



# Material Sustainability Issues

JMT Network Services Public Company Limited

## Material Issues Identification Process

1. JMT Network Services Public Company Limited realizes the importance of upgrading the organization's environmental, social and governance (ESG) performance, which is a part of creating long-term sustainability. The company is committed to communicating policies, management guidelines and performance results for sustainable development to all stakeholders involved in the organization through a systematic sustainability report preparation process. The company has been continuously preparing such reports to maximize the benefits of stakeholders and society as a whole.

This Sustainability Report has applied the sustainability reporting standards of the Global Reporting Initiative (GRI) GRI Standards 2021 and the UN SDGs in the reporting process to ensure transparency and compliance with international standards. In addition, the Company takes into account the principle of Impact Materiality or the importance of the impact on business operations in order to be able to disclose information about highly significant sustainability issues completely and clearly. In this process, the details of the content are as follows:



### 1. Identification of significant issues

The Company has conducted studies, collected and reviewed current status information from both internal and external sources that are consistent with the Company's business context, such as market competition by comparing key issues with companies in the same industry. At the same time, it has analyzed internal factors covering operations, strategic directions, sustainability risks and opportunities, and social responsibility operations. In addition, it has collected information reflecting expectations, concerns, or impacts from key stakeholder groups, which led to the determination of the Company's sustainability topics for 2024, covering all relevant dimensions, including economics, governance, environment, and society.



### 2. Prioritizing issues

The Company has conducted an assessment of the significant impacts resulting from its business operations on all stakeholders through a prioritization process using the following criteria for assessing the impact: severity, likelihood of impact, and the organization's operational policy framework and commitment to the issue. It has been able to identify material sustainability issues covering all relevant dimensions, including economic, governance, environmental, and social dimensions.



### 3. Assessment of significant impacts

The Company clarifies the prioritization of material issues by collecting and assessing in-depth data to report to the Nomination and Remuneration Committee and the Corporate Governance for Sustainability. The Committee will consider and review the accuracy, completeness and consistency of the information with the Company's policies and operating guidelines to ensure that the sustainability development report meets the standards and demonstrates responsibility to all stakeholders in a transparent and straightforward manner before disclosing in the sustainability development report.



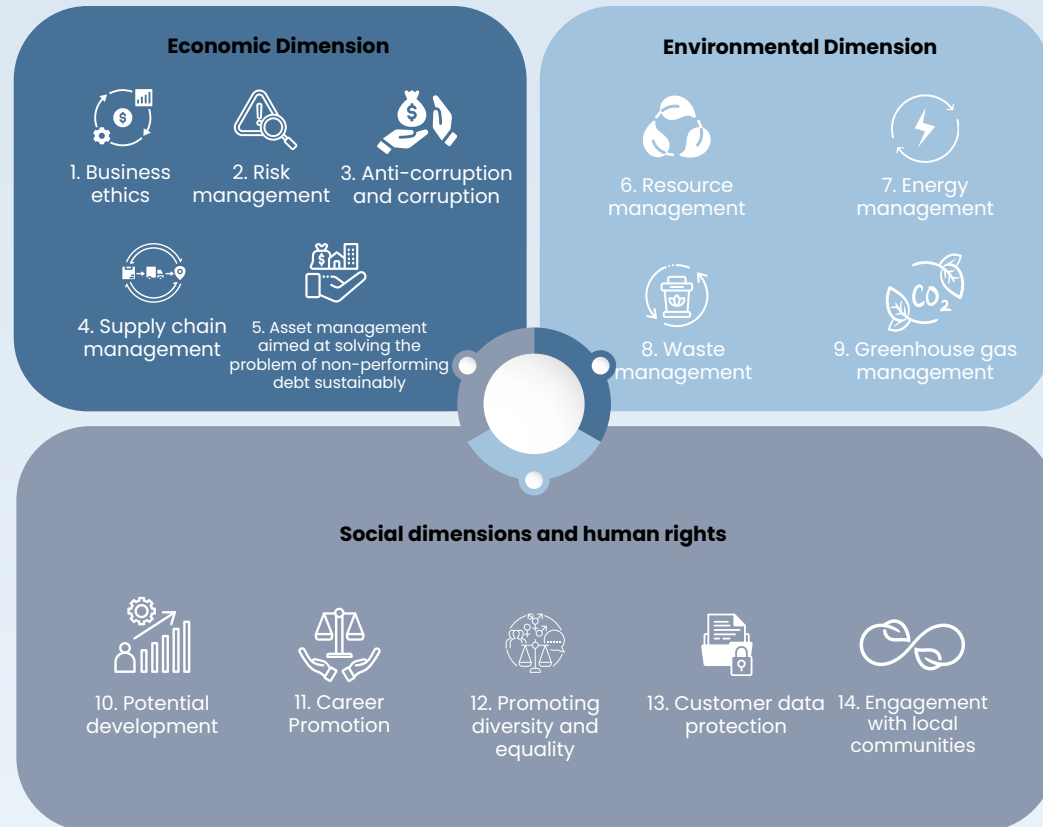
### 4. Continuous review and development

The Company places importance on listening to opinions and suggestions from all stakeholders through various channels, both internal and external, in order to use the insights gained to develop the Company's operations to better meet the needs and expectations of stakeholders. In addition, the Company has used these opinions to improve and enhance the disclosure of information in the Sustainability Development Report for the following year to be transparent and comprehensive in all important dimensions, with a focus on making the report accurate, clear, and in line with international standards.



# Prioritizing sustainability issues

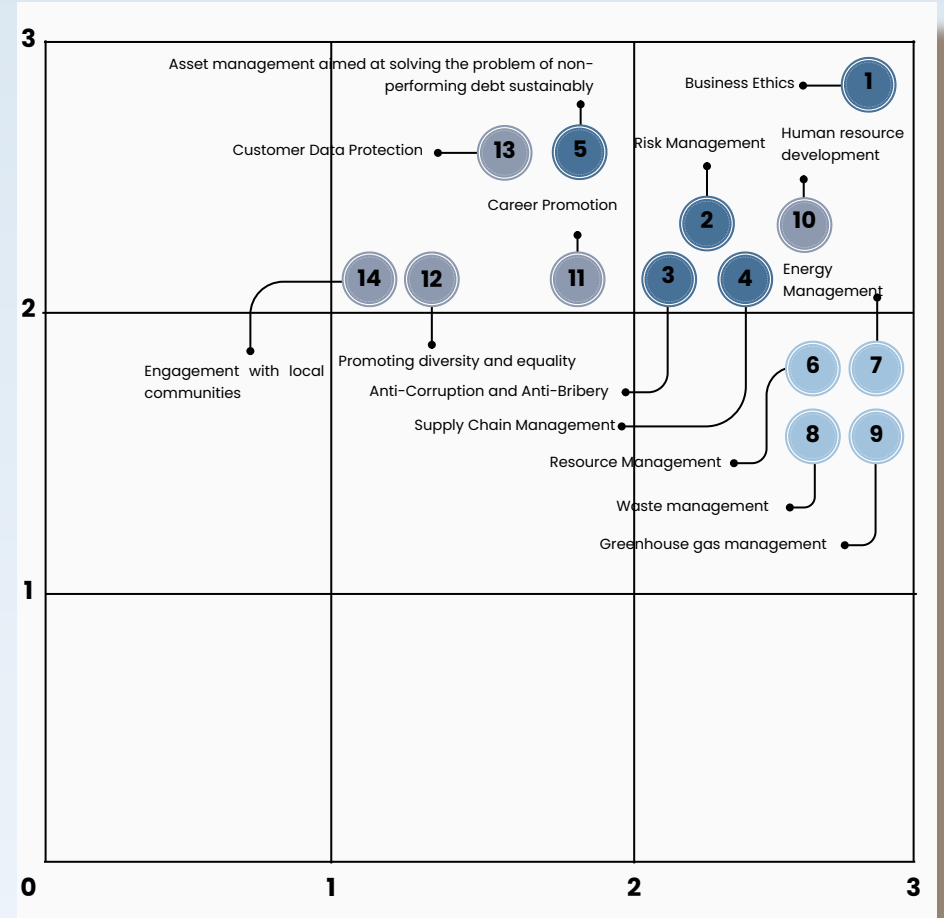
JMT Network Services Public Company Limited has organized a process for prioritizing important issues by considering important issues that have an impact on the company in terms of economy, environment, society and human rights. The company has prioritized important issues that have an impact on all groups of stakeholders based on consideration of the impact on the company's operations and stakeholders as follows:



## Review of issues

When the working group has summarized the prioritization of important issues in order of their impact on stakeholders, in order to review issues and increase perspectives, listen to opinions, and reduce both positive and negative impacts, the working group has prepared a report to present to the Board of Directors for acknowledgement, review, and approval of the report content in the Sustainability Report for the year 2024 and publish it on the company's website and various media.


Likelihood























Severity

# Analysis of key sustainability issues






## Corporate Governance and Economic Dimension

No.	Sustainability Issues and Response to UN SDGs	Definition	Positive/Negative Impact	Stakeholders
1	<p>Business Ethics</p>  	Adhere to strict corporate governance and ethics by operating transparently and responsibly in all dimensions to build trust from stakeholders and shareholders, and strive to create maximum benefits along with sustainable and stable growth in the long term.	<ul style="list-style-type: none"> <li>Conducting business with transparency and adherence to corporate governance helps build trust among stakeholders, reducing the chances of disputes or legal problems.</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Employees</li> </ul>
2	<p>Risk Management</p>  	Mechanisms for managing risks, crises and operations under unusual situations, including preparation to cope with situations that lead businesses to overcome various situations effectively.	<ul style="list-style-type: none"> <li>Risk management helps companies prepare for unexpected situations, such as economic or technological changes.</li> <li>Enabling companies to adapt and remain competitive in the long run</li> <li>If the risk assessment is incorrect, it may lead to the selection of strategies that are not suitable for the actual situation.</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
3	<p>Anti-Corruption and Anti-Bribery</p>  	Operating the business with transparent systems or processes and good governance to ensure that the company can supervise and manage the business to meet the needs of stakeholders appropriately and in accordance with relevant regulations, laws and standards in terms of economics, society and the environment.	<ul style="list-style-type: none"> <li>It is a fundamental issue that companies must address.</li> <li>It may affect the company's image and the confidence of stakeholders in investing, doing business together, and using services.</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
4	<p>Supply Chain Management</p>   	Supply chain management through processes or procedures for selecting fair trading partners, monitoring and assessing trading partner risks, and setting measures to reduce the impact of risks that may occur in the supply chain, so that trading partners can deliver responsibility throughout the supply chain effectively, both in normal and unexpected situations, as well as promoting trading partners to operate their businesses sustainably in terms of the economy, society, and the environment.	<ul style="list-style-type: none"> <li>A leadership role that drives sustainability in the supply chain together with other government and private sectors.</li> <li>Promote the development of business partners' potential in terms of quality, service and sustainable operations.</li> <li>Business partners' operations that may impact communities and society</li> <li>Promote transparency in trading partner management</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
5	<p>Asset management aimed at solving the problem of non-performing debt sustainably</p>  	The business of managing and restructuring non-performing loans (NPLs) takes into account the balance between creating economic value and supporting social and environmental sustainability, using the principles of good governance, transparency, and responsibility towards stakeholders to promote the financial recovery of debtors and support the overall economic system sustainably.	<ul style="list-style-type: none"> <li>Reduce the amount of non-performing debt in the system and create economic stability.</li> <li>Strengthen debtor confidence and support quality of life development</li> </ul>	<ul style="list-style-type: none"> <li>Customers/Consumers</li> <li>Employees</li> <li>Financial Institutions</li> </ul>

## Environmental Dimension

No.	Sustainability Issues and Response to UN SDGs	Definition	Positive/Negative Impact	Stakeholders
6	<p>Resource management</p>      	<p>Setting environmental policies and providing systematic, efficient and standardized environmental operations, as well as having processes to prevent impacts and rehabilitate in the event of impacts, such as controlling the release of pollution into the environment, including water pollution and air pollution, as well as taking action to preserve biodiversity, especially from transportation and services, including reducing food loss and food waste from operations.</p>	<ul style="list-style-type: none"> <li>Reducing the environmental impact of business operations on both internal and external stakeholders</li> <li>Opportunities to seek technologies that can effectively manage the environment and reduce resource loss.</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
7	<p>Energy Management</p>    	<p>Responsibility for climate change arising from the Company's operations throughout its business operations and supply chain, both directly and indirectly, including the assessment of risks and opportunities, as well as planning to effectively cope with climate change in both physical risks and transitional risks that may affect the Company, as well as participating in supporting actions to achieve climate change goals at both the national and international levels.</p>	<ul style="list-style-type: none"> <li>Opportunities to seek technologies that can effectively manage the environment and reduce resource loss.</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
8	<p>Waste management</p>      	<p>Operating a business in accordance with the principles of a circular economy creates value for stakeholders by focusing on the selection of materials to maximize the efficient use of resources throughout the supply chain and lead to sustainable consumption, free from waste and pollution throughout the product and service processes.</p>	<ul style="list-style-type: none"> <li>Collaboration in effective waste management with customers</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
9	<p>Greenhouse gas management</p>    	<p>Responsibility for climate change arising from the Company's operations throughout its business operations and supply chain, both directly and indirectly, including the assessment of risks and opportunities, as well as planning to effectively cope with climate change in both physical risks and transitional risks that may affect the Company, as well as participating in supporting actions to achieve climate change goals at both the national and international levels.</p>	<ul style="list-style-type: none"> <li>Participate in promoting and strengthening cooperation in responding to national and international climate change goals.</li> <li>Creating operational guidelines with partners to achieve Net Zero goals</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>

## Social dimensions and human rights

No.	Sustainability Issues and Response to UN SDGs	Definition	Positive/Negative Impact	Stakeholders
10	<p>Potential Development</p> 	Developing human resources to align with business strategies and promote work efficiency through various employee development programs such as internal and external training, as well as having a system for monitoring and evaluating development results. It also covers operations to retain employees and reduce turnover rates through building engagement, providing career advancement and stability, and providing appropriate welfare and compensation that promote employee health and well-being.	<ul style="list-style-type: none"> <li>Improving the quality of life of employees</li> <li>Career advancement and stability</li> <li>Retaining talented personnel to develop the organization</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
11	<p>Career Promotion</p> 	Support sustainable economic growth and support socially beneficial businesses (Inclusive Business) through policies that focus on development, employment promotion projects, career development projects, upskilling and reskilling projects, and knowledge improvement projects.	<ul style="list-style-type: none"> <li>Opportunities to promote employee potential development in terms of quality of life and well-being</li> </ul>	<ul style="list-style-type: none"> <li>Employees</li> </ul>
12	<p>Promoting diversity and equality</p> 	Promoting diversity and equality through creating a working environment and organizational culture that creates a sense of belonging, accepts diversity, respects each other and does not discriminate due to differences in age, gender, sexual orientation, religion, disability, education and nationality.	<ul style="list-style-type: none"> <li>Promote social equality through the company's operational processes.</li> </ul>	<ul style="list-style-type: none"> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
13	<p>Customer Data Protection</p> 	Data security by providing a system to prevent incidents related to data security and/or cyber security, including responding to and managing serious data security incidents appropriately, as well as giving importance to data privacy and ensuring the protection of personal data of stakeholders both inside and outside the organization.	<ul style="list-style-type: none"> <li>Impact of stakeholder data leakage</li> <li>Stakeholders' confidence in the organization</li> <li>Opportunities to further develop data security systems</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>
14	<p>Engagement with local communities</p> 	Business operations go hand in hand with creating value for communities and society through organizing activities or projects that benefit communities and society in terms of economy, society, and the environment in order to build community confidence in the organization. It also includes being a good citizen by conducting business responsibly and in line with the Sustainable Development Goals (SDGs).	<ul style="list-style-type: none"> <li>Creating opportunities for communities and society</li> <li>Reduce the risk of impacts caused by business on the environment, community and society.</li> <li>Opportunities to integrate social activities into every organizational process (CSR in Process)</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners / Allies</li> <li>Society /Community</li> <li>Customers</li> <li>Employees</li> </ul>