



Human Rights Operations in 2024

*EASTERN WATER RESOURCES DEVELOPMENT AND
MANAGEMENT PUBLIC COMPANY LIMITED (EAST WATER)*



Message from the President & Chief Executive Officer

East Water has entered its 33rd year with a commitment to maximizing the value and efficiency of water resource utilization. The Company upholds human rights of stakeholders across its entire supply chain, develops the capabilities of its employees and suppliers, and cares for local communities and environmental stewardship, guided by the belief that building a livable society, a healthy environment, and a high quality of life forms the foundation of sustainable business. This approach makes the Company well-suited to thrive in an ever-changing world.



Human Rights Operations



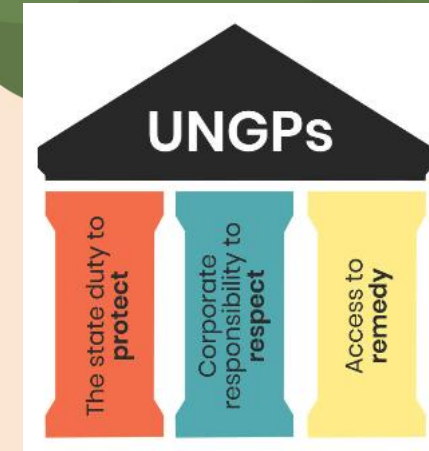
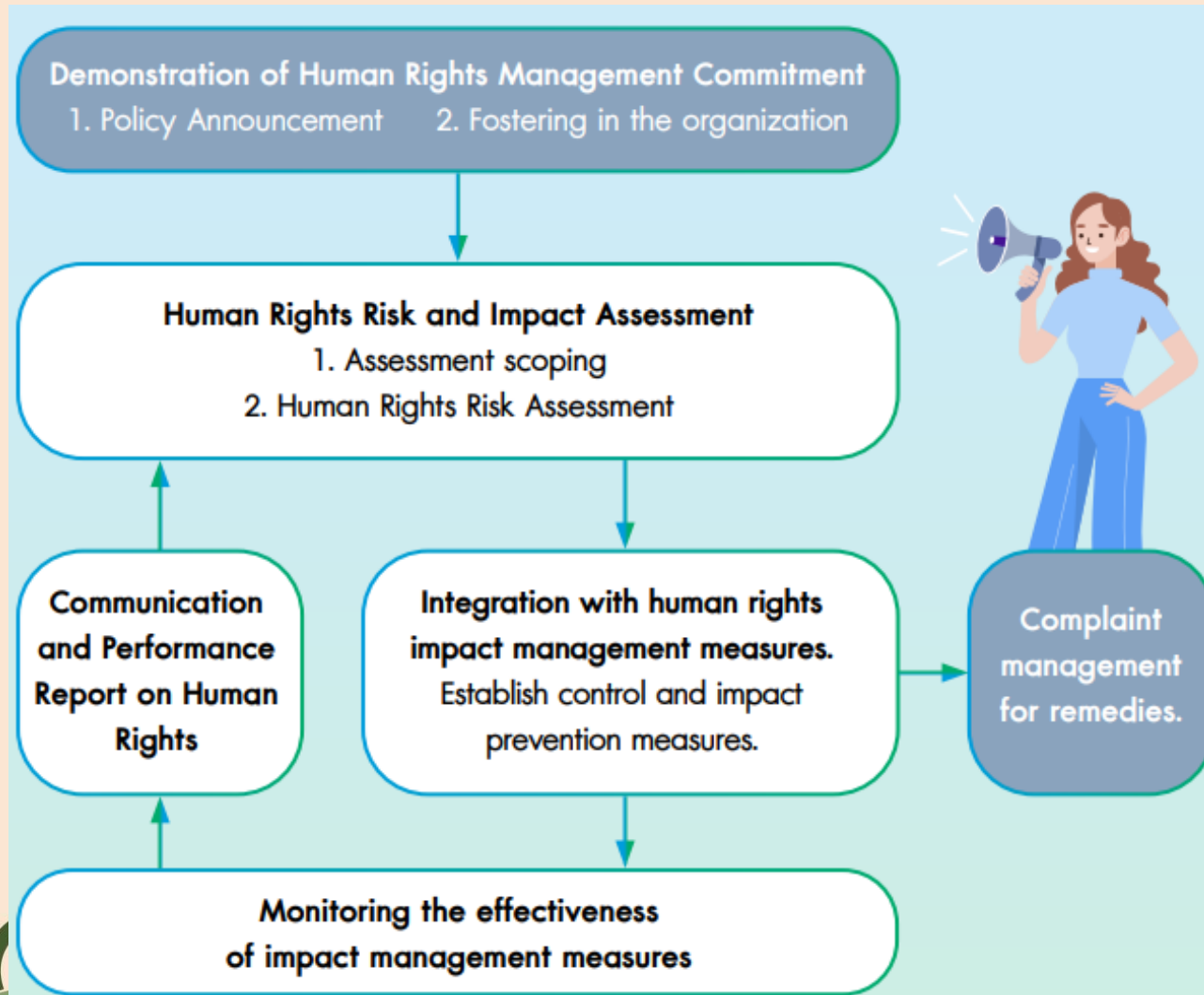
The organization announced its Human Rights Policy in 2021 and has continued to review and update it regularly. The policy is publicly available on the organization's website.



The organization has developed a comprehensive Human Rights Due Diligence Handbook based on the United Nations' Guiding Principles on Business and Human Rights (UNGPs) and made it publicly available on the organization's website.



Human Rights Operations



The internal unit directly responsible for overseeing and monitoring the implementation of the Human Rights Policy

Steps	Responsible Units
1.Human Rights Policy Announcement	The Corporate Communications Department, in collaboration with departments relevant to the Company's stakeholders
2. Human rights risk and impact assessments, Performance Report to the Corporate Strategy Department 2.1 Define assessment scope and criteria 2.2 Assess risks 2.3 Compile risk assessment data and report to the Risk Management Committee	All units participate in risk assessments and develop risk management plans related to the Company's risk issues.
3.Integration with human rights impact management measures The development of plans and mitigation measures, along with reporting implementation results to the Corporate Governance Division 3.1 Results of mitigation measures implementation 3.2 Human rights violation incidents and outcomes 3.3 Results of remedial actions based on the remedy measures	All units involved in human rights risks
4. Monitoring the effectiveness of impact management measures	Corporate Governance Division, Corporate Communication Department
5.Communication and Performance Report on Human Rights 5.1 Provide training and raise awareness on human rights among employees to cultivate organizational	Human Resource Department

Human Rights Operations

Complaint Channels

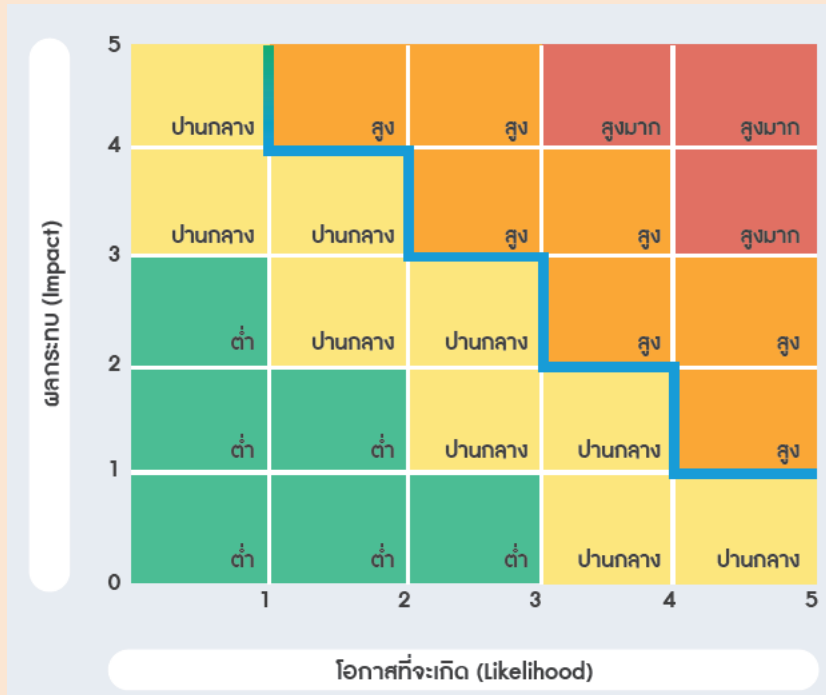
Complaint Channels	Key Stakeholders						
	Company's customers	UU PCL's customers	Regulatory bodies and government agencies relevant for business operations	Shareholders, investors, Securities Analysts and Financial Institutions	Communities and local government agencies	Suppliers	Board of Directors, executives, and employees
1. The Company's website: www.eastwater.com	•	•	•	•	•	•	•
2. The Company's Web Portal The system for receiving suggestions, whistleblowing, and complaints.							•
3. Emails: <ul style="list-style-type: none"> Chairman: Chairman@eastwater.com Audit Committee: AC_EW@eastwater.com President & CEO: CEO@eastwater.com Company Secretary: Whistleblowing@eastwater.com 	•	•	•	•	•	•	•
4. Regular mails: <p>Eastern Water Resources Development and Management Pcl. 1, East Water Building, 25th Floor, Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chomphon Subdistrict, Chatuchak District, Bangkok 10900</p>	•	•	•	•	•	•	•
5. LINE Official Account (Eastwater CSR)					•		
6. The Company's Facebook (@eastwfanpage)	•	•	•	•	•	•	•
7. LINE Group	•	•	•	•	•	•	•
8. Hotline or Call Center		•					
9. Meetings or relationship building activities	•	•	•	•	•		



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The Company's risk assessment is conducted during Q3-Q4 of each year

The assessment is based on the criteria outlined in WP_KorYor_210-028 RV.00 – Human Rights Risk Assessment Manual



X-Axis: Likelihood of Risk Occurrence, considered based on:

- The likelihood and frequency of human rights-related risks
- The Company's control and mitigation measures

Y-Axis: Severity of Risk and Impact, considered based on:

- Severity of the impact
- Scope of the impact
- Ability to remediate the impact

Human Rights Operations

Human rights issues across the organization's supply chain for the purpose of human rights risk assessment

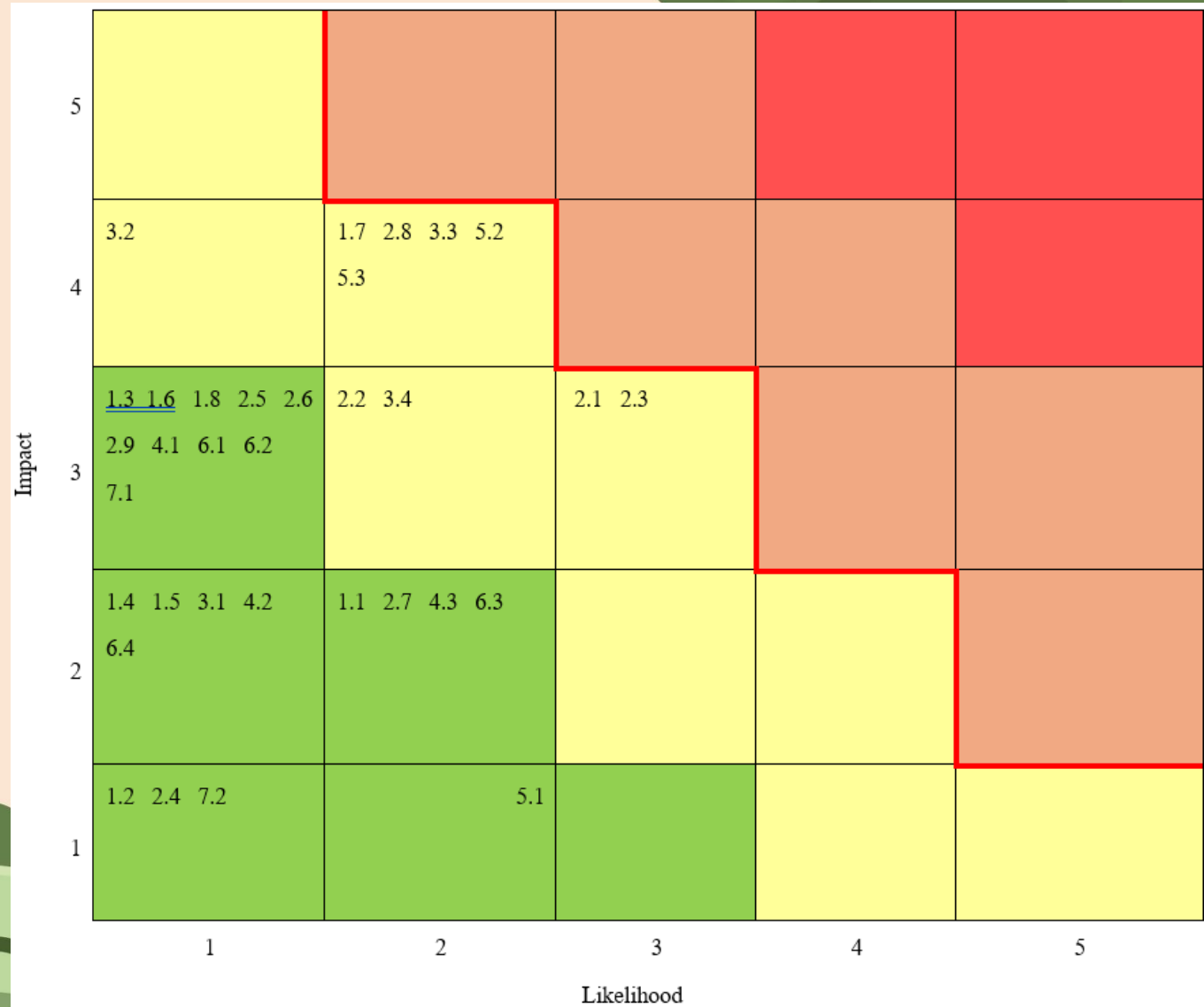
Labor rights <ul style="list-style-type: none">1. Labor employment2. Freedom of negotiation3. Forced labor and conscription4. Discrimination against workers5. Gender Equality6. Child Labor7. Safe and hygienic working conditions8. Sexual harassment and/or bullying and/or harassment	Community rights <ul style="list-style-type: none">1. Standard of living and quality of life2. Health & Safety3. Community engagement4. Cultural heritage5. Ethnic minorities and indigenous communities6. Relocation, community land encroachment7. Creating environmental impacts on communities8. Adequate water management for all sectors9. Water scarcity for consumption	Supplier rights <ul style="list-style-type: none">1. Supplier engagement2. Supplier Code of Conduct3. Supplier Health and Safety4. Data Privacy	
Shareholders and Investors rights <ul style="list-style-type: none">1. Discrimination2. Data privacy	Customer rights <ul style="list-style-type: none">1. Discrimination2. Customer Health and Safety3. Data privacy	Natural Resources and Environment <ul style="list-style-type: none">1. Equitable Water Management2. Managing the effects of pollution3. Energy consumption4. Conservation of natural resources	Mass Media <ul style="list-style-type: none">1. Discrimination2. Data Privacy
Covering vulnerable groups			

Human Rights Operations

Results of the Organization's
human rights risk assessment.

33

issues



Human Rights Operations

Control measures for human rights risk issues rated moderate or higher

Stakeholder Group	Human Rights Issue	High-risk Areas	Percentage of the Company's operational areas	Definition of risk	Measures to control and prevent impacts
Employee	1.7 Safe and hygienic working conditions	Operational area	3.00 %	Working condition and working environment are not safe and hygienic	<ul style="list-style-type: none"> - Establish two safety committees to: <ul style="list-style-type: none"> • oversee safety operations • inspect workplace conditions and personal protective equipment • provide employee training - Regularly monitor workplace conditions such as lighting, noise, and dust - Comply with ISO 45001 standards
Community	2.1 Standard of living and quality of life	Communities surrounding the construction project area	26.00 %	Neglect of community issues and impacts	<ul style="list-style-type: none"> - Conduct surveys on community livelihoods - Communicate project information throughout all phases - Implement community quality of life development programs - Monitor complaints from community through various channels - Conduct community satisfaction surveys
	2.3 Community engagement	Communities surrounding the construction project area	26.00 %	Lack of community engagement	<ul style="list-style-type: none"> - Provide multiple channels for receiving community complaints - Coordinate with local leaders regarding community impacts from business operations and implement quality of life development projects for the community
	2.8 Adequate water	Communities	21.00 %	At risk during the dry	<ul style="list-style-type: none"> - Prepare drought response and mitigation plans

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Control measures for human rights risk issues rated moderate or higher (cont.)

Stakeholder Group	Human Rights Issue	High-risk Areas	Percentage of the Company's operational areas	Definition of risk	Measures to control and prevent impacts
Supplier	3.2 Supplier Code of Conduct	Construction project area	26.00 %	Some suppliers do not comply with the Supplier Code of Conduct.	- Analyze suppliers and assess risks related to business partnerships.
	3.3 Supplier Health and Safety	Construction project area	26.00 %	Suppliers experiencing harm, injury, or emergencies while performing work on behalf of or under the control of the organization	- Inform suppliers of on-site safety protocols to ensure compliance, with continuous monitoring and oversight of their operations
Customer	5.2 Customer Health and Safety	Operational area	8.00 %	Customer has an accident	- Provide personal protective equipment (PPE) to customers and inform them of on-site safety protocols to ensure compliance
	5.3 Data privacy	Head Office and Operational Areas	9.00 %	- Use of customers' personal data without their consent - Customer data breach	- Define access levels and implement protections for documents shared externally - Establish control and preventive measures to safeguard customers' personal data

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Establish Key Risk Indicators (KRIs) for human rights issues

Stakeholders	Human Rights Issues	Key Risk Indicators (KRIs)	Reference
1.Employee and Supplier	- Safe and hygienic working conditions	- In 2024, the employee LTIFR is lower than the 3-year average LTIFR of 0.90 - In 2024, there are no complaints from employees or suppliers regarding unsafe working conditions	- Common KPI 2567 - 2024 Sustainability Target and 3-Year Target (2024–2026) – Social Dimension
	- Standard of living and quality of life	- In 2024, 100% of community complaints related to human rights are resolved	- 2024 Sustainability Target – Social Dimension
2.Community	- Community engagement	- In 2024, the satisfaction score among local communities and government agencies exceed 85%	- 2024 Sustainability Target – Social Dimension
	- Customer Health and Safety	- In 2024, there are no customer injuries resulting from access to the Company’s operational areas	- ISO 45001 Safety Standard
3.Customer	- Data privacy	- In 2024, there are no lawsuits filed by customers related to personal data breaches resulting in damages	- 2024 Sustainability Target and 3-Year Target (2024–2026) – Social Dimension

Human Rights Operations

Prepare a summary report on human rights performance

Human Rights Issues	Stakeholder Groups	Percentage of operational areas assessed for risk	Percentage of operational areas identified as at risk	Measures and actions for impact control and prevention	Percentage of at-risk operational areas with measures and actions in place for impact control, prevention, and/or remediation	Complaints and Key Risk Indicator (KRI) Results in 2024
1. Safe and hygienic working conditions	Employee Supplier Customer	100%	3% 26% 8%	<ul style="list-style-type: none">- Establish two safety committees to:<ul style="list-style-type: none">• oversee safety operations• inspect workplace conditions and personal protective equipment• provide employee training- Regularly monitor workplace conditions such as lighting, noise, and dust- Comply with ISO 45001 standards	100%	None
2. Standard of living and quality of life	Community	100%	26%	<ul style="list-style-type: none">- Conduct surveys on community livelihoods- Communicate project information throughout all phases- Implement community quality of life development programs- Monitor complaints from community through various channels- Conduct community satisfaction surveys	100%	None

Human Rights Operations

Summary of Human Rights Performance

Human Rights Issues	Stakeholder Groups	Percentage of operational areas assessed for risk	Percentage of operational areas identified as at risk	Measures and actions for impact control and prevention	Percentage of at-risk operational areas with measures and actions in place for impact control, prevention, and/or remediation	Complaints in 2024
3. Community engagement	Community	100%	26%	<ul style="list-style-type: none">- Provide multiple channels for receiving community complaints- Coordinate with local leaders regarding community impacts from business operations and implement quality of life development projects for the community	100%	None
4. Adequate water management for all sectors	Community	100%	21%	<ul style="list-style-type: none">- Prepare drought response and mitigation plans- Coordinate and hold regular meetings with government agencies and water user groups- Provide water for domestic use along the Company's raw water pipeline during drought periods	100%	None
5. Supplier Code of Conduct	Supplier	100%	26%	<ul style="list-style-type: none">- Analyze suppliers and assess risks related to business partnerships.	100%	None
6. Data privacy	Community	100%	9%	<ul style="list-style-type: none">- Define access levels and implement protections for documents shared externally- Establish control and preventive measures to safeguard customers' personal data	100%	None

Human Rights Operations

Summary of Human Rights Performance

Stakeholders	Human Rights Issues	Key Risk Indicators (KRIs)	Performance in 2024
1. Employee and Supplier	- Safe and hygienic working conditions	- In 2024, the employee LTIFR is lower than the 3-year average LTIFR of 0.90 - In 2024, there are no complaints from employees or suppliers regarding unsafe working conditions	- Employee Lost Time Injury Frequency Rate (LTIFR) was 0 - No complaints were reported regarding unsafe working conditions
	- Standard of living and quality of life	- In 2024, 100% of community complaints related to human rights are resolved	- No complaints were reported regarding unsafe working conditions
2. Community	- Community engagement	- In 2024, the satisfaction score among local communities and government agencies exceed 85%	- The satisfaction score among local communities and government agencies was 89.32
	- Customer Health and Safety	- In 2024, there are no customer injuries resulting from access to the Company's operational areas	- There were no customer injuries resulting from access to the Company's operational areas
3. Customer	- Data privacy	- In 2024, there are no lawsuits filed by customers related to personal data breaches resulting in damages	- No lawsuits or complaints were filed by customers

Human Rights Operations in 2024

1. Human rights operations met the Key Risk Indicator (KRI) targets
2. No human rights-related complaints were reported

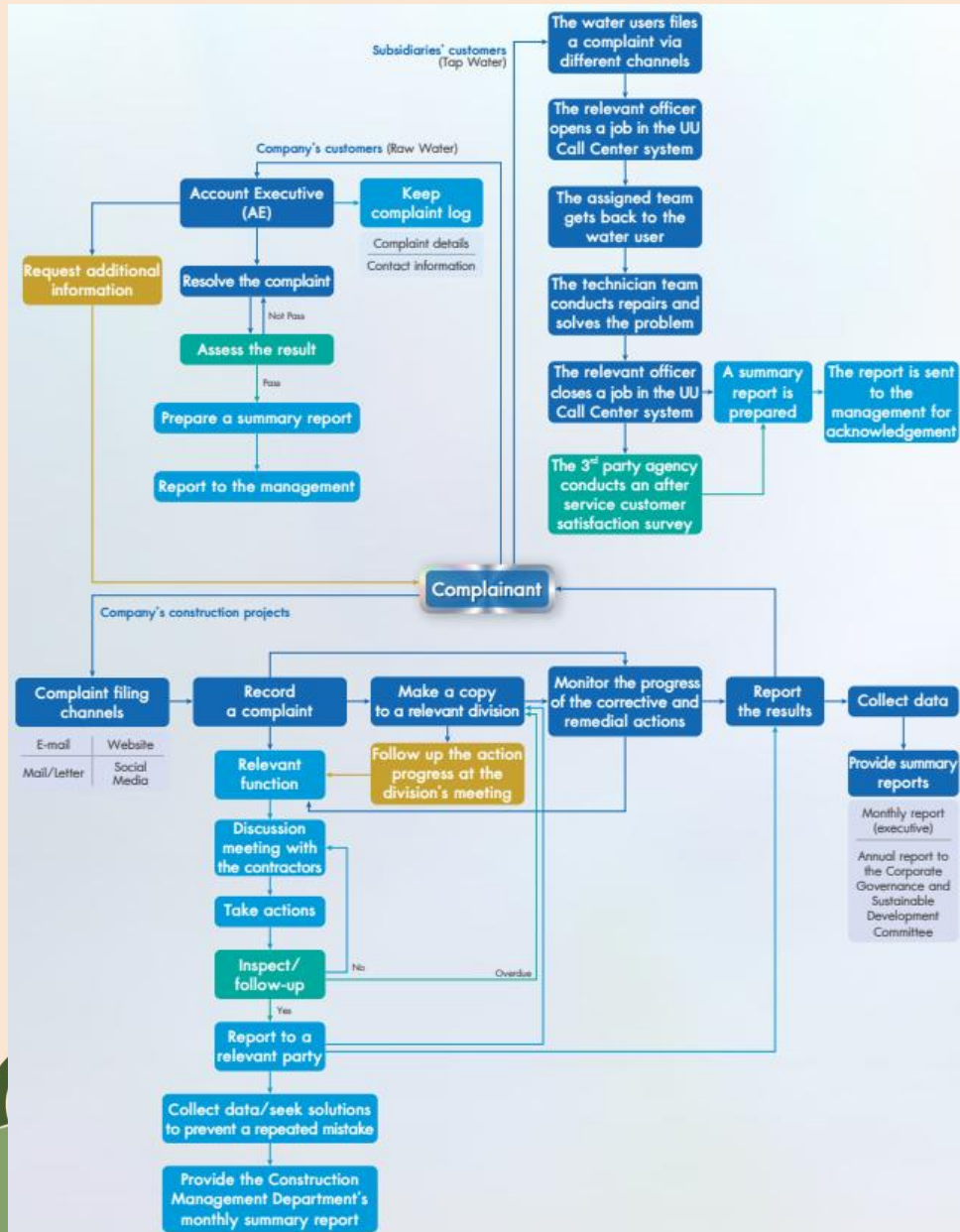
Complaint Management and Remedies

The Company values the feedback of stakeholders throughout its supply chain. It has put in place complaint handling process for its stakeholder by establishing a unit responsible for handling various complaints received from various channels as well as to have systematic complaint handling mechanism to reduce business risk. This is to demonstrate the Company's commitment to corporate social responsibility, transparent business operations, and promotion of good relationships with its stakeholders. The Company also applied the lesson learned to drive business operations towards sustainable organizational development.

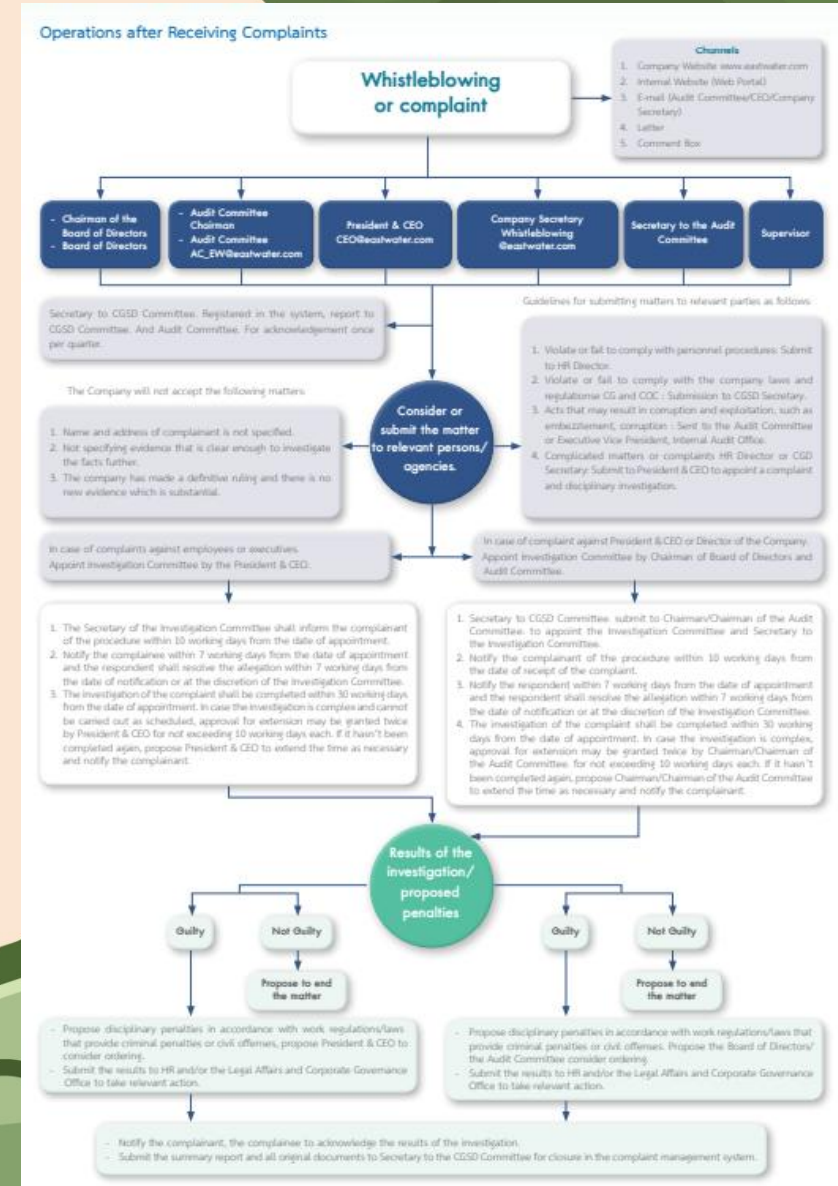
According to the UNGPs, the Company verifies and ensures the effectiveness of its remediation efforts and related processes for addressing impacts on affected stakeholders, based on the following complaint management principles:

- Compliance with applicable laws
- Accessible communication and complaint channels for all stakeholder groups
- Clear procedures with defined and appropriate timeframes for each step
- Fair and transparent consideration and access to information

Complaint Handling Process

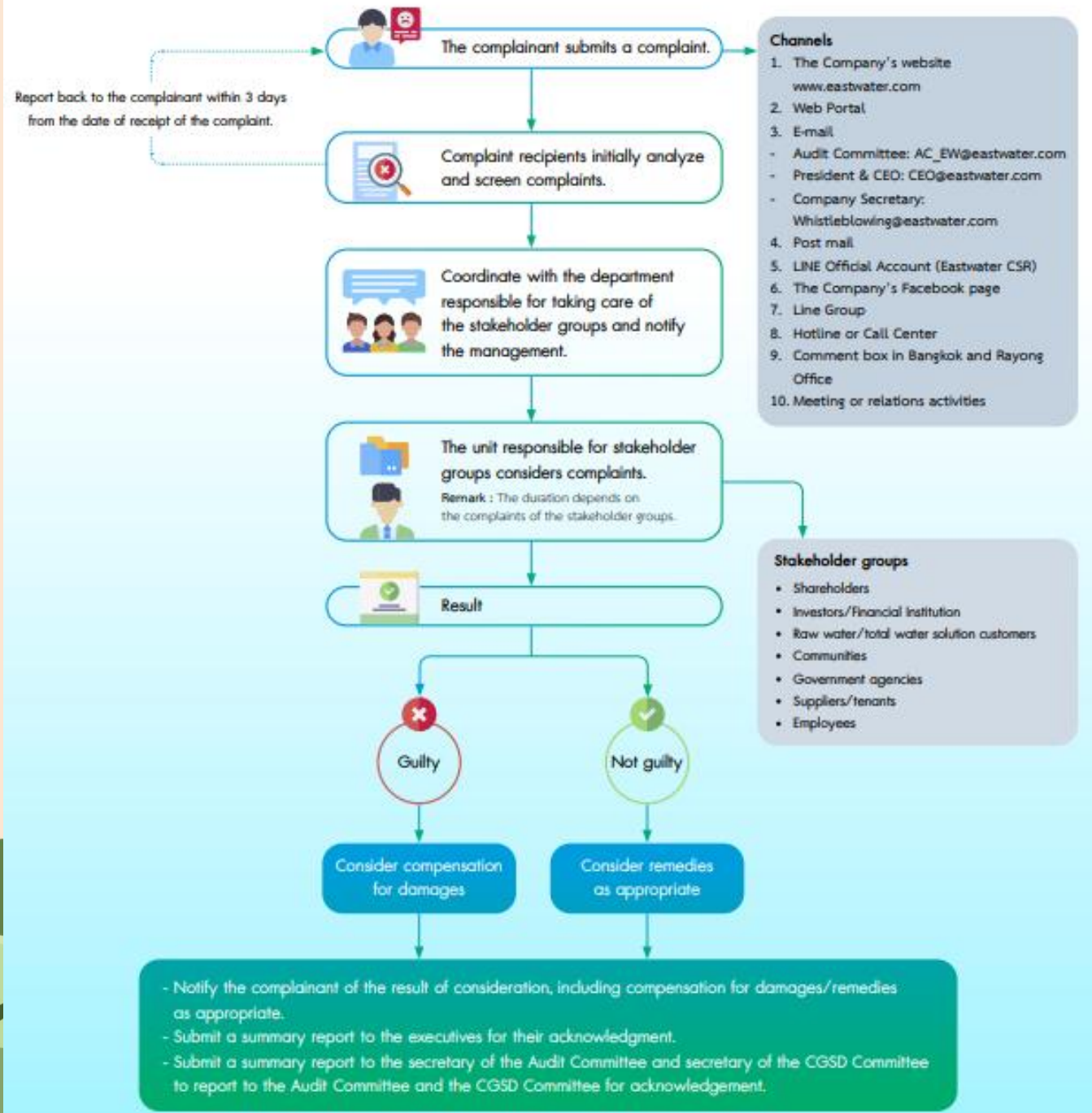


Based on the 2024 Revised Edition of the East Water Group's Code of Conduct



Complaint Handling Process

Based on the 2024 Revised Edition of the East Water Group's Code of Conduct



Remediation Process

The Company places great importance on individuals affected by its operations. It has established processes for monitoring and auditing all stages of its operations and consistently manages complaints to build stakeholder confidence in its business practices. The Company also ensures that stakeholders who are affected or whose human rights have been violated can access effective complaint and remediation mechanisms. In addition, stakeholders may express opinions or submit suggestions through the established complaint channels. The Company is committed to protecting and maintaining the confidentiality of complainants' information, in order to facilitate proper and effective complaint handling.

Once the process of fact-finding and root cause analysis has been completed, the Company proceeds with the remediation process for affected individuals. This process is divided into two cases:

1. If the affected person or the individual whose rights have been violated is an internal employee, the Company will establish a working group consisting of representatives from three parties, including:

1) The affected person or the individual whose rights were violated, 2) the individual who caused the impact or violated human rights, and 3) the Human Resources Department, which serves as a neutral unit overseeing employee welfare, to jointly manage and determine appropriate and effective remediation measures.

2. If the affected person or the individual whose rights were violated is an external party, the Company will establish a working group consisting of representatives from three parties, including:

1) The affected person or the individual whose rights were violated, 2) the individual who caused the impact or violated human rights, and 3) the relevant government agency associated with the issue of the violation, or the local administrative authority in the area where the rights violation occurred, to jointly manage and determine appropriate and effective remediation measures

Remediation Process

The Company categorizes remediation into two types as follows:

1. Monetary compensation such as payment for damages to the affected person or the individual whose rights were violated, depending on negotiations, the appropriateness of each case, the Company's internal regulations, and applicable legal criteria.

2. Non-monetary compensation such as offering an apology or providing support following a distressing incident, for example, in cases involving sexual harassment or workplace accidents. These measures aim to rehabilitate and restore the well-being of the affected person or the individual whose rights were violated. Examples include medical assistance, suspension of certain business operations, implementation of damage control, and prevention of recurrence.

The affected person or the individual whose rights were violated will receive appropriate and fair remedies or compensation from the Company under its remediation mechanisms and in accordance with legal principles. The Company will also establish preventive measures or policies to avoid similar impacts in the future. In addition, the Company will not obstruct affected persons or human rights defenders from accessing judicial or governmental remediation processes, and will cooperate in good faith throughout such proceedings.

Remediation Process

Disciplinary Measures in Cases Where a Company Employee Commits an Offense or Violates Human Rights

(Based on the Company's Work Regulations, 2023)

1. Verbal warning, documented in writing for record-keeping
2. Written warning
3. Written warning with suspension from work without pay and without any benefits
4. Termination with severance pay
5. Termination without severance pay



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