



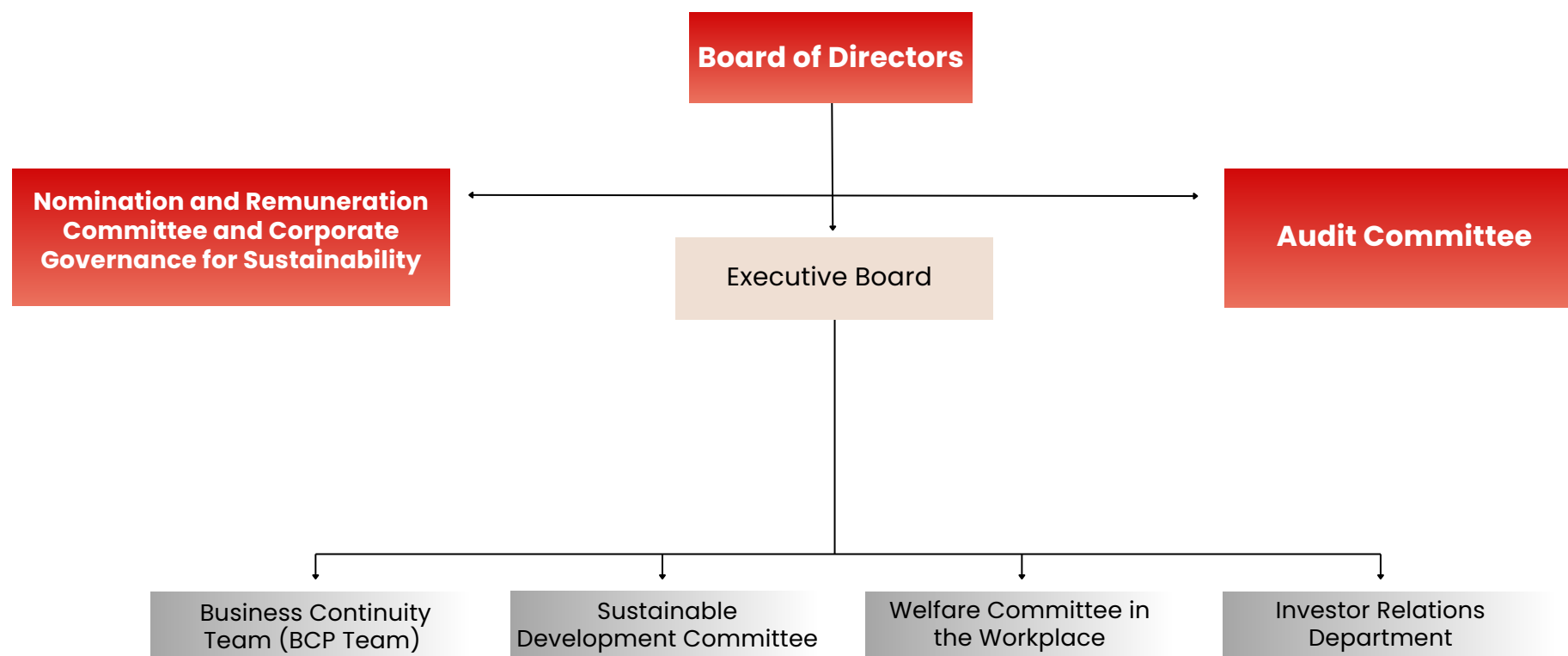
# Sustainability Framework

Jaymart Group Holdings Public Company Limited

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# Sustainability Operational Structure

In today's business world, sustainability has become a key factor that every organization must give high importance to. Jaymart Group Holdings Public Company Limited recognizes the necessity of conducting business that not only responds to economic goals but also covers social and environmental dimensions to create sustainable development and create value for stakeholders in the long term. In order for business management to proceed efficiently and stably, the company has therefore established a comprehensive and systematic sustainability operation structure. This structure has been designed to drive sustainability strategies and policies in a tangible manner, focusing on integrating sustainability concepts into every work process of the organization.



# Sustainability Policies and Goals

Jaymart Group Holdings Public Company Limited and its subsidiaries (Jaymart Group) place importance on conducting business with transparency and fairness in accordance with the principles of good governance. Ready to adhere to quality risk management and taking into account every group of stakeholders along with supporting and promoting a good quality of life for people in society, surrounding communities and preserving the environment. For organizational and economic development, as well as caring for society to grow sustainably together.

The company has designated directors, executives and employees at all levels of Jaymart Group Company Limited are responsible for supporting, promoting, and operating in accordance with this sustainability development policy until it becomes the company's culture.

The company will operate with three commitments to consider economic, social and environmental benefits.

In addition, the company also places importance on creating innovations to meet the needs of consumers according to the changes in today's society. To increase business competitiveness and create additional value for the company and sustainable stakeholders

## **Commitment 1: Economic Dimension: To create sustainable returns.**

1.1 The company will conduct business in accordance with the principles of good corporate governance.

The company is committed to conducting business based on the principles of good corporate governance for listed companies in accordance with regulations as well as regulations of regulatory agencies such as the Securities Commission and the Stock Exchange of Thailand. The Board of Directors has given importance to policy formulation. Business strategy Including supervising all business operations in accordance with the principles of good corporate governance. This is an important mechanism that allows the company to grow sustainably and build confidence among all stakeholders.

1.2 The company is committed to providing fair customer service and creating customer satisfaction.

The company is committed to providing fair services throughout the product selection and the supplier selection processes. Distribution Channels Setting service standards and the procedure for improving complaints The company's philosophy is to develop an effective system for controlling sales quality. Including management, monitoring, and inspection to guarantee that the company's products and services emphasize the consumer as an important factor.

## 1.3 Consideration of sustainable investment

The business implements forward its investment policy. It emphasizes the value of comprehensive risk analysis, or Enterprise Risk Management, or ERM, that can be provided to the Investment Committee. A number of factors need to be taken into account in order for approval to be granted. must be suitable given the state of the economy Income from investment Environmental, social, and governance (ESG) aspects and investment risk are evaluated using a scoring system that takes into account many factors. The results of this process are evaluated on a regular basis.

## 1.4 Information technology security and personal data

The business has an information security policy in place. Procedures for managing cyber security breaches, as well as a strategy and protocol for the supervision and protection of personal data Information security breach Personal data violators are responsible to all parties involved. including customers, directors, executives, employees, job applicants, visitors, shareholders, and business associates

The business has a policy in place that explains the specifics and procedures for reporting events involving damages resulting from breaches of personal data. so that in the event that a breach of personal data occurs, the organization will be prepared to handle it promptly. The company requires training to provide knowledge and practice plans for dealing with personal data protection officers for all employees at least once a year.

## **Commitment 2: Social aspect to create a sustainable society**

### 2.1. Human Right

The company places importance on respecting human rights, such as hiring people with disabilities, the underprivileged, the elderly, vulnerable groups. Promoting gender equality Not using illegal labor child and youth labor Including supporting and promoting business partners and partners to respect human rights in conducting business.

### 2.2. Human resource management

The company places great importance on developing the potential of employees because employees are an important driving force in the success of sustainable growth of the business based on the confidence of all groups of stakeholders. The company therefore sets strategies for managing human resources according to mission goals. Company vision Focusing on developing employees' potential and being the best organization for employees.

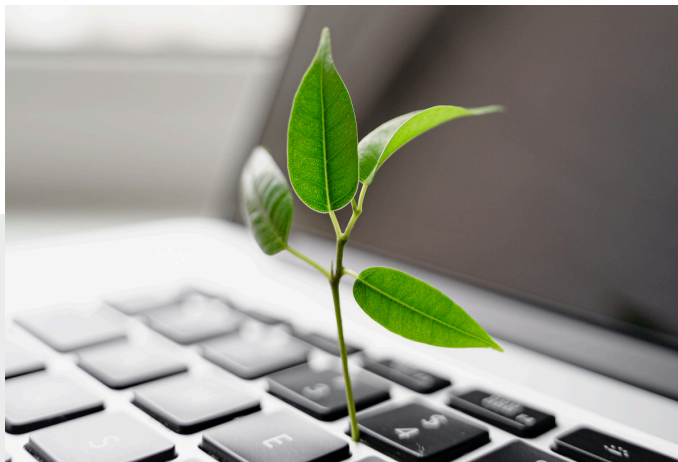
To ensure that all employees are fairly compensated, the company has developed and revised human resource management policies and procedures. and increase the number of welfare benefits accessible to employees and their families. To inspire motivation, focus on fostering employee competency growth by building IDPs (Individual Development Plans) for employees on the LMS e-Learning Platform as well as providing onsite learning opportunities to upskill and reskill. and retaining employees who have good performance It also creates a bond with the organization and is ready to grow together with the organization in a sustainable way.

In addition, the company recognizes the significance of occupational health. Safety and work environment To improve employees' productivity and happiness at work on a constant basis, which is regarded as a vital aspect of the company's business operations.

### 2.3 Operation of social activities

The company cultivates and fosters a culture of sustainable development in economics, society, and the environment for all employees, and incorporates it into all business processes. Including increasing the quality of life for employees. Starting within the corporation and expanding into the community. Create a truly sustainable society. By participating in social activities centered on education, religion, and arts and culture. This includes creating jobs and careers for the community and society.

The company regularly launches initiatives to support employees' voluntary activities. To create benefits commonwealth. Increase your generosity, friendliness, and eagerness to assist others. This is the cornerstone for optimistic thinking. To continually create a positive and sustainable society.



### Commitment 3: Environmental Aspect

To reduce the damage and loss of environmental balance.

3.1 Environmental Management. The company has a policy and objective to conserve the environment and encourage awareness among employees about saving the environment by starting with themselves and expanding environmental responsibility.

In addition, the company is aware of environmental protection in the areas where the company operates. With the company complying with relevant regulations. and is based on the principles of good corporate governance The company will operate in various areas including:

1. Compliance with Environmental Regulations
2. Prioritizing investments in environmental preservation.
3. Environmental dimensions are included as part of the investment decision process.
4. Pollution prevention and resource usage reduction
- 5.Preventing pollution from the company's procedures and products that have an environmental impact.
- 6.Manage energy and public utilities (oil, electricity, and water) to reduce consumption in accordance with the target.

The company prioritizes raising environmental awareness. and consistently conserve resources nature for executives and employees. To ensure that the company's operations have a good impact on the environment. The company intends to reduce biodiversity loss in accordance with Thailand's environmental goals and the United Nations Sustainable Development Goals. (biodiversity loss / loss of biodiversity) by applying the Mitigation Hierarchy Principle.

3.2 Developing ecologically friendly innovations. The company is committed to developing or adopting environmentally friendly innovations. Encourage the use of innovation and contemporary technology to enhance and improve the process. Every aspect of work procedures and services will be more eco-friendly. and increase efficiency. Images to fulfill customer satisfaction, such as reducing paper usage by encouraging more digital work, including the use of reliable electronic documentation as mandated by law.



## The main strategy for driving the organization towards sustainability

By integrating sustainable development concepts into the company's business plan, the company has adjusted its business strategy and shifted towards sustainability-oriented management. This approach aims to meet the needs of stakeholders and effectively address global changes and emerging risks. Furthermore, the company strives to become a well-rounded organization that creates opportunities and benefits for all stakeholders, fostering business and socio-economic growth while coexisting harmoniously with surrounding communities. This is based on the commitment to preserving natural resources and the environment. Therefore, the company has established the following key strategies for sustainable business operations:

### Strategy and framework for sustainability development of Jaymart



#### Strategy 01

##### Building Business Stability with Ethics and Governance



#### Goals

1. Achieve zero business ethics violations every year.
2. Maintain zero tolerance for corruption.
3. Resolve complaints within the specified timeframe.

#### Implementation Approach

1. Establish clear and transparent operational guidelines to build trust among stakeholders.
2. Enhance risk analysis processes and leverage technology to improve decision-making efficiency.
3. Collaborate with business partners to develop ethical and sustainability standards across all stages.
4. Ensure effective corporate governance with integrity, ethics, and fairness.
5. Provide accessible complaint channels and efficient grievance management mechanisms.
6. Develop strategies for managing non-performing loans that balance profitability with economic and social support.



#### Strategy 02

##### Reducing Environmental Impact and Enhancing Resource Efficiency



#### Goals

1. Achieve carbon neutrality by 2050.
2. Commit to continuously reducing annual greenhouse gas emissions by 3%.
3. Ensure zero violations of environmental and social regulations by employees and business partners.

#### Implementation Approach

1. Enhance resilience to climate change, reduce greenhouse gas emissions, and increase carbon absorption across various activities.
2. Prevent and mitigate negative impacts from the company's operations and those of its business partners.
3. Protect and restore natural resources both within and outside the company.
4. Transparently disclose policies and management practices regarding natural resources and environmental sustainability.



#### Strategy 03

##### Creating Shared Value Between the Organization and Social



#### Goals

1. Ensure zero human rights violations across the value chain.
2. Maintain an average of at least 6 hours of training per employee per year.
3. Achieve zero Lost Time Injury Frequency Rate (Zero LTIFR).
4. Engage with communities within a 10-kilometer radius of the headquarters through corporate community and social development activities.

#### Implementation Approach

1. Conduct comprehensive human rights due diligence across the supply chain.
2. Develop employees' knowledge and social skills while promoting career advancement.
3. Enhance safety and security for all key stakeholders across the supply chain.
4. Support initiatives and activities that foster collaboration among stakeholders to improve the quality of life in nearby communities and society as a whole.