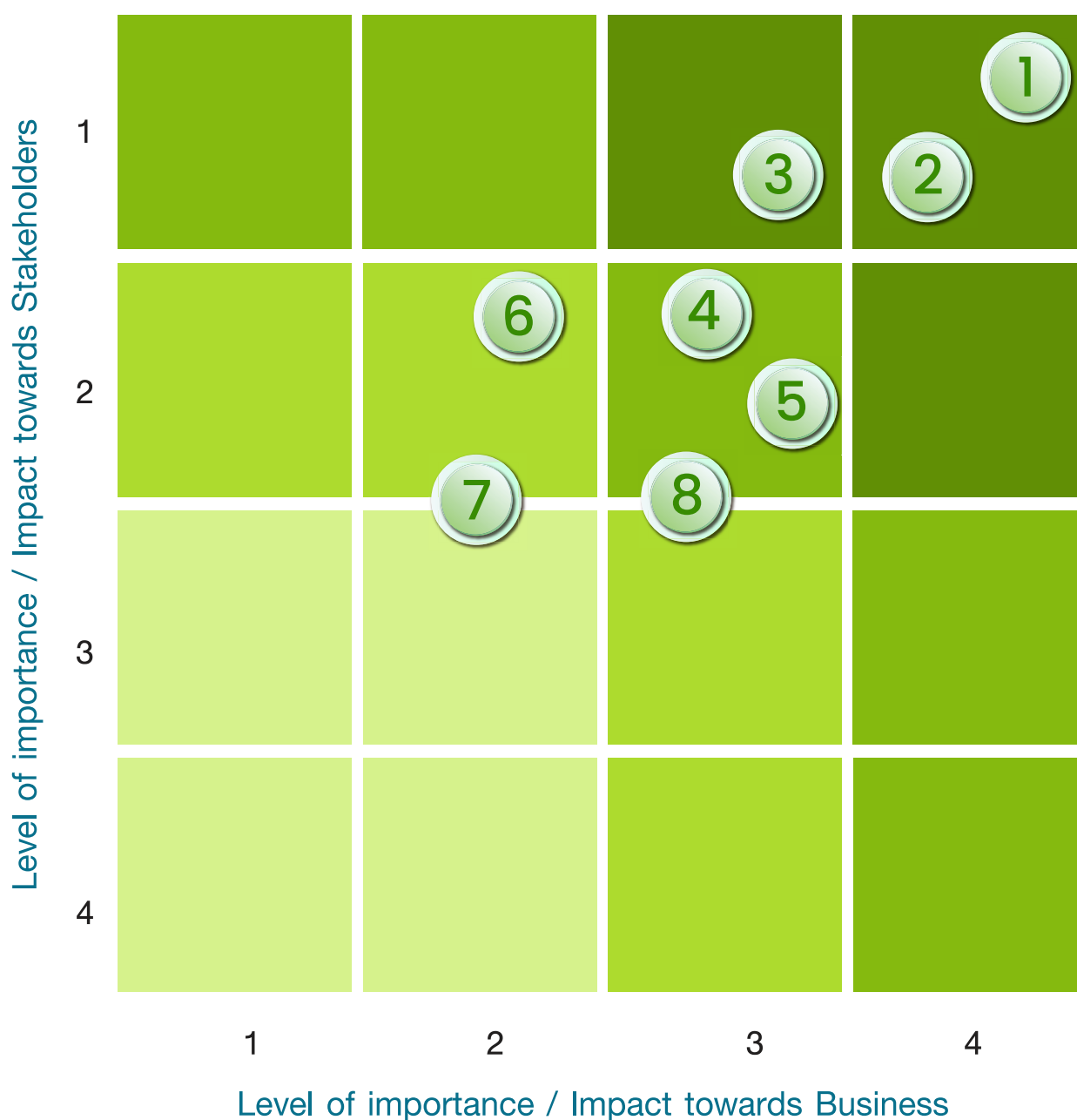
## Issues Under Each Dimension of ESG

| Environment: E | Social: S | Governance: G |
|---|---|---|
| Greenhouse Gas Reduction and Resource Management **1** | Human Rights and Treatment towards Labor with Justice **5** | Innovations Development **8** |
| Waste and E-Waste Management **6** | Responsibility towards Community and Society **2** | Cyber Security and Protection of Personal Data **4** |
| | Responsibility towards Customers and Consumers **3** | Supervision of Business Operations and Risk Management for Sustainable Development **7** |

## JAS | SUSTAINABLE DEVELOPMENT GOALS

| SDGs Goal | Key Sustainability Issues |
|---|---|
| **1 NO POVERTY** — Eliminate all forms of poverty in all areas | • Community and Social Responsibility<br>• Management of Energy and Greenhouse Gases |
| **3 GOOD HEALTH AND WELL-BEING** — Ensure good health and promote well-being for all people under all age groups. | • Waste and e-waste management |
| **4 QUALITY EDUCATION** — Ensure inclusive and equitable quality of education for all, and support lifelong learning opportunities. | • Community and Social Responsibility |
| **5 GENDER EQUALITY** — Achieve gender equality and empowerment for women girls | • Human Rights and Treatment towards Labor with Justice and Equality |
| **6 CLEAN WATER AND SANITATION** — Ensure that water and sanitation is available to all, and is managed sustainably | • Management of Energy and Greenhouse Gases |

# JAS | SUSTAINABLE DEVELOPMENT GOALS

**7 AFFORDABLE AND CLEAN ENERGY**
Ensure everyone has access to modern, sustainable energy at affordable prices

- Management of Energy and Greenhouse Gases

**8 DECENT WORK AND ECONOMIC GROWTH**
Promote sustained, inclusive, and sustainable economic growth, as well as full and productive employment, and having decent work for all

- Human Rights and Treatment towards Labor with Justice and Equality

**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**
Build a durable infrastructure and promote comprehensive and sustainable industrial development and promote innovation.

- Responsibility towards Customers and Consumers
- Innovations Development

**10 REDUCED INEQUALITIES**
Decresae inequality nationally and internationally

- Human Rights and Treatment towards Labor with Justice and Equality

**11 SUSTAINABLE CITIES AND COMMUNITIES**
Making cities and civilization become inclusive, safe resilient, and sustainable.

- Responsibility towards Customers and Consumers
- Community and Social Responsibility

**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**
Ensure a sustainable pattern of production and consumption

- Management of Energy and Greenhouse Gases

**13 CLIMATE ACTION**
Take urgent action in combating climate change and its effects.

- Management of Energy and Greenhouse Gases

**16 PEACE, JUSTICE AND STRONG INSTITUTIONS**
Promote peaceful and inclusive society for a sustainable development, while providing access to justice for all, as well as building effective, accountable and inclusive institutions at all levels.

- Human Rights and Treatment towards Labor with Justice and Equality
- Supervision of Business Operations and Risk Management
- Cybersecurity and Protection of Personal Data

Sustainability Report 2022
Jasmine International Public Company Limited

# Management of Impact towards Stakeholders in the Business Value Chain

## Business Value Chain

The Company's business structure is categorized into 3 main business groups, namely, High-Speed Internet and Internet TV Services group, Digital Assets and Technology Solutions group, and other business groups. The Company focuses on operations that increase competitiveness, promote working closely together, and sharing of resources for maximum efficiency in the development of new products that are in line for the current era of rapid technological changes.

## Main Activities

Partner Recruitment / Purchasing & Procurement

Operations

Product Development, Service, and Sales

After Sales Service

## Related Stakeholders

| Partner Recruitment / Purchasing & Procurement | Operations | Product Development, Service and Sales | After Sales Service | Supporting Activities |
|---|---|---|---|---|
| ○ Regulators | ○ Regulators | ○ Regulators | ○ Regulators | ○ Regulators |
| ○ Shareholders | ○ Shareholders | ○ Shareholders | ○ Employees | ○ Shareholders |
| ○ Employees | ○ Employees | ○ Employees | ○ Partners | ○ Employees |
| ○ Partners | ○ Partners | ○ Partners | ○ Community | ○ Partners |
| ○ Community | ○ Community | ○ Community | | ○ Customers |
| | | | | ○ Community |

| Partner Recruitment / Purchasing & Procurement | Operations | Product Development, Service and Sales | After Sales Service | Supporting Activities |
|---|---|---|---|---|
| • Supervise and take care of network equipment, and Broadband Internet Service<br><br>• Supervise in testing usage of equipment for customers, such as the Router Modem for operational safety measures | • Manage operating systems, information technology networks, and other related systems.<br><br>• Performance Evaluation of major systems such as MPLS, ME, and MME<br><br>• Plan to expand the network to become countrywide.<br><br>• Define data protection policies and control internet security. | • Introduce research and development processes, including the launch of new products and services<br><br>• Become a partner or business shareholder with other service providers of products and services to expand service areas<br><br>• Set policies for both online (through internet media such as social media), and offline (through old media such as print media, radio, and television) distribution<br><br>• Marketing a brand and creating new products | • Customer Satisfaction Survey<br><br>• Maintain existing customers for continual service provision.<br><br>• Survey and apprehension of opinions or experiences from customers using the service. | • Manage human resources without discrimination by creating equal opportunities of employment.<br><br>• Create sustainable and transparent financial and accounting operations<br><br>• Good Corporate Governance |

Note:
Multiprotocol Label Switching (MPLS) System – Connecting Head Quarters to Branch Offices
Metro Net (ME) System – Interchange connecting to Node Internet
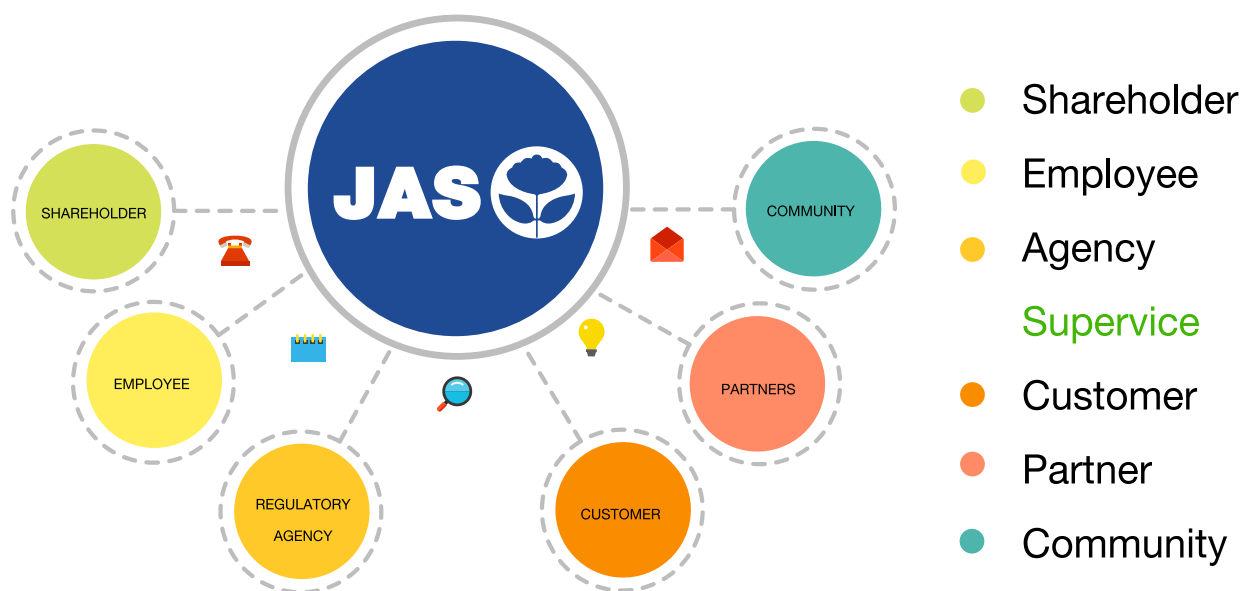Main Metro Net System – Main Interchange connecting ME together

# Analysis of Stakeholders in the Business Value Chain

## Because "Stakeholders" are Our Important People

The Company realizes fair and transparent engagement with all groups of stakeholders is the key to driving the organization towards sustainability. It continues to engage through various channels and events, in order to identify the positive and negative impacts from the business operations. Moreso, it gathers expectations, suggestions, and opinions from stakeholders to analyze and find responses that meet stakeholders' expectations directly. This is also an opportunity for the Company to present guidelines of sustainable strategies and operations for the stakeholders' acknowledgement.

## Stakeholders

The company encourage brutal activities. To create participation, help all 6 group, namely



- Shareholder
- Employee
- Agency
- Supervice
- Customer
- Partner
- Community

| all 6 groups of stakeholders, namely: Shareholders, Employees, Regulators, Customers, Partners, Communities. | | | |
|---|---|---|---|
| Stakeholders Group | Stakeholders' Expectations | Response Towards Stakeholders' Expectations | Type of Engagement / Communication Channel |
| Shareholder | • Sustainable Growth and Development<br>• Consistent Dividends Payment | • Promote broadband business based on sustainable development. | • Shareholders' Meeting<br>• Disclosure of information through the annual report / Company website. |

| | all 6 groups of stakeholders, namely: Shareholders, Employees, Regulators, Customers, Partners, Communities. | | |
|---|---|---|---|
| Stakeholders Group | Stakeholders' Expectations | Response Towards Stakeholders' Expectations | Type of Engagement / Communication Channel |
| | • Good Corporate Governance | • Expanding the range of value-added services<br>• Pay dividends to shareholders at least annually.<br>• Have structure of good corporate governance, in which is clear, transparent, and verifiable. | • Disclosure of information through the annual report / Company website. |
| Employees | • Fair compensation, welfare and benefits<br>• Career advancement, stability and happiness at work<br>• Clean and safe working environment<br>• Human rights and practices relating to labor | • No discrimination, and respect equality<br>• Fast Track Program for employees performing excellently.<br>• Providence Funds<br>• Continuous development and knowledge training for employees.<br>• Management of work environment in systematic and standardized manner.<br>• Compliance towards human rights and employment policies | • Training, Organizing Seminars<br>• Performance Evaluation<br><br>• Organizing recreational activities for employees<br>• Engagement Survey<br>• Intranet, Electronic Media, JASTALK<br>• Line OA (HR JAS) |
| Regulators | • Transparent disclosure of business information<br>• Strictly develop system of corporate governance and internal control | • Transparent disclosure of information, while complying to relevant laws and regulations | • Organize meeting for hearing opinions<br>• Official agencies participation in audits |
| Customers | • Having access to quality and reliable services<br>• Having access to services at anytime, and from anywhere<br>• Having access to help in using service<br>• Maximum data security | • Taking care and maintaining network signal quality on a regular basis<br>• Network development to cover all areas across the country | • Meeting with customers to provide service in assisting or consulting on various fields.<br>• Customer Satisfaction Survey |

| บริษัทฯ ส่งเสริมให้มีจัดให้มีกิจกรรมเพื่อสร้างการมีส่วนร่วมกับผู้มีส่วนได้เสียทั้ง 6 กลุ่มได้แก่ | | | |
|---|---|---|---|
| กลุ่มผู้มีส่วนได้เสีย | ความคาดหวังของผู้มีส่วนได้เสีย | การตอบสนองความคาดหวังของผู้มีส่วนได้เสีย | รูปแบบการสร้างการมีส่วนร่วม/ช่องทางการสื่อสาร |
| | | • Call Center to serve customers 24 hours a day, 7 days a week<br>• Regular monitoring of activities that may harm the network | • Receiving complaints and suggests through channels provided by the Company<br>• Website, social media |
| Partners | • Business partnerships or partnerships using strategies of Growing Together<br>• Creating Win-Win trade agreements | • Fair process of selection of partners or business partners, with clearly explained procedures.<br>• Open negotiation with trading partners to reach mutually beneficial agreement. | • Training and educative seminars<br>• Partners Evaluation |
| Community | • Providing services safe for everyone's health in the community.<br>• Providing assistance to the community for a better quality of life. | • Build knowledge and understanding for the community.<br>• Help the community in times of disasters, such as floods | • rganizing various activities with the community.<br>• Survey on the impact of business operations towards the community. |

# Environmental Sustainability Management

## Environmental Policies and Practices

## Greenhouse Gas Reduction and Resource Management



**2022 Goals: Towards Carbon Neutral**

**2030 Target: Reduce Greenhouse Gas Emissions to Net Zero**

## Performance in 2022 :

- Carbon Concentration (Scopes 1 and 2) of 1.16 TonCO2eq./MB
- Carbon Concentration (Scopes 1 and 2, and 3) of 1.17 TonCO2eq./MB

At present, climate change is being monitored by all sectors, whether being the government, private, or public sectors. The global community is in joint agreement to limit the global temperature, to rise no higher than 1.5 Celsius, in which Thailand has set a goal of Net Zero Emission of Greenhouse Gases by the year 2065. Specifically, telecommunication services, as well as BitCoin mining, are among the industries that indirectly generate greenhouse gas emissions from large amounts of electricity consumption, as well as disposing of electronic products that directly affect health and environmental well-being. This makes it another important challenge for sustainable development.

The Company is aware of the importance of managing resource, which could potentially exhaust, and the release of pollution into the environment. Therefore, it is committed to showing responsibility in reducing the impacts from business operations, both directly and indirectly. This could be accomplished through wise usage of energy, and continuously improving the efficiency of resource utilization, in order to reduce greenhouse gas emission into the atmosphere, reduce water usage, control the amount of waste that is toxic to health and the environment, as well as to use it for maximum benefits, in order to conduct business operations alongside with the environment in a sustainable manner.

## Operational Guidelines:

- **Establish an Environmental Policy** by striving to conduct business responsibly and reduce the environmental impact.
- **Set a goal to reduce greenhouse gas** emissions both directly and indirectly (Scope 1 and 2).
- **Appointment of Carbon Footprint Management Working Group** by being aware on protection of the ecosystem and reduction of global warming.
- **Promote efficiency of energy consumption,** and consumption of renewable energy, through development of new technologies to help reduce energy usage and reduce greenhouse gas emissions.
- **Optimize efficiency of water consumption,** and treat waste water as according to standards.
- **Build relationships with stakeholders** to promote management and creation of environmentally friendly products.
- **Organize a project to develop personnel's potential in realizing their responsibilities towards the environment** through organizing trainings, campaigning and promoting environmental activities, for all executives and employees.
- **Transparently disclose environmental** performance information to the public.

## Environmental Policies and Practices

The Company manages its business under the Environmental Sustainability Management Policy. The practices under the policy are in line with relevant laws, rules, and regulations, in order to reduce environmental, community and social impact throughout the value chain. This includes operating as according to the law and regulations of both national and international standards, such as the international standard for environmental management systems, ISO 14001, and the international standard for energy management system, ISO 50001, in order to reflect how the Company is committed to reducing and controlling the impact on the environment. This covers the reduction of greenhouse gas emissions, reduction of energy, water and resource consumption, E-waste management, as well as the continual support towards environmental conservation projects.

Moreover, the Company also promotes a culture for employees to be conscious of energy conservation and value resources during usage, in order to gain maximal benefit and efficiency. It has implemented pollution control measures and environmental mitigation measures to reduce waste emissions and conserve energy, to be in accordance with environmental laws and regulations.

## Management in Reducing Greenhouse Gas Problems

The Company highly prioritizes problems of climate change, and therefore, it has the policy to encourage employees in understanding the concept of carbon footprint of the products and the organization. This includes reduction of unnecessary energy consumption, such as saving fuel through control vehicle speed, regular maintenance of vehicles and air conditioning, as well as organizing projects to promote planting trees and restoring forest areas, in order to have biodiversity, which are sources of carbon absorption. Hence, in 2022 the Company set up an account for the organization's greenhouse gas emission, for the first time. Both direct and indirect data were collected (under Scopes 1, 2, and 3), as well as continuous monitoring, reporting, and verifications by Greenhouse Gas Management Certification Body, Faculty of Energy and Environment, University of Phayao, which led to a plan to reduce greenhouse gas emissions as according to international Standards. As result from the mentioned operations, the Company was certified for being a Carbon Footprint for Organization (CFO), by the Greenhouse Gas Management Organization (TGO).

Additionally, the Company also supports the trading of carbon credits to offset the Company's greenhouse gas emissions, and is determined to portray its intention to become a member of the Thailand Carbon Neutral Network (TCNN), with a common goal of becoming Carbon Neutral by year 2030, and having Net Zero Greenhouse Gas Emissions by year 2050. All of this is in order to cope with the climate changes and to adapt itself in becoming a low-carbon organization for the future.

| Performance | Unit | 2022 | Year 2030 Target |
|---|---|---|---|
| Carbon Intensity (Scope 1 and 2) | TonCO2eq./MB | 1.16 | Strive to Become Carbon Neutral |
| Carbon Intensity (Scope 1, 2 and 3) | TonCO2eq./MB | 1.17 | |

Note:
*Green House Gas management of the organization has been verified by Greenhouse Gas Management Certification Body, Faculty of Energy and Environment, University of Phayao.
It is currently under the registration process with Thailand Greenhouse Gas Management Organization ("TGO") (only Scopes 1 and 2). It is expected that the registration shall be completed in June 2023.

Together, We Can Restore Our Earth.

## Comparison

tonCO2eq

| | Type 1 | Type 2 | Type 3 |
|---|---|---|---|
| | 27.00 | 155.00 | 2.00 |

Base Year    Current Year

| Performance in Year 2022* | | | |
|---|---|---|---|
| Organization's Greenhouse Gas Emissions (TonCO$_2$) | Scope 1 | Scope 2 | Scope 3 |
| | 27 | 155 | 2 |
| Includes Scopes 1 and 2** | 182 | | |
| Includes Scopes 1, 2 and 3 | 184 | | |

Note:
*Base Year Comparison: January – December 2022
Note:
**Green House Gas management of the organization has been verified by Greenhouse Gas Management Certification Body, Faculty of Energy and Environment, University of Phayao. It is currently under the registration process with Thailand Greenhouse Gas Management Organization ("TGO") (only Scopes 1 and 2). It is expected that the registration shall be completed in June 2023.

## Energy Management

The Company promotes efficient use of energy by campaigning employees to participate in reducing energy consumption during work processes, such as unplugging equipment every time after finished usage, providing maintenance of air conditioning regularly, turning off electricity during lunch breaks, and choosing to use energy-saving devices to save energy. Apart from this, trainings and meetings were held online, as methods to avoid traveling to meetings between service centers, the Provincial Office and Head Office in Nonthaburi.

| Energy Management | Performance in Year 2022* | | | |
|---|---|---|---|---|
| | Unit | Year 2020 | Year 2021 | Year 2022 |
| Total Energy Consumption | Kilowatts | 162,467 | 100,156 | 281,159* |
| | Baht | 921,790 | 568,395 | 1,742,070* |

Note:
*From October 1, 2022, onwards, the Company started allowing employees to return to work as usual after working from home.

## Water Management

The Company realizes the importance of water management, which is one of the most significant resources for consumption. Efficient usage of water reduces resource consumption as well as business costs. It also helps reduce environmental impact surrounding communities. It regularly maintains and inspects the condition of water distribution system within the building, including adjusting water flow rates to suit office buildings, service centers, dining areas of each floor, hand basin and sanitary areas, as well as managing wastewater treatment system. For maximum efficiency of water usage, the Company manages wastewater treatment by reusing treated water and improving the quality of wastewater.

| Water Management | Performance in Year 2022* | | | |
|---|---|---|---|---|
| | Unit | Year 2020 | Year 2021 | Year 2022 |
| Water Usage | Cubic Meter | 263 | 261 | 1,153* |
| | Baht | 5,262 | 5,220 | 23,004* |

Note:
*From October 1, 2022, onwards, the Company started allowing employees to return to work as usual after working from home.

## E-Waste and Waste Management

The Company encourages all employees to have a good consciousness in preserving the environment and being aware of the potential impacts towards business operations and the society. The Company manages its waste sustainably, as according to 3Rs concept, consisting of Reduce, Reuse, and Recycle. In year 2022, the Company implemented programs of resource reduction, waste management, and recycling, such as:

- Purchasing products and services that are environmentally friendly, by selecting products that meet standards, such as buying energy-saving electrical equipment to reduce costs.
- Reuse single-sided paper for maximum benefits, including using the E-slip system instead of printing salary, as a way to reduce paper usage, as well as to reduce transportations in the case of having to send documents to the administrative centers in provinces.

- • Campaign to reduce usage of plastic bags, and to promote usage of clothe bags instead.
- • Eliminate the use of paper cups at drinking service points by campaigning employees to bring their own cups, in order to reduce waste.
- • Eliminate garbage and waste systematically and timely, which includes sorting garbage and waste before discarding for reuse. For example, the Company campaigns its employees to separate waste before discarding, such as plastic bottles, paper, food scraps, etc.

In addition, the Company is also aware of the impact of many electronic waste products. Since the components of the composite products contain heavy metals that are likely to contaminate the environment and harm the quality of life of consumers, the Company hence gives high importance to e-waste management, through implementing an efficient reusage program for maximal benefits.

# e-waste

## E-Waste reduction project

The Company collects unused Routers from users whose contract have expired, and reuses them again by providing services in the form of Lower QoS Packages, and hence, reducing the number of devices that must be disposed of. As for equipment that cannot be reused, they are sent back and sold as scraps to business partners. Year 2022 was the first year that the Company started this project and collected data on the amount of e-waste and copper cables sold back to partners. The Company is committed to reducing wastes that cause pollution, in order to protect the environment sustainably throughout the future.

| E-Waste and Waste Management | | |
|---|---|---|
| **Selling Scraps Back to Partners** | E-Waste | Copper Cable |
| | Pieces | Meters |
| Quarter 1/2022 | 151,647 | 64,000 |
| Quarter 2/2022 | 69,079 | 113,323 |
| Quarter 3/2022 | 61,838 | 27,000 |
| Quarter 4/2022 | 85,613 | 146,317 |

# Sustainability Management in the Social Dimension

## Social Policy and Guideline

## Treating Employees with Fairness and Promoting Progress

| 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS |

**2023 Goal** : Number of training hours per person per year = 18 hours

**2022 Performance:** Employees trained an average of 7 hours per person per year.

Thailand is committed to pushing forward its policies towards the goal of becoming Thailand 4.0, where technology is key towards the full digital transformation of the country. It is inevitable that the use of technology must be integrated into all activities. As a result, the size of the problem regarding readiness of labor skills, especially high-skilled labor, such as IT and engineering, and sufficiency of personnel, has become larger. This has led organizations to face the problem of shortage of skilled workers that match its needs, in which is an obstacle obligating itself for change and for taking leaps and bounds as according to the set goals.

The Company is well aware of the challenges in development of personnel knowledge and expertise. Therefore, it focuses on enhancing skills to be in accordance with the strategies in expanding services towards new businesses, along with strategies to recruit quality personnel, in order to fulfill the readiness of the organization. Furthermore, the Company also focuses on creating career paths, along with promoting well-being, and paying attention to the occupational health of all employees. This is based on respect towards rights, diversity and equal treatment. The Company established a safety and occupational health policy, whereby the Occupational Health and Safety Committee is responsible for ensuring employees operate with the utmost safety.

# Men & Women

**68.48%** **31.52%**
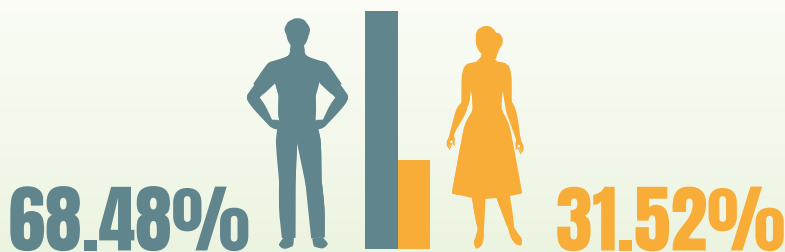
Number of Male Employees 6,888 Persons
Number of Female Employees 3,170 Persons    Total **10,058** Persons

| | | |
|---|---|---|
| Number of Senior Executives | 128 | 36 |
| Middle Management | 206 | 139 |
| Number of Operational Employees | 6,554 | 2,995 |
| Number of Employees with Disablities | 55 | 49 |

## Operational Guidelines

- Determine strategies for recruiting and developing personnel to be aligned with business direction.
- Provide a variety of online and offline training courses.
- Organize activities to engage employees, in order to cultivate a corporate culture, and pay attention to equal treatment of employees.
- Prepare survey of employee satisfaction to improve human resource operations.
- Set up a labor welfare committee.

## Recruitment

The Company arranges a survey on the sufficiency and needs of personnel in each department, and then uses the survey to plan the appropriate workforce, in order to ensure the organization has personnel with skills that meets work requirements and placing tasks appropriately to the right personnel. This is in accordance to the direction of business strategy, and is sufficient for operations to achieve maximum efficiency. Apart from this, Jasmine Group has also organized the JTS Young Blood Project, and the Cooperative Education Project, as a means to provide students the opportunity for internships and real work experience, allowing for the Company to recruit and get to know personnel better. In 2022 there were 71 students from 31 different institutions participating in the project.



| Average cost of recruiting employees as compared to all employees | 518.84 Baht |
| --- | --- |
| New Hires | 15.7% |
| Internal Transferring | 1,044 Persons = 66% |

## Personnel Development

The Company continues facing challenges in providing courses to develop skills for employees to learn and develop themselves, including for those who conduct work in remote working environments. The Company reinforces necessary skills for online working, important reskills for career growth and for being in alignment with the Company's strategic direction, along with providing upskill development. Trainings are organized in the form of virtual classes, for employees to be able to participate fully, as if it were a real classroom training. The Company also provides necessary courses for employees of supervisor level, by focusing on enhancing management skill, marketing planning, team management, as well as having Talents course, promoting competition in usage of new innovations. Emphasis is also placed on providing employees with adaptive skills, flexibility and curiosity, and having an attitude of always being ready to learn new skills, in order to increase competitiveness. There were a total of 752 people who participated in the Talents Course, in which there were development plan, as well as assessment individual's potential, in order to be promoted to a higher position.

In 2022, the Company provided a total of 194 training courses, divided into 56 virtual class courses, and 138 online courses, of which the employees could learn by themselves through the JAS Online Learning platform. A total of 68,161 hours of training were completed by employees. The Company organized for employees to evaluate their satisfaction towards the courses, including the opportunity to propose courses employees feel interested in learning, so that Human Resources will acknowledge upon it and make further improvements.

# TRAINING

The Company organized Technology Trends Updates Training and Certification Training, in order to increase skills, expertise, and abilities, to guide attitudes into the right direction, and to help perform tasks and obligations, both present and future, to be effective. There are a total of 106 persons in the target group, of which are engineers of managerial level.



| Personnel Development 2022 | Hours |
|---|---|
| Total Training Hours | 68,161 |
| Average Number of Training Hours per Person | 7 |
| By Gender | |
| • Males | 7 |
| • Females | 6 |
| By Employee Level | |
| Senior Management | 13 |
| • Males | 15 |
| • Females | 4 |
| Middle Management | 22 |
| • Males | 31 |
| • Females | 8 |
| Operational Staff | 6 |
| • Males | 6 |
| • Females | 5 |
| **Total Budget Used (Baht)** | 7,904,782 |
| **Average total budget per person (Baht)** | 789 |

Note: Training data of all executives and employees of the Company and its affiliates in year 2022. There are a total of 10,058 employees, in which the scope of report is based on training data recorded by the central Human Resources into the HR database system.

## Caring for Well-Being and Welfare of Employees

The Company pays attention to the well-being of employees to ensure employees have good physical and mental health. The Company respects human rights, and treats employees fairly, without any discrimination, or being gender biased. The Company also prepared a workplace as well as various systems to facilitate work for the 104 disabled employees. The Company has in put into place a Welfare Committee and Labor Union, which consist of employee representatives, and plays an important role in making recommendations to improve the welfare of employees. Moreover, the Company also prepared for welfares such as, life and health insurance benefits for employees, including the establishment of a provident fund to promote employees to save up before retirement. Additionally, the Company also has the "Working from Anywhere", and the "Flexible Working Hour" policies, in which employees can work anywhere, anytime, and can choose working hours according to suitability to that individual. While the situation of COVID-19 epidemic still severe in 2022, the Company therefore encourages employees to maintain social distancing measures, as well as providing at least 2 doses of vaccines to each employee, in which is closely monitored by Human Resources department.

The Company also developed **JAS Care** Application as a channel for employees to contact and report health problems. In this application, they are also to consult a doctor via VDO Call at any time or anywhere, which is really convenient and safe. Reimbursements for medical expense are deducted through the Company's Out-Patient-Department (OPD). Meanwhile, the service of delivery of medication to employees' offices or homes helps companies to take care of employees much more conveniently and quickly. It is another health service that meets the needs of working people in the modern world. This service will be open for usage in the year 2023.

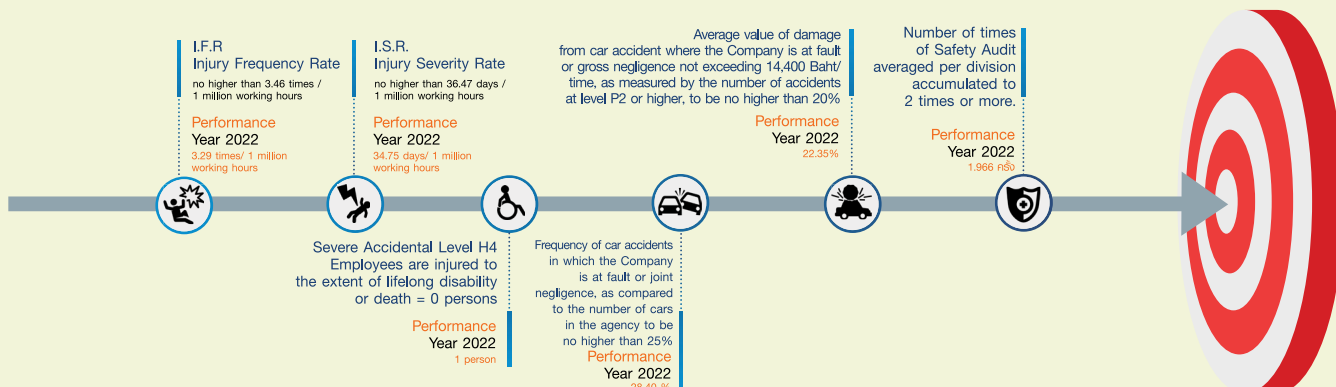## Employee Safety and Occupational Health

The Company has established a safety and occupational health policy, as well as an Occupational Health and Safety Committee to ensure that employees work with the highest safety. It also prepares sufficient safety equipment for operations, as well as monitoring and exchanging for readiness of equipment, in order to be used promptly within that inspection cycle. The Company tracks its operations at least monthly, as well as performing Safety Audit to all departments at least twice a month. The Board of Directors would ten report the results to the Chief Executive Officer (CEO) on a quarterly basis. .

---

## TRAINING

**Amount of Safety Training Courses: 2 courses and 45 classes**

1. Safety in working with electricity and working at heights
2. Safety Committee

Number of employees attending the training: 1,122 People
Number of Training Hours: 282 Hours

**I.F.R**
Injury Frequency Rate
no higher than 3.46 times /
1 million working hours

Performance
Year 2022
3.29 times/ 1 million
working hours

**I.S.R.**
Injury Severity Rate
no higher than 36.47 days /
1 million working hours

Performance
Year 2022
34.75 days/ 1 million
working hours

Severe Accidental Level H4
Employees are injured to
the extent of lifelong disability
or death = 0 persons

Performance
Year 2022
1 person

Average value of damage
from car accident where the Company is at fault
or gross negligence not exceeding 14,400 Baht/
time, as measured by the number of accidents
at level P2 or higher, to be no higher than 20%

Performance
Year 2022
22.35%

Frequency of car accidents
in which the Company
is at fault or joint
negligence, as compared
to the number of cars
in the agency to be
no higher than 25%

Performance
Year 2022
28.40 %

Number of times
of Safety Audit
averaged per division
accumulated to
2 times or more.

Performance
Year 2022
1.966 ครั้ง

Note:
- H4 Serious accident: means an accident in which an employee is injured to the point of disability or death.
- P2 Level accident: means a motor vehicle accident requiring for the Company to repair the vehicle.

# Safety Day

**4,163** employees participated in the **Safety Day** activity, representing **100%** of all technicians.
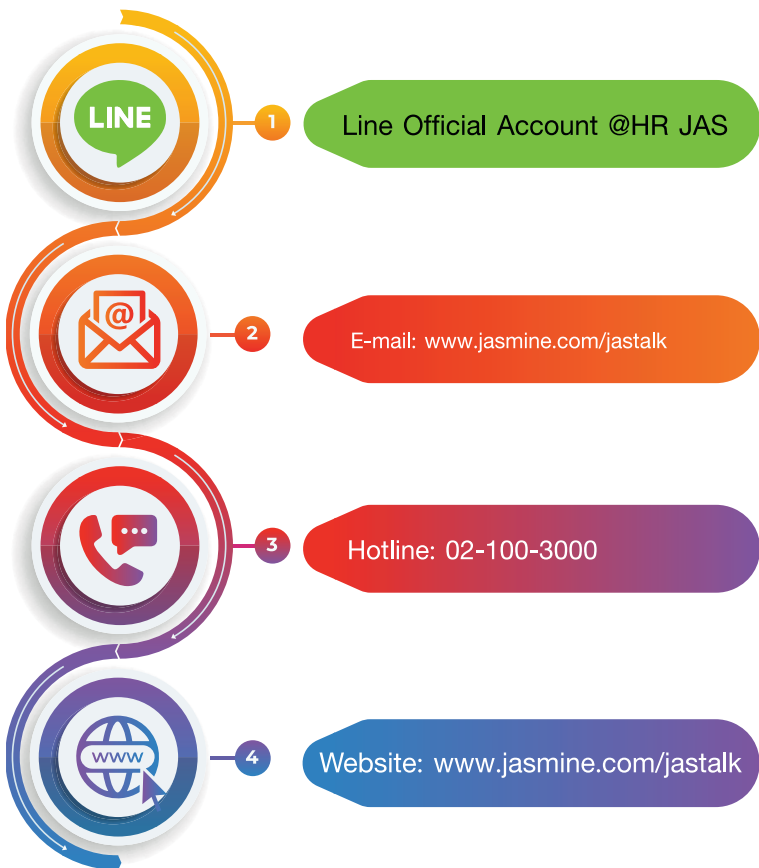
## Organize Safety Day

The Company organizes **Safety Day** activities on a weekly basis, in order to raise awareness of safety for employees before starting work, and to reduce the risk of accidents from driving. It is also an opportunity to share knowledge and problems encountered during work, as well as suggesting methods to solve problems together. This includes checking the safety of various equipment to be in good working condition and inspecting the condition of vehicle on a daily basis before going to work. It also includes checking the distance according to the specified cycle through the BB CAR vehicle management system. In 2022, 4,163 employees participated in the Safety Day activity, representing 100% of all technicians.

## Communication Channels for Employees

The Company provides a variety of channels that allow for employees to provide suggestions, report clues, or make complaints. The HR department has an anonymity policy and treats informants fairly.

**1** Line Official Account @HR JAS

**2** E-mail: www.jasmine.com/jastalk

**3** Hotline: 02-100-3000

**4** Website: www.jasmine.com/jastalk

**5**

*"Talk with CEO"*

www.jasmine.com/contact

## Creating a good experience for customers

**Goal: Customer Satisfaction Score of 100%**

**Year 2022 Performance: Customer Satisfaction Score of 79%**

As a result of COVID-19 virus epidemic, people's lifestyle and behavior have changed significantly. As according to the survey of Internet User's Behavior in Thailand by the Electronic Transactions Development Agency (ETDA), it was found that in 2022, Thai people spent an average of 7 hours and 4 minutes per day accessing the Internet to search for information, watching movies, and listening to music, which portray how using high-speed internet and various Internet TVs has become a part of our daily lives. Nonetheless, even though the demand is increasing, the competition in the telecommunication and information industry remains intense amidst the inflationary state, where customers have started to focus on choosing only quality products, and services with reasonable prices. This challenge has led the Company to drive its business forward by extending services towards base of old customers and deliver value which meets the needs of new customer groups.

The Company holds the vision of being the leader in the **Telecommunications** and **Media** industry, and therefore is committed to continually develop platforms and solutions that meet the requirements of individual customers and all group. It is also committed to expanding the service network to cover needs in all areas, along with providing Internet TV services under the name **"3BB GIGATV"**, which is a quality TV box for customers to experience world-class entertainment at home.

## Operational Guidelines

- Bring forth innovation and modern technology for developing services to create a good experience for customers.
- Deliver products and services that meet standards, such as the Knowledge Management Service of the Call Center 1530, and the Service Standard Manual of the Customer Service Center.
- Train employees prior to operations, in which there is an inspection on every work process, as according to the service standards set by the Company.
- Survey the satisfaction of customers, while using information to improve services.
- Open a variety of channels for receiving complaints and suggestions.

## Service Delivery Meeting Needs All in One Place

In 2022, 3BB expanded its scope of high-speed Internet and Internet TV services to cover the whole of Thailand. With an increase by 380,000 service users, as compared to year 2021, it was able to cover a variety of customer groups, such as individual customers, organizations, schools, retail stores, etc. The Company focuses on product design to meet the needs of each customer group at reasonable prices, along with providing efficient after-sales service.
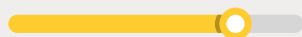
Internet Network covering all 77 provinces
**100%**
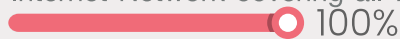
75,086 villages
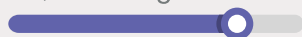
306 service centers across Thailand

Broadband Internet business market share of

**22.1%**

Internet Network covering all 77 provinces and 75,086 villages 306 service centers across Thailand
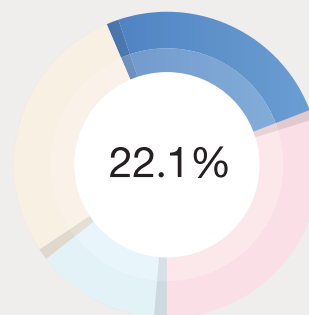
Internet TV
**660,000 users**

Home Internet
**2.3 million users**

## Number of Users:
## 1,975,386 people
## (a 83.50% increase)

### Application 3BB Member

The Company launched the 3BB Member Application in 2020, which facilitates customers to be able to study promotions, and other various services, and is available 24/7. In addition, customers can also report a signal outage and pay services securely in real-time through their mobile phone, without having to visit the branch. This reduces the burden of having to travel or having to use paper for issuing payment documents. Moreover, customers can also accumulate Reward Points, in order to redeem various benefits.

Number of Users: 1,975,386 people (a 83.50% increase) Number of Signal Outage Reports: 228 cases, whereby the Company was able to resolve all reports within the standard time frame set by the Company.

### Protection of Customer Privacy

The Company places great importance on the protection of customers' personal information by establishing the Personal Protection Policy, and announcing service terms and conditions to customers before starting to use the service, including disclosures through the website and application. The Company will not use the customer's information beyond the scope of the customer's knowledge and consent. The Company also develops on the security of customer's personal information, to ensure that the information is stored safely, not leaked, or used by criminals. In 2022, the company had zero cases of customer information leak.

### Ethical Selection of Movies, Entertainment Media, and Programs

The company realizes that media plays an important role in shaping the behavior of people in society, and hence, it focuses on finding business partners that provide online video streaming services and world-class producers, such as **HBO GO, MONOMAX, WETV, Warner Bros, Viacom**, to deliver more than 10,000 movies, series and programs, which are quality media meeting the needs of customers of all ages.

Additionally, the Company also pays attention to the provision of various copyrighted media, to encourage consumers to have a good entertainment experience, without infringing on intellectual property. The Company has also categorized various media clearly, including identifying programs specifically for children, as well as specifying movie ratings and warnings prior to watching, in order to be in accordance with the law.
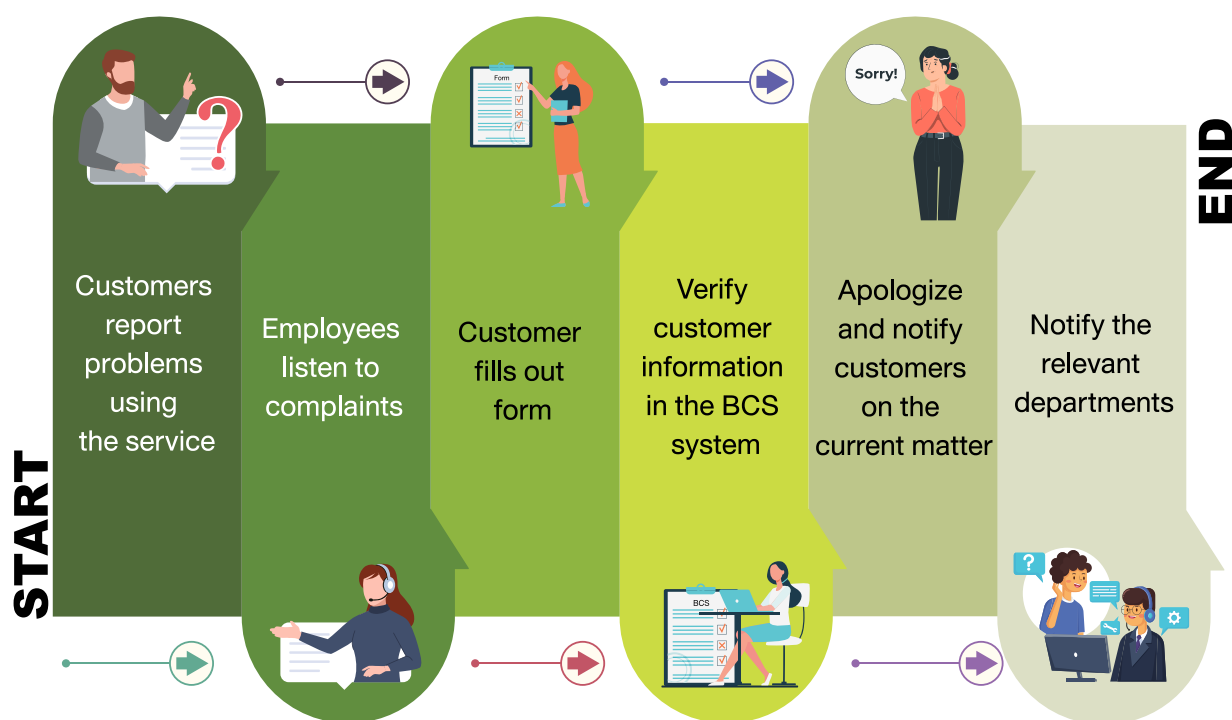
### Assessment of Customer Satisfaction

The Company continuously conducts customer satisfaction surveys through its online Satisfaction Assessment System (iCAST), which covers on installation services, changing network services, and troubleshooting solving services. It was found that in 2022, as many as 79% of customers were satisfied with the services, and particularly, the customers were satisfied that the Company was able to fix the problem, while providing on-time, fast and efficient service.  The Company has set a Service Level Agreement (SLA) standard for both pre-sales and after-sales services, as well as bringing forth suggestions for improving various processes, and also continuously following up on customer satisfaction assessment results.

| Customer Satisfaction Survey Results Channel | |
|---|---|
| Performance | 2022 |
| Service Satisfaction | 79% |
| Fault Remediation | 91% |
| Being On Time | 71% |

## Selection of movies, entertainment mrdia and programes ethically

The Company provides a variety of channels for receiving complaints from customers, as well as to facilitate customers, such as the Call Center, e-mail, website, and the 3BB Member Application. The Company has a clear complaint handling process, as well as a clearly defined **Service Level Agreement (SLA).** Moreover, the Company also summarizes results of corrective actions, and reports them to high-ranking executives on a monthly basis.



**START**
Customers report problems using the service → Employees listen to complaints → Customer fills out form → Verify customer information in the BCS system → Apologize and notify customers on the current matter → Notify the relevant departments **END**

| Channel | Amount of Complaints / Suggestions (Cases) | | |
|---|---|---|---|
| | 2020 | 2021 | 2022 |
| Call Center 1530 | 13,936 | 14,384 | 10,089 |
| 3BB Member Application/Online | 139 | 275 | 228 |
| Customer Service Center | 322 | 195 | 106 |

# Creating Bonds and Developing Together with the Community

**Target:** To create opportunities for internet access, in order to improve quality of life.

**Year 2022 Performance:** 55 schools were provided installation of Internet access, creating a total of 4,599 schools among the 77 provinces, and 75,086 villages.

Although currently, as many 77.8% of Thai people have access to the Internet, which is higher than the global average of 62.5%, but however, the impact of the COVID-19 epidemic situation was an important catalyst reflecting on the problem of Digital Divide, or the inequality in accessing information and knowledge, especially in schools of remote areas that lack resources for having electronic equipment and high-speed internet. This results in the problem of Learning Loss, in which some students drop out of the education system, leading to quality of life issues, and a lack of human resources with sufficient knowledge and skills, and hence a career which they would be able to support themselves.

The Company, as a leading provider of Broadband Internet and Information Technology, is well aware of its role in using the potential, knowledge, and expertise of the Company in creating a learning society and promoting opportunities to access technology in the digital age, through conducting activities that consist of community participation. This includes listening to opinions from the community to develop strategies that could help build a strong society, while growing together steadily.

## Operational Guidelines

- **Set up structures and responsibilitie**s to drive community engagement.
- **Define policies and frameworks** for community participation.
- **Set goals and indicators** for success int the implementation of project.
- **Carry out community participation activities**, and listen to suggestions or comments to improve operations, in order to meet needs.
- **Disclose performance information.**

In 2022, the Company carried out more than 40 community engagement projects with the value of financial support amounting at 79,017,420.67 Baht, with more than 5,000 employees participating in the activities, counting over 100 hours of participation in social activities, in which were divided into the promotion of a learning society, and the creation of a sharing society.
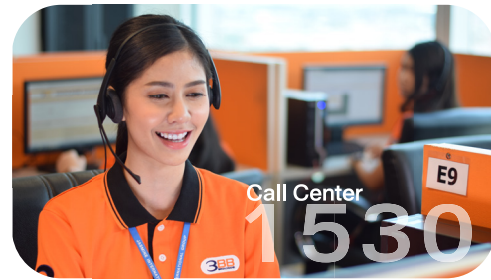
## Proportion of Social Activities

**71.75%** Social Projects

Donations **25.99%**

**2.26%** Support through marketing activities

# Channels for Receiving Complaints and Suggestions from the Community

## Nationwide Customer Service

## Call Center1530





## Promoting a Learning Society

The Company is committed to enhancing opportunities to access quality technology, in order to create an Active Learning Society, where everyone can use technology as a tool to instill knowledge, build critical thinking skills, and expand their knowledge on their own at anytime and anywhere, as well as supporting government policies which focus on educational reform, to allow teachers and students living far away to have access to education. In order to reduce the inequality gap, the Company has been implementing the project of **Broadband Internet for free education** for 14 consecutive years. This was accomplished by supporting installation of free internet for schools under the Office of Basic Education Commission (OBEC), so that teachers and students can use high-speed internet for creating teaching materials, as well as using it to search for information at no cost.
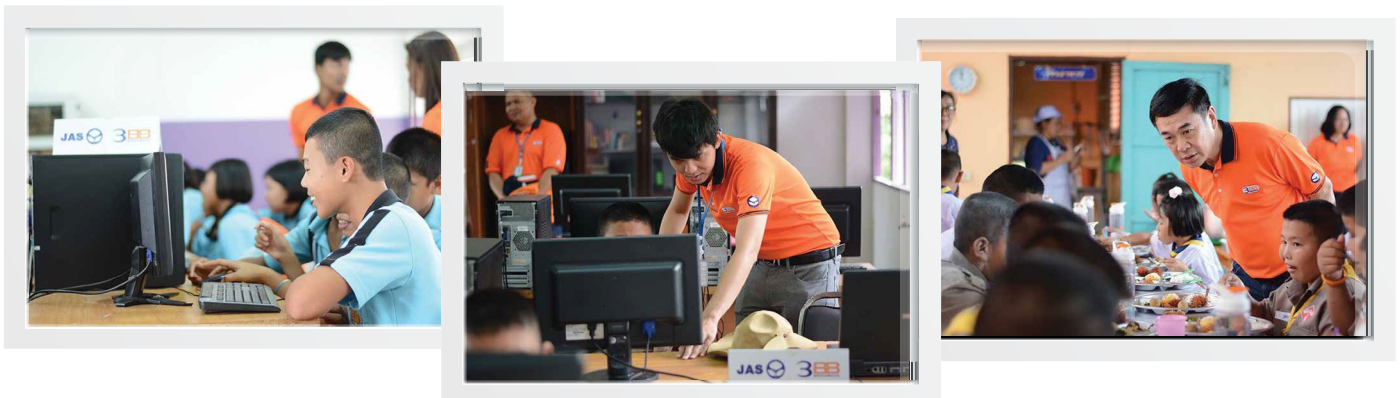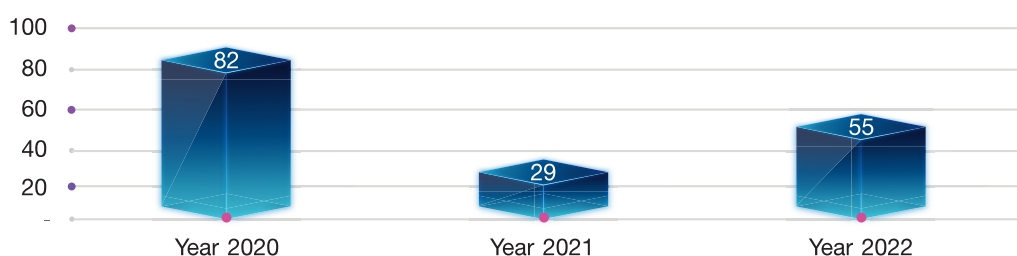


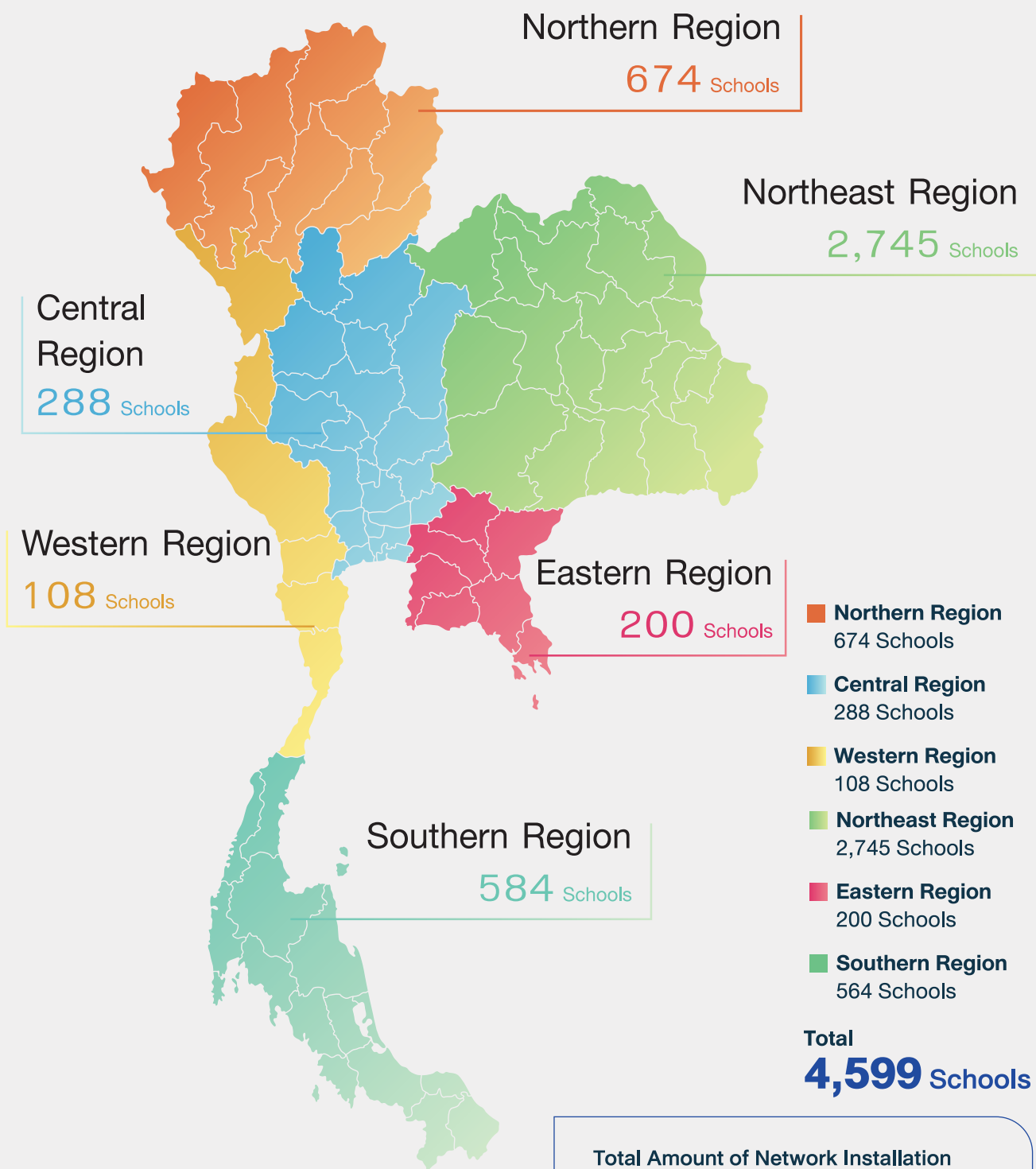| In 2022, 55 schools participated in the project. Budget of 664,000 Baht | Total of 4,599 Schools 77 Provinces 75,086 Villages | Providing 68,985 teachers and 1,149,750 students with access to educational resources. |

**Number of Schools**

| Year | Number |
|------|--------|
| Year 2020 | 82 |
| Year 2021 | 29 |
| Year 2022 | 55 |

**Year 2020-2021 were years under COVID-19 virus epidemic situation

# Northern Region
## 674 Schools

# Northeast Region
## 2,745 Schools

# Central Region
## 288 Schools

# Western Region
## 108 Schools

# Eastern Region
## 200 Schools

# Southern Region
## 584 Schools

**Northern Region**
674 Schools

**Central Region**
288 Schools

**Western Region**
108 Schools

**Northeast Region**
2,745 Schools

**Eastern Region**
200 Schools

**Southern Region**
564 Schools

**Total**
**4,599** Schools

Total Amount of Network Installation
and Fiber Optic Fee

Total Amount

# 55,555,920 Baht

(Information updated as of December 31, 2022)

# Creating a Sharing Society
## Helping Victims

Jasmine Group believes in creating opportunities for the society to grow together. With the realization that the company can expand its business steadily, it must be based on a strong social foundation. Therefore, the company places importance on social activities, along with providing employees the opportunity to participate in helping the community through donations, and actual field visits, which in addition to providing timely relief of suffering, it also helped build employee engagement in activities, allowing the society to grow together with the organization. In 2022, Thailand faced several flooding problems. The company hence organized activities of Jasmine Group to help flood victims in 10 provinces, consisting of Rayong, Nakhon Ratchasima, Surin, Chaiyaphum, Ubon Ratchathani, Sisaket, Nonthaburi, Chai Nat, Ang Thong, and Phra Nahkno Si Ayutthaya, through donating survival bags, with total budget being over 1,000,000 Baht.

BRAILLE for the BLIND

## Helping vulnerable groups
## JAS Project : Delivering Calendars and Grants to Support the work of Foundation for the Blind

The Company delivers old desktop calendars that are gathered from the company's employees, and donates themt to the Foundation for the Blind in Thailand, under the Royal Patronage of Her Majesty the Queen, with a donation of 20,000 Baht to the Foundation for the Blind in Thailand under the Royal Patronage of Her Majesty the Queen.

## The JAS Project Provides Funding to the Foundation to Provide Opportunities

The Company shares and delivers money to support the foundation to provide opportunities, in the amount of 21,600 Baht to poor children, and youth who lack refuge, orphans, abandoned children, homeless children, and the underprivileged, within the foundation to provide opportunities in Nang Rong District, of Buriram Province.

## School Building Construction Project

The Company cooperated with Dr. Phichani Bodharamik Foundation for Children and Seniors to support the construction budget of "Dr. Phichani Bodharamik Foundation for Children and Seniors" for school building at Ban Nong Hin School, Kanchanaburi, and was ready to deliver computer equipment, valuing in the amount of 5,381,918.20 Baht.



## Build Customer Engagement and Sharing to Society

The Company also gives customers the opportunity to participate in sharing and creating good deeds, through **the points redemption project, 'Earn Merit with 3BB'**, which is the 6th consecutive project that the Company has operated. Points are earned by paying service fees, in order to make merit through the 3BB Member Application, by which every 10 points donated equals to 1 Baht redemption. In 2022, there were a total of 152,272 customers donating, totaling to 1,806,346 points, and hence amounting to 1,806,346 Baht, which the Company selected 3 charitable organizations to participate in the project. It consists of the National Institute of Emergency Medicine, the Wildlife Saving Foundation of Thailand, and the project, Live to Smile, of the Children's Hospital Foundation.

# Sustainability Management in Economic Dimension

## Economic Policies and Practices

## Innovation Development

The Company also focuses on promoting the creation of a new corporate culture, in order to encourage employees in the Company and partners, including customers, to move in the direction of cooperativeness, as well as to provide all business elements. This also includes communities in which the company has related to, to be able to participate in giving advice or in co-developing new innovations, and even more so, bringing in new ideas or suggestions to develop with

**Year 2023 Target: 700,000 users of innovative products**

**Year 2022 Performance: 660,000 users of innovative products**

In the year 2022, the world experienced a recession due to the effects of hyperinflation and the conflict occurring in Ukraine, causing energy costs to rise rapidly around the world, including in Thailand, with rising concerns about global warming and various other pollution, leading to people around the world becoming interested in bringing forth Sustainable Technology. The Company foresees this change and has brought forth advanced technology to serve Solar Cell, with a service model emphasizing quality, while providing options of different add-on services, as well as ongoing customer care, in order to be worthy of being a Sustainable Technology, in which will allow customers to continuously use the service at full efficiency, for a long time to come. It also aims to reduce pollution and reduce expenses for an overall better quality of life. All in all, it would help strengthen the country's economic growth potential in a sustainable manner.

In addition to providing energy services, the Company also foresees technological trends, in which will help customers, partners, and the Company itself to reduce costs, while the quality of service improves. Examples are such as Artificial Intelligence, Blockchain, and Healthcare technologies, in which the Company will develop into products, to reduce operational costs, and improve upon the quality and efficiency of existing products to become more competitive. This includes marketing in new ways that are more effective and targeted.

various organizations, which would allow for the release of new products, or even the patenting of IP of the Company that will continue to be the foundation of the Company.

Information and communication technology is an important foundation for driving the economy and society. At present, Broadband Internet has become one of the basic utility services and the demand continues to increase. Hence it has created a change in the behavior of people into a new way of life, or the New Normal. The most popular activity is communicating online, due to measures for employees to work from home, as well as learning online. These were followed by activities such as watching TV shows, watching movies, and listening to music online. Therefore, digital innovations play an immense role in the daily life of people. The development of efficient digital innovations not only opens opportunities to conduct various businesses, but also can help increase the country's economic growth potential, sustainably.

As a leader in the service provision of Broadband Internet and Internet TV, the Company is committed in the development of various products and services, to enhance the quality of life as well as to maintain work/life balance for consumers. The Company is also focused on further developing digital innovations to adapt to the changing behaviors of current

times, as well as to promoting environmentally friendly innovations, because it is aware of the impact, such as release of pollution into the environment, from use of technology in daily life.
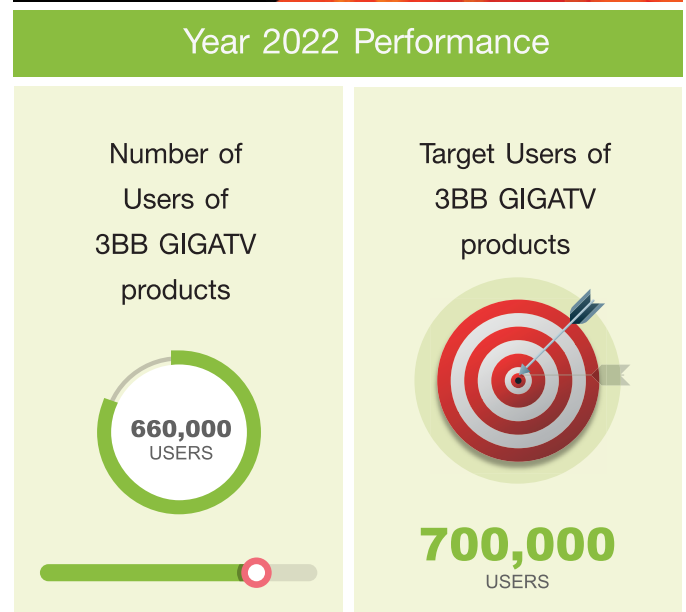
## Operational Guidelines

- **Focus on developing platforms and solutions** to efficiently support the needs of all customer groups.
- **Develop innovation in the form of Incremental Innovation**, by applying the benefits of existing technologies to maximize efficiency.
- **Encourage employees to create new innovations** by selection of outstanding projects and applying them to practical applications on a large scale.
- **Collaborate with public and private sectors** in development of new innovations.
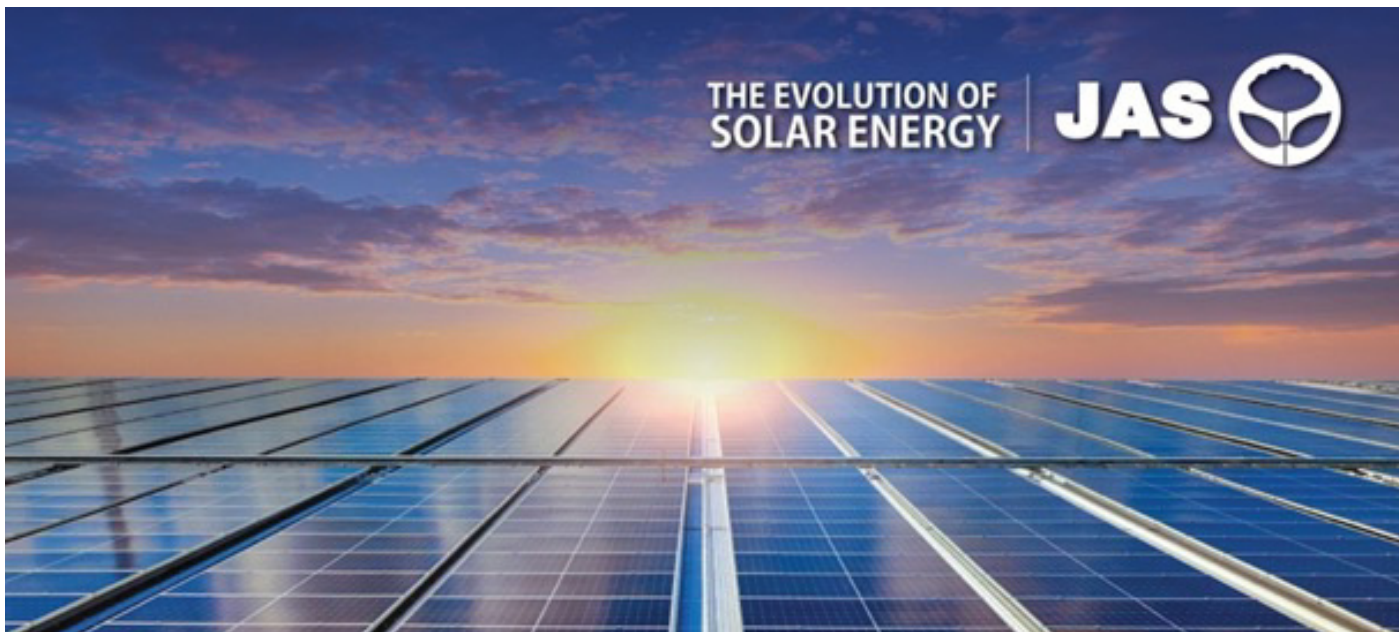- **Set goals and indicators** for innovation development.

In 2022, the Company developed products and services to meet the needs and lifestyle of modern consumers, who focus on using digital technology in their daily lives, as well as offering environmentally friendly technology for sustainable growth. This year, the Company has improved on the performance of its digital innovative products for entertainment, in which had a large number of consumers being interested in using it, which was around 660,000 consumers. Moreover, the Company also focuses on developing innovations for the environment that emphasize in usage of green energy technology, under the Company's clean energy business operation. JAS GREEN is part of this business operation, with its goal being that by year 2023, there will be at least 100 megawatts of consumers receiving services and using such innovations.
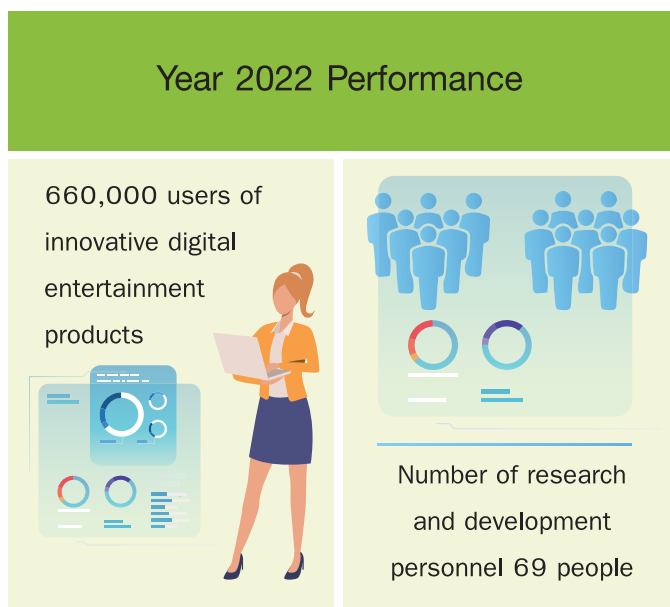
## Digital Innovation for Entertainment

The Company focuses on developing innovations for Internet TV services, in order to facilitate and create happiness for consumers in the digital age. The innovations aim to be the "Digital Companion" for entertainment viewing, with a detailed design to create uniqueness for the user platform. In this regard, the Company also develops on the efficiency of network and equipment to support stable usage, both through home internet usage and Internet TV usage, until it is able to become a quality TV box under the brand "3BBGIGATV", which is like bringing entertainment into the house. It can be used seamlessly across multiple devices, can be viewed through all channels, including viewing through TV boxes, websites, and applications on mobile phones, or tablets, and hence, meeting the needs of consumers to be able to view from anywhere, and at any time.

### Year 2022 Performance

660,000 users of innovative digital entertainment products

Number of research and development personnel 69 people

### Year 2022 Performance

Number of Users of 3BB GIGATV products

**660,000** USERS

Target Users of 3BB GIGATV products

**700,000** USERS
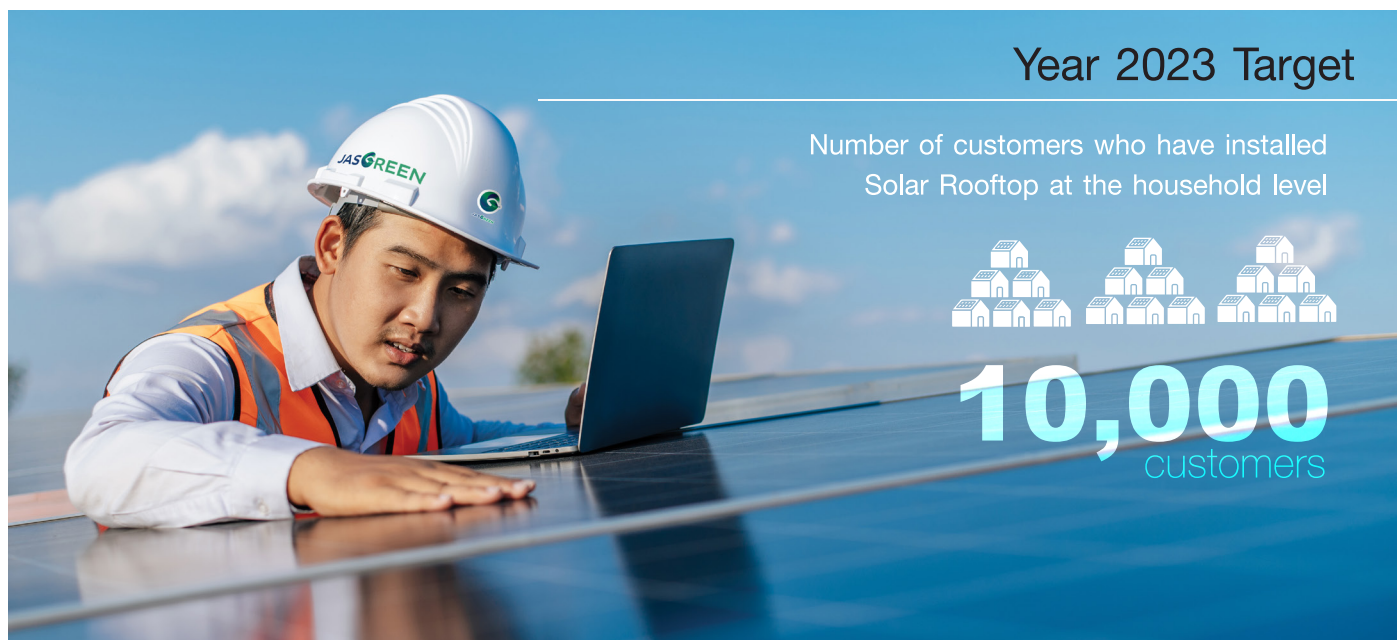
## Innovation for the Environment

Due to this age's digital transformation the Company realizes the impact that is created from mass energy consumption during data management. This causes a rapid depletion in resources available in nature, in which may run out soon in the future. This includes the utilization of various technologies in everyday life that may release pollution into the environment. Therefore, the Company is committed to using green energy, while aiming to utilize technology for improving the environment and reducing the negative impacts on nature in the long run. Solar Cell energy is one of the innovative technologies catching interest from people around the world, with new developments being applied to the technology continuously over time. The highlight of Solar Cell energy is how it can be used to generate electricity without affecting the environment, as it is a clean and renewable natural energy. Also, in 2023, the Company holds the goal of bringing solar cell innovation into business, specifically under the project name, **"JAS GREEN"**, which aims to install Solar Rooftops for at least 10,000 residential customers and industrial business customers of 50 megawatts, totaling to 100 megawatts.



## Year 2023 Target

Number of customers who have installed Solar Rooftop at the household level

# 10,000
customers

## Encourage Creativity in the Organization

The Company is committed to developing people, as it is driven by innovation to become a Digital Workplace. It encourages employees to express creativity, by presenting ideas that help improve business operations efficiently, and that meet the needs of the digital age, and hence a creating a long-term business growth.

## Cybersecurity

**Year 2022 Target: No cases of data leakage, theft or loss.**

**Year 2022 Performance: Zero cases of actual data leakage, theft or loss**

## Create bonds, develop together with the community.

With the popularity of using technology for communication becoming a part of our everyday, it has resulted in information being exchanged and linked all over the world. This creates a risk from cyber-attacks, and personal data breaches. At present, cyber threats are regarded as a serious problem, as it has a rapidly evolving pattern. Without development towards cybersecurity, data leakage problem occurring to one source could rapidly extend its impact to organizations and stakeholders, whose data networks are connected along the supply chain.

Due to being a business operator who provides Broadband Internet service, as well as complete connectivity solutions, and being an operator in the crypto industry, which is directly related to digital products, the Company is very much aware of risks from cyber-attacks. Therefore, it is committed to developing a strong security system, in order to protect personal information, and prevent cyber threats. This is accomplished by operating as according to the framework of the law, as well as raising security standard levels to be equivalent to international standards.

## Operational Guidelines

- **Define Personal Information Protection Policy**, in order to maintain privacy and create maximum security on the Internet for customers.
- **Set goals for safety protection**, in which will be completed by the second quarter of 2022.
- **Have experts develop and improve information security system** to ensure a more robust system.
- **Increase personnel capacity** to deal with cyber threats effectively, through training and activities to raise awareness.
- **Open channels for receiving complaints and suggestion, in the case of privacy violation or loss of data.**

## Personal Data Protection Policy

The Company recognizes the importance of protecting the information of customers, both in terms of privacy and data security in the online world. Therefore, a personal data protection policy was established, as according to the legal framework of the Personal Data Protection Act, 2019, in which upgrades security management standards to be equivalent to the international standards, such as the ISO 27001 Information Security Management standards. More details can be found in the section.

https://www.jasmine.com/privacy-policy

## Cybersecurity Development

Through the existing problem of privacy violations occurring around the world, and with such information being used to claim wrongful benefits from cybercriminal groups, the Company is aware such risks may create vulnerability towards customers and stakeholders' information. Therefore, the Company regularly monitors the information security system, while increasing blocking measures, whenever abnormal access to the Company's information is found. This is accomplished by applying systems and tools, such as the Vulnerability Assessment (VA) tools and Firewalls. Not only that, but it also hires external experts to audit, in order to increase confidence and further strengthen technology systems supporting the security of personal data.

## Personnel Development for Cyber Threat Response

The Company highly recognizes enhancement of knowledge and creating awareness among its personnel on cybersecurity and personal data protection. It aims to develop and increase the capability of employees in the analysis, detection, and response towards cyber threats efficiently, and in a timely manner. In 2022, the Company organized a training course on dealing with cyber threats, with the training consisting of various topics corresponding to employees at each level and position, and thus for each job, there is a form of training available that suits the specific position. A total of 17,763 personnel participated this training.

# Personnel Development
# for Cyber Threat Response

| Number | Course | Type | Target Group | Participants |
|--------|--------|------|--------------|--------------|
| 1 | Executive Cyber Resilience Program | Public Course | Cyber Security Management / Security Management | 1 |
| 2 | CQI and IRCA Certified ISO 27001:2013 Lead Auditor Training Course | Public Course | Cyber Security Management / Security Management | 2 |
| 3 | Offensive Security Web Application Expert (OSWE) certification | Public Course | Cyber Security Management / Security Management | 1 |
| 4 | Cyber Security : Preliminary 1 | E-learning: JAS Online Learning | All Employees | 8,911 |
| 5 | Cyber Security: Preliminary 2 | E-learning: JAS Online Learning | All Employees | 8,075 |
| 6 | Cyber Security : For System Administrators and Developers | E-learning: JAS Online Learning | IT/Engineer | 773 |
| Total (Persons) | | | | 17,763 |

## Receiving Complaints for Violations of Privacy and Data Loss

The company accepts complaints and suggestions through various channels, from both customers, as well as all stakeholders, whether being an individual customer, or a partner, or even government agency. One of the complaint topics covered is privacy violation and data loss. Based on surveillance, and efforts to improve cyber security system in 2022, the Company received 0 cases of complaints of privacy violation. Similarly, there were no real cases of data leakage, theft, or loss found.

| Year 2022 Performance | |
|-----------------------|---|
| Number of Complaints About Privacy Violations | Number of Cases of Actual Data Leakage, Theft, or Loss |
| 0 Cases | 0 Cases |

# Good Corporate Governance and Risk Management

**16 PEACE, JUSTICE AND STRONG INSTITUTIONS**

**Goal:** No corruption, or bribery both by employees and by partners or business alliances

**Performance Results:** Zero cases of corruption or bribery

Through the recovering of economy as the country fully opens itself, and the restructuring of the Company's business operations, it has led to changes as well as challenges in the implementation of corporate governance and risk management. This is in order to ensure good immunity for the Company, along with a strong foundation that is prompt for business growth, and ability to maintain the market share amidst the consolidation of large telecommunication and information service providers. The Company realizes good corporate governance and risk management across all dimensions of sustainability (ESG risks), will help promote the Company's operations to be efficient, transparent, verifiable, in accordance with the international standards and regulations, while bringing forth maximum benefits to all stakeholders, and a good example for other companies both within and outside of the telecommunication and information industry.

## Operational Guidelines

- The Audit and Corporate Governance Committee is responsible for overseeing the implementation of corporate governance.
- The Risk Management Committee is responsible for overseeing risk management of the organization.
- Preparation of Good Corporate Governance and Risk Management Policy, which will be reviewed by the Board of Directors on a regular basis, or at least annually.
- Communicate to stakeholders the policy of good corporate governance through various channels of the Company.
- Measures for notifying clues, or for filing complaints on unlawful acts.

## Good Corporate Governance

With the structure of the Company being a Holding Company, the Board of Directors therefore appoints representatives of the Company with appropriate experience to be the directors, executive, or controlling person of subsidiary and associated companies, in order for management of subsidiaries and associated companies aligns with the group's business policies. The representatives of the subsidiaries report performance of corporate governance on corporate governance and risk management to the Boarder of Directors on a quarterly basis.

The Company hence established a Corporate Governance Policy and a Code of Conduct under the framework of laws, rules, and regulations of the regulatory agency, in which was disseminated to stakeholders for their general acknowledgment. The policy covers important matters of good corporate governance, including shareholders' rights, equitable treatment of shareholders, role of stake holders, disclosure of information and transparency, and the responsibilities of Board of Directors. In addition, the Company has established the Board of Directors Charter and Sub-Committee Charter, which covers on the structure, roles, duties, and responsibilities, in order to act as a guideline for organization management, leading to confidence that all operations of the Company are based on fairness, while taking into account the best interests of shareholders, as well as all stakeholders.

# For the 4th consecutive year of proudly receiving this award

the Company's project of

## "Corporate Governance Report of Thai Listed Companies 2022"

in which was assessed by the Thai Institute of Directors, received a rating of Directors,

received a rating of "very good" (4 stars), during 2019 to 2022

The project "Assessment of the Quality of the Annual General Meeting of Shareholders" from the Thai Investor Association as assigned by the SEC, whereby the Company received a score of 94%.

## Anti-Fraud and Corruption

The Audit and Corporate Governance Committee is responsible for determining all forms of anti-corruption policies and guidelines, in order for business operations to follow good practice and to be in accordance with relevant laws, rules and regulations. In this regard, the Company has prepared a policy against fraud and corruption and announced it to all stakeholders on the Company's website: www.jasmine.com. In 2022, the Company made corrections and improvements to the Anti-Corruption Policy, in the section of definitions of corruption forms, and in the section of practice guidelines for directors, executives, and employees of the Company, including whistle blowing processes, or filing complaints, in order to be a guideline for the Company's personnel or those involved in the Company's operations to study, understand and strictly adhere to.

The Company announced its intention to join the Anti-Corruption Alliance with the Thai Private Sector Collective Action Against Corruption (CAC) on December 2, 2022, and expects to be able to apply for membership certification successfully by June 2023, in order to demonstrate its intention and determination in fighting against all forms of corruption.

Additionally, the Company has communicated the Anti-Corruption Policy to its business partners, customers, and external agencies, in order to promote transparent and straightforward business operations. A total of 10 business partners acknowledged the Anti-Corruption Policy and expressed their intention to join forces in combating all forms of corruption. Moreover, the Company has requested for cooperation in refraining from fiving gifts to executives or employees of the Company, during festivals or on any other occasions.

The Company has disbursed money to support donations to temples, schools, associations and foundations at a total worth of 548,458 Baht, in which all of it went only towards charity and public benefits. This was done on behalf of the Company and the Company received documentary evidence proving that such activities are in accordance with the donation objectives. Apart from this, the Company is politically neutral, as it has no guidelines which support or help any particular political party, either directly or indirectly.

## Whistle Blowing and Filing Complaints

The Company has clear measures for directors, executives and employees in notifying clues, or filing complaints, whenever seeing or having evidence, or is suspicious that a particular employee or person acting on behalf of the Company, participated in bribery or corruption, illegal conduction, or violation towards rules, regulations, and policies of the Company, non-compliance with the Company's Code of Conduct. It also provides fairness, and mechanisms to protect whistleblowers or complainants through the following channels:

- • Notify clues or complaints to the e-mail of related department
- • Notify through the Company website: www.jasmine.com/contact/notifycomplaints
- • Inform via Whistleblowing Unit phone number: 02-100-3118-21
- • Inform via registered mail sent to: ir-jas@jasmine.com
- Whistleblowing Unit, Jasmine International Public Company Limited
- 200, 29th-30th Fl., Moo 4, Chaengwatana Road,
- Pakkred Sub-district, Pakkred District, Nonthaburi 11120
- • Notify to Independent Director
- at e-mail: vichit_yam@hotmail.com

The company provides anti-corruption courses. (Anti-Corruption All new employees must attend the training and all employees must attend the training every 1 year to ensure that all employees are informed. understand the role and their own duties and able to comply with the Company's guidelines and rules very well. In 2022, the Board of Directors Employees at all levels Join the training



| Level | Amount (persons) | Percentage |
|---|---|---|
| Company Board of Directors | 2 | 28.57 |
| Managers and Employees | 61* | 82.43* |

** Managers and employees of Jasmine International Co., Ltd.

## In 2022, there were a total of 414 clues and complaints.

The company has measures for notifying clues. or complaints. Employees or stakeholders who see, have evidence or have doubts that there is employee or person acting on behalf of the Company has participated in bribery, corruption, corruption, illegal acts, violations of rules, regulations and policies of the Company, compliance with the code of conduct for directors, executives and employees, as well as providing protection mechanisms. and fairness to whistleblowers or complainants through the following channels.

| Type | Management Measures | | | |
| --- | --- | --- | --- | --- |
| | Verbal Warning | Written Warning | Employees | Laid Off |
| Failure to comply with the operating regulations, as specified in the business ethics | 199 | 141 | 73 | 1 |
| Discrimination and Harassment | – | – | – | – |
| Corruption and bribery by employees, partners, or business partners | – | – | – | – |

## Risk Management

The Board of Directors has appointed the Risk Management Committee to supervise the organization's risk management to be efficient, have good control, and be able to identify and set measures to manage risks adequately. The Company established a Risk Management Policy, including activities determined for controlling, monitoring and analysis of risk factors, which complies with the international standards of The Committee of Sponsoring Organizations of the Treadway Commission (COSO). Meanwhile, the Company takes into account both external and internal factors, including the sustainability dimension, in order to appropriately assess the results of risk management in all aspects, and to be consistent with the Company's policy and strategies. Additionally, the Company also provides training and communicates risk management guidelines through various channels, such as training courses on "Organization Risk Management", to ensure that employees have the knowledge and understanding of risk management and to perform their risk management duties and manage risks at at an acceptable level.

The Risk Management Committee will report the operating results to the Board of Directors on a quarterly basis. In addition, the Company has assigned the Audit and Corporate Governance Committee to review the efficiency and appropriateness of risk management process , including risk management policies, work plans, and guidelines that may affect the business operations of the Company. This is processed by meeting with executives who are members of the Risk Management Committee on a quarterly basis, to ensure that risk management is aligned with the guidelines and strategies, including monitoring on the situations of various internal and external problems.

## OPINION SURVEY ON TRUE SUSTAINABILITY REPORT 2022

The information received from this survey will be used to improve the contents
of the Sustainability Report of next year. Your input will be highly appreciated.

Kindly tick in the ☐ or write down your comments in the space provided below.

1 Please choose the stakeholder category that best describes you
(in relation to Jasmine International Public Company Limited)

☐ Customers.  ☐ Shareholders and Creditors.  ☐ Employees
☐ Government agencies  ☐ Business partners and suppliers
☐ Communities and society

2 How do you receive this Sustainability Report?

☐ Received at the Annual General Shareholders Meeting.  ☐ Download from website.
☐ Others (Please Specify) ................................

3 What is your objective for reading this Sustainability Report?

☐ Study for investment purpose  ☐ R&D.  ☐ Get to know the Company.
☐ Use as guideline for your corporate Sustainability Report
☐ Others (Please Specify)...............................

4 Please Provide feedback for this Sustainability Report 2022

| Feedback to Sustainability Report 2022 | Lowest | Low | Moderate | High | Highest |
|---|---|---|---|---|---|
| Use as guideline for your corporate Sustainability Report | | | | | |
| The information is easy understand and interesting | | | | | |
| The information is reliable | | | | | |
| The report size and design are appropriate | | | | | |
| You overall satisfaction for this report | | | | | |

5 Do you think all material issues are completely reported in this report?

Yes ☐  No ☐

Please provide the topic(s) that should be aded ....................................................................................

............................................................................................................................................................

............................................................................................................

**YOU MAY PROVIDE YOIR OPINION ONLINE
BY SCANNING THOS QR CODE**

INNOVATION TECHNOLOGY FOR BETTER FUTURE

www.jasmine.com

JASMINE INTERNATIONAL PUBLIC COMPANY LIMITED

200, 29 th-30 th Floor, Moo 4, Chaengwatana Road, Pakkred Sub-district, Pakkred District, Nonthaburi 11120, Thailand. Tel. +66 0-2100-3000, Fax. +66-0-2100-3150-2