

SUSTAINABLE DEVELOPMENT REPORT 2021



J.R.W. Utility Public Company Limited



SUSTAINABLE DEVELOPMENT REPORT 2021





Sustainability Report

Guidelines for preparing sustainability reports

This Sustainability Report is prepared to with an aim to demonstrate our operation result for the year 2021, from 1 January - 31 December 2021. The content describes the management for sustainability, which is in connection with

economic, social and environmental matters. The preparation and dissemination base on the conformity with the Global Reporting Initiative Version Standard (GRI Standard 2018) and UN Sustainability Development Goals



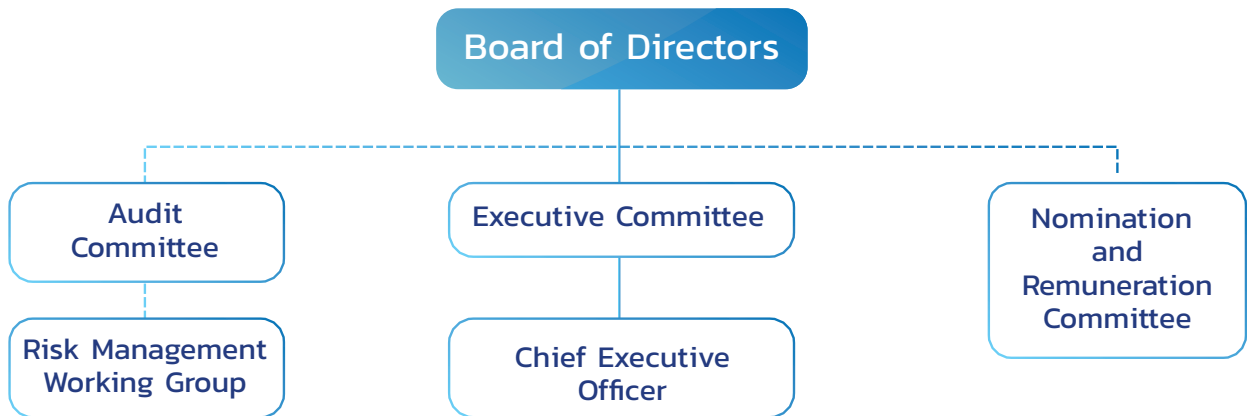
The content and materiality of this Sustainability Report 2021 emphasises the operation that follows business direction, vision and corporate strategy, corporate governance and the solid practice guideline of the enterprise business goal. Moreover,

the report demonstrates the recognition of the cultivating knowledge and understanding to personnel at all levels to initiate continuous development, which will gradually lead us to sustainable success of the entire corporation.

The Integrated Sustainability Development Structure

Under the management of the Board of Directors, which emphasises the integrated sustainability development, the organisation structure comprises 4 committee namely Audit Committee, Executive Committee, Nomination and Remuneration Committee, Risk Management Committee. The Risk

Management Committee determines policy, criteria and guideline on a various code of practices to ensure the compliance with the good corporate governance and social responsibility to lead JR to the sustainable success.



Business Direction

JR has integrated the social responsibility, starting from social activity toward the sustainability management approach that connects to social responsibility, strategy, vision, mission and enterprise business goal with an aim to sustain our business operation.

Vision

To be the service engineering alliance

Mission

To be a comprehensive service provider of telecommunication, information technology, data and energy network, by procuring, designing, installing and maintaining, including creating and delivering the service of engineering innovation of fine quality to our customers.

Business Goal

- 01** Maintain stability and continuity of significant customer base by focusing on giving customers the best satisfaction from their purchases or receiving services from the Company.
- 02** Expand the scope of the business to be more diverse according to the increased expertise and experience of the Company in order to diversify the risk of relying on a single large customer. In addition to design, procurement and installation of telecommunication system equipment, government telecommunication system development projects, and other projects from the private sector, the Company has also expanded to electricity and building structure scopes.
- 03** Add equipment dealers as a business alliance in order to increase competitive potential and opportunity in receiving more tasks related to telecommunication, information technology, and electrical system
- 04** Increase operational efficiency by continuously develop knowledge and abilities of the Company's personnel to support the future expansion of business



Main Strategy

Main Strategy of our business operation are as follows:

- 01** Executives and personnel who are knowledgeable, experienced, and reliable
- 02** Variety of Services
- 03** Being business alliance with customers
- 04** Maintaining Quality Standards of Work



Procedures in the integrated sustainability development



Corporate Social Responsibility towards Sustainability Development Policy

JR supports and promotes the community and society strength by leveraging their life quality, encouraging their engagement and environmental care awareness to become a part of society which is strong and sustainable.

Goal

The community participates in environmental care

Strategy

- 01** Promote and help communities and societies for fundamental factors urgently and continuously.
- 02** Promote and help the community, society in order to carry on the knowledge element to ensure they will have a sustainable life.

Impact management for stakeholders in business value chain

With consideration of the material issue of business operation which covers the economic, social, and environmental matters, and related to stakeholders, JR informs its stakeholders for the

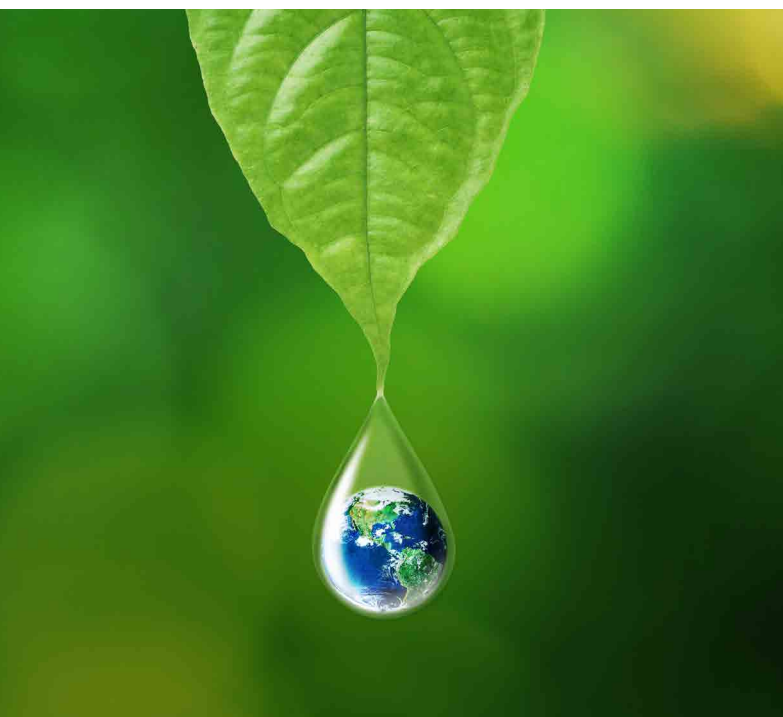
business operation in response to their expectation. Such approach is vital in maintaining the competitiveness and creating long-term value as a support for JR's sustainable business operation.

Value Chain: the Business Value Chain in primary activity

Supplier	Distribution and Marketing	Goods Delivery	Customers
<ul style="list-style-type: none"> Provide quality products and services that meet standard and eco-friendly 	<ul style="list-style-type: none"> Set reasonable pricing structure 	<ul style="list-style-type: none"> Deliver product and service that meet the customer's need, and required standard. 	<ul style="list-style-type: none"> Receive the product and service of the quality as required
<ul style="list-style-type: none"> Has transparent and fair procurement procedures 	<ul style="list-style-type: none"> Provide adequate and accurate information on the product and service 	<ul style="list-style-type: none"> Deliver the product as required by a customer. 	<ul style="list-style-type: none"> Receive the product and service within required lead time.
	<ul style="list-style-type: none"> Conduct public hearing and project publicity 		
	<ul style="list-style-type: none"> Launch marketing promotion 		

Stakeholder Group	Expectation	Communication channel and participation
1. Suppliers and Creditors	<ul style="list-style-type: none"> Comply with honest and fair trade terms Exchange knowledge and collaborate in development and adding value to the product. Conduct business with fairness under legal extension. Comply with the contract or the conditions agreed Build good relationships and understanding Treat all creditors equally and fairly Comply with the contract or conditions agreed strictly. 	<ul style="list-style-type: none"> Establish transparent and accountable selection process and assessment for suppliers Attend the meeting together Coordinate in product development Receive opinions and suggestions Provide a channel for receiving suggestion or complaints Annual Report Receive suggestions, complaints, and report issues in advance
2. Shareholders	<ul style="list-style-type: none"> Treat all shareholders equally Good performance with consistent return Manage business with transparency and fairness following corporate governance Disclosure of information accurately, completely and in a timely manner 	<ul style="list-style-type: none"> Arrange the Annual General Meeting of Shareholders to give shareholders an opportunity to express their opinions Publish the quarterly operation result within the period as prescribed by law. Answering inquiries by phone, Email, Website, Annual Report

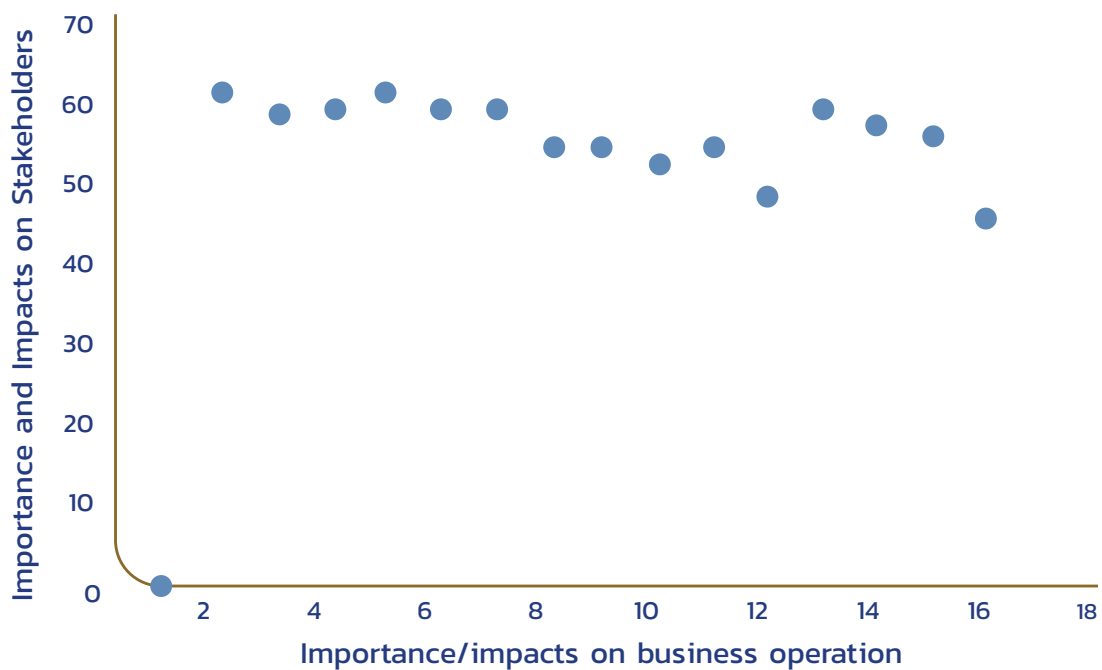
Stakeholder Group	Expectation	Communication channel and participation
3. Customers	<ul style="list-style-type: none"> • Receive quality and safe products and services. • Provide complete and accurate product information • Prices of goods and services are reasonable. • Provide the product that minimise environmental impact as an alternative choice. • Keep customer' confidential information • Provide a channel to receive complaints and to mangle complaints 	<ul style="list-style-type: none"> • Meeting with customers <p>Attend the activity with customers</p> <ul style="list-style-type: none"> • Host the exhibition and sales • Communicate via various channels • Establish procedures that the customer can make a complaint about quality of service and product safety
4. Employees	<ul style="list-style-type: none"> • Have fair employment and treatment • Receive proper compensation and welfare • Have safe and healthy working environment <p>Attend the course that improves knowledge and progress career path</p> <ul style="list-style-type: none"> • Respect human rights • Receive equal treatment and opportunity of career growth • Support the engagement in setting business operation direction and development of the Company 	<ul style="list-style-type: none"> • Notifications • Training courses that develop knowledge and skills according to the annual plan • Communication through various channels such as Line, E-mail • Receive opinions or complaints
5. Competitors	<ul style="list-style-type: none"> • Conduct business with fairness and transparency • Follow the good and honest competition rules 	<ul style="list-style-type: none"> • Behave within the fair competition extend <p>Refrain from damaging competitor's reputation</p>
6. Community, Society and Environment	<ul style="list-style-type: none"> • Refrain from violating other person's right within the same community and society • Conduct business with consideration of the impacts on the community, society, and environment • Support activities 	<ul style="list-style-type: none"> • Communicate via various channels • Provide a channel for receiving suggestion or complaints



Follow up the performance and improvement of the stakeholder's engagement

According to the stakeholder analysis assessment, the Company will follow up and assess the engagement encouragement procedures for stakeholders, in order to improve the efficiency in the future and to prepare the integration plan based on the suggestion from the stakeholders' participation regarding the JR's important

matters. Such progress is to reflect that JR realises the value of the participation procedures and stakeholders' suggestions on determining strategy and project implementation of the Company. Moreover, the information will be disclosed to the public for their acknowledgement.



Sustainability Management in Environmental Aspect

JR has in place the environmental management system that enhances the Company in preparing operation plan and storing environmental information in a systematic and orderly approach. Our environmental management system continues the operation of environmental matter, which minimises the costs and financial risks that may occur from violation on the environmental field.

JR determines environment management and care policy that covers significant matter in the business operation to be in conformity with the environmental requirement and issue that is vital to business operation. The policy also controls the potential environmental impact that could occur from our business operation, such as pollution, waste, or consumption level of the resources. Mr. Banras Sriwongrattana (Notice No. 03/2564) is responsible for: (1) planning and operating the project or activity that may affect the enterprise

progress (2) coordinate on the activity that promotes social responsibility (3) liaise with activity relation with employees (4) initiate and proceed the development and management of data and scientific education and knowledge element, mathematics and technology in a systematic and efficient approach (5) publicise the information to support the use of institutional knowledge element (6) Establish the consultation and engagement procedures and whistleblower protection procedures (7) support and drive for the use of institutional knowledge element for the utmost efficiency and effectiveness including to supervise the environmental operation, and the procedures applied in corporate environmental management. Determine the environmental performance as one of the goal or indicator of the Company. Encourage employees for their participation in the internal environmental management.

01 Effective use of resources

Realising the importance of resources to our business process to cover the consumption of electricity/energy, water, to minimise the waste generated in business operation including other related waste or pollution, the Company is currently implementing the project that support the effective consumption of resource which is expected to start in 2022.

02 Climate Management

The Company recognises the necessity to prepare and respond with potential impacts and to take part in minimising greenhouse gas emission which is a cause of the global warming. Currently, the Company is having a project on growing coastal reforestation which will commence in 2022 at the Silong coast, Klong Dan subdistrict, Bang Bo district, Samut Prakan province in the area of 40 Rai.



The map showing Silong coastal area, Klong Dan subdistrict, Bang Bo district, Samut Prakan province



(Image / project site / area)

03 Efficiency of water consumption

JR is aware of an improved life quality from using clean water and safe for life. In 2021, the Company sponsored the construction of large water storage tank made of reinforced concrete and bamboo with the diameter of 4.20 meters, and 4 meter height with storage capacity is 55.389 m³ or 55,389 litres. The aim is to build the water storage container made of a local material like bamboo as a combination. With the help of local

community, who will take care of the storage container under supervision of the local administrative organisation, the community will have sufficient water for consumption and agricultural purpose. This is the project the Company arranges to help the local residents in rural and mountainous area in the north which include Mae Jam district - Kanlayaniwattana district, Chiang Mai province, Pan district, Chiang Rai province, Ngaw district, Lampang province and Khun Yuam district, Mae Hong Son province.





Sustainability Management in Social Aspect

JR sees the importance of social operation, to reduce risks and impacts to the organisation and to express

01 Treat labour with fairness and pay respect to human rights

With recognition on the personnel value which is the most important factor in driving business forward to achieve the objective and goal, the Company is determined in nominating and promoting personnel continually to improve their knowledge, potentiality and skills in professional manner, to build the positive working environment and culture, as well as to provide benefit and welfares as stipulated by law to maintain our personnel as follows:

1. Nominate the employ people base on qualification, knowledge, skill, experience and behaviour record.
2. Determine minimum wage as stipulated by law. Consider value o work, knowledge, skill and experience which is competitive with business of the same industry.
3. Promote personnel of all levels continually to ensure their knowledge and skills and progress in career.
4. Encourage personnel to use their knowledge and skills and ability when performing work.
5. Provide good and safe employment condition and working condition, meet hygienic standard by complying with labour and other relevant laws.
6. Provide incentive compensation management system and the compensation rate base on performance.

our commitment in social management as well as to demonstrate our transparency to stakeholders.

7. Provide welfare and activities among employees/ personnel to build up good relation, coalition, and corporate culture.
8. Treat employees/personnel with fairness, equality, transparency and respect for each other.
9. Respect and consider basic rights of employment. Refrain from having forced labour, child labour or employing a person with age below legal requirement.

With due respect to the human rights, in 2021, the Company employed a disabled person as a foreman with the compensation and welfare as stated in the articles of association.



02 Development of Employee's potentiality

The Company has a systematic development approach to an employee which covers the analysis of training necessity based on duties and the encouragement for employees to use their knowledge and express their skills fully when performing work.

- Determine potentiality development for employees through the systematic education project to enable the follow up on the training outcome.
- Store the average hours of training course per year. Specify benefits employees receive from attending the course to identify the success of employee potentiality development project as follows:

- o Executive Training
 - External training 1 person, total 8 hours
 - Internal training 7 persons, total 4 hours
- o Training for employees
 - Average 4 hours of external training/person/year
 - Average 10 hours of internal training/person/year
- Internal trainings are as follows:
 - o New employees
 - o Safety at Work
 - o Anti-Corruption Measure
 - o Fire Fighting



03 Motivating and Keeping Employees

The Company has procedures for motivating and holding employees, starting from considering employee's performance base on precise assessment criteria, with the Key Performance Indicator (KPI). The performance assessment result is brought forward for identifying com

penation and as a reference for the project, which aims to develop performance of employees. The Company has the management for incentive compensation rate that attracts employees, and the compensation rate based on work achievement. There is also welfare and activities arranged for our employees/personnel to build up the good relation, coalition and culture within the organisation.



- Monitor the satisfaction level or engagement of employees on the organisation, by determining quantitative target and monitoring the satisfaction survey and/or employee's engagement in order to assess and analyse the outcome. Eventually, initiate the project to improve employee satisfaction and the employee care.

- Communicate to employees for their assessment result, in the past year, 39 employees are recruited, divided into - executives, 39 employees. There are in total 15 employees that the employment contract is expired including the resigning employees, divided into 1 executive and 14 employees. The Company has clearly shown its commitment to develop and leverage employee care for all these years.

04 Health and Safety in Working Environment

The Company has a policy to assure the safety, occupational health and environment at work, with the focus on prevention against danger, to prevent employees and establishment of the incident which may cause harm to working.

- Take care of employees and establishment, by arranging working condition and environment which is safe and hygienic. Promote and encourage employees to perform work with safety.

- Employees of all levels must coordinate, comply with the rule, regulation and requirement of the official, safety standard and policy and regulation of the Company strictly. Based on the working condition and area of responsibility, it is their duty to take care of the working environment in accordance with the standard required by the Company to ensure safety in life, body, mind and hygiene.

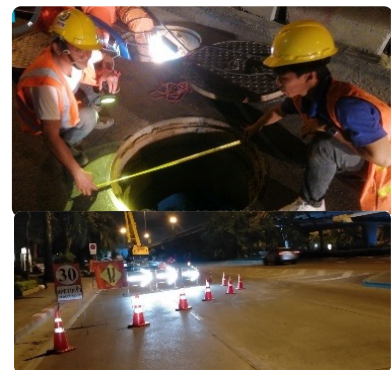
- Set a target to develop safety, occupational health and working environment. Establish standard on hygienic care and safety of employee, including considering the assessment of risks of occupational health and safety among employees and contractors which may occur during performing work.

- Determine a measure that prevents and minimises the risks during work of contractors.

- Record work-related injury which causes work suspension or death from work. Initiate investigation on such incident.

- Set the project that promotes knowledge, training to raise awareness and to cope with the risk of working environment. Appoint Risk Management Committee and make a report every quarter.

- The Company's operation meets ISO 9001:2015 (quality management system), ISO 14001:2015 (environmental management system), ISO 45001:2018 (occupational health and safety management system).





05 Participation with the community and society

The Company has determined a clear policy, target, strategy on a sustainability development as follows:

Policy: Support, promote community and society for their strength by leveraging their life quality. Encourage their participation and awareness on environmental care to be a part of the strong and sustainable society.”

Goal: The community takes part in environmental care

1. 100 sets of PPE to Suddhavej Hospital during Covid-19 outbreak.



Strategy

1. Promote and help communities and societies for fundamental factors urgently and continuously.

2. Promote and help the community, society in order to carry on the knowledge element to ensure they will be sustainable. In 2021, the Company arranges activity to encourage the engagement as another force that help community and society as a whole. Followings are our activities.

o Provide personal protective equipment (PPE) to entities which are in great need. The Company delivers the PPE to 2 organisations:

2. Donate N95 masks to Bor Kru Health Promotion Hospital, Derm Bang Nang Buaj district, Suphanburi province.



o JR provides money as a fund to support the loan fund for career development for students from Mahasarakham University to enable them to work while studying. This will encourage them for self development, practise skill, ability, thinking process at work, adding work experience for students who will become a major driving force of our nation in the future.



o The Company supports with a fund for the building of a large water tank made of reinforced concrete and bamboo. The purpose is to have water storage tank made of local material, to help the community in rural and mountainous area in the north under operation of the group called "Puen Pracha".



06 Engagement of stakeholders

The Company has the policy that allows stakeholders of all groups to participate with the Company, encouraging engagement of stakeholders. In such approach, there are opinions box and channels provide to receive their opinions which will drive forward to the corporate sustainability. In this regard, the

Board of Directors will determine the policy and operation approach and be a leader as well as to monitor the Company's performance, and to require employee's engagement or opinions on such work progress.

In 2021, the Company has arranged stakeholders' engagement in 2 groups as follows:

1. Employees



- 2. Shareholders : By arranging ordinary meeting via electronic media and allow shareholders to raise questions.



07 Engagement with the community and enhance the chance to reach digital platform.

With awareness on improving life quality of the community, by leveraging knowledge, understanding and the access to digital

platform for enhanced well-being, the Company is implementing the project on information technology access and providing basic knowledge on the correct, safe of technology application with quality for the community and society.

Performance Summary

Throughout the previous years, JR is well aware on the social responsibility. In 2021, the Company has improved the social responsibility toward the integrated sustainability development by connecting activities to all business operation directions, under the economic, society and environmental approach. During the Covid-19 outbreak in 2021, the Company gives PPE sets and 928,074.77 baht to help employees and their

families. This Report is prepared with reference to the guideline for Sustainability Report Preparation GRI Standard and UN Sustainable Development Goals. The Company is committed to develop the report to meet international standard with an endeavour to conduct business to the sustainability development to cover as much the GRI Standard and UN Sustainable Development Goals.



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