



Sustainability Report 2023



Sustainability Report 2024

Chairman of the Board of Directors and Acting Chief Executive Officer	01	Pass on Value, Develop Together, and Create Ties	
Sustainability Achievements	03	Save Nature, and Care for the Environment with Our Own Two Hands	33
About JAS	04	Join Forces Armed with Education	33
Vision Mission Goal	05	Join Forces with JAS to Create Good Things for Thai Society	34
corporate governance structure	06		
Scope of sustainability reporting	07		
JAS Takes Steady Steps, Aiming for Sustainable Development	09	Sustainability Management in Economic Dimension	
Assessment of Key Sustainability Issues	10	Promote access to digital society, Create smiles and bonds	
Business Value Chain	14	Economic Policies and Guidelin	
Because “Stakeholders” are Our Most Important People	17	Delivering Experiences That Are “More Than” Services	35
		Selection od Media That is More Than Entertainment	36
		Maintaining Customer’s Personal Information	36
		Cyber Security	37
		Information System Security Policy	37
Environmental Sustainability Management		Love us, Love the world	
Create a Better World for a Strong Future		Focused on Creating innovations to” Save the World.”	39
Environmental Policies and Guideline		Digital Innovation for Entertainment	40
Create a Better World for a Strong Future	19	Innovation for the Environment	41
Energy and Greenhouse gas management	20	Promoting Creativity on Organizations	41
E-Waste and waste management	24		
		Good Corporate Governance and Risk Management	
Sustainability Management in the Social Dimension		Good Corporate Governance	42
Because employees’ happiness is our heart		Anti-Bribery and Corruption	43
Social Policies and Guideline		Whistle Blowing and filing Complaints	44
Recruitment of Personal	27	Risk Management	44
Happy & Healthy Workplace	29		
Safety and Occupational Health of Employees	30	Opinion survey on Jas Sustainability Report 2023	45

Message from Chairman of the Board of Directors and Acting Chief Executive Officer



Dr. Soraj Asavaprapa
Chairman of the Board of Directors and
Acting Chief Executive Officer



To Our Shareholders

Since the startup of the Company over 4 decades ago, Jasmine International Public Company Limited has vigorously served the demands for telecommunications in Thailand and gone through changes all along the way up until the year 2023 in which 3BB Broadband Internet business was disposed together with JASIF investment units. This asset disposal transaction is considered a significant change in JAS Group's history as it has resulted in an exponential operating performance that enables the Company to be in readiness for taking a great leap forward with new business plans and turning greater challenges to wins for the solid and continuous strength of JAS Group in the future.

For the year 2024, business directions have been adjusted to affirm JAS Group's stance as a leader in technology.

In this year, JAS Group plans to engage in the following businesses.

1. Media & Content Business : To provide Internet TV service under the brand 3BB GIGATV and to work in collaboration with the leading network provider for the development of an Internet TV platform to service both the existing as well as the new customers.
2. Property Management Business : To provide and develop the service of office and working space for rent, perfected with facilities for a Smart Office Building, responding to the trends of office space utilization that always change according to time.
3. Innovation & Technology Business : To provide AI technology-related services and clean energy services and support the advancement of the industries thereof. In the meantime, JAS Group will continue to invest in the businesses of the subsidiaries, Blockchain technology, equity instruments, AI-product development and etc. in parallel with telecommunications businesses, such as the provision of network service, domestic and international internet service, space for installing computer system equipment and network, and Bitcoin mining business.

At present, JAS Group has more readiness for investment in human resources, infrastructures, and technologies; therefore, it is committed to developing Thailand's technologies to meet international standard. The Company is interested in AI technology and particularly in the investment in Generative AI language model specializing in Thai, aiming to be a leading provider of quality AI service, taking an active part in upgrading business operation of corporate clients and enriching the quality of life of the Thai people.

In addition to the above-mentioned, JAS Group also puts emphasis upon driving the organization towards sustainability in compliance with the policy on sustainable business in place and with respect for economic, social and environmental sustainability. Moreover, all the companies within the Group adhere to practices under the principles of ethics and good governance, realizing that responsible business practices are essential to creating sustainable value for all stakeholders.

On behalf of the Board of Directors of Jasmine International Public Company Limited, 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 operation, be it in the time of industrial change or for our future growth. I would like to confirm my commitment towards developing JAS Group's industry to be modern and beneficial to the society and sincerely hope that we shall receive kind cooperation from all sectors for sustainable growth and the greatest benefit of all stakeholders.

Sustainability Achievements



JAS Receives Excellent Rating for Corporate Governance in 2023



JAS Certified as a Member of CAC by the Thai Private Sector Collective Action Against Corruption



สมาคมส่งเสริมผู้ลงทุนไทย
THAI INVESTORS ASSOCIATION

The 2023 Annual General Meeting (AGM) Quality Assessment of Listed Companies on the Stock Exchange of Thailand (SET) has revealed that the highest score group is 100.



Successfully certified as Carbon Neutral by Thailand Greenhouse Gas Management Organization (Public Organization) in 2023.*



Successfully certified with Carbon Footprint for Organization from Thailand Greenhouse Gas Management Organization (Public Organization) in 2023.*

*Note:

The organization's greenhouse gas management has been verified by the Greenhouse Gas Management Certification Unit, Faculty of Energy and Environment, University of Phayao, and is currently in the process of registering with the Thailand Greenhouse Gas Management Organization (Public Organization), which is expected to be completed in May 2024.

Jasmine International Public Company Limited

About JAS

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. It, later on, gradually thrived through broadening itself into new business segments. It was in 1994 that the Company transformed itself into a public company and was listed on the Stock Exchange of Thailand, with funds raised from both local and foreign money markets and capital markets for business expansion.

Currently, the Company is an investment or a holding company, investing in telecommunications and information technology. In addition, it considers investing in businesses in which products and services support and complement each other. To successfully achieve all these, the Company fully utilizes its resources of both potential telecom networks and well synergized efficient human capital. Major businesses of the Company are categorized into 3 segments as follows:

1. Internet TV Business segment The companies under this business segment are as follows:

Three BB TV Co., Ltd.

Jasmine Submarine Telecommunications Co., Ltd.

2. Digital Asset & Technology Solution Business Segment that engages in Bitcoin mining business, telecommunication service business and solution provider business, providing such services as system integration, cloud computing and ICT solution. The companies under this business segment are as follows:

Jasmine Technology Solution PCL.

Cloud Computing Solutions Co., Ltd.

JasTel Network Co.,Ltd.

3. Other Businesses Segment, comprising businesses that support telecommunication systems-related work, office space rental and clean energy; solar rooftops. The companies under this business segment are as follows:

Premium Assets Co., Ltd.

Jasmine Internet Co., Ltd.

Acumen Co., Ltd.

Internet Knowledge Service Center Co., Ltd.

Jas Green Co.Ltd. (formerly T.J.P. Engineering Co.,Ltd.)

*On November 15th, 2023, Jasmine International Public Company Limited conducted a transaction to sell common shares of Triple T Broadband Public Company Limited, held by Acumen Company Limited, and Jasmine Broadband Internet Infrastructure Fund (JASIF), held by Jasmine International Public Company Limited (JAS), to the group of companies of Advance Wireless Network (AWN), which has been completed.

Vision

To be a leading investor in cutting-edge technologies

Mission

1. To focus on both short-term and long-term investment to create a sustainable growth of the organization
2. To provide the consumers with Internet TV service on the top-quality network with a variety of contents
3. To promote and develop AI technology to serve the customers and make their demands fulfilled
4. To support the development of personnel knowledge and capability in the realm of innovation simultaneously with the creation of a digital workplace in support of a policy on sustainable happiness at work
5. To drive businesses on the foundation of sustainability with respect for sustainability of economy, society and environment and to continuously deliver the shared values to the stakeholders for the creation of a sustainable society.

GOAL

To be a leading provider of quality technology services on AI solutions, telecommunication and media business services to elevate innovations of Thailand with proper care and concern for sustainability of environment, society, and quality of life of the consumers.

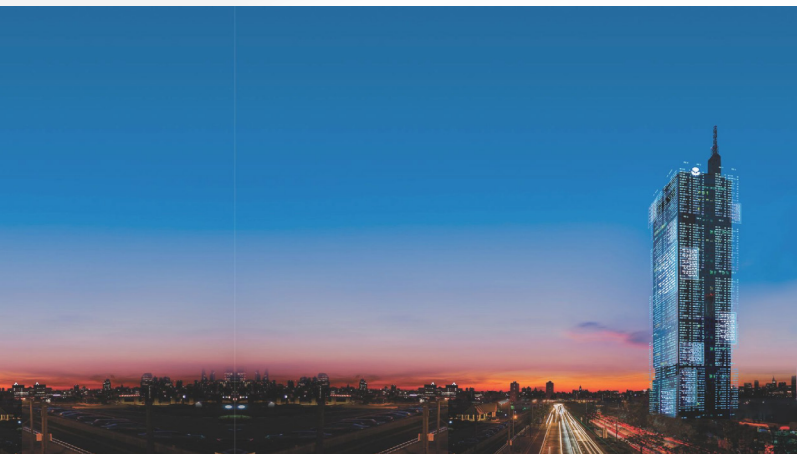


Guidelines for Report Preparation

Jasmine International Public Company Limited prepared a sustainability report to demonstrate its commitment to disclosing important information regarding the organization's sustainable development to stakeholders through an accurate and transparent manner, covering on economic, social, and environmental performances. From January 1, 2023, the company prepared the 2023 Sustainability Report based on the Sustainability Reporting Guide, of the Securities and Exchange Commission (SEC), which is linked to international standards, as well as determined the content, and presented the results of operations supporting the United Nations Sustainable Development Goals (SDGs).

The scope of this report considers the relevance of the business, data availability, and the impact on the company's operating results, society, and the environment, under 3 main business groups, as such:

1. High-speed internet and internet TV service business, under the brand of 3BB GIGATV brand, and developing an internet TV platform in collaboration with leading networks in the country to cover both existing and new customers.
2. Digital assets and technology solutions business, under the companies in the JTS group that aim for continuous growth in the telecommunications network and internet business for corporate customers, including their target to bring innovation and new technology for business expansion, especially Generative AI technology, which is expected to be able to launch Generative AI that is smart and proficient in using Thai language by 2024.
3. Other businesses, for example, the real estate business group, where the company plans to develop beautiful and modern office buildings, to become Smart Offices, and answering towards the currently changing guidelines of office space usage.



Sustainability Issues	Business Group Providing High-Speed Internet and Internet TV Services	Digital Assets and Technology Solutions Business Group	Other Business Group
Economic			
Risk supervision and management.	✓	NA	NA
Innovation development	✓	NA	NA
Cyber security and protection of personal information	✓	NA	NA
Environmental			
Energy and greenhouse gas management	✓	NA	NA
E-waste and waste management	✓	NA	NA
Social Aspect			
Responsibility to community and society.	✓	NA	NA
Human rights and fair and equal treatment of labor.	✓	NA	✓
Responsibility to customers and consumers.	✓	NA	NA

Scan the QR code to download the report: 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
 Tel. +66 0-2100-3000, Fax. +66-0-2100-3150-2



JAS Takes Steady Steps, Aiming for Sustainable Development

Over the course of more than 40 years of business, the company has given importance to sustainable business operations, covering all 3 dimensions of environment, society, and governance, or ESG. The company's board of directors assigned the Risk Management Committee for Sustainable Development to be responsible for supervising and driving forth the company's sustainability operations. It consists of a Board of Directors of 8 members, and the Chairman of the Board of Directors, to ensure that sustainability operations are fully supported and aligned with the organization's business direction. The Sustainability and Corporate Communications Department is responsible for following up and coordinating the participation of all parties in driving sustainability operations to meet the goals set by the organization.

The company announces its environmental policy on the website link: https://www.jasmine.com/investor-relations/detail_sub/5/145, to communicate thoroughly to both external and internal stakeholders, as well as setting operational goals in various dimensions. There is a process for closely monitoring, storing, and evaluating results, as well as reporting operation results to executives, and the Board of Directors, for acknowledgement quarterly.

JAS GO G-R-E-E-N

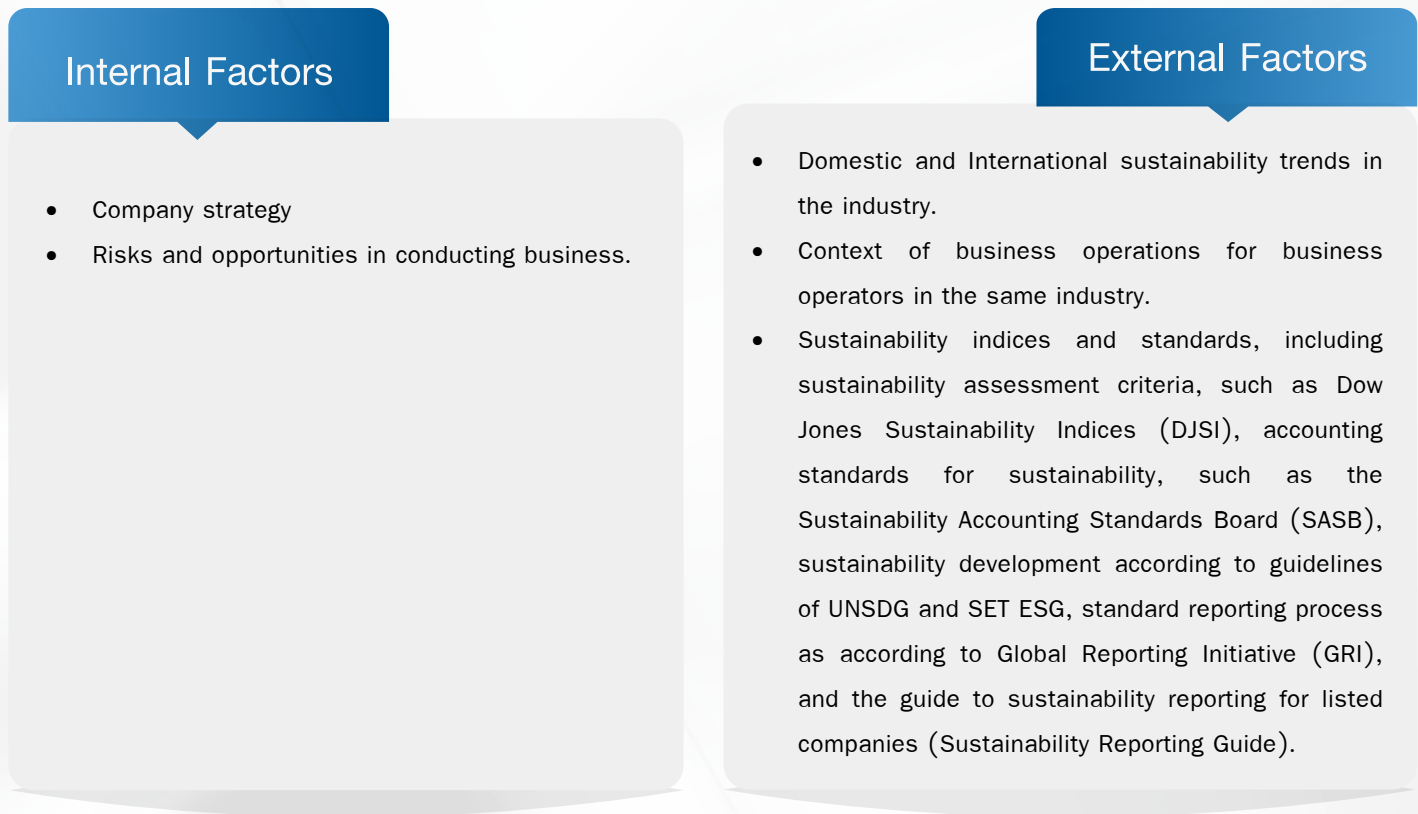


Conduct business with the principles of good governance, transparency, and auditability.	Use various resources, including electricity, water, fuel, and energy for maximum efficiency.	Focus on creating digital innovations that meet business goals, as well as create an environment that encourages employees to be innovators.	Take care of the well-being of employees so that they are happy and progress in their career paths.	Adjust the structure of business operations to meet changing goals, and focus on investing in existing businesses.
	Reduce greenhouse gas emissions to <u>Net Zero by 2050.</u> Reduce e-waste by <u>20% by 2025.</u> Reduce electricity usage by <u>5% by 2025.</u> Reduce water usage by <u>5% by 2025.</u>	Develop products and services that promote sustainability of <u>3 projects by 2025.</u> Generate <u>30% income</u> from investment in innovations by 2025.	100% personnel development (average of 3 courses per person) by <u>2025.</u> 100% JAS online learning (5 courses / person)	

Assessment of Key Sustainability Issues

1. Identify Key Sustainability Issues

The company evaluated important sustainability issues in 2022 and reviewed them in 2023, by gathering and studying various sustainability contexts both at the national and global levels, covering economic, corporate governance, social, and environmental dimensions. These are analyzed along with consideration of business strategies of products and services under the process of restructuring, to be in line with new changes. The important issues of stakeholders are also included in the analysis and prioritization of sustainability issues.



2. Prioritizing Issues

The company takes all 8 important sustainability issues, starting from step 1, into consideration, and prioritizes them based on their impact on the company’s business operations, as well based on the level of importance to stakeholders. The assessment of impact on business operations and stakeholders can be divided into 3 levels, consisting of medium, high, and very high levels.

3. Validation

The company has presented the results of the sustainability assessment review to the senior management team and the Board of Directors for approval.

4. Verification

The company plans to conduct a review of key sustainability issues after disclosing performance results in its annual report and online channels, such as its website, to openly listen to opinions and suggestions in a transparent manner, and to ensure that the company’s sustainability operations are inconsistent with its strategies and meets the expectations of all stakeholder groups.



1. Power management and greenhouse gas management
2. Electronic waste and waste management




1. Responsibility to community and society
2. Human rights and fair and equal treatment of labor
3. Responsibility to customers and consumers



1. Governance and Risk Management
2. Innovation development
3. Cyber security and protection of personal information



Sustainability Issues	Determination	Response to UN SDGs	Management Guidelines
Corporate Governance and Risk Management	Good corporate governance and risk management, and which can be inspected.		Details can be found in corporate governance and risk management.
Innovation Development	Create an innovative organization and encourage employees and partners to participate in developing innovations for business growth.		Details can be read at Aiming to Create “Save the World, Love Us” Innovation
Cyber Security and Protection of Personal Information	Develop strong potential for security system to protect personal information and prevent cyber threats.		Details can be read at Deliver an Experience that is “More Than” Service
Power Management and Greenhouse Gas Management	Reduce direct and indirect impact of business operations to reduce greenhouse gas emissions into the atmosphere.		Details can be read at Create a Better World for a Strong Future
Electronic Waste and Waste Management	Use resources to operate the business to maximum efficiency, with a commitment to develop products and services that are environmentally friendly.		More can be read about Building a Better Word for a Strong Future
Responsibility to Community and Society	Create a learning society and promote opportunities to access technology in the digital age through community participation activities.		Details can be read at Passing on Value, Collaborating in Development, and Building Relationships

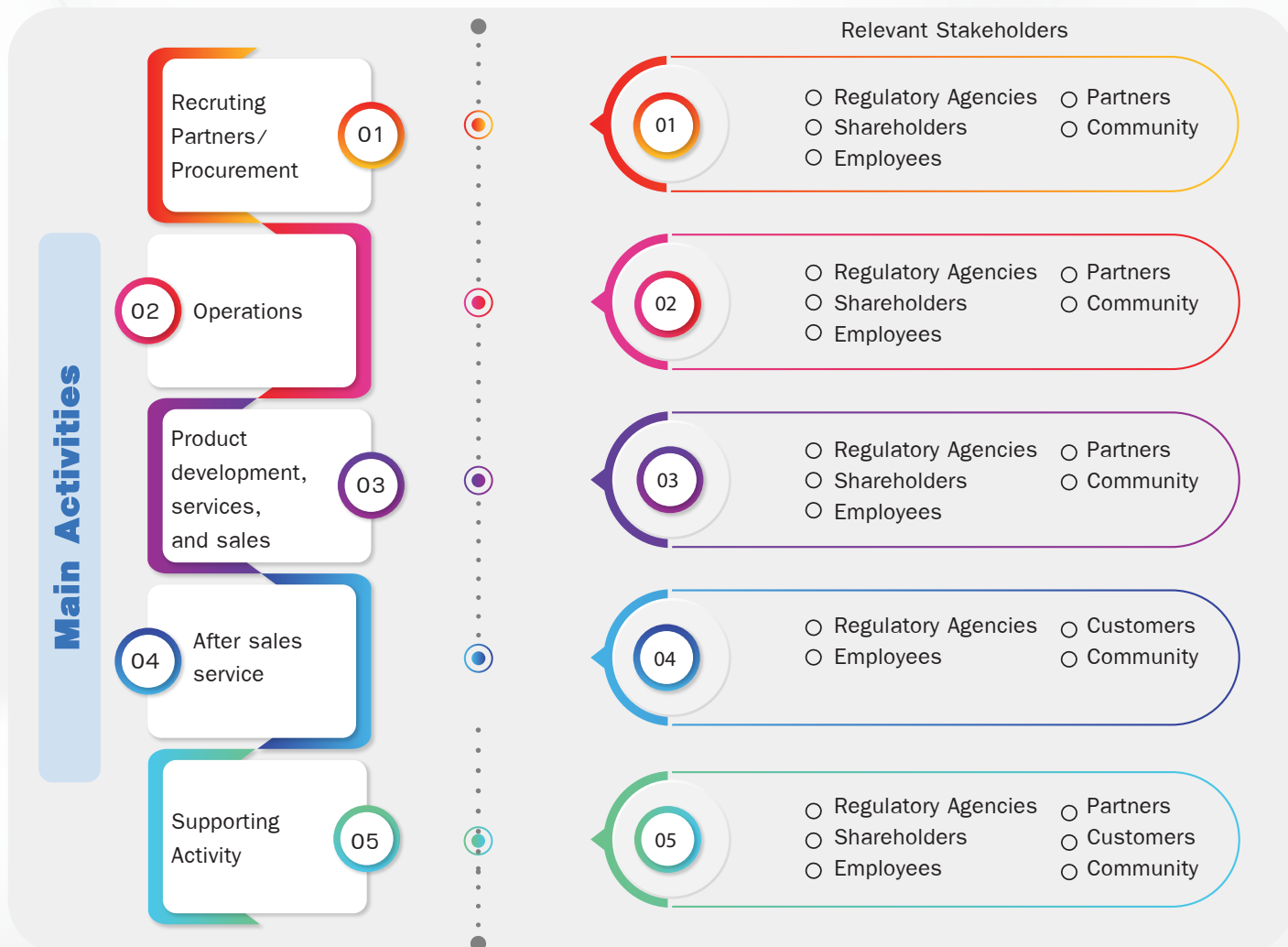
Sustainability Issues	Determination	Response to UN SDGs	Management Guidelines
Human Rights and Fair and Equal Treatment of Labor	Create a career growth path along with promoting well-being, based on respect for rights, diversity, and equal treatment.	   	Details can be read at Because Our Employees' Happiness is Our Heart
Responsibility to Customers and Consumers	Commitment to continuously develop quality platforms and solutions to support the needs of individual customers, as well as all customer groups, by adhering to transparency in conducting business.	 	Details can be read at Deliver and Experience that is "More Than" Service.

Management of impact towards Stakeholders in the Business Value Chain

Business Value Chain

The company has a business structure divided into 3 main business group types, which are the high-speed internet service and internet TV business group, digital assets and technology solutions business group, and other business groups. These focus on operations to increase competitiveness and to work closely together, including using shared resources to achieve maximum efficiency in developing new products to be in line with the era of rapid technological changes.





Recruiting Partners/ Procurement	Operations	Product Development, Services, and Sales	After Sales Service	Supporting Activity
<ul style="list-style-type: none"> Control and supervise network equipment for providing broadband internet services. Supervise the testing of customer equipment, such as internet signal distribution (Router Modem) to be carried out safely. 	<ul style="list-style-type: none"> Manage operating systems, information technology networks, and other related systems. Evaluate the performance of key systems such as MPLS, ME, and MME. 	<ul style="list-style-type: none"> Bringing in research and development processes, including launch of new products and services. Enter partnerships or business partnerships with other service providers to expand service areas. 	<ul style="list-style-type: none"> Survey the satisfaction of service recipients. Keep existing customers who use the service continuously. Survey and listen to customer opinions or experiences using products and services. 	<ul style="list-style-type: none"> Manage human resources without discrimination by creating equal work opportunities. Create sustainability of financial operations and accounting with transparency. Good corporate governance.

Recruiting Partners/ Procurement	Operations	Product Development, Services, and Sales	After Sales Service	Supporting Activity
<ul style="list-style-type: none"> Apply for license from the Television Broadcasting Commission, and the National Telecommunications Commission (NBTC) 	<ul style="list-style-type: none"> Plan for network expansion to cover entire country. Set data protection policies and control security in the internet system. 	<ul style="list-style-type: none"> Set a policy for both online sales (via internet media such as various social media) and offline sales (via traditional media such as print media, radio, and television) Create a brand to market and create new products. 		

Note:

MPLS (Multiprotocol Label Switching) System – Connecting the head office with branch offices

ME (Metro Net) System – Exchanges connected to Node Internet

MME (Main Metro Net) System – Main exchange connecting MEs together

Analysis of Stakeholders in the Business Value Chain

Because “Stakeholders” are Our Most Important People

All groups of stakeholders are an important force that helps drive the company to grow and steadily develop amidst the ongoing changes in business direction, as well as the persistently slow economic environment. The company has established guidelines for dealing with stakeholders in the Company’s Code of Ethics Manual. See information at www.jasmine.com. The company continues to create engagement with stakeholders through various channels and activities, both online and in the field, such as holding shareholder meetings, providing annual reports through the company’s website, and opening channels for listening to opinions and receiving complaints, to ensure that the company acknowledges expectations, views, or comments that are beneficial to the company. Through this, the company has taken the suggestions for analysis, prioritization, and integration into short-term, medium-term, and long-term

operating strategies and policies, as well as thoroughly communicating its operating direction. In 2023, the company gathered important issues and opinions, which were used to determine the contents of the 2023 annual report.

The company divides stakeholders into 6 groups, namely shareholders, employees, regulatory agencies, customers, partners, and communities. Stakeholders are prioritized so that the company can analyze and respond to expectations exactly, and therefore various activities were organized, with details shown in the table. The company presented a report on the results of the company’s engagement with stakeholders to the Board of Directors for acknowledgment and comment. In addition, the Board of Directors and executives also provided policies to various departments to work together to discuss operation guidelines, respond to all groups of stakeholders, and allocate work duties to create appropriate participation.

Shareholders and Investor



Participation Channels

- Organizing shareholder meetings
- Meetings/meetings with analysts
- Disclose information on the annual report/company website

Examples of Issues

- Performance results and plans for the next 3–5 years.
- Profitability and goals of the new business.
- Developing innovation and technology to increase competitiveness.
- Sustainable growth.
- Receiving regular dividends.
- Good corporate governance.

Employees



Participation Channels

- Training, organizing seminars
- Performance evaluation
- Organizing recreational activities for employees
- Engagement survey
- Intranet electronic media
JASTALK and Line OA (HR JAS)

Examples of Issues

- Personnel development
- Stability and career advancement
- Compensation, benefits, welfare

The company’s response patterns and methods can be studied in the chapter on “Employees’ Happiness is Our Heart.”

Regulatory Agencies



Participation Channels

- Organize a meeting to listen to opinions.
- Participating in assessments from official agencies.

Examples of Issues

- Cooperating with government policies.
- Disclose business information transparently.
- Develop a corporate governance system, as well as strict internal control

The company's response patterns and methods can be studied in Chapter, Policy and Practice Guideline Regarding the Shareholders and the Stakeholders

Customers



Participation Channels

- Meeting customers
- Customer satisfaction surveys
- Receiving complaints and suggestions through the channels provided by the company.
- Website and social media

Examples of Issues

- Innovation development
- Quality and reliable service
- Access to services from anywhere, and at anytime
- Receive assistance in using the service.
- Maximum data security

The company's response patterns and methods can be studied in the Chapter, "Deliver an Experience that Goes Beyond Service."

Partners



Participation Channels

- Training and seminars to provide knowledge.
- Partner assessment
- Meetings via offline and online channels, contact via phone or email.

Examples of Issues

- Promoting the potential of business partners
- Business ethics
- Business partnerships or business partners that use growing together strategy.
- Creating a fair, win-win trade agreement

Community



Participation Channels

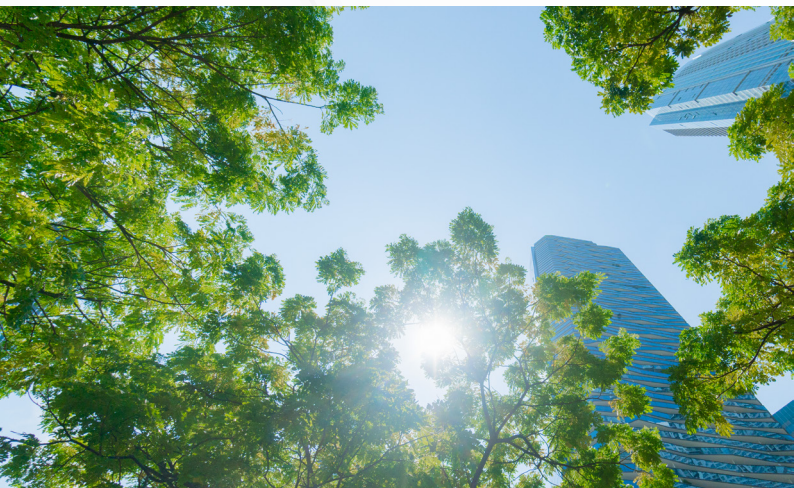
- Organizing various activities with the community.
- Surveying the impact of business operations on the community.
- Opening channels for receiving complaints.

Examples of Issues

- Participation in promoting the quality of life of the community.
- Help the community.
- Providing services is safe for the health of everyone in the community.

The company's response patterns and methods can be studied in the chapter, "Pass on Value, Develop Together, and Create Ties."

Environmental Sustainability Management Environmental Policies and Practices Create a Better World for a Strong Future





The current problem of global warming is becoming more serious, causing severe weather changes in all regions, such as heat waves, floods, droughts, and forest fires. Over the past decade, global temperatures have increased to record highs. According to the Paris Agreement, the international community has paid attention to the issue and agreed to join in limiting global temperature rises to no higher than 1.5 degrees Celsius. As Thailand is one of the member states of the United Nations, it has announced its contribution to reducing greenhouse gas

emissions (National Determined Contributions, NDCs), and to becoming carbon neutral by 2050. It has also set a goal of net zero greenhouse gas emissions by 2065 (Net Zero Emission).

The company is therefore committed to promoting and cooperating with stakeholders in every sector to cope with climate change and strictly achieve greenhouse gas reduction targets, by continually developing and improving the efficiency of resource and energy use. Apart from this, the impact of business operations on the environment and society is also considered. The company focuses to reduce water use, reduce waste generation, and put waste to good use as much as possible, as well as reduce environmental impacts and create a balance through a sustainable development.



Stakeholders	Operation Goal(s)	Operational Guidelines in 2023
 Community Society and Environment	<ul style="list-style-type: none"> Aim for carbon neutrality by 2030. Reduce greenhouse gas emissions to net zero by 2050. 	<ul style="list-style-type: none"> Appoint a carbon footprint management working group. Collect greenhouse gas emissions data for scopes 1, 2, and 3. Become a certified carbon footprint organization. Carry out a project tree planting and restore forest areas for having biodiversity as a source of carbon absorption. Carry out the “Care the Bear” project to raise awareness and campaign for reducing greenhouse gas emissions.
	<ul style="list-style-type: none"> Reduce electricity use by 5% by 2025. 	<ul style="list-style-type: none"> Implement energy saving projects. Promote increasing energy efficiency and renewable energy.

Stakeholders	Operation Goal(s)	Operational Guidelines in 2023
 Community Society and Environment		<ul style="list-style-type: none"> Create awareness among employees to conserve employees and promote reduction of unnecessary energy use.
	Reduce water use by 5% by 2025.	<ul style="list-style-type: none"> Implement water saving and water recycling projects.
	Reduce electronic waste by 20% by 2025.	<ul style="list-style-type: none"> Implement a project to reduce electronic.

Environmental Policies and Practices

The company conducts business by adhering to the importance of maintaining a sustainable environment. It is committed to controlling the use of resources with value, as well as protecting the environment and reducing impacts that arise from the company's business operations, both directly and indirectly, to preserve the environment for future generations. This is conducted by operating according to laws and regulations of both the national and international standards, such as the environmental management system, according to the international standard of ISO 14001, and the energy management system according to the international standard of ISO 50001.

Additionally, the company aims to promote a culture in the organization for employees to be conscious of energy conservation and use resources wisely, whether it be saving

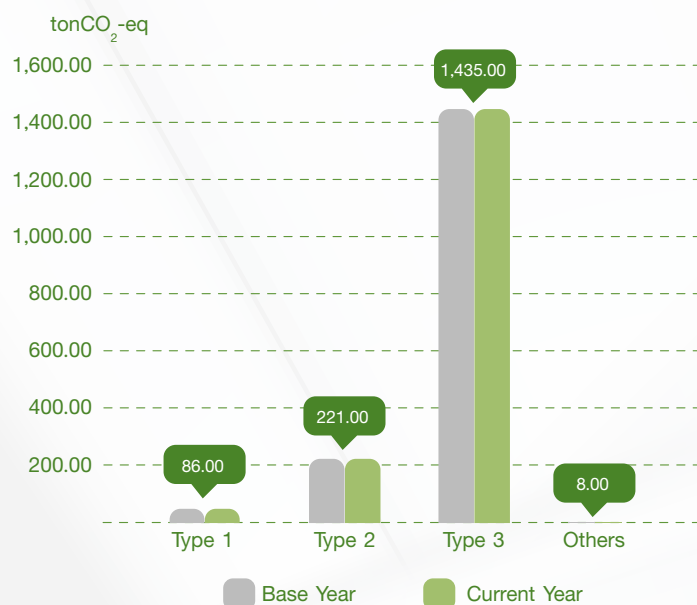
electricity, using water economically, campaigning to use cloth bags to reduce global warming, or even encouraging employees to understand the concept of 'carbon footprint' of the organization and its products.

Aiming for Carbon Neutrality

The company focuses on adapting to cope with climate change by developing and improving the environmental management system to be efficient, to achieve direct and indirect goals related to greenhouse gas emissions (Scope 1, 2, and 3). Hence, this is to become an organization that aims for Carbon Neutrality by 2030, meets the goal of Net Zero Greenhouse Gas Emission by 2050, as well as being in line with the United Nations Sustainable Development Goals (SDGs), specifically Target 13, Climate Action, which are set as goals for preparing to cope with the impacts of climate change in various forms.

Performance	Unit	2023	2030 Target
Carbon Intensity (Scope 1 and 2)	Tons of carbon dioxide equivalent per megabyte TonCO ₂ eq./MB	0.5320*	Aim to be Carbon Neutral
Carbon Intensity (Scope 1, 2 and 3)	Tons of carbon dioxide equivalent per megabyte TonCO ₂ eq./MB	3.0186*	

*Note: The organization's greenhouse gas management has been verified by the Greenhouse Gas Management Certification Unit, Faculty of Energy and Environment, University of Phayao, and is currently in the process of registering with the Thailand Greenhouse Gas Management Organization (Public Organization), which is expected to be completed in May 2024.



*Note: The organization's greenhouse gas management has been verified by the Greenhouse Gas Management Certification Unit, Faculty of Energy and Environment, University of Phayao, and is currently in the process of registering with the Thailand Greenhouse Gas Management Organization (Public Organization), which is expected to be completed in May 2024.

Working Towards Carbon Neutrality in 2023

- Support the trading of carbon credits to compensate for the company's greenhouse gas emissions, with an intention to join as a member of the Thailand Carbon Neutral Network (TCNN)
- Project to promote tree planting and restore forest areas to have biodiversity as a source of carbon absorption.
- Promote increasing energy efficiency, and the use of renewable energy, by developing technology that reduces energy use and greenhouse gas emissions.
- Encourage employees to understand the concept of the carbon footprint of the organization and its products.
- Certified Carbon Footprint for Organization (CFO) by the Greenhouse Gas Management Organization (TGO), which is a public organization.*

*Note: The organization's greenhouse gas management has been verified by the Greenhouse Gas Management Certification Unit, Faculty of Energy and Environment, University of Phayao, and is currently in the process of registering with the Thailand Greenhouse Gas Management Organization (Public Organization), which is expected to be completed in May 2024.

Operating Results for 2023*			
	Scope 1	Scope 2	Scope 3
Corporate Greenhouse Gas Emissions (tons of carbon equivalent to oxides)	86	221	1,435
Includes Scope 1 and 2	307		
Includes Scope 1, 2 and 3			1,742



Appoint a working group for carbon footprint management

The company is aware of protecting the ecosystem, reducing global warming, and continuously restoring the natural environment. Therefore, a carbon footprint management working group was appointed to control the collection of greenhouse gas data, including controlling, monitoring, reporting, and verification to be efficient and effective. This leads to planning activities to reduce greenhouse gas emissions in the organization and products in the future.



Responsibilities

- Store data, and coordinate with various agencies to prepare organization-level greenhouse gas emissions data.
- Check the verification data for collecting the organization's carbon footprint.
- Monitor, verify, and control the organization's carbon footprint assessment, and supervise operations according to the plan and time specified.
- Carry out activities to reduce greenhouse gas emissions, such as tree planting activities, restoring forest areas for having biodiversity as a source of carbon absorption.



CARE THE BEAR
Change the Climate Change

ลด-โลก-ร้อน

Care the Bear project

The company sees the importance of driving the reduction of global warming and creating awareness among members of the organization in changing behaviors, to campaign for reducing greenhouse gas emissions that are a byproduct of various human activities, such as organizing events that require the use of electrical energy. This includes organizing events, traveling of participants, energy use through cooking, as well as creating waste from organized events, all of which are important causes of global warming. In 2023, the company joined the Care the Bear project in collaboration with the Stock Exchange of Thailand, by participating in organizing activities in an online or onsite format and adhering to the 6 principles to reduce greenhouse gases and create new behaviors for employees in the organization sustainably. This can reduce the amount of greenhouse gases by a total of 17,295 kilograms of carbon dioxide equivalent, which is equivalent to planting 1,922 large trees 10 years of age.

Able to Reduce the Amount of Greenhouse Gases

6 Principles*

17,295 kilograms of carbon dioxide equivalent or equivalent to planting 1,922 large trees that are 10 years old

1. Campaign to travel by public transport or to travel together.
2. Reduce the use of paper and plastic.
3. Refrain from using foam in packaging or decorations.
4. Reduce energy consumption from electrical equipment, or switch to energy saving equipment.
5. Use recyclable decorative materials.
6. Reduce waste from leftover food at work.

*Based on the Care the Bear project by the Stock Exchange of Thailand

Power Management

The company places importance on using energy with awareness of its value. It aims to promote a culture in the organization for employees to be conscious of energy conservation and reduce unnecessary energy use, both in the electrical and air conditioning system within the building. There are also measures to control and maintain electrical appliances regularly and efficiently. In 2023, the company had a total consumption of electricity from operations of 429,519

kilowatts, equivalent to the amount of 2,850,035 Baht, due to increased areas that consume electricity, including floors M, 9, 29, and 30. This is also due to the increased price of electricity since January 1, 2023, as adjusted by the space lessor, the Premium Asset Company Limited. Apart from this, the company also collects energy data on fuel use in the form of diesel and gasoline in business processes, to which are to be used for setting future goals of energy management.



◀ Energy Management Operations in 2023

- Control vehicle speed to save fuel.
- Regularly maintain vehicles and air conditioners.
- Always unplug the device after use.
- Take care of and maintain the air conditioner regularly.
- Turn off electricity during lunchtime and use energy-saving appliances to save energy.
- Organize online training and meetings to replace traveling to meetings in the office.

Year 2023 Operating Results

	Unit	Year 2020	Year 2021	Year 2022	Year 2023
Total Energy Consumption	Kilowatts	162,467	100,156	281,159*	429,519**
	Baht	921,790	568,395	1,742,070*	2,850,035**

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

**In 2023, electricity feeds were collected for the entire area on floors M, 9, 29, and 30.

Water Management

Even though water resources are not the main resource used in the company's business operations in its focus to provide communications technology and communications services, however, the company places importance on efficient water management and considers the impact on the community in terms of sufficiency, and to not encroach on resources. The

company plans to reduce the amount of water used for consumption in the organization, through its campaign for employees to conserve water. In addition, in terms of wastewater treatment, the company has implemented controls in accordance with legal standards, as well as improving water quality to recycle it for maximum benefit.

Water Management Operations in 2023

- Regularly maintain and inspect the condition of the water distribution system within the building.
- Adjust the water flow rate appropriately in both office buildings and service centers, dining areas on each floor, and around the sink and sanitary ware.
- Manage the wastewater treatment system to meet standards.
- Recycle wastewater that has been treated and improved in quality.



Year 2023 Operating Results

	Unit	Year 2020	Year 2021	Year 2022	Year 2023
Water Use	Cubic Meter	263	261	1,430.15*	2,545.58**
	Baht	5,260	5,220	28,554.34*	50,911.60**

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

**In 2023, water fees were collected for the full area on floors M, 9, 29, and 30.

Electronic Waste and Waste Management

As a provider of communications and telecommunications technology, the company understands the rapid development and changes in today's technology. This causes the use of many electronic devices, such as internet transmitting devices (routers), which if not disposed of properly, heavy metals that are components of such devices can contaminate the environment and affect the health of consumers, as well as the quality of life of people in the community. Therefore, the company places importance on managing electronic waste

(E-Waste) by adhering to the 3Rs principle, consisting of Reduce, Reuse, and Recycle to reduce the amount of waste that must be disposed of, as well as applying the principles of the Circular Economy, focusing on separating waste correctly, reducing resource use, and encouraging employees to use environmentally friendly products, such as cloth bags to reduce global warming, to create sustainable business operations throughout the supply chain.



Garbage and Waste Management Operations in 2023

- Recycling single-sided paper for maximum benefit, including using the E-Slip system instead of printing pay slips, to reduce the use of paper and reduce transportation in cases where it must be sent to administrative centers in other provinces.
- Campaign to reduce the use of plastic bags and promote the use of cloth bags instead.
- Stop using paper cups at drinking water service points by campaigning for employees to have their cups, to reduce waste generation.
- Dispose of garbage and waste systematically and timely, including separating trash and waste before throwing it away for recycling, such as campaigning for employees to separate waste before throwing it away, such as plastic bottles, paper, food scraps, etc.
- Purchase environmentally friendly products and services by considering choosing products that meet standards, such as purchasing electrical equipment that saves electricity to reduce costs.

“P’Ja.... Carry Me Please” Project

Nowadays, plastic waste is one of the problems that people around the world are watching out for. This is due to the trend of plastic waste generation continually increasing. Plastics contribute to the production of greenhouse gases in enormous quantities, from combustion in the production process to the incineration process, and the decomposition of plastic waste can cause pollution in the environment, as some compounds in plastic may penetrate the ecosystem, and hence, contaminating the food chain, as well as being harmful towards human health.

The company is aware of this problem, and therefore, it strives to raise awareness among employees to join in the campaign to use cloth bags to reduce global warming, which in turn reduces the amount of plastic waste. This is implemented by arranging public relations for the project through online channels or by talking, as well as preparing storage space and providing enough cloth bags for the

Operating Results for 2023

Reduce the total amount of plastic waste by 7.82 tons*



*Project occurred during September 1 – December 2023

number of interested employees. The company hopes that employees will pass on this awareness of loving the environment to their families and others.

Electronic waste reduction project

Selling Scraps/ Donating	IT Network Tools and Equipment (Item)	Office Supplies (Item)	Furniture and Decorations (Item)	Computers/ Computer Equipment (Item)	Office Improvements (Item)
Year 2023	7	100	165	121	42
Total (Item)	435				



Electronic waste reduction project

In 2023, the company implemented a project to reduce resource use and reduce the amount of electronic waste that may cause environmental pollution, which was continued from the previous year, by collecting data on sales volume of scrap, electronic waste, office supplies, furniture and decorations, computers/computer equipment, and office improvements that were no longer in use by users whose contracts were expired, to be recycled again. The company provided services in the form of Lower QoS Packages, which reduced the number of devices that must be disposed of, and equipment that could not be recycled was sent back to be sold for scrap, or for donation.

Sustainability Management in the Social Dimension

Social Policies and Guideline



Because employees' happiness is our heart



Year 2023 Target



Number of training hours per person per year
= 18 hours

Year 2023 Performance



Employees undergo training on average of 24
hours per person per year

Sustainability is one of the core drivers of technology businesses that are constantly evolving in the Digital Transformation era due to the constant changes that businesses in this industry must face. Since the spread of COVID-19, it has been both a risk and an opportunity for business growth, because of the development of a lifestyle where employees can work from anywhere, and the increase in the reliance on technology by many times, including the use of Artificial Intelligence (AI) technology. Such technology not only increases work efficiency and assists in data analysis for product development and service provision to meet customer needs, but it may also lead to the use of AI to replace certain positions, such as telephone operators, accounting staff, delivery staff, and so on. The business sector and workers, therefore, must accelerate their education, and adapt and develop new skills to be able to take advantage of technology to create business value and to alleviate the risk of a shortage of quality of labor with skills that are suitable for the business.

In 2023, the company changed its business structure, resulting in employee's obligation to change as well. The company therefore places importance on preparing and empowering employees to cope with change effectively, along with taking care of the work environment to ensure they can work safely, and happily, as well as have opportunities for career growth, and learn new necessary skills that reinforce the aspiration, "because the happiness of employees the heart for a stable business."

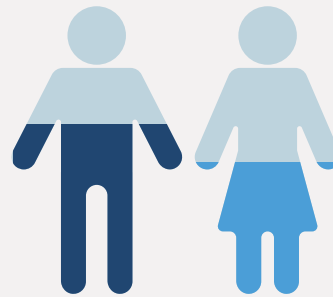


Number of employees

Number of male employees 424 people

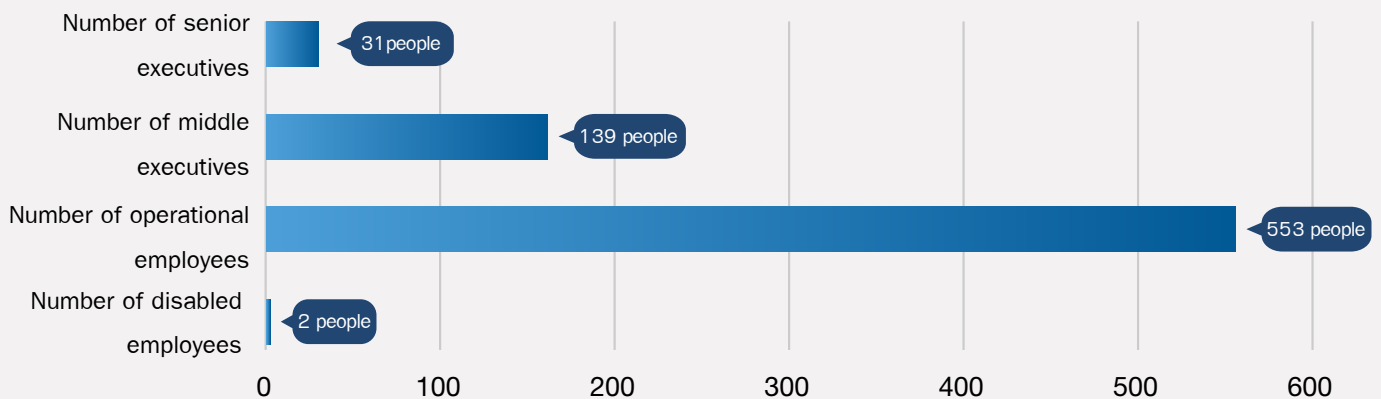
Number of female employees 299 people

Total of 723 people*



male employees
58.64%

female employees
41.36%



*Data as of December 31, 2023

Operational Guidelines

- Set strategies for recruitment of personnel with the potential, to have skills consistent with the changing direction of business operations. The company places importance on equity and equality in selecting personnel.
- Provide a variety of both online and offline training courses, by focusing on the development of necessary skills, such as using AI technology.
- Carry out activities to participate with employees, with a focus on taking care of the health and well-being of employees to create a 'Happy Workplace'.
- Survey employee satisfaction to develop and improve human resource operations.

Recruitment of Personnel with Potential to Drive the Organization


Due to the change in business structure, the company set a strategy for allocating resources, through carrying out surveys on the needs and necessary skills of each line of work to determine the appropriate manpower, for recruiting additional personnel in areas where there are shortages. The company places importance on equity and equality, as well as consideration towards diversity, without discrimination, in the

recruitment of personnel.

The company also places importance on providing opportunities for students to learn about work by allowing them to perform the actual work. This is considered another channel for the company to be able to recruit personnel with quality and cultivate operational expertise. In 2023, there were 35 students from 20 institutions participating in the project.

In addition, the company also employed 2 people with disabilities, specifically 2 males to work in the position of head technician and call center.

Average recruitment cost, as compared between all employees


3,505 Baht

New employment
100 people


13.83%

Internal position transfers
133 times


18.40%

Number of employees who voluntarily resigned


114 people

Personnel Skills Development to Meet Business Needs

The company places importance on encouraging employees to continuously develop themselves, through conducting a survey of personnel development needs (Training Need Survey) and developing a performance evaluation system (Performance Management System: PMS), for evaluating competencies and finding gaps in core competencies, performance according to duty and leadership, and competency to help employees plan their development, in which all employees must participate in the annual evaluation. In 2023, the company provided compulsory courses according to work duties, including Soft Skill & Management Skill development courses, Super Productive courses, or Digital Skills development, and an addition of more than 252 courses that consist of 53 Virtual Class courses, 87 external courses, and 112 online courses that employees can learn by themselves on the JAS' platform, with employees training for a total of more than 17,035 hours.

The company also provides 11 necessary courses for supervisor-level employees, which focus on enhancing management skills, team management strategic planning, and marketing planning, which includes providing more than 4 courses for the Talents Group, to encourage employees with the potential to grow in their careers, and thus strengthen the company. In addition to these courses offered by the company, employees can also choose to take additional external courses of their interest.

Go beyond the limited, Unlock endless possibilities with Generative AI

The company organized a training project in AI and Digital Technology to increase the skill pool of employees to be in line with the company's strategy, such as using various Generative AI Tools to increase work efficiency, using Microsoft Office 365 (Outlook, MS Team, OneDrive, SharePoint, Microsoft forms, Viva Engage), Power Automate and Power App for creating various programs for use within the agency to reduce time and working procedures, reduce documentation, and increase work efficiency. There was a total of 240 employees participating in the training, accounting for 2,297 hours.

In addition, the company also organized training programs to develop leadership potential and skills with strength, for efficient team management by using Assessment Tools to analyze the strengths of each worker, with 161 employees participating in the training, accounting for 543 hours.



Personnel Development	Year 2022 (Hours)*	Year 2023 (Hours)**
Total training hours	68,161	17,035
Average number of training hours per person	7	24
Classified by Gender		
Male	7	27
Female	6	19
Classified by Employee Level		
Senior Executives	13	56
Male	15	67
Female	4	14
Middle Management	22	34
Male	31	40
Female	8	28
Operational Level Employees	6	19
Male	6	21
Female	5	16
Total budget used (Baht)	7,904,782	3,165,788
Average total budget spent per person (Baht)	789	4,355

*Year 2022: Total Number of Employee Information: 10,058 people

**Year 2023: Total Number of Employee Information: 723 people

Aiming for a Happy & Healthy Workplace

The year 2022 was when the company placed great importance on taking care of the well-being of employees. It realized that a strong organization must come from employees who have good physical and mental health, to work together in driving towards the goal of sustainability. Hence, the company created projects or activities that focused on creating “quality of life” to have a balance between work and life (work-life balance), such as having the policy of ‘Working from Anywhere’, and ‘Flexible Working Hours’. Under these policies, employees could work anywhere, at any time, and could choose their working hours according to the suitability of each person. In addition, the company also introduced various technologies, including new alternative sciences, as alternatives for taking care of employees to ensure employees are happy, healthy, and able to lead their lives both during working hours and outside of working hours well.

Strengthen and Create Happiness with the Science of Traditional Thai Medicine

The company organized the project “Strengthen Creation of Happiness with the Science of Traditional Thai Medicine”, by collaborating with Phattharawat Siam School (of Thai Traditional Medicine), in which Phattharawat Siam volunteers provided free health check-ups and treatment, as well as gave advice on health care, prevention, and treatment guidelines through Thai Traditional Medicine. This was to improve the lives of employees and people around them and apply as a guideline for improving their quality of life in the future. It was held on the 3rd floor of Jasmine Tower Building, Chaengwattana Road, Nonthaburi, with a total of 300 employees participating in the activity.

Safety and Occupational Health of Employees

The company places great importance on taking care of the safety and occupational health of all employees, which strictly complies with relevant laws and regulation. It created safety, occupational health, and working environment policies, and thus there is an Occupational Health and Safety Committee responsible for ensuring that employees operate with the utmost safety. The committee consists of 1 representative of an executive-level employer, 2 representatives of a supervisory-level employer, 3 representatives of operational employees, and 1 professional-level safety officer as a secretary. Apart from this, the company also prepared adequate safety equipment for operations, inspected, and replaced equipment, so that I was always ready for use, according to inspection intervals, and tracked operations at least once a month. There is also a Safety Audit for every department at least once a month.



Number of safety training courses: 5 courses

1. Work safety officer at the supervisor level.
2. Safety, Occupational Health, and Working Environment Committee.
3. Basic first aid and use of the automatic electric defibrillator (AED)
4. Basic firefighting
5. Safety in occupational health and working environment for new employees.



Number of employees attending the training:
87 people



Number of training hours: 39 hours

Year 2024 Target	Year 2023 Performance
An accident causes an employee to be injured and off from work for more than 3 days	No accidents were causing injured employees to be off from work for more than 3 days.
Employee injury rate (I.F.R. – Injury Frequency Rate) not more than 3 times per 1 million working hours (160 employees)	Calculated employee accidents, with injury rate of no more than 3 times per 1 million working hours (160 employees)
Rate of the severity of employee injuries (I.S.R. – Injury Severity Rate) of no more than 12 days per 1 million working hours	Calculated employee accidents, with the rate of injury severity for employees not exceeding 12 days per 1 million working hours.
Serious accident of Level H4: Employees being injured to the point of lifelong disability or death = 0 cases	There were no serious accidents where employees were injured to the point of lifelong disability or death.
The cost of accident damage does not exceed 1,000,000 Baht per time.	There were no accidents with a total damage cost exceeding 1,000,000 Baht.

Note: Due to the company's business restructuring in 2023, the scope of safety and occupational health reporting will only cover the operating results of Premium Access Company Limited, a subsidiary business.



**Talk activity to awaken employees' energy!!
Inspire and Fulfill the Fire to Work**

- Organizing Inspire and Fulfill the Fire to Work training and inspirational lectures, of which famous inspirational workers were invited to provide lectures to awaken the determination and encouragement of employees to work within the organization.

**“Strengthen Creation of Happiness with the
Science of Traditional Thai Medicine” Project**



- The company joined with Phattharawet Siam School (of Thai Traditional Medicine) and Phattharawet Siam volunteers in providing examinations, health care, and treatment, as well as giving advice on health care, prevention, and treatment guidelines through Thai Traditional Medicine, to improve the lives of employees, and apply eating lifestyle and living conditions to develop a better quality of life in the future. There was a total of 200 employees participating in the activity.



Pass on Value, Develop Together, and Create Ties



Thailand still faces problems of inequality in society, which is a result of the crisis where the economy expanded to lower levels than expected, reflecting the difference in quality of life between rich and poor in terms of access to clean resources, knowledge resources, and technology needed for living. The company recognizes this problem and is ready to conduct business to deliver value back to society by adhering to the principles of “growing together, we can survive, and communities can survive”. The company established a sustainability and corporate communications team to be important forces in driving social activities, covering every aspect, from surveying community needs, listening to opinions, and inviting fellow employees to participate in projects for various communities by visiting the areas.

Proportion of social activities



Operational Guidelines

- Establish a structure and define duties in driving community participation.
- Set policy and operational framework for participation in the community.
- Set goals and indicators for successful results in project implementation.
- Carry out community participation activities and listen to suggestions or opinions to improve operations to meet needs.
- Disclose performance information.

3 Main Company Goals in Giving Importance to Social Activities

Environment	Education	Equality
Save Nature and Care for the Environment with our Own Two Hands.	Join Forces Armed with Education.	Join Forces with JAS to Create Good Things for Thai Society.
Focus on implementing environmentally friendly projects, to be a part of the transition towards Net Zero Emission.	Aim to support educational resources for various educational institutions to promote timely access to necessary knowledge resources.	Aim to encourage employees to participate in activities that are beneficial to the community and society, satisfy sentimental values, and create pride in being an employee of the company.

Save Nature, and Care for the Environment with Our Own Two Hands



“Shoot Seeds to Grow Forests, and Release Fish into Nature” Project

The company realizes that conducting business affects the environment both directly and indirectly and has a part in the climate change problem that affects the economy and livelihoods. It has therefore implemented the project, “Shoot Seeds to Grow Forests, and Release Fish into Nature”, for the first year by organizing reforestation activities through shooting maca sees and releasing fish into nature, as well as restoring fertility to the land and water sources at Khun Dan Prakan Chon Dam, at Nakhon Nayok Province. This is to be a part of reducing greenhouse gases while holding the goal to reduce greenhouse gas emission to net zero (Net Zero), as one tree can absorb an average of 9–15 kilograms of CO₂ per year, as well as conserving fish species and passing on their abundance to nature for the future generations.



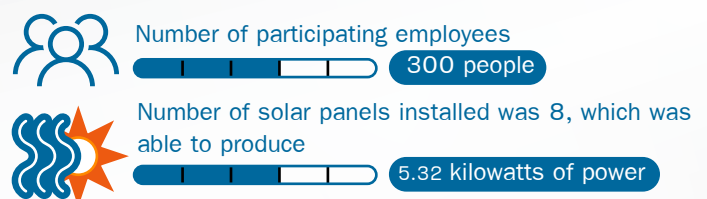
“Planting Mangrove Forests and Releasing Crabs for a Perfect Nature” Project

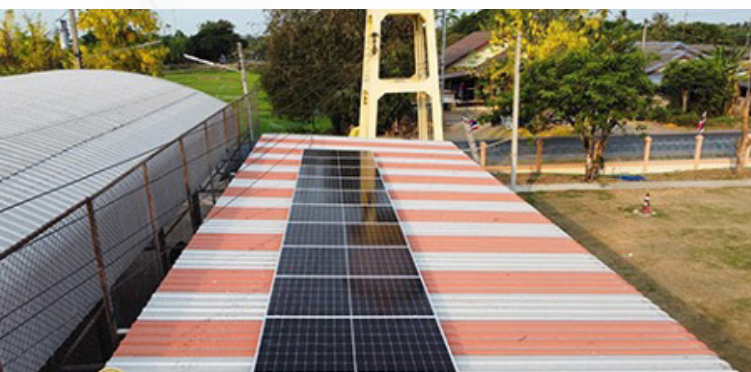
The company aims to be a part in creating environmental awareness among employees through practical actions, by organizing activities to reduce global warming to create balance with nature, under the project of, “Planting Mangrove Forests and Releasing Crabs for a Perfect Nature”. This is considered another project that will help conserve marine natural resources, as well as create a habitat for marine plants and animals. It is also a source for absorbing and storing carbon dioxide, reducing greenhouse gas emissions that are one of the causes of global warming. It also helps strengthen employee engagement and participation. There was a total of 60 employees participating in the activity, a total of 1,200 maca seeds planted, and 120 aquatic animals released.

Join Forces Armed with Education

“JAS Promotes Education for Thai Children to Keep Up with the Digital Age” Project

The company provided scholarships to a total of 3 schools, namely Wat Khao Yai, Tha Maka District, of Kanchanaburi Province, Wat Pong Mongkol School, of Saraburi Province, and Mongkol Witthaya School, of Rayong Province, with 30 scholarships provided, valued at 30,000 Baht, as a part of continuing the dreams of success for Thai youth. In addition, the company also joined with the JTS company group to organize the “Solar for Future” project, which is a solar power project for a sustainable life. It was organized for the first time in 2023 by installing solar cells for Wat Khao Yai School, and the number of solar panels installed was 8 panels, which were able to produce 5.32 kilowatts of electricity. Sports equipment, teaching media, learning, and food were also delivered to students.





Join Forces with JAS to Create Good Things for Thai Society



“Braille for the Blind” Project

Statistics from the Department of Promotion and Development of the Quality of Life of Persons with Disabilities reveal that there are 184,542 visually impaired people (information as September 30, 2023), with some being students who are visually impaired and lack the necessary equipment for education. The company recognizes the importance of promoting access to education for all groups of students. Therefore, a financial support worth 20,000 Baht was given along with 1,000 desks calendars gathered by employees for Bangkok School for the Blind, under the supervision of the Foundation for the Blind of Thailand, under the Royal Patronage of Her Majesty the Queen. The calendars collected will be used to produce Braille books for visually impaired students to increase educational opportunities in accessing media and promoting further learning.

Blood Donation Project with the Thai Red Cross Society

The company is aware of the importance of procuring enough blood to treat patients throughout the country. It has therefore implemented a blood donation project with the Thai Red Cross Society for the 13th consecutive year by inviting customers, citizens, and employees to donate blood every 3 months, at the company’s office building in 2023. The company was able to deliver 638cc of blood from a total of 720 participants.



Sustainability Management in Economic Dimension

Economic Polies and Practies Innovation Development

Promote access to digital society, Create smiles and bonds



Delivering Experiences That Are “More Than” Services.



The sustainability in the online platform service business is considerably new in comparison to other industries, with a service model that focuses on selecting media from across the globe, such as films, entertainment, programs, and documentaries, which are presented through online platforms and television. According to a survey conducted by Statista, consumers around the world spend an average of around 19 hours per week watching online entertainment media, or 11% of their total time daily. As a result, business operators must face the challenge of integrating plans through every dimension of sustainability into their business operations, especially through the social dimension, to experience concrete results. Nevertheless, the integration of sustainability in the entertainment business has become more widespread after the COVID-19 outbreak crisis, when consumers changed their lifestyles into having an exponentially increased consumption of online entertainment and began asking business operators for sustainability operations. Hence, business operators are beginning to incorporate sustainability issues into their business operations in addition to donations to the community and energy saving.

In 2023, the company changed its structure of business operations to become a leading full-service provider of online streaming platforms, which is a highly competitive business,



Target:

Customer Satisfaction Score of 100%

Year 2023 Performance:

Customer Satisfaction Score of 98 %



Target:

No cases of data leaks, theft, or loss

Year 2023 Performance:

Cases of information leaking, being stolen, or lost accounted for 0 cases

under the name of 3BB GIGA TV. Despite facing challenges in business operations, the company still places importance on delivering the best services and selecting high-quality media to provide customers with both entertainment and quality programs for watching. This comes through the intention of communicating the message of “Sustainability Story Engagement” for customers to truly “experience and understand”.

Operational Guidelines

- Bring in innovation and modern technology to develop services that create a good experience for customers.
- Deliver standardized products and services.
- Train employees before they start their work, in which every step of work is inspected according to the service standards set by the company.
- Survey customer satisfaction and use it for continuously improving services.
- Open various channels for receiving complaints and suggestions.
- Develop and improve information security systems by having them verified by experts.
- Increase personnel’s ability to effectively deal with cyber threats through training and activities.

Selection of Media That is More Than Entertainment

The company places importance on selecting entertainment media that is copyrighted or does not infringe on intellectual property, from business partners that provide online video streaming services, and from producers of more than 78 world-class channels, such as HBO GO, MONOMAX, WETV, Warner Bros., and Viacom, to provide quality programs to customers, covering all needs of all age groups. This is conducted by specifying the rating of movies and providing warnings before watching various programs, to be by the law, and so that parents can advise children and youth in choosing the appropriate programs to watch.

Additional details about the personal data protection policy can be found on the company's website, under the topic, "Privacy Policy". Please visit the link: www.jasmine.com or scan this QR Code.



In addition, the company also developed the security of storage system for personal information, to ensure that information is stored securely and will not be leaked or used by fraudsters. It is also open to complaints and suggestions through various channels from both customers, as well as stakeholders of every sector. In 2023, the company had no cases of customer data being leaked, stolen, or lost.

Customer Satisfaction Assessment

The company conducted customer satisfaction surveys through the online satisfaction assessment system (iCAST) for the second consecutive year, which covers new installation services, service changing work, and troubleshooting work. In the year 2023, it was found customers were satisfied with the service by as high as 98%. Customers were satisfied that the company was able to fix problems and provide punctual, fast, and efficient service. In addition, the company has set Service Level Agreement (SLA) standards for providing services both before selling and after applying for 3BB GIGATV, as well as bringing forth suggestions for development and improvement of various processes, and continuously following up on customer satisfaction assessment results.



Maintaining Customer's Personal Information

The 3BB GIGATV service is provided in the form of monthly services, or according to promotions set by the company, by which the customer must fill out necessary personal information to request a specific service. The company holds personal data protection policies, based on the Personal Data Protection ACT, B.E. 2019, and announces terms and conditions for service usage to customers before starting the service, which includes disclosures on websites and applications. The company will not use customer information beyond the scope of the customer's knowledge and consent. In terms of consent for marketing activities, customers have the right to choose to consent or not, including in the case where customers wish to withdraw their consent, which they can do through the following channel:

<https://it-ess.triplet.co.th/privacy-notice/>



Year 2023 Performance

Cases of data leakage, theft, or loss proven to have occurred

0 cases

Customer Satisfaction Survey Results

Performance	Year 2022	Year 2023
Satisfaction in Receiving Service	79	98
Punctuality	71	71

Channels for Receiving Complaints and Suggestions

The company has a clear complaint management process and has clearly defined Service Level Agreements (SLA). In addition, the company also summarizes the results of corrective action, which is reported to senior management monthly.

Channel	Number of Cases	Percentage Solved
Call Center 1530	18	100%

Information System Security Policy

The company is aware of the importance of protecting online customer information, to maintain cyber security. Therefore, an information security policy was created. To raise the standard of information security management to an international level. The company had its policy of personal data protection announced within the organization, regarding the Personal Data Protection Act 2019, as follows

1. Personal data protection policy for employees and job applicants
2. Personal data protection policy regarding the use of CCTV cameras.
3. Personal data protection policy for shareholders.
4. Personal data protection policy for customers.

This includes passing the certification of information security management standards ISO/IEC 27001:2013

Cyber Security

In the modern world where technology plays an important role in daily life, people use digital devices to facilitate their work and general life. However, the challenge that arises is the continuous rise in cybercrime. Such threats come in so many forms and may intensify until causing enormous damage to the business sector, as well as affecting the economy at the national level. As an operating business directly related to digital devices, the company is aware of cyber threats. Therefore, the company is committed to developing and strengthening the information security system, as well as controlling and preventing the leakage of personal information and maintaining the confidentiality of the organization and customers, including stakeholders who are connected within the information networks throughout the supply chain.

Additional details about the Information Technology Security Policy can be found on the company's website, under the topic of, "Information Technology Security Policy". Please visit the link:
<https://www.jasmine.com/assets/pdf/investor/ITSecurityPolicy-20230308.pdf> or scan the QR Code



In addition, in 2023, the company continued monitoring and developing information security systems, with the development being divided into 3 types, which are physical, technical, and organizational development, to strengthen the security of personal information, as well as information technology systems towards the next level.

Physical	Technical	Organizational
<ul style="list-style-type: none">• Limits the right to enter the area by using Face Scan technology.	<ul style="list-style-type: none">• Implements Firewall, IPS/IDS to prevent attacks from malicious people.• Vulnerability Assessment and Penetration Testing to find system vulnerabilities to protect them before they are attacked by malicious people.	<ul style="list-style-type: none">• Training to create cyber security awareness for employees.• Announcement of cyber security policy.

Personnel Development in Dealing with Cyber Threats

The company is aware of today's increasing complexity of cyber threats, including the use of a variety of digital devices, leading to the need for personnel with expertise to take care of them. Since 2023, the company has been committed to increasing the potential of employees in dealing with cyber threats efficiently, by organizing training courses on 4 main topics to create awareness about cyber security and personal data protection. This includes providing technical understanding of newly enacted laws, and their application in the agency, which had a total of 314 personnel participating.

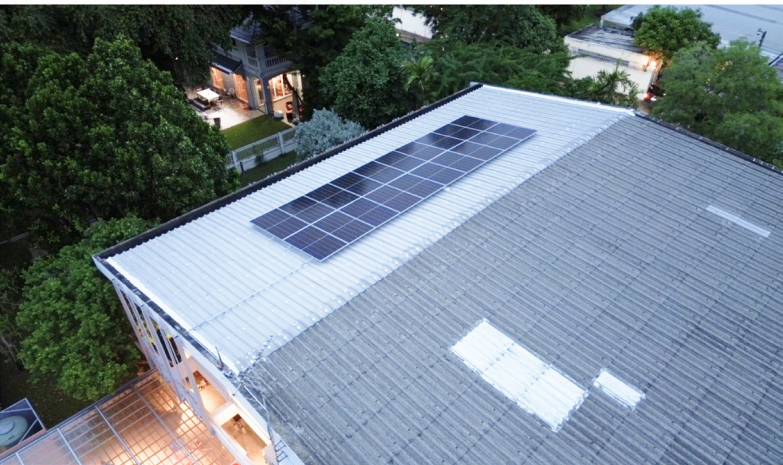
Training courses for dealing with cyber threats





Number	Course	Type	Target Group	Number of Participants
1	Cyber Security Awareness	On Site	JAS Group	52
2	Cyber Security 1	Online	JAS Group	126
3	Cyber Security 2	Online	JAS Group	94
4	PDPA Newly enforced law and application in the agency	On Site / Online	JAS Group	42
Total (Participants)			314	



Focused on Creating Innovations to “Save the World”



Today’s rapidly changing technology results in business competition. Therefore, developing innovation is important in helping the company adapt in a balanced way to take on new challenges effectively. It also increases the opportunity to access new markets that increase the potential for sustainable business growth, as a comprehensive information technology (IT) service provider. The company is committed to further developing digital innovations to meet the changing behavior of consumers, as well as promoting the development of innovations for the environment that focus on the use of green energy technology, because it is aware of the negative impacts from the use of technology in everyday life that may occur with nature.

Stakeholders	Operation Goal	Operational Guidelines in 2023
 Shareholder/ Investor/ Analyst	<ul style="list-style-type: none">• Increase the number of users of innovative products to 1,000,000 by 2026	<ul style="list-style-type: none">• Focus on developing platforms and solutions to efficiently support the needs of all customer groups.
 Customer	<ul style="list-style-type: none">• Create the ability to compete with business competitors• Increase the efficiency of existing innovations	<ul style="list-style-type: none">• Develop innovation in the form of Incremental Innovation by applying current technology to increase maximum efficiency.
 Community Society and Environment		<ul style="list-style-type: none">• Support employees in creating innovations and applying them for real use on a large scale.• Create cooperation with the public and private sectors to develop new forms of innovation.

In 2023, the company continued developing innovations to meet the needs of modern lifestyles of consumers who focus on using digital technology to facilitate daily life. This year, the company is still committed in developing environmentally friendly technology. Based on the current project implementation, this can be divided into 2 types, which are digital innovation for entertainment, and innovation for the environment. This year the company invested in innovation

development research, and there are a total of 700,000 users of innovative products. In addition, the company also aims to promote personnel’s creativity in research and development, including the promotion to being a learning organization by providing importance to developing efficient work processes, and by encouraging employees to apply digital technology in their work processes, to respond to stakeholders quickly, as well as help improve the quality of life at work for employees.

Operation Results for 2023



Number of users of innovative products: 700,000

Number of research and development personnel: 32 people

Digital Innovation for Entertainment

3BB GIGATV is considered an online streaming platform service that the company gives importance to and remains committed to providing services and continuous development. It aims to provide “entertainment that understands Thai people”, as well as to provide happiness in viewing full entertainment from anywhere, and at any time, through the seamless use of a variety of devices. In addition, the company is committed to fully using the performance of TV screens to make it more than just Smart TVsk where it can support a variety of uses, such as voice commands, and can also develop itself into “Smart Home Tools” (Smart Home Solution) in the future, which answers the strategy of “Digital Companion” very well. In 2023, there were 700,000 users of the product, and the company aims to increase the number of users in the future, to provide entertainment that reaches all groups of consumers, of all genders and ages.



Operating Results of 2023

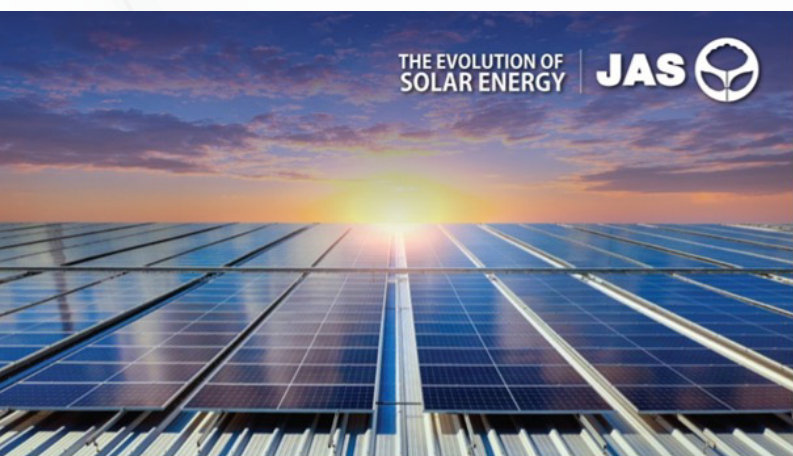


Number of users of 3BB GIGATV products: 700,000 people



Target users of 3BB GIGATV products in 2026: 1,000,000 people





Innovation for the Environment

At present, the high cost of energy use and the lavish use of resources such as oil or coal all hurt the environment and cause significant social and economic impacts. The company is aware of such problems, and therefore, is committed to taking advantage of green energy innovation to reduce the impact on nature and respond to environmentally conscious consumers. One of the popular green energies is solar cell energy because it is an energy that has the potential to produce electricity as well as help reduce greenhouse gas emissions from the combustion of fossil fuels. In addition, it helps create jobs and strengthen the economy for

long-term sustainability.

In 2023, the company implemented the “JAS GREEN” project fully, providing installation services for solar panels on rooftops throughout the country and providing maintenance throughout their service life. The highlight of the company’s service is the On Grid System that supplies power to various electrical devices, in which produced electricity can be sold back to the electricity system if production exceeds demand. In addition, this has low maintenance costs, thus helping service users save energy, reduce costs, and increase opportunities to generate income, which is suitable for residences and businesses of all sizes that truly want to save energy.



Promoting Creativity in Organizations

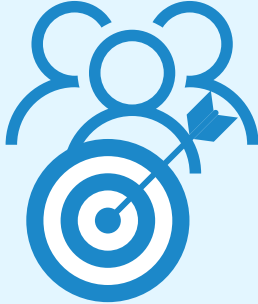
The company is committed to developing personnel driven by innovation, to become a completely Digital Workplace, including promoting knowledge of creativity to develop innovations and support the application of digital technology in the work process, to work efficiently in creating long-term business growth.

Year 2023 Performance		
Number of Service Users Who Have Installed Solar Rooftop	Household Level	50 Cases
	Industrial Level	1 Cases
Able to help users save on electricity total costs	587,244.49 Baht	

- Online meetings via Microsoft Team and Zoom
- Promote the use of electronic files instead of paper.
- Promote the use of digital platforms in work, allowing employees to access information conveniently and quickly and to be able to work from anywhere.
- Training to educate personnel on innovation or various technologies to develop knowledge and promote creativity.



Good Corporate Governance and Risk Management



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 Board 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 stakeholders, 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.



The assessment of Corporate Governance of Thai Listed Companies by the Thai Institute of Director (IOD). The company received an "Excellent" (5 stars) evaluation result for the year 2023.



The Company received a full score of 100 in the 2023 Annual General Meeting of Shareholder Quality Assessment Project from the Thai Investors Association in collaboration with the Office of The Securities and Exchange Commission, Thailand.

Anti-Bribery 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 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.

Thailand's Private Sector Collective Action Against Corruption (CAC) announced JAS's certification on December 2, 2022 there to effective from June 30, 2023. The Term of certification will be for 3 years from its issue date. This certificate confirms that the company (JAS) has strictly complied with the Anti-Bribery and Corruption guidelines.

In 2023, 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 43 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 giving 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 1,495,960 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.

The company provides courses on anti-corruption. (Anti-corruption) by new employees and all employees must attend training To ensure that all employees are aware Understand your own roles and responsibilities and can follow the guidelines and various rules of the company very well.

In 2023, employees at all levels participated in the training as follows:

Level	Amount (persons)	Percentage
Directors Managements & Staff	36*	52.94*

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

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 to the e-mail of related department:
audit_committee@jasmine.com
- Notify through the Company website:
www.jasmine.com /contact/notifycomplaints
- Inform via Whistleblowing Unit by phone at
02-100-3113 02-100-3037
- Inform via registered mail sent to:
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:
KarlJamorn@hotmail.com

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 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.

The company has established an Enterprise Risk Management Policy and Framework applicable to the corporate and operational levels in order to manage and maintain risks at an acceptable level. The Enterprise Risk Management framework consists of the following components:

- Strategic Risk
- Compliance Risk
- Human Resources Risk
- Operational Risk
- Financial Risk

The policy can be found at Form 56-1 One Report, topic 2 Risk management, page 36.



OPINION SURVEY ON JAS SUSTAINABILITY REPORT 2023

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 True Corporation Public Company Limited)

- | | | |
|--|--|--|
| <input type="checkbox"/> Customers | <input type="checkbox"/> Shareholders and creditors | <input type="checkbox"/> Employees |
| <input type="checkbox"/> Government agencies | <input type="checkbox"/> Business partners and suppliers | <input type="checkbox"/> Communities and society |

2. How do you receive this Sustainability Report?

- | | |
|--|--|
| <input type="checkbox"/> Received at the Annual General Shareholders Meeting | <input type="checkbox"/> Downloaded from website |
| <input type="checkbox"/> Other..... | |

3. What is your objective for reading this Sustainability Report?

- | | | |
|--|------------------------------|--|
| <input type="checkbox"/> Study for investment purpose | <input type="checkbox"/> R&D | <input type="checkbox"/> Get to know the Company |
| <input type="checkbox"/> Use as guideline for your corporate Sustainability Report | | |
| <input type="checkbox"/> Other..... | | |

4. Please provide feedback for this Sustainability Report 2023

Feedback to Sustainability Report 2023	Lowest	Low	Moderate	High	Highest
Use as guideline for your corporate Sustainability Report					
The information is easy to understand and interesting.					
The information is reliable.					
The report size and design are appropriate.					
Your overall satisfaction for this report.					

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

- | | |
|--------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Other | |

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

You may provide your opinion online
by scanning this QR code





Jasmine International Public Company Limited

200, 29 th-30 th Floor, Moo 4, Chaengwatana Road,

Pakkred Sub-district Pakkred District,

Nonthaburi 11120, Thailand.