



Stakeholders

JMT Network Services Public Company Limited

Analysis of Stakeholders in the Business Value Chain

JMT Network Services Public Company Limited places great importance on the engagement of all stakeholders, both internal and external to the organization, including shareholders, investors, employees, customers, business partners, government officials, local communities, and the environment. The company provides opportunities to listen to feedback from all parties and considers the impacts on stakeholders to foster good relationships, trust, and sustainable collaboration. This approach forms the foundation for developing a business that grows steadily while being socially responsible.



Stakeholder Engagement



Stakeholder Management



1. Identify: Identifying and assessing the importance of stakeholders based on the impact of the group's operations and the level of influence stakeholders have on the group's operations. This includes identifying key individuals responsible for stakeholder management.






2. Analyze: Analyzing the issues of stakeholder groups based on the feedback and concerns received through various communication channels. This involves analyzing the needs, expectations, concerns, risks, and opportunities of each stakeholder group to develop management plans and organizational strategies for maximum effectiveness.

3. Manage: Management should cover all aspects, from planning and developing action plans related to each stakeholder group to ensuring comprehensive responses to identified issues and concerns. Effective communication management is also necessary to create mutual understanding among all parties, along with the development of new approaches or processes to enhance efficiency and build mutual acceptance.

4. Review & Improve: Regularly reviewing and improving by evaluating the performance, reporting the results of stakeholder management, including the scope of operations, impacts, and benefits from the company's actions towards stakeholders. The company will then develop and update action plans and collaborate processes to keep them aligned with current circumstances.

Stakeholder management in the business value chain

Stakeholder	Expectations	Responses	Communication Channels
<p>Shareholders / Investors</p> 	<ul style="list-style-type: none"> • Business performance and growth through responsible business and investment practices • Creating stability for shareholders • Managing opportunities and risks • Conducting business with transparency, fairness, and in accordance with good corporate governance principles • Communicating and disclosing information transparently 	<ul style="list-style-type: none"> • Reviewing the company's strategies and goals to create fair returns • Considering communication of information to ensure that investors and shareholders understand various issues, including the company's management approach • Measures for managing opportunities and risks • Distributing transparent and verifiable information 	<ul style="list-style-type: none"> • Meetings with securities analysts and investors of the group • Information presentation at Opportunity Day by the Stock Exchange of Thailand • Information presentation at Digital Roadshow by the Stock Exchange of Thailand • Annual General Meeting of Shareholders • Annual report and sustainability report • Company website and Stock Exchange of Thailand website • Company investor relations channels • Channels for receiving complaints/suggestions
<p>Employee</p> 	<ul style="list-style-type: none"> • Employee development, career opportunities, and growth • Benefits, compensation, and fair practices • Creating a positive work environment while promoting physical and mental health • Conducting business with transparency, fairness, and in accordance with good corporate governance principles 	<ul style="list-style-type: none"> • Developing a clear employee development plan and career growth path • Reviewing compensation and benefits to align with the company's performance and industry standards • Organizing activities or programs to promote well-being in the workplace • Organizing participation activities that align with organizational values • Communicating policies, procedures, and maintaining a transparent monitoring system 	<ul style="list-style-type: none"> • Annual report and sustainability report • Employee satisfaction surveys • Employee benefits activities and programs • Company website and company social media • Communication channels through company email • Channels for receiving complaints/suggestions
<p>Customer / Debtor</p> 	<ul style="list-style-type: none"> • Protecting customer data, confidentiality, and privacy • Delivering products and services responsibly • Developing products and services that meet customer needs • Providing financial advice • Using technology to develop products and services 	<ul style="list-style-type: none"> • Ensuring customer data security according to standards • Delivering products and services under clear and transparent terms • Developing high-quality products and services that meet customer needs • Providing product information and support measures for affected debtors • Enhancing access to products and services through digital systems 	<ul style="list-style-type: none"> • Annual report and sustainability report • Company website / phone / email • Company application: Jaai-Dee • Company branch channels • Communication channels through company email • Channels for receiving complaints/suggestions

Stakeholder	Expectations	Responses	Communication Channels
Partners / Allies 	<ul style="list-style-type: none"> Conducting business with transparency, fairness, and in accordance with good corporate governance principles. 	<ul style="list-style-type: none"> Fair procurement processes Communicating anti-bribery and anti-corruption policies Communicating sustainable procurement policies to partners Building relationships and collaboration in joint business operations Holding meetings to exchange information and feedback 	<ul style="list-style-type: none"> Annual report and sustainability report Regularly scheduled meetings Company website / phone / email Channels for receiving complaints/suggestions
Community / Society 	<ul style="list-style-type: none"> Supporting projects and activities to develop society and communities Environmental and social impacts that may arise from business operations Communicating and disclosing transparent information 	<ul style="list-style-type: none"> Supporting budgets and projects for community and social development Managing resources efficiently Managing environmental and social impacts that may arise from business operations Distributing transparent and verifiable information 	<ul style="list-style-type: none"> Annual report and sustainability report Company website and company social media Community and social activities Channels for receiving complaints/suggestions
Financial institutions 	<ul style="list-style-type: none"> Business performance and growth Conducting business with transparency and in accordance with good corporate governance principles 	<ul style="list-style-type: none"> Providing continuous information through both online and offline meetings Organizing executive meetings to discuss and provide information to financial institutions Holding meetings with analysts and institutional investors 	<ul style="list-style-type: none"> Annual report and sustainability report Organizing meetings with analysts and investors Organizing meetings to provide information to financial institutions Company website and Stock Exchange of Thailand website
Government agencies and regulatory authorities 	<ul style="list-style-type: none"> Compliance with relevant laws, regulations, and rules Adherence to good governance principles 	<ul style="list-style-type: none"> Strictly complying with relevant laws, regulations, and rules Adhering to good corporate governance principles Cooperating with and supporting the operations of government and regulatory bodies 	<ul style="list-style-type: none"> Annual report and sustainability report Meetings / Discussions Participating in seminars and providing feedback Participating in government and regulatory networks
Media 	<ul style="list-style-type: none"> Conducting business with transparency and in accordance with good corporate governance principles Complying with regulations, laws, and rules Environmental and social impacts that may arise from business operations Communicating and disclosing transparent information 	<ul style="list-style-type: none"> Strictly complying with relevant laws, regulations, and rules Adhering to good corporate governance principles Managing environmental and social impacts that may arise from business operations Distributing transparent and verifiable information 	<ul style="list-style-type: none"> Communication through activities related to the media, such as press conferences, interviews, and press releases Annual report and sustainability report Company website and company social media Channels for receiving complaints/suggestions