



eastwater

Summary Report on Human Rights Performance 2025

*EASTERN WATER RESOURCES DEVELOPMENT AND
MANAGEMENT PUBLIC COMPANY LIMITED*



Message from the President & Chief Executive Officer

East Water believes that respecting human rights throughout the supply chain is a fundamental basis for coexistence in society. Therefore, the Group manages water resources with consideration for stakeholders, alongside conducting low-carbon business operations, in order to create shared value and enhance the well-being for society.



Human Rights Operations



The Company has announced its Human Rights Policy since 2021 and has continuously reviewed and improved it to date and disclosed it on the Company's website.



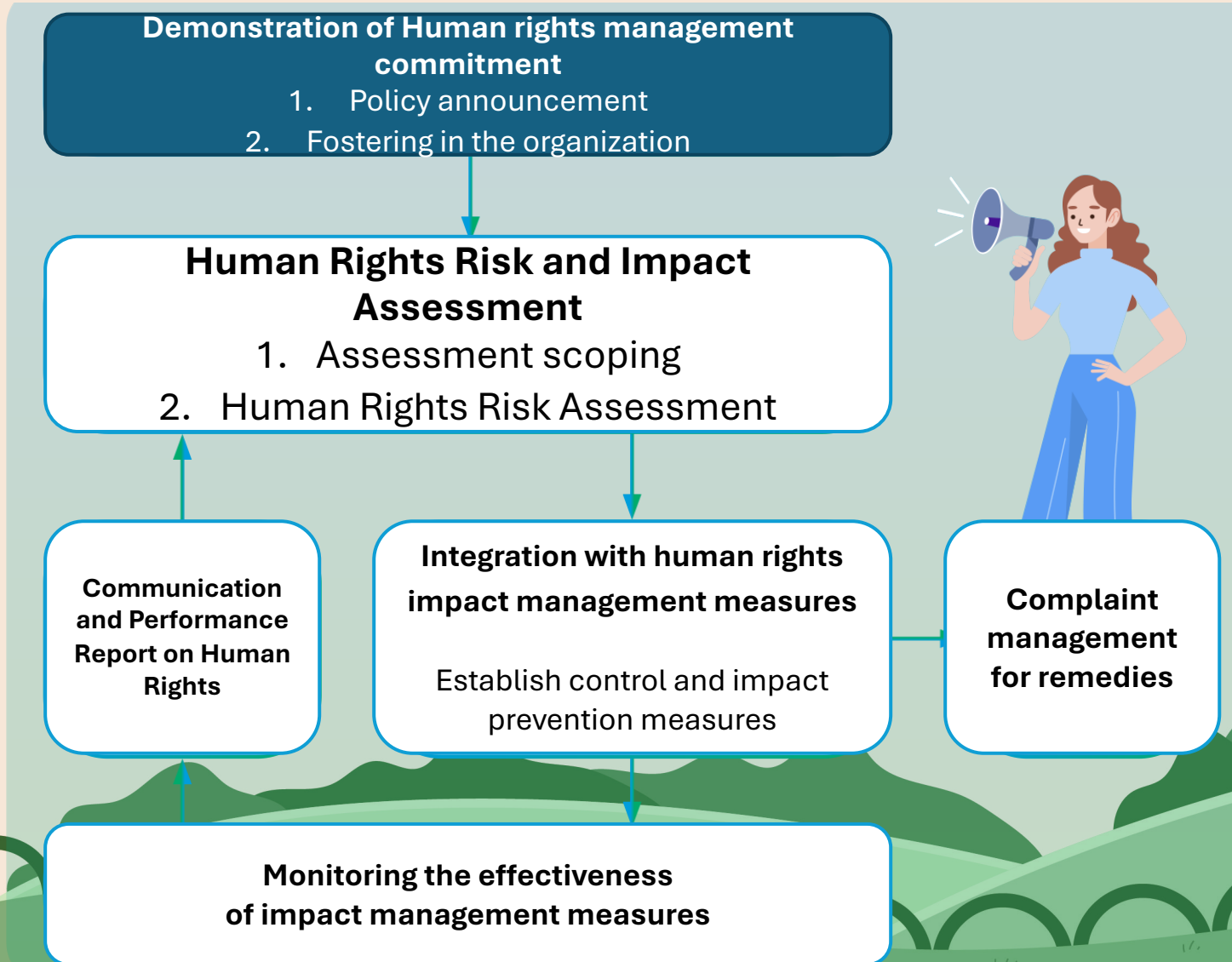
The Company adopts the Human Rights Due Diligence (HRDD) process in accordance with the United Nations' Guiding Principles on Business and Human Rights (UNGPs) in its human rights operations.



The Company has established human rights practices based on the Universal Declaration of Human Rights (UDHR) and Thailand's National Action Plan on Business and Human Rights (NAP), including respect for children's rights in accordance with the Children's Rights and Business Principles.



Human Rights Management Process



UNGPs: Three Pillars



Human Rights Management Process

- Issuing a statement of commitment on human rights management.
- Assessing human rights risks and impacts arising from business operations throughout the supply chain, including labor-related risks in both current and future projects, as well as prioritizing and regularly reviewing such risks.
- Establishing measures to prevent, reduce, and mitigate potential impacts.
- Monitoring and reviewing the effectiveness of mitigation measures, including ensuring respect for human rights, not neglecting or ignoring any acts that may constitute human rights violations related to the Company, reporting such cases to supervisors or responsible persons, and cooperating in investigations in accordance with the Company's complaint investigation procedures under the Group's Code of Conduct.
- Managing complaints and providing remediation to affected parties in both the short and long term
 - The Company shall establish communication channels appropriate for all stakeholder groups, as well as whistleblowing and grievance channels for reporting human rights violations or discrimination arising from the impacts of the Company's business operations, including ensuring that impact assessments are conducted through whistleblowing mechanisms or other relevant channels, and that information is kept confidential in accordance with the Group's Code of Conduct.
 - Supervision, follow-up actions, and remediation of impacts arising from human rights violations shall be carried out in accordance with the Company's complaint management system, as set out in the Group's Code of Conduct.
 - Any person who commits a human rights violation shall be subject to disciplinary action in accordance with the Company's regulations, as such act constitutes a breach of the Group's Code of Conduct, and may also be subject to legal penalties where applicable.
 - The Company shall ensure fairness and protection for individuals who report human rights violations related to the Company, as well as those who cooperate in reporting such violations, through whistleblower protection and complaint mechanisms (Whistleblower Policy), as set out in the Group's Code of Conduct.
- Raising awareness among stakeholders to prevent potential human rights violations, including providing human rights training for executives and employees to ensure understanding of fundamental human rights and freedoms to which all individuals are entitled, thereby reducing risks that may lead to human rights violations in business operations.
- The Company is committed to communicating, reporting, and publicly disclosing its human rights performance, including mitigation and remediation, in a complete and transparent manner.

Internal Responsible Units for Human Rights Policy Implementation

| Process | Responsible Units |
|---|---|
| 1. Announcement of the Human Rights Policy | Sustainable Development Department in collaboration with units involved in stakeholder engagement |
| 2. Human rights risk and impact assessment, and reporting the results to the Corporate Strategy Department 2.1 Determination of scope and assessment criteria 2.2 Risk assessment 2.3 Compilation of risk assessment data and reporting to the Risk Management Committee | All units participate in risk assessment and develop risk management plans related to the Company's risk issues |
| 3. Integration with human rights impact management measures, preparation of plans and mitigation measures to address impacts, including reporting performance results to the Corporate Governance Division 3.1 Results of the implementation of mitigation measures 3.2 Incidents of human rights violations 3.3 Results of corrective actions and remediation measures | All units involved in human rights risks |
| 4. Monitoring and review of the effectiveness of impact management measures | Board of Directors Secretariat and Corporate Governance Division, Sustainable Development Department |
| 5. Communication and reporting of human rights performance 5.1 Provide training and raise awareness on human rights among employees to foster an organizational culture 5.2 Compile human rights performance data for disclosure on the Company's website or in the sustainability report | Human Resources Department Sustainable Development Department |

Stakeholders Throughout the Supply Chain

Supply Chain Management

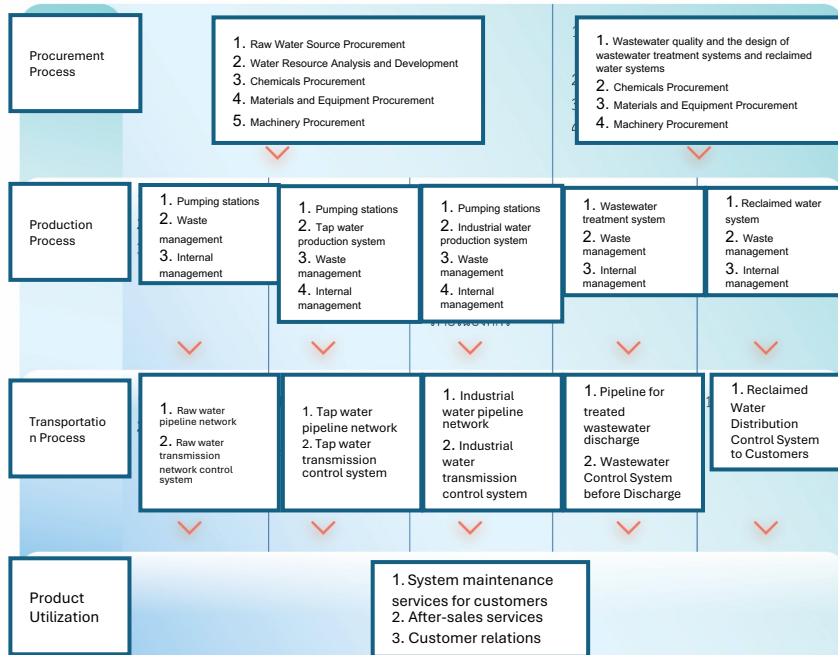
(Disclosure 2-6, 2-29)

Sustainable Supply Chain Management Strategy

In 2025, the Company integrates its corporate strategy, business operations, and supply chain processes throughout the product life cycle into its business strategy in order to respond to current global changes, while enhancing environmentally and socially friendly operations through the Green Economy concept, reflecting the Company's commitment to environmentally and socially responsible operations across all processes.



Raw water and raw water pipeline business, Tap water business, Industrial water business, Wastewater treatment business, Reclaimed water business



Green Governance

Good corporate governance that aims to manage all processes that are environmentally friendly and deliver valuable products to customers

- Stakeholders:**
1. Customers
 2. Regulatory bodies and government agencies relevant for business operations
 3. Shareholders, Investors, and Financial Institutions
 4. Communities and local government
 5. Suppliers
 6. Board of Directors, Executives and Employees
 7. Mass Media
 8. Office building tenants

Green Development

The Company is committed to continuously developing environmentally responsible business practices to achieve sustainable green business operations.

- Stakeholders:**
1. Customers
 2. Regulatory bodies and government agencies relevant for business operations
 3. Communities and local government agencies
 4. Suppliers
 5. Executives and Employees

Green Innovation

The Company is committed to developing its business by applying green technologies and innovations in its operations, such as clean energy and environmentally friendly technologies.

- Stakeholders:**
1. Customers
 2. Regulatory bodies and government agencies relevant for business operations
 3. Shareholders, institutional investors, securities analysts, and financial institutions
 4. Communities and local government agencies
 5. Suppliers
 6. Executives and Employees
 7. Mass Media

Green Project

The Company is committed to supervising construction projects and managing contracts between the Company and stakeholders with consideration for environmental impacts.

- Stakeholders:**
1. Customers
 2. Regulatory bodies and government agencies relevant for business operations
 3. Communities and local government agencies
 4. Suppliers
 5. Executives and Employees

Green Community

The Company places importance on the well-being of communities along the Company's raw water pipelines, as well as communities involved throughout the business operations. The Company is committed to conducting business based on the shared use of water resources with all sectors and being part of promoting and improving community well-being

- Stakeholders:**
1. Regulatory bodies and government agencies relevant for business operations
 2. Communities and local government agencies
 3. Mass Media

(Details of the corporate strategy are disclosed in the 2025 Annual Report (Form 56-1 One Report), under the section "Business Structure and Operations", page ...)

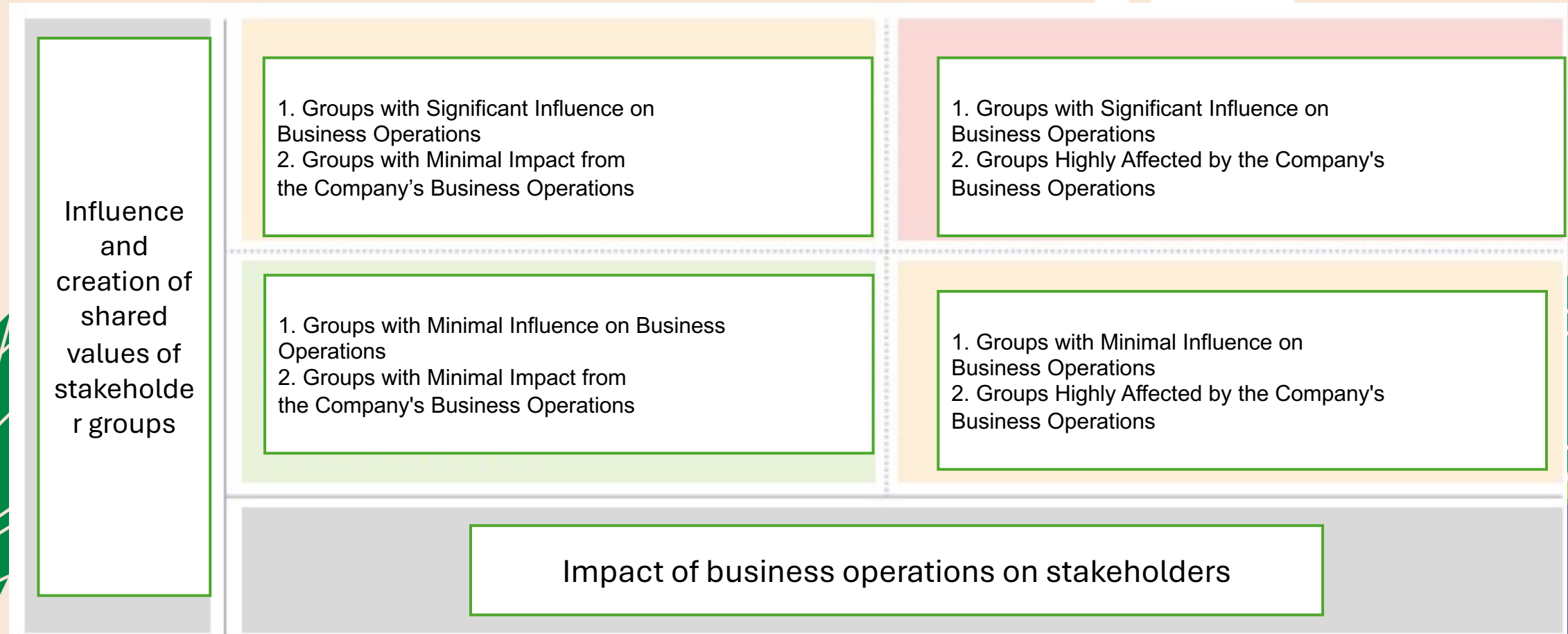
Upstream Supply Chain

Internal Supply Chain

Downstream Supply Chain



Criteria for ranking the Company's important stakeholder groups to the Company



Human Rights Performance

Complaint Channels

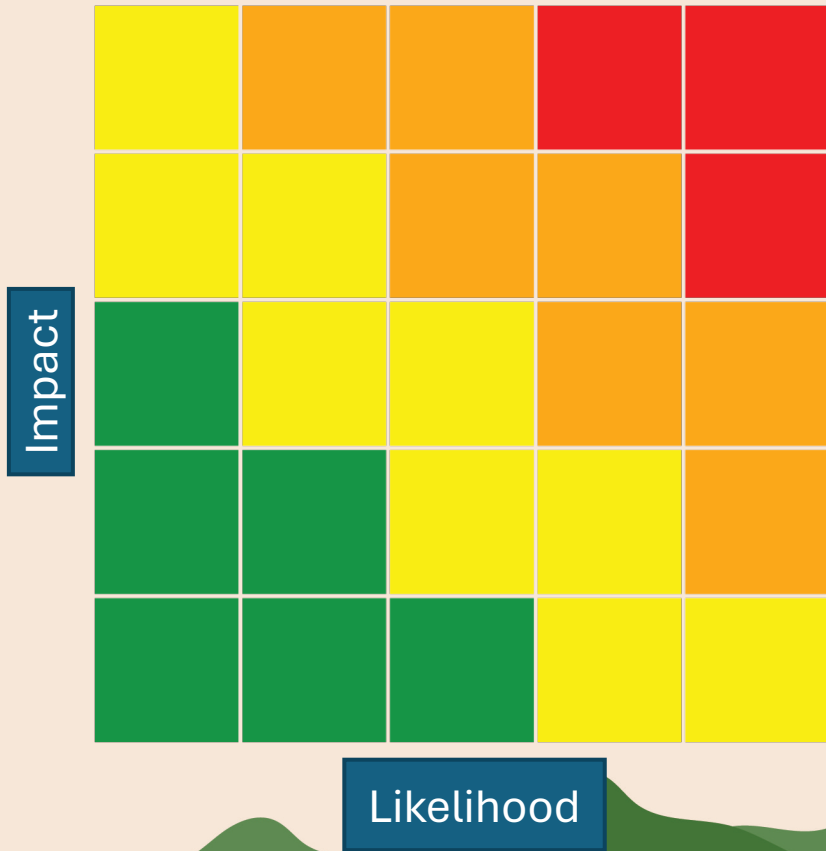
| Complaint Channels | Key Stakeholders | | | | | | |
|---|---------------------|---------------------|--|----------------------------|---|-----------|---|
| | Company's customers | UU PCL.'s customers | Regulatory bodies and government agencies relevant for business operations | Shareholders and investors | 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: Chairman: Chairman@eastwater.com Audit Committee: AC_EW@eastwater.com President & CEO: CEO@eastwater.com Company Secretary: Whistleblowing@eastwater.com | ● | ● | ● | ● | ● | ● | ● |
| 4. Regular mails: 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 | ● | ● | ● | ● | ● | ● | ● |
| 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 | ● | ● | ● | ● | ● | | |



Human Rights Performance

The Company conducts its risk assessment during the third and fourth quarters of each year,

Based on WP_PorYor_241-002, the human rights due diligence framework.



X-axis: Likelihood of risk occurrence, considered based on:

- Likelihood and frequency of human rights risk issues
- The Company's control and mitigation measures

Y-axis: Severity of risk and impact, considered based on:

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

Human Rights Performance

Human rights issues throughout the supply chain for risk assessment

| 1. Labour Rights (Employees, Suppliers, and Contractors) | 2. Community rights | 3. Supplier Rights | 4. Shareholder and Investor Rights | 5. Customer Rights | 6. Natural Resources and Environment | 7. Mass Media |
|---|--|---|---|--|--|--|
| 1.1 Employment practices (current and future projects) 1.2 Freedom of collective bargaining 1.3 Forced or compulsory labour 1.4 Discrimination against workers 1.5 Gender equality 1.6 Child labour 1.7 Safe and hygienic working conditions 1.8 Sexual harassment and/or bullying and/or intimidation | 2.1 Standard of living and quality of life 2.2 Health and safety 2.3 Community engagement 2.4 Cultural heritage 2.5 Ethnic minorities and indigenous communities 2.6 Relocation and encroachment on community land 2.7 Environmental impacts on communities 2.8 Adequate water management for all sectors 2.9 Water scarcity for consumption | 3.1 Supplier engagement 3.2 Supplier Code of Conduct 3.3 Supplier health and safety 3.4 Data privacy | 4.1 Discrimination 4.2 Health and safety 4.3 Data privacy | 5.1 Discrimination 5.2 Customer health and safety 5.3 Data privacy | 6.1 Equitable water management 6.2 Management of pollution impacts 6.3 Energy use 6.4 Conservation of natural resources | 7.1 Discrimination 7.2 Data privacy |

Covering vulnerable groups

Human Rights Performance

Based on a comprehensive human rights risk assessment, for issues assessed as having moderate risk or higher, the Company has established control measures and monitoring measures for implementation plans to prevent and mitigate potential impacts, as follows:

| Area | Human Rights Issues |
|--|--|
| 1. Labour Rights (Employees, Suppliers, and Contractors) | - Safe and hygienic working conditions |
| 2. Community Rights | - Adequate water management for all sectors |
| 3. Supplier Rights | - Supplier health and safety - Data privacy |
| 4. Customer Rights | - Customer health and safety - Data privacy |

Human Rights Performance

Control measures for human rights risk issues at the moderate level and above

| Stakeholders | Human Rights Issues | Risk areas | Percentage of the Company's operating areas | Risk definition | Control and mitigation measures |
|--------------|---|------------------------------------|---|--|---|
| Employees | 1.7 Safe and hygienic working conditions | Operational areas | 3.00% | - Unsafe and unhygienic working conditions and environment | <ul style="list-style-type: none"> - The Company has established two safety committees to <ul style="list-style-type: none"> • oversee safety operations • conduct workplace inspections and review personal protective equipment (PPE) • provide training to employees - Workplace conditions are regularly monitored, such as lighting, noise, and dust levels - Operations are conducted in accordance with ISO 45001 standards |
| Community | 2.8 Adequate water management for all sectors | Communities near raw water sources | 21.00% | - Inadequate water management that does not cover all sectors, resulting in impacts on communities | <ul style="list-style-type: none"> - Prepare drought response plans - Coordinate and hold regular meetings with government agencies and water users - Provide water for consumption along the Company's raw water pipeline during drought periods - Maintain grievance channels for communities to improve the effectiveness of impact resolution |

Human Rights Performance

Control measures for human rights risk issues at the moderate level and above
(cont.)

| Stakeholders | Human Rights Issues | Risk areas | Percentage of the Company's operating areas | Risk definition | Control and mitigation measures |
|--------------|--------------------------------|-----------------------------------|---|---|--|
| Supplier | 3.3 Supplier health and safety | Construction project sites | 26.00% | - Suppliers may be exposed to hazards, injuries, or emergencies while performing work on behalf of or under the Company's control | - Communicate safety guidelines for each worksite to ensure compliance, and continuously monitor and supervise operations |
| | 3.4 Data privacy | Head office and operational areas | 9.00% | - Use of personal data without consent - Data leakage | - Establish data access levels and controls to prevent unauthorized access to documents released externally - Implement control and protection measures for personal data |
| Customer | 5.2 Customer health and safety | Operational areas | 8.00% | - Customers may suffer accidents when entering the Company's operational areas | - Provide personal protective equipment (PPE) to customers and communicate safety guidelines for each worksite to ensure compliance |
| | 5.3 Data privacy | Head office and operational areas | 9.00% | - Use of personal data without consent - Data leakage | - Establish data access levels and controls to prevent unauthorized access to documents released externally - Implement control and protection measures for personal data |

Human Rights Performance

Establishment of Key Risk Indicators (KRI) for human rights issues

| Stakeholders | Human rights issues | KRI 2025 | Reference |
|--|---|---|--|
| 1. Employees, customers, and suppliers | - Safe and hygienic working conditions | - In 2025, the employees' LTIFR is lower than the average LTIFR over the past three years (0.90). - In 2025, there are no complaints from employees and suppliers regarding unsafe working conditions. | - Common KPI 2568 -Sustainability targets 2025 (Social dimension) |
| 2. Communities | - Adequate water management for all sectors | -There are no complaints from communities regarding water management in the area. | Sustainability targets 2025 (Social dimension) |
| 3. Customers and suppliers | - Customer health and safety | - In 2025, there are no accidents causing injury to customers entering the Company's operational areas. | - ISO 45001 safety standard |
| | - Data privacy | - In 2025, there are no lawsuits from customers related to personal data breaches causing damage to customers and suppliers. | - Sustainability targets 2025 (Social dimension) |

Human Rights Performance

Summary of Human Rights Performance

| Stakeholders | Human rights issues | KRI | Performance in 2025 |
|----------------------------|---|---|--|
| 1. Employees and suppliers | - Safe and hygienic working conditions | - In 2025, the LTIFR (employees, contractors, and outsourced workers) is lower than the average LTIFR of the past three years (0.82). - In 2025, there are no complaints from employees and suppliers regarding unsafe working conditions. | - The LTIFR (employees, contractors, and outsourced workers) is 0.00. - There are no complaints from employees and suppliers regarding unsafe working conditions. |
| 2. Communities | - Adequate water management for all sectors | - There are no complaints from communities regarding water management in the area. | - There are no complaints from communities regarding water management in the area. |
| 3. Customers | - Customer health and safety | - In 2025, there are no accidents causing injury to customers entering the Company's operational areas. | - There are no accidents causing injury to customers entering the Company's operational areas. |
| | - Data privacy | - In 2025, there are no lawsuits from customers related to personal data breaches causing damage to customers and suppliers. | - There are no lawsuits from customers related to personal data breaches causing damage to customers and business partners. |

Human Rights Performance in 2025

The Company implemented preventive and mitigation measures on human rights issues and continuously monitored and reported the results of its operations. As a result, the Company achieved the established Key Risk Indicators (KRI). The Company received no human rights complaints and had no disputes related to non-compliance with labour standards. The Company also published a summary report on its human rights performance on the Company's website.

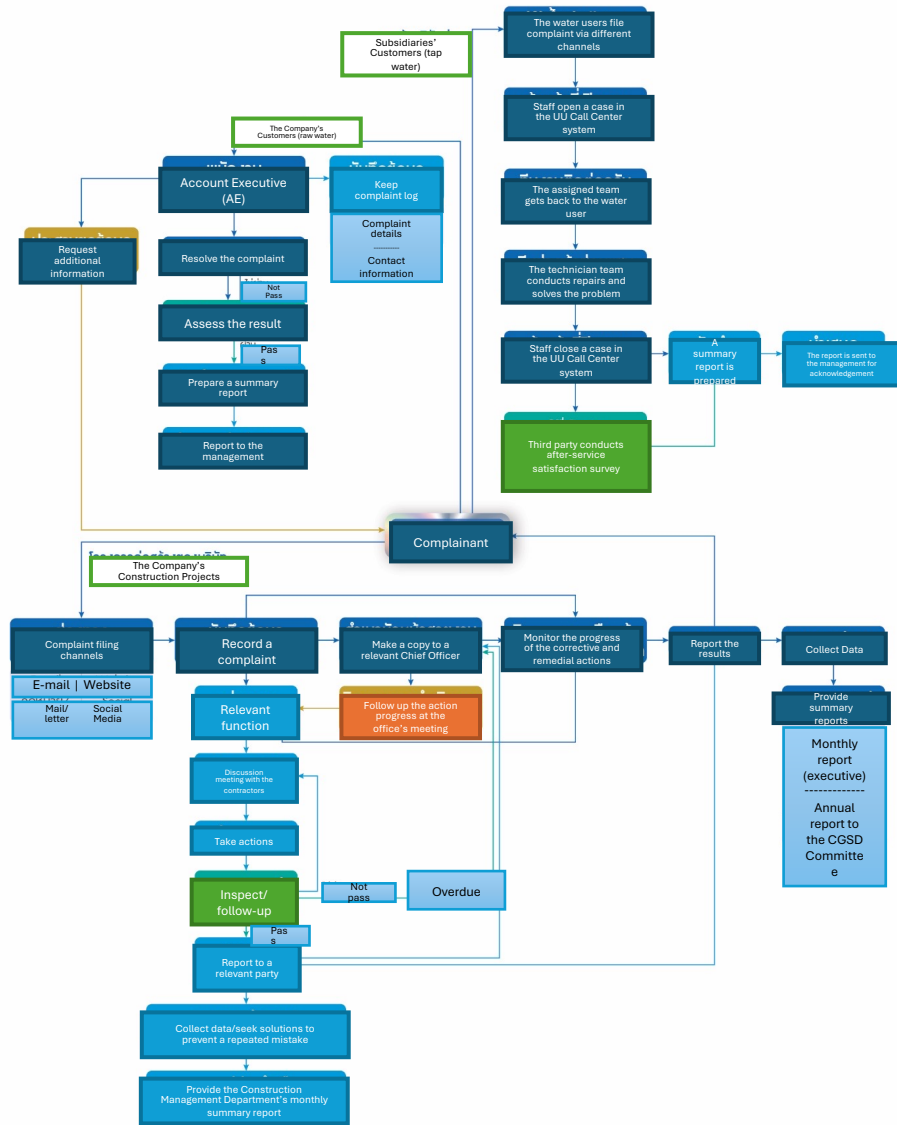
Complaint Management and Remediation

The Company places importance on feedback from stakeholders throughout its supply chain and has established a dedicated function responsible for managing grievances received through various channels. A systematic grievance mechanism is implemented to reduce business risks, demonstrate accountability and transparency, strengthen relationships with stakeholders, and apply lessons learned to continuously improve operations toward sustainable development.

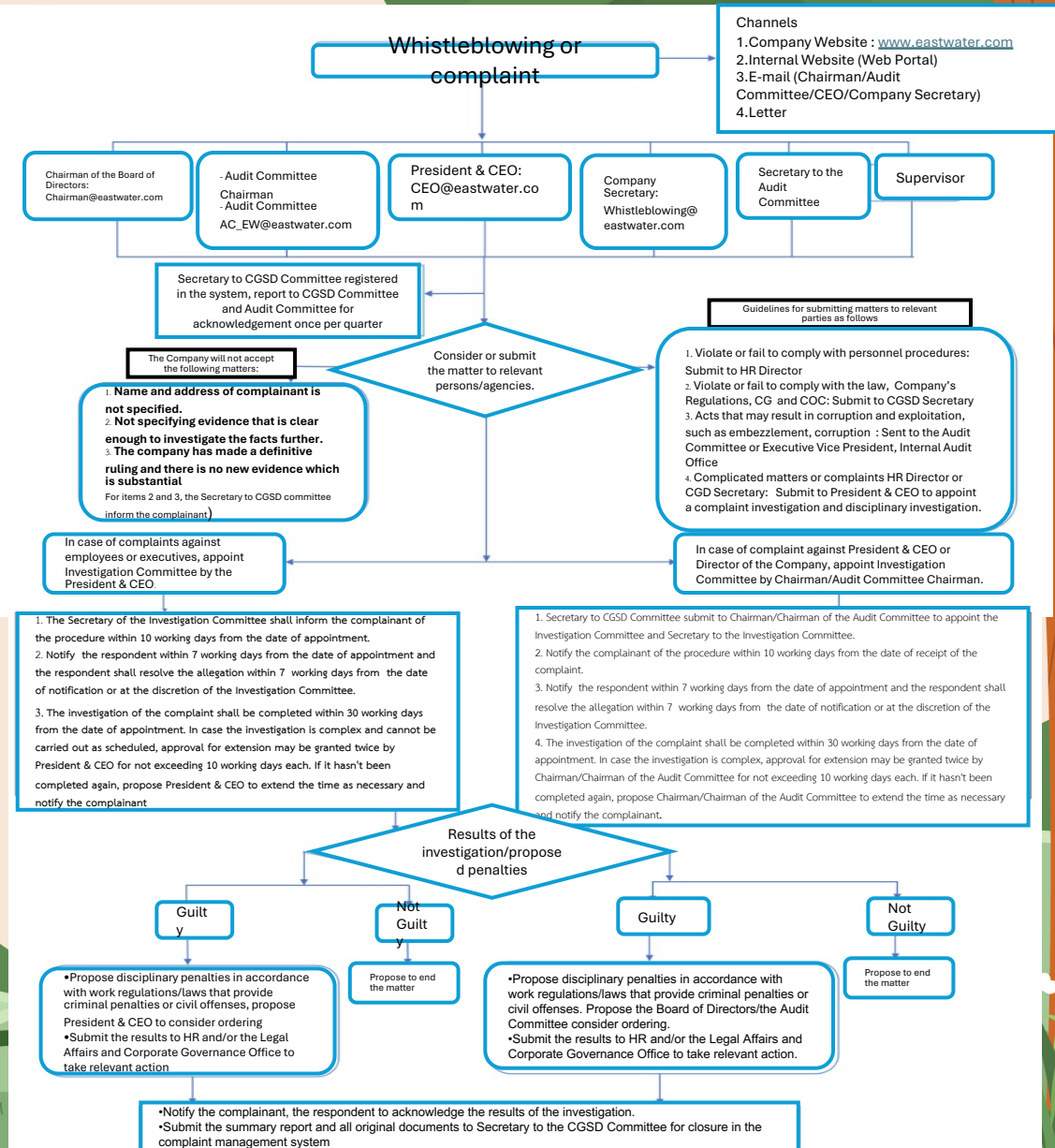
In accordance with the United Nations Guiding Principles on Business and Human Rights (UNGPs), the Company verifies and ensures the effectiveness of remediation and other processes to address impacts on affected stakeholders, based on the following principles:

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

Complaint Handling Process



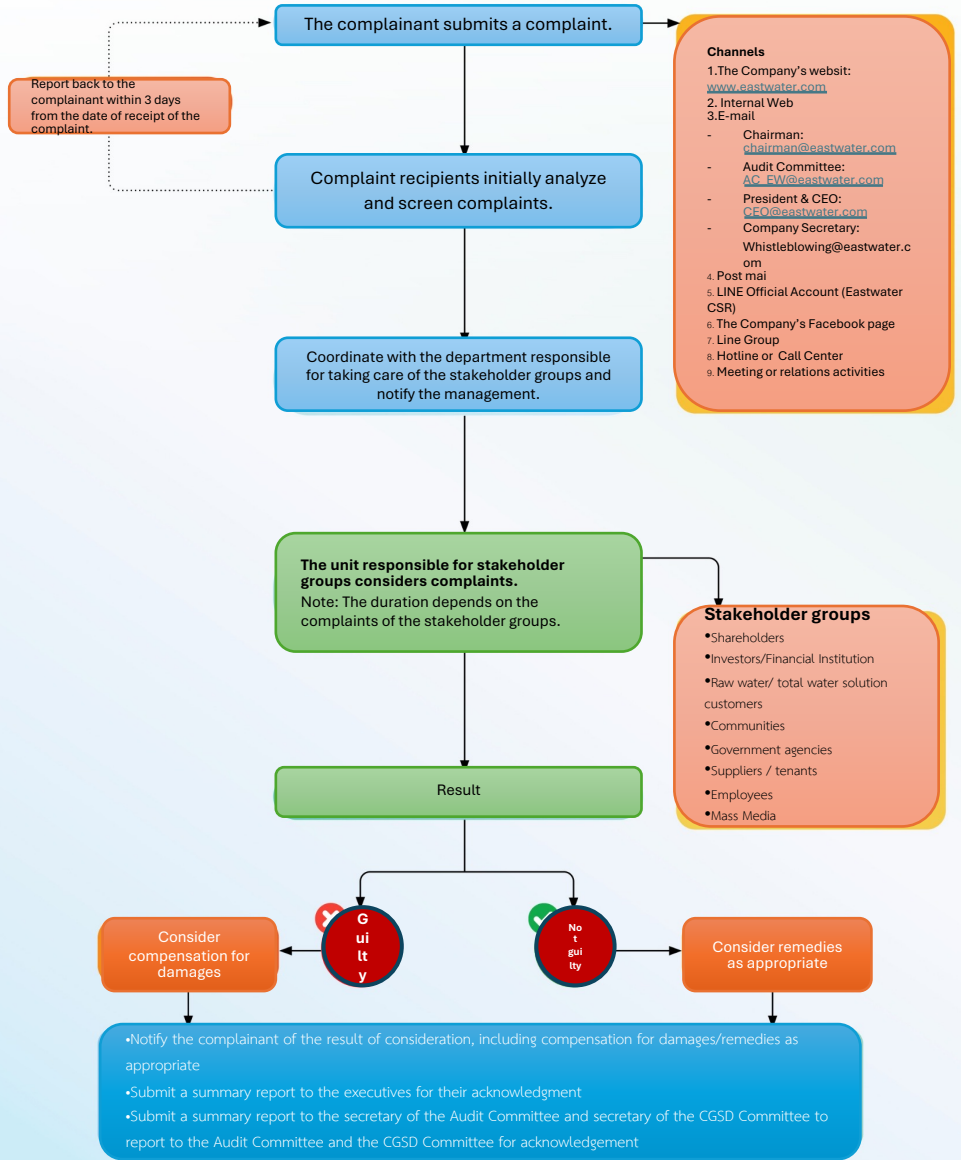
Based on the Group's Code of Conduct (Revised 2025)



Complaint Handling Process

Based on the Group's Code of Conduct (Revised 2025)

Complaint Handling Process (Human Right)



Remark Human rights complaints such as complaints about labor rights, community rights, suppliers' rights, shareholders' rights, investors' rights, financial institutions' rights, customers' rights, mass media's rights, complaints about natural resources and the environment, etc.

Remediation Process

The Company places importance on individuals affected by its operations. The Company has established processes to monitor and review its operations across all activities and to manage complaints on a continuous basis, in order to ensure stakeholders' confidence in its business operations. This also ensures that affected stakeholders or those whose human rights have been violated are able to access complaint handling and remediation processes. In addition, stakeholders may provide feedback or suggestions through the complaint channels mentioned above. The Company protects, safeguards, and maintains the confidentiality of complainants' information in order to enhance the effectiveness and appropriateness of complaint management.

Once the fact-finding process and root cause analysis have been completed, the process will proceed to remediation for affected persons, which is divided into two cases:

1. Where the affected person or the person whose rights have been violated is a person within the Company, the Company will establish a working group consisting of representatives from three parties:

1) the affected person or the person whose rights have been violated, 2) the person causing the impact or the violator, and 3) the Human Resources Department, which is the central unit responsible for employees, to jointly determine appropriate and effective remediation measures.

2. Where the affected person or the person whose rights have been violated is a person outside the Company, the Company will establish a working group consisting of representatives from three parties:

1) the affected person or the person whose rights have been violated, 2) the person causing the impact or the violator, and 3) relevant government agencies or local administrative authorities in the area where the violation occurred, to jointly determine appropriate and effective remediation measures.

Remediation Process

The Company classifies remediation into two types as follows:

1. Monetary compensation such as compensation payments for damages to affected persons or persons whose rights have been violated, depending on negotiations and appropriateness in each case, in accordance with the Company's regulations and applicable legal requirements.

2. Non-monetary compensation such as apologies and assistance provided after adverse events, for example in cases of sexual harassment or workplace accidents, in order to rehabilitate the mental condition of affected persons or persons whose rights have been violated. This may include medical assistance, suspension of certain business operations, implementation of damage control measures, and prevention of recurrence.

Affected persons or persons whose rights have been violated will receive appropriate and fair remedies or compensation from the Company under the remediation process and applicable legal requirements, including the establishment of 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 processes or any remediation mechanisms of the public sector and will cooperate in good faith throughout such processes.

Remediation Process

Disciplinary measures in cases where employees are offenders or violate human rights

(Based on the Work Regulations, 2023)

1. Verbal warning, with a written record as evidence
2. Written warning
3. Written warning and suspension without pay and without benefits of any kind
4. Termination of employment with compensation
5. Termination of employment without compensation



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