eastwater

SUSTAINABILITY REPORT 2023

EASTERN WATER RESOURCES DEVELOPMENT
AND MANAGEMENT PCL.

Maintain ecological balance
To restore upstream forests to be fertile and sustainable.
Water Resources Development
To ensure water resource security and sustainable water management.
WATER MAKES EVERYTHING BETTER
Make water efficient as a resource that can be developed for everything and be the most beneficial without damaging the environment or natural water source.

eastwater

Total Water Solution
Raising service standards for water users in all sectors nationwide.

Expand Investment
To support long-term growth and sustainability.

Drinking Water
Caring for the community well-being through the provision of mobile RO drinking water trucks.

Community
Promoting education and careers for communities for sustainable development.

Vision

"To be the leader in ensuring security of the country's comprehensive water resource management and development through smart technology"

Core Values

S Stakeholder Focus

·

H Holistic Thinking

Missions

01

To develop the security and maintain stability of water supply in response to the long-term water demand.

02

To expand investment in water business comprehensively for continuous and sustainable growth both domestically and internationally.

03

To increase competitive advantages through technologies and innovations.

04

To develop human resources and improve management efficiency.

05

To be socially and environmentally responsible and establish good relationships with all stakeholders in accordance with corporate governance principles.

A · **R** · **P**

Adaptability · Result Acceleration · Proactive and Creative Thinking

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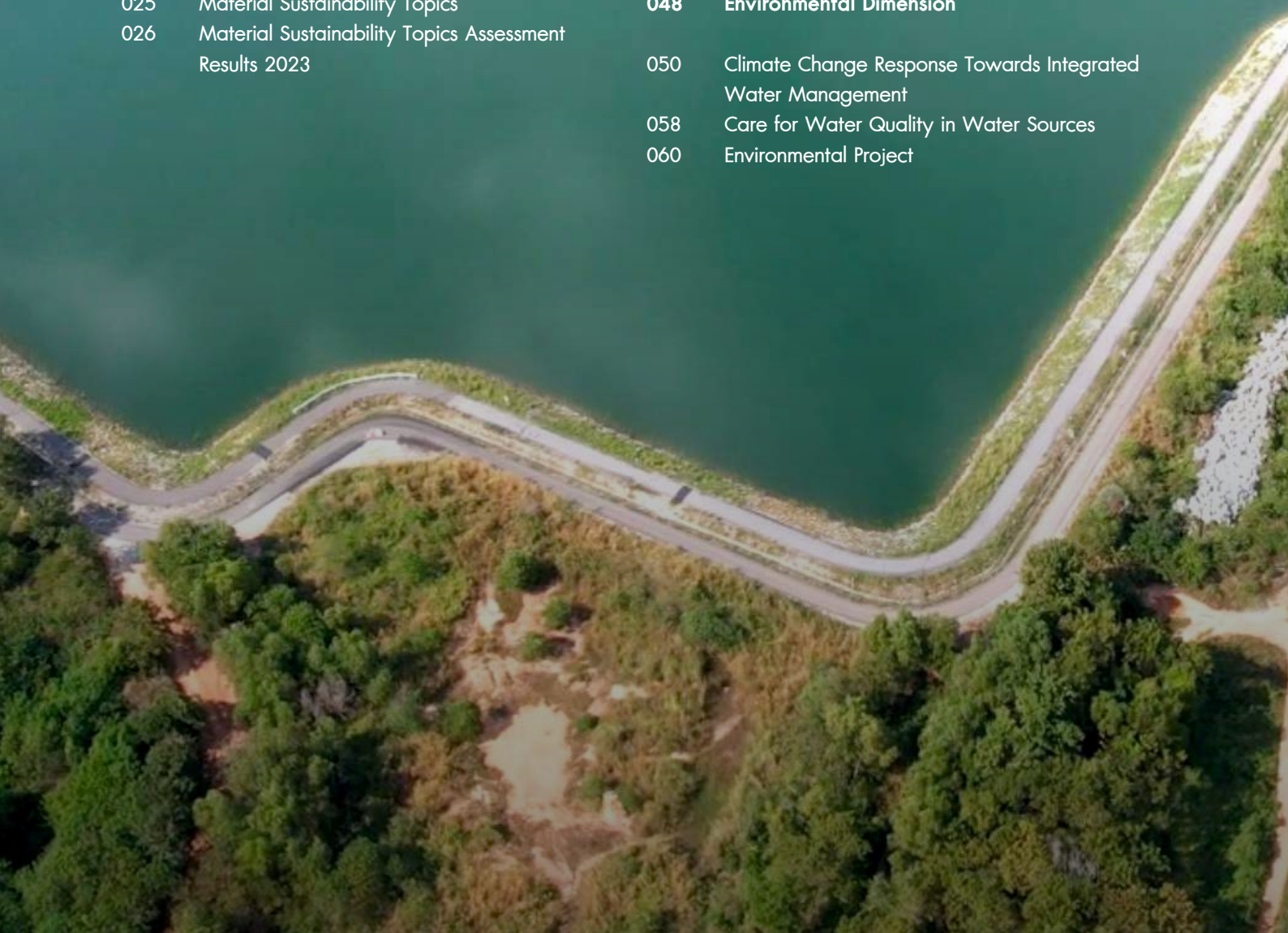

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FUTURE STARTS NOW

FUTURE STARTS NOW

"Throughout our service period based on experience and expertise in water management, we can be confident that there will definitely be no water shortage in the service area" as we believe that water is happiness of all life.

Message from the President & Chief Executive Officer
(Disclosure 2-22)

In 2023, the global economic slowdown and uncertain climate change have a direct impact on business growth. The Company needs to have a way to handle and respond to those incidents in order to run its business smoothly, flexibly, and grow sustainably.

Therefore, ensuring water security in the eastern region to meet water demand is essential. The Company has accumulated experience and expertise in water management which made it possible for the Company to expand its raw water business to total water solution through innovation and modern technology under the design suitable for water users in all sectors, whether raw water business, tap water business, industrial water business, wastewater treatment business and reclaimed water business. This reinforces the Company's vision of **"To be the leader in ensuring security of the country's comprehensive water resource management and development through smart technology"** along with conducting business with responsibility to the community, society, and environment which is the foundation of transparent management with good governance to create economic value and a sustainable society forever.

Climate Change Response Measures

Since June, "global warming" or "El Niño" has affected climate change in Thailand, resulting in below-normal rainfall. The amount of water in the eastern region has decreased more than in a normal year. The Company realizes and places importance on the issue by preparing water management plan for the 5 main reservoirs that have been allocated, namely Nong Kho Reservoir and Bang Phra Reservoir in Chonburi Province, Dok Krai Reservoir, Nong Pla Lai Reservoir, and Prasae Reservoir in Rayong Province, as well as seasonal water sources such as Bangpakong River, Rayong River, Khlong Thap Ma and private water sources through short-, medium-, and long-term water resource development plan, along with forecasting water demand in the next 20 years with government and private agencies.

Pipeline Investment to Support Water Demand

The expansion of the household and industrial sectors in the eastern region has resulted in an increase in water consumption. The Company has invested in the development of approximately 139.00 kilometers of water grid system consisting of 1) Khlong Luang Rachalothorn - Chonburi Water Pipeline, 2) Nong Pla Lai - Nong Kho - Laem Chabang Water Pipeline 3, and 3) Map Ta Phut - Sattahip Water Pipeline 2, where the Company's trunk transmission main system has a total length of 526.00 kilometers by 2024, to build confidence for water users both for household and industrial sectors. The Company remains committed to the mission to integrate the management of raw water pipeline system in the eastern region with the focus on its security.

With the dedication of the Board of Directors, executives, and employees on the foundation of sustainability, the Company gained a wide acceptance and trust as a provider of total water solution services. In the past year, the Company was recognized as a company in the list of "SET ESG Ratings Sustainable Stock" for the 9th consecutive year with the SET ESG Ratings at AA Level. The Company also earned an excellent rating according to the Corporate Governance Report (CGR), the Sustainability Disclosure Award, and the Human Rights Model Organization Award at an outstanding level. The Company is ready to bring its capacity and expertise in comprehensive water management to drive the country towards sustainability by creating permanent water security without compromising the quality of life of people in the community and society.

Mr. Cherdchai Pitiwacharakul
President & Chief Executive Officer

About East Water

General Information

East Water - Expert in Total Water Solution Services through Water Grid System (Disclosure 2-1)

Eastern Water Resources Development and Management Public Company Limited (East Water)

Ticker Symbol: EASTW, Registered Capital: 1,663.73 million Baht

Head Office

Eastern Water Resources Development and Management PCL.

1, 23-26 Floors, East Water Building, Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chomphon Subdistrict, Chatuchak District, Bangkok 10900 (Thailand)

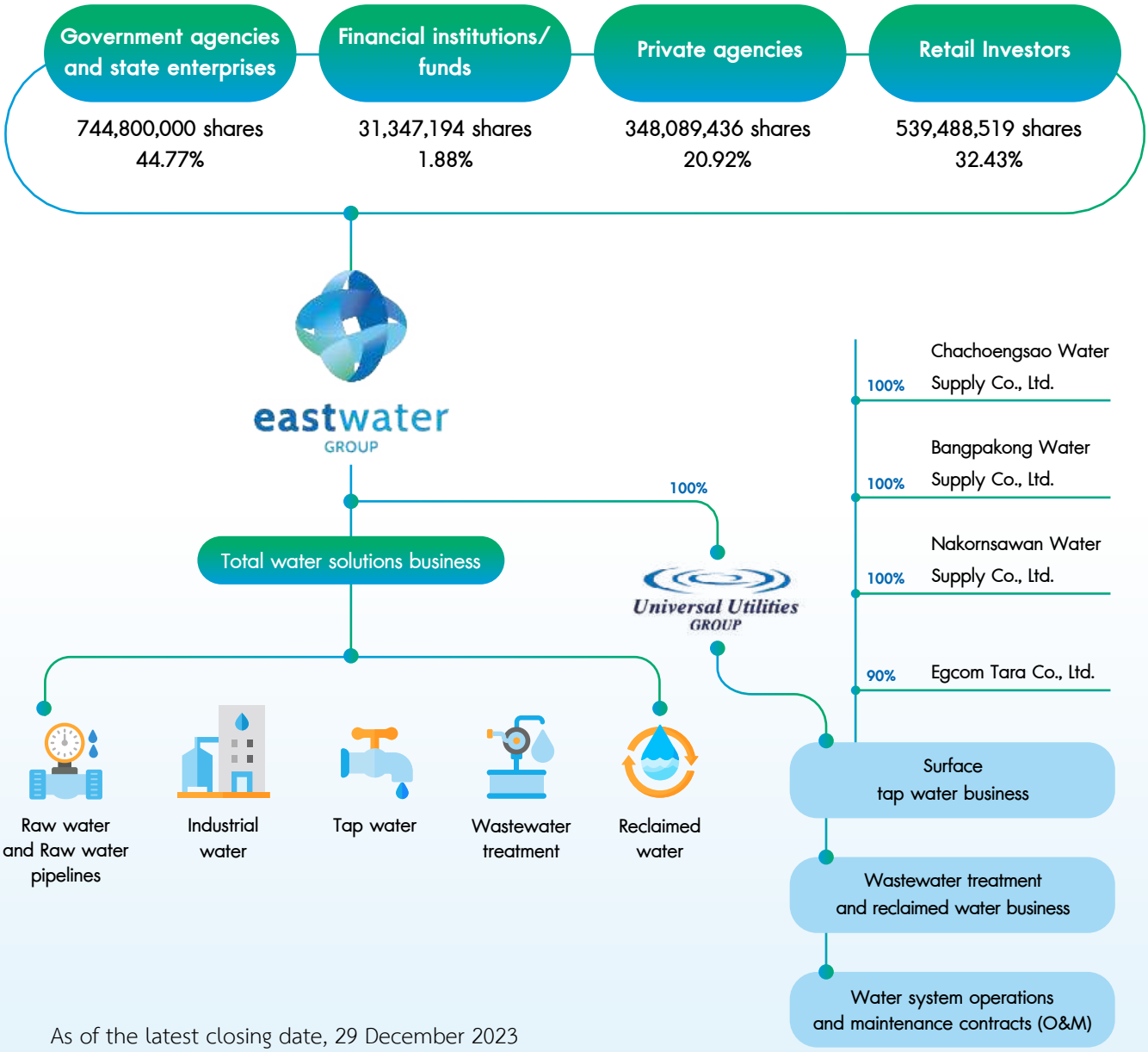
Universal Utilities PCL. (UU PCL.)

1, 18 Floor, East Water Building, Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chomphon Subdistrict, Chatuchak District, Bangkok 10900 (Thailand)

East Water Group's Business Structure

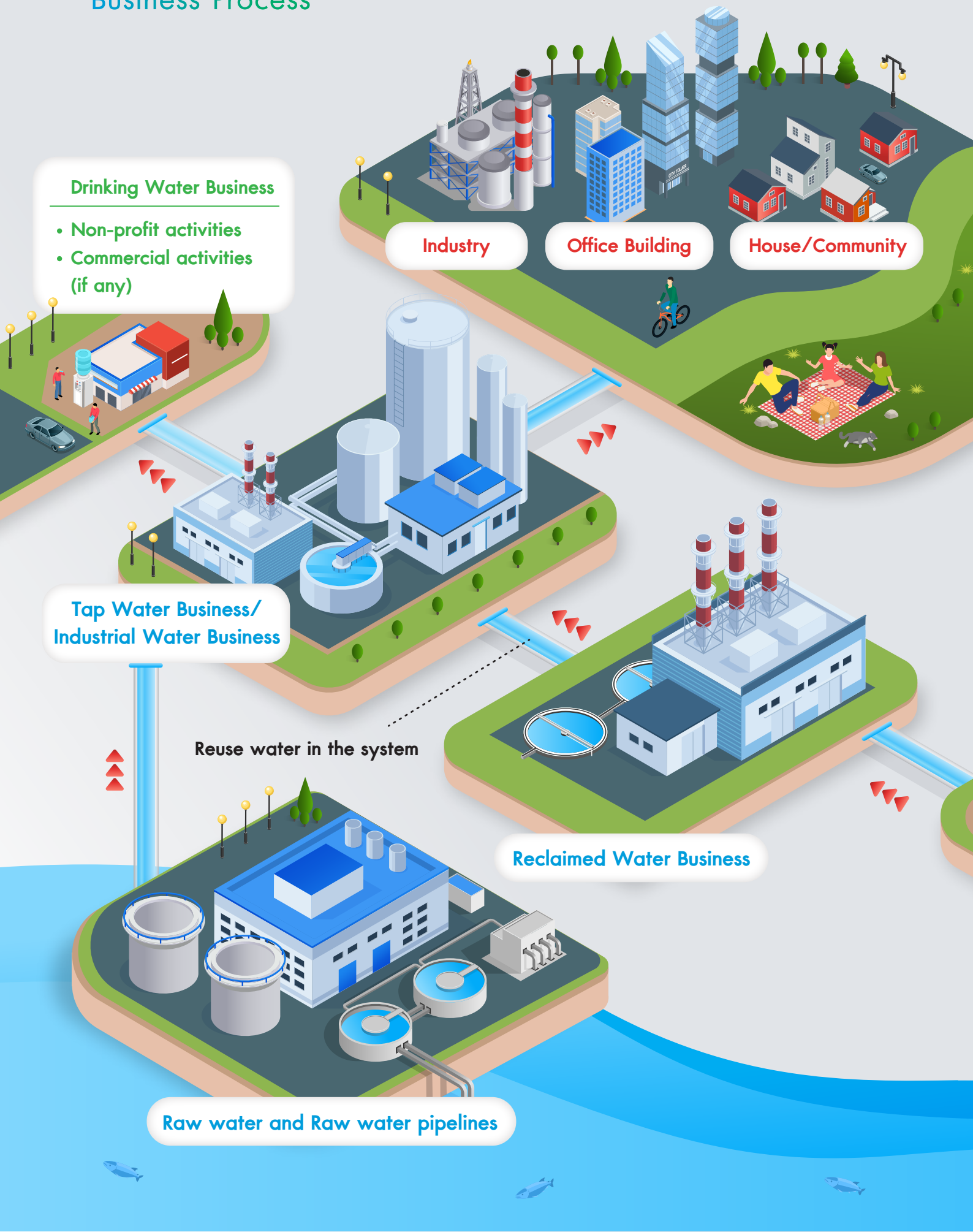
(Disclosure 201-4)

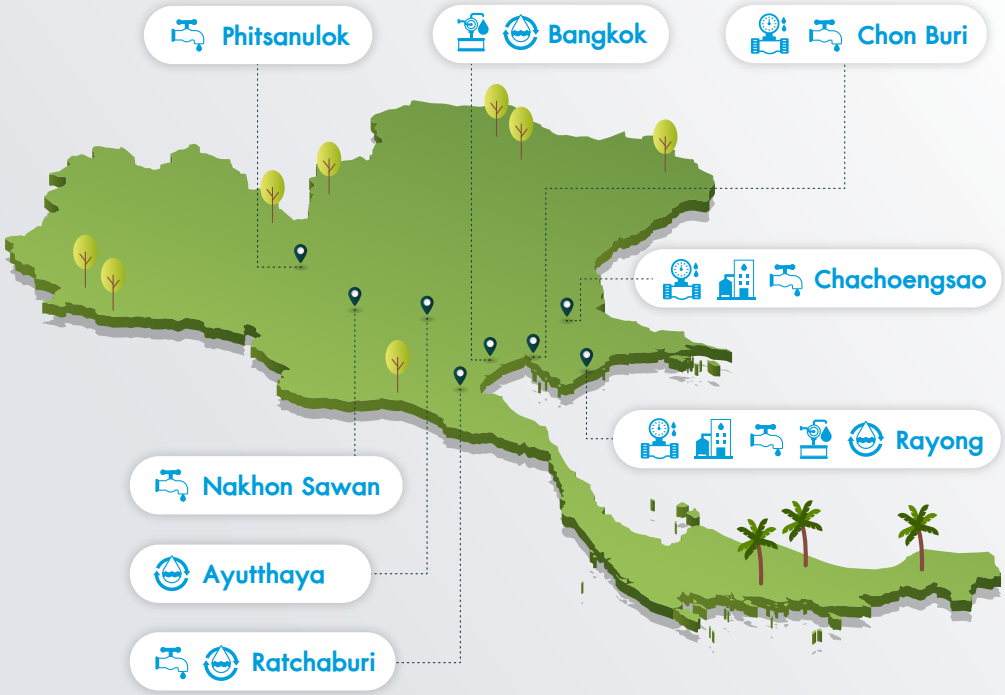
The Company is mainly engaged in the provision of total water solution services i.e., raw water, tap water, industrial water, wastewater treatment, and reclaimed water, while UU PCL., a subsidiary, is mainly engaged in surface tap water concession as well as operation and maintenance of total water solutions. The goal is to respond to the needs of customers and enhance quality of life and well-being of the people. (Details are available in the Annual Report 2023 (Form 56-1 One Report) under the topic of Product and Service Information in page 30)

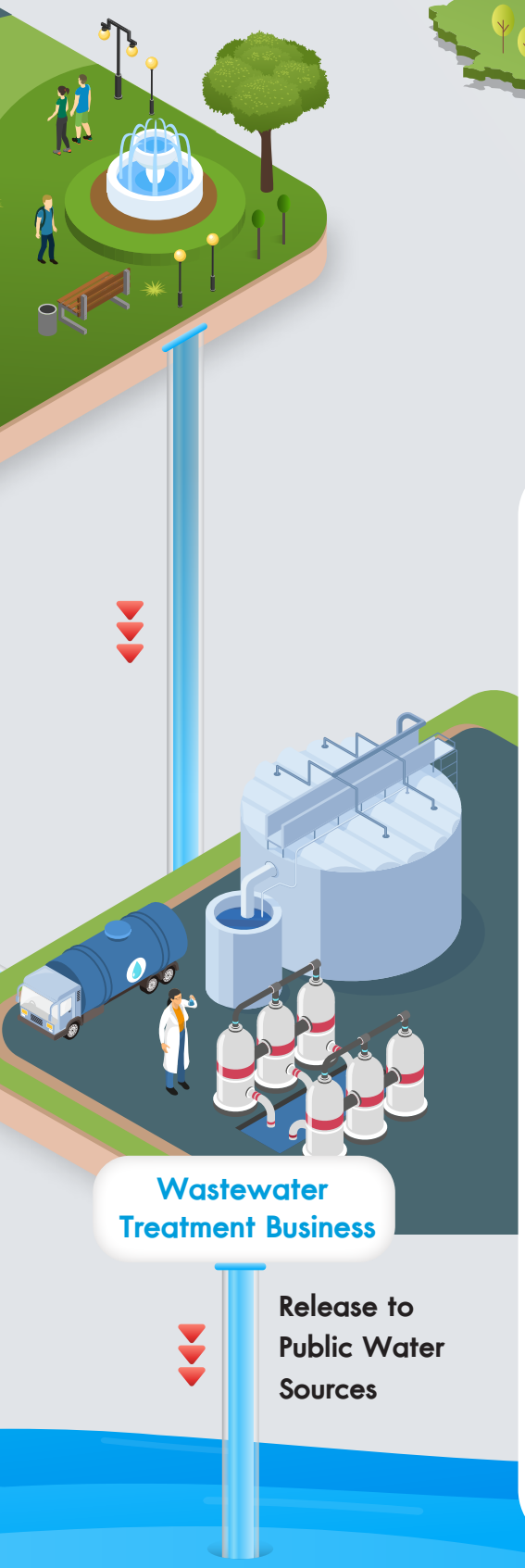


As of the latest closing date, 29 December 2023

Business Process







Business Area

Raw Water and Raw Water Pipeline Business

- Providing raw water supply services, investing in raw water pipeline and managing raw water to meet annual needs of water users.

Industrial Water Business

- Providing industrial water production system installation services to control the quality of water supplied to suit the needs of each water user industry by providing industrial water services in many forms, namely Clarified Water, Reverse Osmosis Water, Demineralized Water, Sea Water Reverse Osmosis.

Tap Water Business

(Concession and maintenance of tap water system or O&M)

- Providing water supply management service for surface tap water system by applying modern technology in the production, maintenance, and distribution system, as well as providing comprehensive engineering service.

Wastewater Treatment Business

- Providing wastewater treatment system suitable for each business, controlling the qualityof outgoing wastewater such as Activated Sludge System and Membrane Bioreactor System.

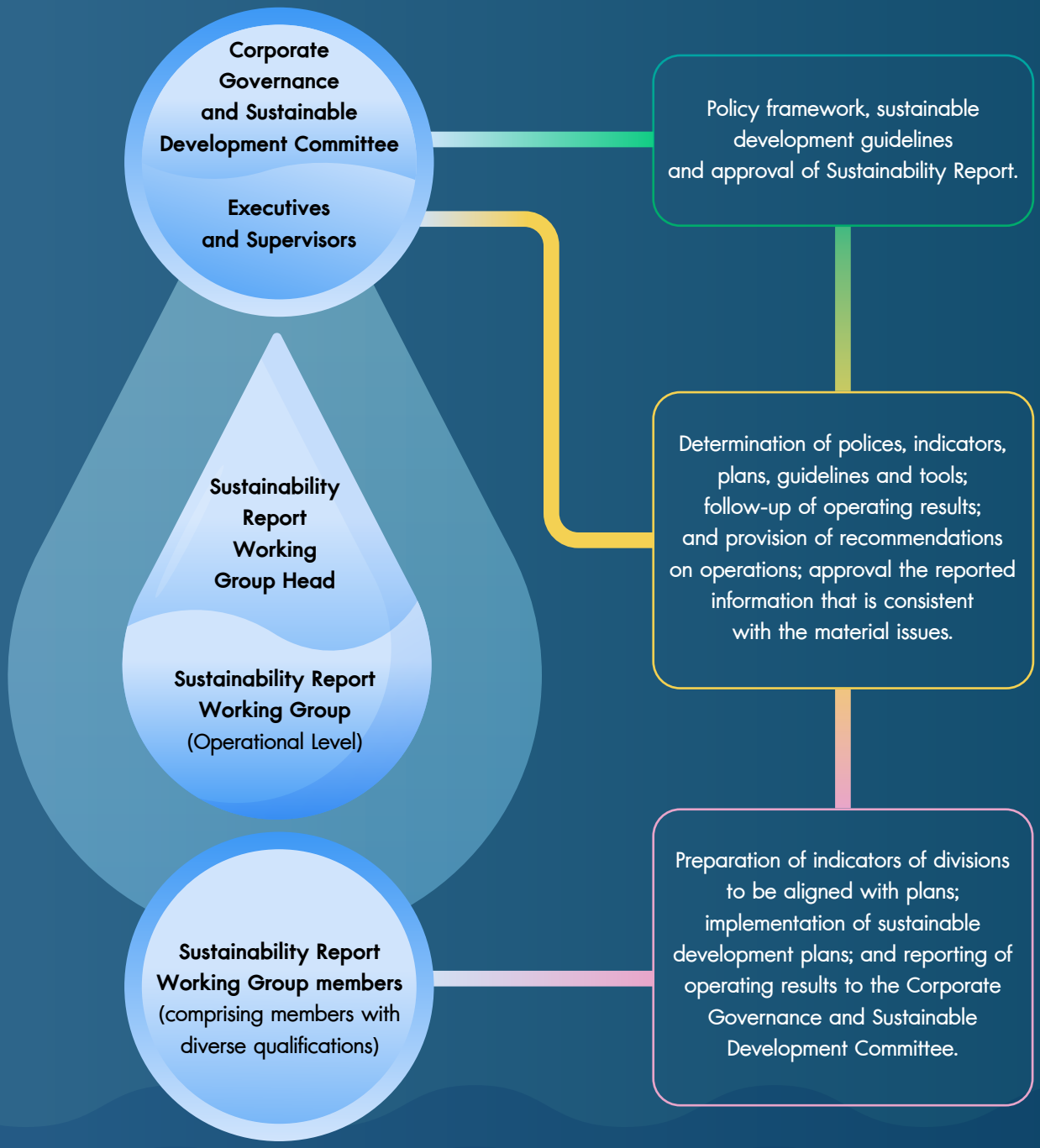
Reclaimed Water Business

- Providing reclaimed water system installation service by reusing treated wastewater in all forms.

Sustainability at Policy Level

(Disclosure 2-2, 2-12, 2-13, 2-14, 2-16, 2-23, 2-24)

The Company's operations have been focused on the cost-effective use of resources throughout the supply chain business processes along with the management of safety, occupational health, and working environment. In doing so, the Company adopted international requirements and standards as guidelines in its operations to drive sustainability across all dimensions including economic and corporate governance, environmental, and social dimensions based on internal and external factors through the Corporate Governance and Sustainable Development Committee. This enabled the Company to be prepared and ready to embrace any changes in a timely manner. The sustainability management structure is divided into 3 levels as follows:



The Company adopted Quality Management Systems Standard (ISO 9001:2015), Environmental Management Systems Standard (ISO 14001:2015), Occupational Health and Safety Management Systems Standard (ISO 45001:2018), World Resource Institute's Organizational Greenhouse Gas Inventory, and Thailand Greenhouse Gas Management Organization (TGO)'s Standards of Greenhouse Gas Emission Calculation. It also applied the UN Guiding Principles on Business and Human Rights (UNGP) in its comprehensive human rights monitoring process. These standards were key drivers of sustainable development in line with the Company's sustainable management policy. Details can be found in the Company website. (www.eastwater.com)

Sustainable Development Network Membership

(Disclosure 2-28)

Supply Chain Management

(Disclosure 2-6, 2-29)

Sustainable Business Strategy

In 2023, the Company has adopted its corporate strategy, business processes, and supply chain processes throughout the product life cycle into consideration as a sustainable business strategy to cope with the current global changing situation and enhance environmentally and socially friendly operating processes through the Green Economy concept. This demonstrates the direction in which the Company is committed to operating with environmental and social care in all processes.

Green Governance

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

Stakeholder Groups

1. Customers
2. Regulatory bodies and government agencies relevant for business operations
3. Shareholders, investors, and financial institutions
4. Communities and local government agencies
5. Suppliers
6. Board of Directors, executives and employees

Green Development

The Company is committed to continuously developing environmentally conscious businesses to lead to sustainable green business practices.

Process

1. Analysis and development of water supply sources.

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

Upstream Supply Chain

Green Innovation

The Company is committed to business development by applying green technologies and innovations in its business processes, such as clean energy, environmentally friendly innovation technologies, etc.

Process

1. Internal management.
2. Financial management.
3. Management and development of water pumping and distribution system and innovation for pumping and distribution of raw water and total water solutions system.

Stakeholders

1. Customers
2. Regulatory bodies and government agencies relevant for business operations
3. Shareholders, investors, and financial institutions
4. Communities and local government agencies
5. Suppliers
6. Executives and employees

Internal Supply Chain

Green Project

The Company is committed to controlling construction projects and managing contracts between the Company and stakeholders taking into account environmental impacts.

Process

1. Contract management and customer relations.
2. Management of raw water pipelines network construction projects and total water solutions.
3. Management and development of water pumping and distribution system and innovation for pumping and distribution of raw water.

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

Downstream Supply Chain

Green Community

The Company attaches importance to the quality of life of communities along the Company's raw water pipes as well as the communities involved throughout the business process. The Company is committed to conducting business on the basis of sharing water resources with all sectors and being a part of promoting and improving the quality of life of communities.

Stakeholder Groups

1. Regulatory bodies and government agencies relevant for business operations
2. Communities and local government agencies
3. Executives and employees
4. Mass media

(Details of the corporate strategies are available in Annual Report 2023 (Form 56-1 One Report) under the topic of Business Structure and Operation in page 26)

Corporate Governance Structure

(Disclosure 2-9, 2-10, 2-17)

The Board of Directors is responsible for overseeing the Company's operations to be in full compliance with laws, the Company's objectives and Articles of Associations, and resolutions of the shareholders' meeting. The Board of Directors' structure requires a minimum of 5 directors and no more than 12 directors with diversified qualifications in terms of skills, experiences, capabilities, gender, age, and knowledge and expertise according to Board Skills Matrix. In addition, 5 subcommittees have been established to support the performance of duties of the Board of Directors in good corporate governance and relevant laws or rules. The President & CEO is the Chief Officer of the management responsible for managing the business in accordane with the policies prescribed by the Board of Directors. For the corporate governance structure and important information about the Board of Directors, subcommittes, nomination, development, and performance evaluation of the Board of Directors, further (Details are available in Annual Report 2023 (Form 56-1 One Report) under the Corporate Governance Structure topic in page 76, the Board of Directors' Composition topic in page 77, and Nomination, Development, and Performance Evaluation of the Board of Directors topic in page 93)

The subcommittees that play an important role in good corporate governance were:

1. The Corporate Governance and Sustainable Development Committee consisted of 3 independent directors with key duties in 2 areas Corporate Governance and Sustainable Development. Details are available in the Company's website (www.eastwater.com) under the topic of the Corporate Governance and Sustainable Development Committee Charter.

2. The Risk Management Committee consisted of 5 members with details as available in the Company's website (www.eastwater.com) under the topic of the Risk Management Committee Charter.

3. The Audit Committee consisted of 3 independent directors with details as available in the Company's website (www.eastwater.com) under the topic of the Audit Committee Charter.

In addition, the Company has divisions that support governance work, including:

1. **Corporate Governance Division** under the Legal Affairs and Corporate Governance Office is responsible for supervising corporate governance work, monitoring and assessing the compliance with applicable laws, regulations and rules by using the Law Compliance Checklist. The Corporate Governance Division also publicizes new laws related to the Company's business and communicate good corporate governance practices to all employees and coordinate with the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand (SET) in disclosing all data and information as required by law. In 2023, the Corporate Governance Division has worked with the Human Resources Division and the Internal Audit Office reviewed the process after receiving complaints as stipulated in the Group's Code of Conduct to be in line with the current operations.
2. **Corporate Relations and CSR Division** under the Corporate Communication Department is responsible for community, social, and environmental activities at the operating sites including cultivating youth and educating them on the conservation of natural resources especially water.
3. **Strategy and Risk Management Division** under the Corporate Strategy Department is responble for preparing risk management manual, as well as analyzing and reviewing risk factors and their impacts on the Company's successful business plan execution. It also proposes the suitable risk management guidelines which form a part of the Company's risk management plan and monitors the progress of enterprise-wide risk management operations of other departments for regular reporting to the Risk Management Committee. In 2023, the Company has 5 key risk issues affecting the Company's business operations. (Details are available in Annual Report 2023 (Form 56-1 One Report) under Risk Management topic in page 46).

About This Report

(Disclosure 2-2, 2-3, 2-4, 2-5)

The Sustainability Report 2023 is the 13th in a series of the Company's annual sustainability report to disclose the corporate sustainability-related performance to reflect the Company's responsibilities towards its stakeholders in economic and corporate governance aspect, environmental aspect, and social aspect as they are significant to the Company's sustainable development. The contents were categorized based on approaches to manage impact on stakeholders in all core processes of business operations, which are known as the 6 sustainable approaches. This report was developed in accordance with the GRI Standard (2021) of the sustainability reporting framework of the Global Reporting Initiative (GRI Standard) at the Limited Assurance level. Information contain herein is for the reporting period of 1 January to 31 December 2023 for publishing in April 2024.

The scope of this report presents business operation information in 2023 covering business operations of Eastern Water Resources Development and Management Public Company Limited on raw water, industrial water, tap water, wastewater treatment, and reclaimed water, as well as the business operations of Universal Utilities Public Company Limited on surface tap water, wastewater treatment and reclaimed water, and operation and maintenance of total water solutions in Thailand.

This report contains information with significant changes from 2022 as follows:

1. There is an additional report on sustainable business strategy through the Green Economy concept to enhance operating processes that are environmentally and socially friendly.
2. There is an additional report on payment period to suppliers in 2023.
3. There are additional reporting scope of direct greenhouse gas emissions (Scope 1) and indirect greenhouse gas emissions (Scope 2).
4. There is an additional report on other indirect greenhouse gas emissions (Scope 3).

This Sustainability Report was certified at Limited Assurance level by a third-party assurance practitioner with expertise in validating and assuring accuracy, completeness, and reliability of information disclosed according to the Global Reporting Initiative (GRI Standard), covering only the Company's operations excluding the operations of UU PCL. High-level executives were involved in the selection process in compliance with the Company's procurement regulations. (Details of certification are available in page 142).

Guidance for Determining Report Contents:

The Sustainability Report 2023 Working Group consists of representatives from all departments. The working group's brainstorming meetings were held to jointly review and analyze material sustainability topics; and conclusions were proposed to the President & CEO for consideration and endorsement and for reporting to the Corporate Governance and Sustainable Development Committee for acknowledgement before disclosure thereof in this Sustainability Report.

Channels for Further Enquiries

Miss Chatkaew Poomarin, Vice President, Corporate Communication Department
Eastern Water Resources Development and Management Public Company Limited
1, East Water Building, Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chomphon Subdistrict, Chatuchak District, Bangkok 10900
Telephone : 02-272-1600
E-mail : pr@eastwater.com

This and previous Sustainability Reports can be downloaded from the Company's Website (www.eastwater.com)

Guidelines for Determining Material Sustainability Topics of East Water Group

Key Stakeholder Involvement

(Disclosure 2-29)

The Company analyzed its groups of stakeholders from its work processes and prioritized them based on 2 factors namely stakeholders' influence on the Company and impacts of the Company's operations on its stakeholders. Thus, 6 groups of stakeholders were categorized as follows: **Customers; Regulatory bodies and government agencies relevant for business operations; Shareholders, Investors, and financial institutions; Communities and local government agencies; Suppliers; and Board of Directors, Executives and Employees.** Relevant units responsible for communication channels as well as strategic planning and action plans to respond to specific expectations of key stakeholder groups were as follows:

1. Customer

1.1 Company's customers

Method of Participation/Frequency

Annually

- Meetings between executives and key customers
- Satisfaction surveys (by external agencies)
- Project progress monitoring

Based on the Company's projects or each activity or complaint

- Meetings with customers to offer total water solutions and recommendations regarding project

More than 1 time/year or quarterly

- Satisfaction surveys (by internal units)
- Water meter inspection
- Preventive maintenance
- Daily Water Quantity and Quality Report

Monthly

- Water War Room Key man meetings
- Customer meetings
- Water quality analysis reports

At any time or throughout the year

- Customer meetings
- Customer complaints
- Communication and public relations via social media platforms such as the Company's Website, Facebook, SMS, Microsoft Teams, and Line group
- Meetings on special day occasions
- Water situation report

Expectations/Recommendations/Issues for improvement

1. Applying technology in water.
2. Information is up-to-date, continuous and consistent.
3. Consistency in organizing continuous relationship activities.
4. Measures to cope with changes in water quality.
5. Future water management.
6. Water pumping management plan.
7. Progress of construction project on water diversion.
8. Speed in reporting the progress of problem.
9. Knowledge and ability to respond clearly to inquiries.
10. Quality in maintenance of machinery and equipment to be ready in the production and distribution of water.

Impact on Stakeholders (The Company's customers)	Timely and consistent information affect the Company's customers' business operations, as well as developing future water management plan to build confidence among the Company's customers.

1. Customer

1.2 UU PCL.'s Customers

Method of Participation/Frequency

Per each service or each price enquiry/tender or one time at first contract signing

- Satisfaction surveys (by external agencies)

At any time or throughout the year

- Customer complaints
- Communication and public relations via social media platforms such as the Company's Website, Facebook, SMS, Microsoft Teams Line group etc.
- Meetings on special day occasions

Expectations/Recommendations/Issues for improvement

1. Tap water quality.
2. Services of company staff and responses to customers' needs.
3. Customer complaints and/or communication channels.
4. Occupational health and safety for the stakeholders (employees, suppliers, customers, and communities).
5. Control measures to prevent and reduce negative impacts on communities.

Impact on Stakeholders (UU PCL.'s customers)	Tap water quality control and responding to customers' needs affect quality of life of UU PCL.'s customers.

2. Regulatory bodies and government agencies relevant for business operations

Method of Participation/Frequency

Annually

- Studies on climate forecasts based on different climate models
- Satisfaction survey (by external agencies)

More than 1 time/year or quarterly

- Meetings with government agencies and water users
- Relations activities

Monthly

- Water War Room keyman meetings
- Meetings with government agencies

At any time or throughout the year

- Studies and compliance with requirements, rules, regulations, and laws
- Communications and public relations via social media platforms such as the Company's Website, Facebook, Line Official Account, and Line group
- Meetings on special day occasions

Expectations/Recommendations/Issues for improvement

1. Efficient and continuous coordination to ensure compliance with regulations.
2. Measures to cope with changes in water quality
3. Future water management.
4. Sustainable Water Management Plan to support future water use.
5. Progress of construction project on water diversion.

Impact on Stakeholders (Regulatory bodies and government agencies relevant for business operations)	Compliance with regulations and implementation of government measures, including cooperation in water management, affect the overall picture of integrated water management.

3. Shareholders, investors, and financial institutions

Method of Participation/Frequency

Annually

- Annual General Meeting of shareholders (AGM)
- Satisfaction surveys (by external agencies)

More than 1 time/year or quarterly

- Management Discussion and Analysis sessions
- Site visit activities
- Bank relationship building activities

At any time or throughout the year

- Activities to communicate corporate performance to investors/shareholders such as Roadshow, Company visits, Conference calls, etc.
- Q&A sessions via telephone, Line Official Account and E-mail

Expectations/Recommendations/Issues for improvement

1. Risk management of the Company and approaches for solving problems or impacts that arise.
2. Progress on construction projects to deal with the impacts of the risks.
3. Future sustainable business operations approaches.

Impact on Stakeholders (Shareholders, investors, and financial institutions)

Risk management and supervision of construction projects in accordance with the plan affect investment decisions of shareholders, investors and financial institutions.

4. Communities and local government agencies

Method of Participation/Frequency

Annually

- Satisfaction surveys (by external agencies)

Based on the Company's projects or each activity or complaint

- Follow-up meetings on community-related issues and solutions
- CSR activity assessments

More than 1 time/year or quarterly

- Meetings with government agencies and groups of water users

Monthly

- Life quality and environmental improvement activities for communities

At any time or throughout the year

- Studies and compliance with requirements, rules, regulations, and laws
- Communications and public relations via social media platforms such as the Company's Website, Facebook, Line Official Account, and Line group
- Meetings on special day occasions

Expectations/Recommendations/Issues for improvement

1. Information and regular communication of the Company.
2. Relationship Activities and Quality of Life Development Projects.

Impact on Stakeholders (Communities and local government agencies)

- Communicating company information and construction project plans accurately, promptly, and timely, affect the well-being and safety of the community.
- Relationship activities affect the community to understand the company's business operations and improve the quality of life of the community.

5. Suppliers

Method of Participation/Frequency

Annually

- Relations activities
- Satisfaction surveys (by external agencies)

Per each service or each price enquiry/tender or one time at first contract signing

- Clarification meetings for scope of work worth 1 million Baht up
- Anti-corruption policies
- Declaration of intent to fight corruption
- Supplier code of conduct for sustainable business development
- Policy on safety, occupational health, and working environment
- Notification of personal data processing

At any time or throughout the year

- Communications and public relations via social media platforms such as the Company's Website - Registration of new suppliers

Expectations/Recommendations/Issues for improvement

1. Relationship building activities.
2. Improving procedures and processes to be faster.
3. Faster updates on procurement information.

Impact on Stakeholders (Suppliers)	The provision of information, as well as procedures and processes in procurement, affect the operations of the suppliers.

6. Board of Directors, executives, and employees

6.1 Board of Directors

Method of Participation/Frequency

More than 1 time/year or quarterly

- Site visit activities

Monthly

- Board of Directors' meetings

Expectations/Recommendations/Issues for improvement

1. Good corporate governance.
2. Complaint Management.
3. Systematic risk management.
4. Sustainable business growth.
5. Sustainable supplier management.
6. Quality of products and services.
7. Measures to tackle climate change.
8. Changes in water quality in water sources.
9. Environmental management.
10. Human rights and fair employment of labors .
11. Personnel care and development towards national water organization.
12. Safety, occupational health, and working . environment .
13. Construction project progress.
14. Operations that do not affect communities and the environment.
15. Community well-being improvement projects.

6. Board of Directors, executives, and employees

6.2 Executives and employees

Method of Participation/Frequency

Annually

- Satisfaction and employee engagement surveys (by external agencies)
- Sports to build employee relations between group companies
- CG Day Event

More than 1 time/year or quarterly

- Meetings with 2 Workplace Welfare Committees
- CEO meet employee activities
- Relations activities

Monthly

- Management meetings
- Meeting with 2 committees on Safety, Occupational Health, and Working Environment

At any time or throughout the year

- Receipt of employee complaints
- Guidelines for Personal Data Protection of Employees and Job Applicants

Expectations/Recommendations/Issues for improvement

1. Direction of the Company's operations, Inter-division workflow and scope of work.
2. Career advancement and equal opportunity for growth.
3. Collaborative corporate culture.
4. Employee welfare.
5. Safety, occupational health, and working environment.

Impact on Stakeholders (Executives and employees)	The Company's operational direction, growth opportunities in the field, safety and welfare affect the quality of life of executives and employees.

6. Board of Directors, executives, and employees

6.3 Executives and employees (UU PCL.)

Method of Participation/Frequency

Annually

- Satisfaction and employee engagement surveys (by external agencies)

More than 1 time/year or quarterly

- Meetings with 1 Workplace Welfare Committees

Monthly

- Management meetings
- Meeting with 1 committee on Safety, Occupational Health, and Working Environment

At any time or throughout the year

- Receipt of employee complaints

Expectations/Recommendations/Issues for improvement

1. Compensation and achievement recognition systems.
2. Talent retention.
3. Personnel development system and knowledge resources.
4. Healthcare and safety for employees.

Impact on Stakeholders (Executives and employees (UU PCL.))	Employee capacity development, remuneration and safety affect the quality of life of executives and employees (UU Pcl.)

Material Sustainability Topics

(Disclosure 3-1)

The Company identified material sustainability topics based on internal and external factors. Internal factors included corporate governance principles adopted in its operations, policies, strategies, targets, and business plans. External factors included national and global interests and trends, complaints, as well as requirements, expectations, and recommendations of relevant stakeholders. Then, the Company prioritized material sustainability topics by categorizing material topics according to the good governance principles into 3 dimensions namely economic and corporate governance, environmental, and social dimensions based on the following processes:

1. Collection of Material Sustainability Information and Issues

- Internal Information (policies, strategies, targets, business plans, and risks): To identify key issues through the brainstorming of ideas from executives via workshops, prepare strategies and enterprise risks with possible shot- and long-term impacts on organization sustainability.
- External Information (national or global trends and interests: To review national or global trends and interests in alignment with the Sustainable Development Goals (SDGs) and expectations of stakeholders through formal and informal surveys such as meetings, seminars, interviews, or dialogues as well as opinion and satisfaction surveys with each group of stakeholders.

2. Prioritization

After the material sustainability topics were identified based on the internal and external factors, the ratings and priorities were given by specifying those topics in the Materiality Matrix which was divided into 2 axes.

- **Horizontal axis:** Likelihood from material sustainability topics to stakeholders by considering the likelihood of impactful events, including the Company's control, prevention, monitoring and audit measures.
- **Vertical axis:** The scope of severity and negative impacts of sustainability topics on stakeholders by determining from the number of stakeholders group affected and the impact on economic and corporate governance dimension, environmental dimension, and social dimension.

3. Review of Report Contents

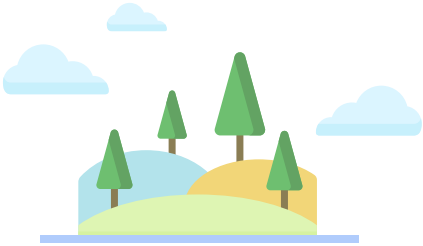
The material topics obtained from the analysis by the Sustainability Development Working Group of the East Water Group were proposed to the high-level executives for consideration and endorsement. Those topics were also endorsed by the Corporate Governance and Sustainability Development Committee to determine the content covering 3 dimensions namely economic and corporate governance, social, and environmental dimensions.

Material Sustainability Topics Assessment Results 2023

(Disclosure 3-2)

1. Economic and Corporate Governance Dimension

1.1 Good corporate governance
1.2 Complaint management
1.3 Systematic risk management
1.4 Sustainable supplier management
1.5 Sustainable business growth
1.6 Quality of products and services



2. Environmental Dimension

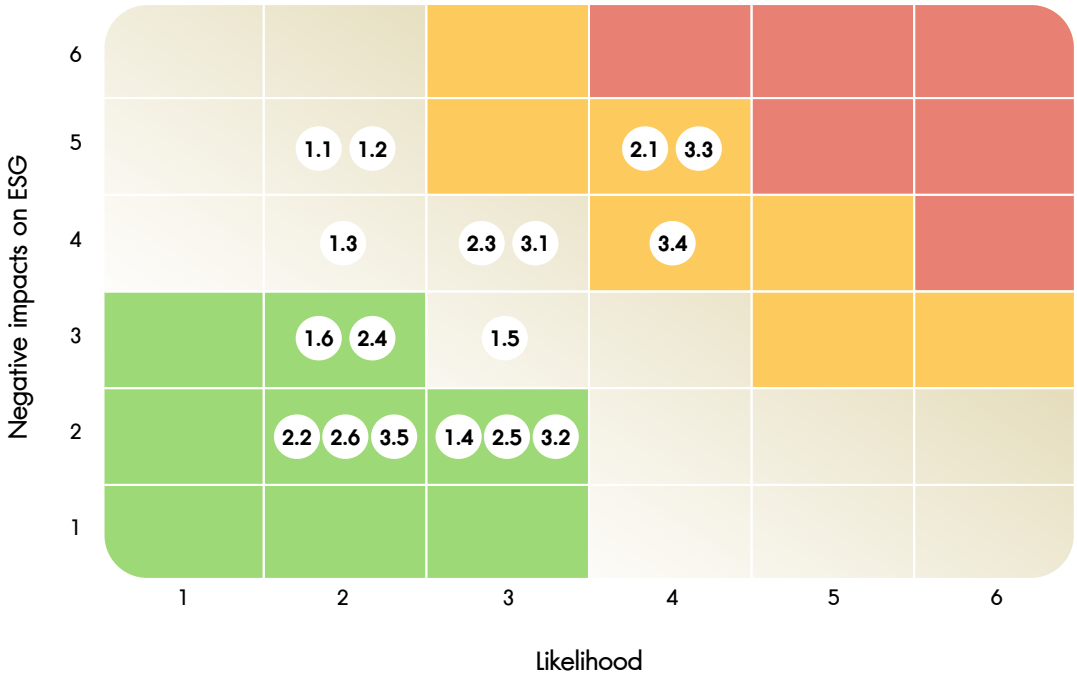
2.1 Measures to tackle climate change and joint water management
2.2 Changes in water quality in water sources
2.3 Water management
2.4 Energy management
2.5 Greenhouse gas management
2.6 General and hazardous waste management

3. Social Dimension

3.1 Human rights and human resources management
3.2 Human resources development and quality of life care
3.3 Safety, occupational health, and working environment
3.4 Progress of construction projects and standards for supervision of construction projects
3.5 Community well-being improvement projects

Remark : Topic 1.1 covered all 3 dimensions (economic and corporate governance, environmental, and social dimensions).

Materiality Matrix



Materiality Matrix

Summary of 17 topics 26 indicators (Disclosure 3-2, 3-3)

Topic Group	Material Topics considered by the Company/Stakeholders	Group of Stakeholders						Meeting expectations/ Sustainability issues	GRI Standard Title	Alignment with SDGs
		Customers	Regulatory bodies and government agencies relevant for business operations	Shareholders, investors, and financial institutions	Communities and local government agencies	Suppliers	Board of Directors, executives, and employees			
Economic and Corporate Governance Dimension	1. Good Corporate Governance	●	●	●	●	●	●	1. Good Corporate Governance principles 2. Complaint management 3. Systematic risk management 4. Sustainable supplier management 5. Sustainable business growth 6. Service-mindedness and product quality standards	General Disclosures (2-23) Anti-Corruption (205-1, 205-2, 205-3) Economic Performance (201-1) General Disclosures (2-29) Customer Health and Safety (416-1, 416-2)	6.3 9.1, 9.4 12.5, 12.7 16.5
	2. Complaint management			●	●		●			
	3. Systematic risk management		●	●			●			
	4. Sustainable supplier management					●	●			
	5. Sustainable business growth	●		●			●			
	6. Quality of products and services	●	●	●	●	●	●			
Environmental Dimension	1. Measures to tackle climate change and joint water management	●	●	●	●	●	●	1. Climate Change Response towards Integrated Joint Water Management 2. Care for water quality in water sources 3. Environmental management	Economic Performance (201-2) Energy (302-3) Emissions (305-2) Water and Effluents (303-1, 303-3, 303-5)	6.1, 6.4, 6.5 12.2, 12.3, 12.5 13 15.3
	2. Changes in water quality in water sources	●	●				●			
	3. Water management	●	●	●	●	●	●			
	4. Energy management	●	●	●	●	●	●			
	5. Greenhouse gas management	●	●	●	●	●	●			
	6. General and hazardous waste management	●	●	●	●		●			
Social Dimension	1. Human Rights and Human Resources Management				●	●	●	1. Human Rights Management 2. Human Resources Management 3. Quality of life care and human resources development towards sustainable water organization 4. Knowledge sharing to society 5. Safety, occupational health, and working environment 6. Responsibilities for construction impacts 7. Community sustainability projects	General Disclosures (2-23) Employment (401-1) Training And Education (404-1, 404-2, 404-3) General Disclosures (2-25, 2-29, 2-30) Occupational Health And Safety (403-1, 403-5, 403-9) Local Communities (413-2) Economic Performance (201-1, 201-3) Indirect Economic Impacts (203-1)	2.1, 2.4 4.3, 4.4, 4.5 5.1 6.3, 6.6 8.5, 8.9 15.1, 15.2
	2. Human resources development and quality of life care	●	●	●		●	●			
	3. Safety, occupational health, and working environment	●	●	●	●		●			
	4. Progress of construction projects and standards for supervision of construction projects		●	●			●			
	5. Community well-being improvement projects	●		●	●	●	●			

Economic and Corporate Governance Dimension

Operational targets of Eastern Water Resources Development and Management Public Company Limited only, not include UU PCL.

Targets for 2023

Good Corporate Governance

The Company to maintain ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018

The Company to receive and excellent CGR rating

The Company to maintain its SET ESG Ratings continuously

Business Growth and Product Quality Standards and Services

Total net profit for 2023 compares with budget for 2023 to be higher than **5.00%**

Stakeholders' Satisfaction to be more than **85.00%**

Performance results for 2023

Good Corporate Governance

The Company was 1 of 193 listed companies listed in the SET ESG Ratings from the Stock Exchange of Thailand for the 9th consecutive year

The Company was 1 of 71 listed companies listed in the SET ESG Ratings at AA level

The Company received honorary Sustainability Disclosure Award from Thaipat Institute

The Company received a **98.00% score** from the Thai Investors Association's quality assessment of the 2023 Annual General Meeting of Shareholders

The Company received an Excellent rating from the Thai Institute of Directors (IOD)'s Corporate Governance Report of Thai Listed Companies (CGR)

Business Growth and Product Quality Standards and Services

(Disclosure 201-1, 201-3, 201-4, 203-1)

The Company has been certified with ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018

Stakeholders' satisfaction score of **90.47%**

Income tax to government **116,010,559** Baht[2]

Revenue **4,352,722,769** Baht[1] (Sales and Service Revenue 91.57%, other revenue 8.43%)

Net profit **322,114,549** Baht

Increased deductible expenses **1,188,631** Baht

Community development investment **21,600,695** Baht

Operating expenses **649,454,647** Baht

Interim dividends to shareholders **0.05** Baht[3]

Wages and welfare for employees of the East Water Group **363,291,005** Baht

Targets for 2023-2025

Good Corporate Governance

The Company to maintain ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018

In 2025, the Company to maintain its SET ESG Ratings at **AA level (80-89 marks)**

To be certified by Collective Action Against Corruption (CAC) continuously in 2023-2025

Business Growth and Product Quality Standards and Services

In 2025 Stakeholders' satisfaction to be more than **85.00%**

Remark :

[1] Consolidated financial statements of East Water Group (Detail in Annual Report 2023 (Form 56-1 One Report) Financial Statements and Separate Financial Statements topic in page 117)

[2] Refer to income tax of East Water Group for 2023

[3] In 2023, Interim dividends for the performance for the first half of the year was paid according to the resolution of the Board of Directors at its meeting No. 10/2023 dated 31 August 2023 at the rate of 0.05 Baht per share. The Board of Directors will submit to the Annual General Meeting of Shareholders for 2024 to approve payment of dividends for performance of July-December 2023 on 30 April 2024.

Good Corporate Governance Principles

(Disclosure 205-2)

The Board of Directors formulated the Good Corporate Governance (CG) policy in writing in 2003, and the Company later revised the CG policy according to the Office of the Securities and Exchange Commission (SEC)'s 2017 Corporate Governance Code for Listed Companies. The Corporate Governance and Sustainable Development Committee was assigned by the Board of Directors to screen and review this group-wide CG policy and practice on an annual basis to ensure compliance with changing laws, regulations, and rules as well as recommendations by applicable institutions and international practices before submission thereof to the Board of Directors for consideration and approval.

The Company complied with its CG Code which contains 8 principles (Further details in Annual Report 2023 (Form 56-1 One Report) Good Corporate Governance topic in page 70). The East Water Group's CG Code and Code of Conduct were published in electronic forms via the Company's website at www.eastwater.com and Internal Web to facilitate convenience of searching. The relevant documents were also distributed to the Board of Directors and all employees for acknowledgement.

Promotion of Good Corporate Governance and Anti-Corruption

(Disclosure 2-17)

The Company has continuously organized activities to promote good corporate governance and anti-corruption every year. It has also prepared a test form to measure the level of knowledge and understanding of all employees and used it to develop communication to raise awareness of their duties with ethics and transparency, leading to sustainable business operations. In 2023, the test results were as follows:

Group's Code of Conduct on prevention of conflict of interest, use of insider information, and data governance policy guidelines

Target
100%

Number of employees taking the test (people) : 216

Passed (%) : 96.00

The Company attaches great importance to anti-corruption in all forms, whether directly or indirectly. The Company is a member of the Thai Private Sector Collective Action Against Corruption (CAC) organized by the Thai Institute of Directors. In addition, the Company has communicated to related parties such as suppliers, tenants, customers, and business partners to acknowledge, understand, and comply with the Company's anti-corruption policies and practices.

In 2023, the Company received 13 complaints and whistleblowing regarding breaching of the Group's Code of Conduct. The Complaint Investigation and Disciplinary Committee has considered and found that 11 issues had no grounds for complaints and 2 issues were guilty. (Further details in Annual Report 2023 (Form 56-1 One Report) under Whistleblowing topic in page 101) (Disclosure 205-3)

The Company has preventive procedures in place to prevent further breach of the Group's Code of Conduct as follows:

1. Communicate and raise awareness among employees

- Communicate and educate about the Group's Code of Conduct through the Company's E-mail and Line group.
- Train employees on the Group's Code of Conduct.
- Conduct test for employees' knowledge and understanding.

2. Monitor and Audit by the Company's Internal Audit Office

- The Internal Audit Office has adopted the Thai Private Sector Collective Action Against Corruption (CAC) self-assessment form to examine the work processes of all departments, such as procurement, construction and application for permits. and accounting and finance, etc. to ensure compliance with such measures.

3. Study and analysis

- Study and analyze the results of the test of employees' knowledge and understanding to improve communication and raise awareness of employees and improve and revise the Group's Code of Conduct.
- Study and analyze complaints and issues detected by the Internal Audit Office to determine the case and lead to the establishment of measures or actions to prevent recurrence, as well as to further improve and revise the Group Code of Conduct.

4. Improve and revise the Group's Code of Conduct to be comprehensive and in line with the current situation

- Review the policies and practices of good corporate governance, internal anti-corruption, and employees' code of conduct to be up to date at least once a year, by comparing with laws, international practices, and leading companies as well as recommendations of institutions. In case of amendments, it will be submitted to the Corporate Governance and Sustainable Development Committee for screening before submitting to the Board of Directors for approval.

Complaint Management

(Disclosure 2-16, 2-25, 2-26)

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.

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: 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. Comment Boxes in Bangkok and Rayong Offices							●
10. Meetings or relations activities	●	●	●	●	●		
Number of complaints	1*	24,273**	0	0	2***	0	5****
Number of complaints that have been resolved	1	24,273	0	0	2	0	5
Number of pending complaints	0	0	0	0	0	0	0
Measures to prevent recurrence (completed)	1	0	0	0	2	0	1
Measures to prevent recurrence (ongoing)	0	0	0	0	0	0	0

Remark :

* Further details available under Measures to prevent customer complaints (raw water) in page 44

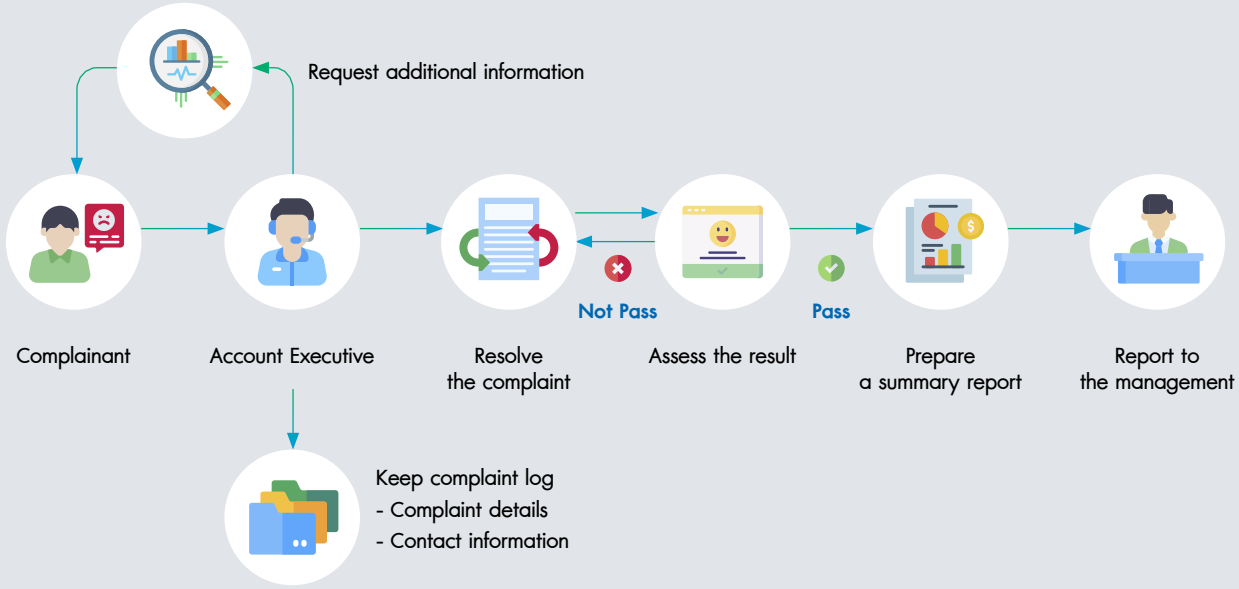
** Further details available under Measures to prevent customer complaints (tap water) in page 47

*** Further details available under Construction impact responsibilities in page 95

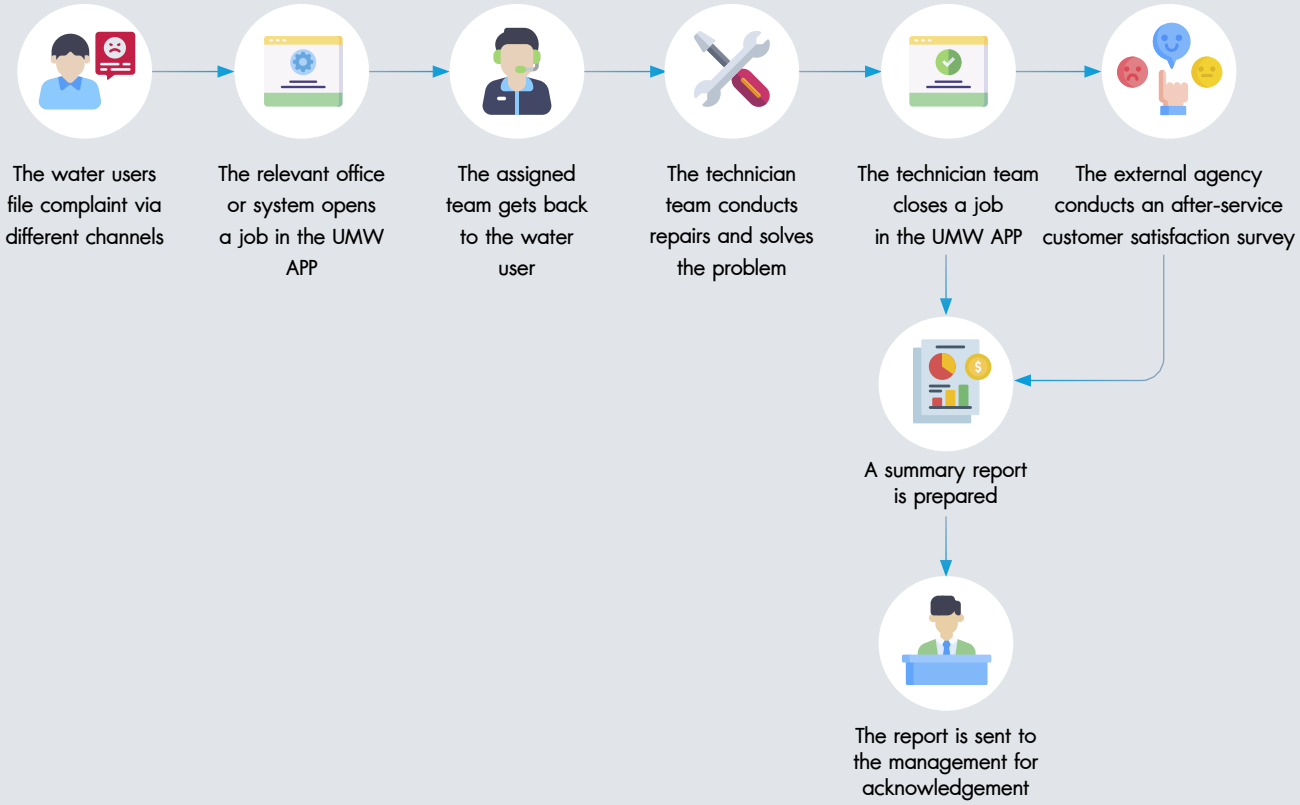
**** Further details availabe in Annual Report 2023 (Form 56-1 One Report) under Whistleblowing topic in page 101

Complaint Handling Process (Services)

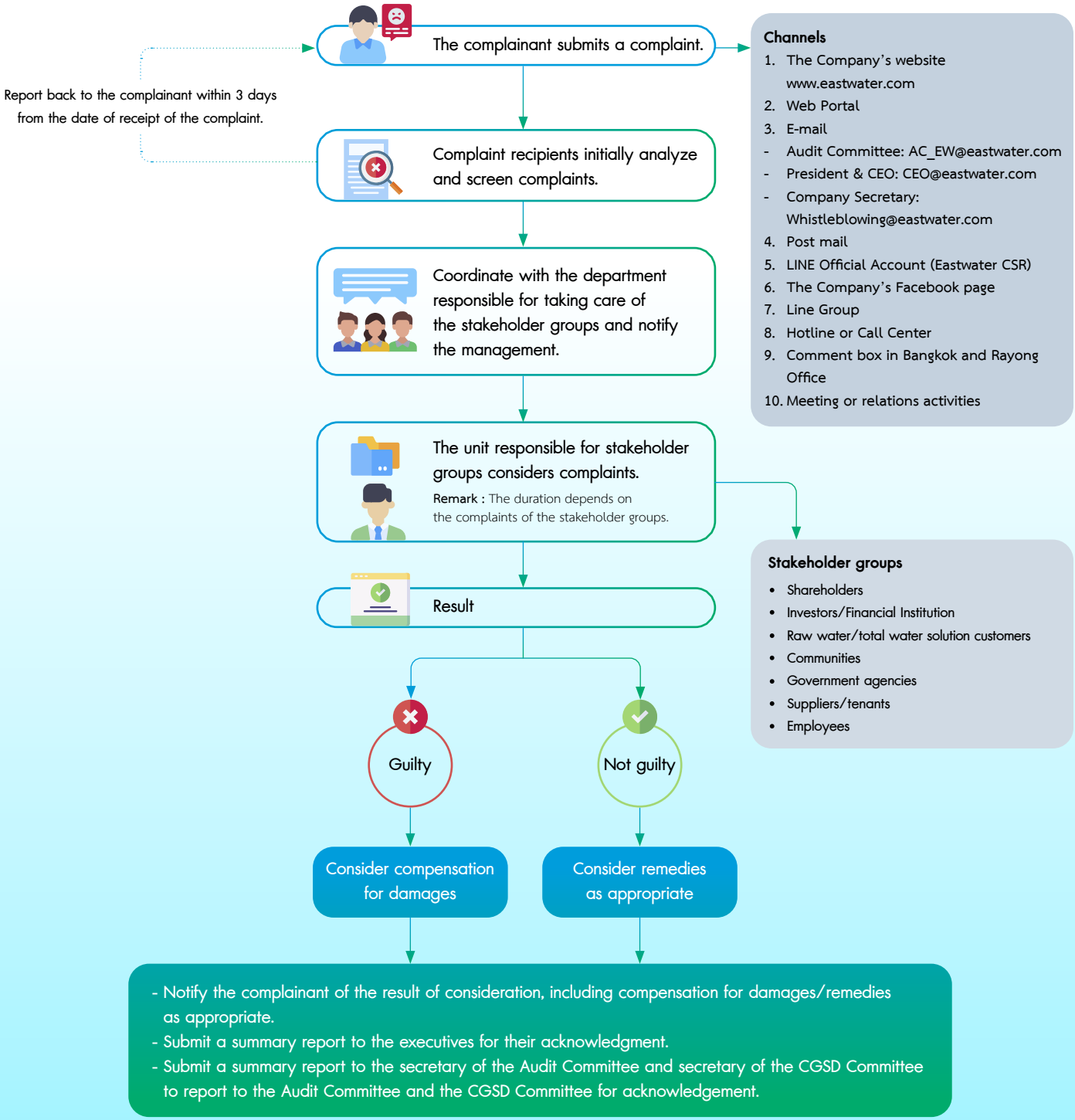
The Company's Customers (Total Water Solutions)



UU PCL.'s Customers (Tap Water)



Complaint Handling Process (Human Rights)



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

Systematic Risk Management

Enterprise risk management (ERM) is a policy to manage and supervise an organization to achieve efficiency. ERM enables analyzing and anticipating potential events or risks from internal and external factors that may arise. Thus, operational priorities, preventive and corrective measures, and management guidelines can be identified to improve efficiency of decision-making process, hence better operating results and mitigated chances or consequences of such risks. Moreover, opportunities amid crises are assessed for the Company's sustainable growth. The Company determines risk management strategies and systems that are aligned with the quality management system standards. In doing so, the Company is required to understand its context, objectives, as well as shareholders' expectations for assessing risks and business opportunities.

As part of the ERM practice, the Company developed its Business Continuity Management (BCM) by laying down a holistic management system covering crisis management plan, crisis communication plan, and business continuity plan connecting all agencies across the organization.

Risk Management Structure

Risk management structure involves the creation of a control project based on consideration of relationships between different resources, work processes, and internal management procedure. The scope, duties and responsibilities are defined as follows:

Board of Directors

Risk Management Committee

- To formulate and review a corporate risk management policy in all aspects once a year to ensure alignment with the corporate objectives, main goals, and strategies.
- To supervise and support risk management as part of a corporate culture.
- To regularly monitor and assess the impact and likelihood of identified risks in order to prioritize and manage such risks appropriately.

The Management

- To promote and monitor risk management to ensure efficiency and suitability.
- To consider, endorse, and approve risk management plans.
- To consider risk management results and suggest guidelines for improvement.

Internal Audit Office

Risk Management and Quality System Division, Corporate Strategy Department

- To provide a standardized risk management system and process throughout the organization.
- To implement the risk management process and comply with risk control measures.
- To report and monitor results of key risk management plan implementation to the management for consideration.
- To communicate and advise on risk management and provide suggestions regarding procedure and method of risk management to enable well-informed decision-making regarding risk management and an understanding about the necessities and scope of work; and to support exchange of data between relevant parties for a common understanding of concepts, principles, and practices for efficient risk analysis and management.

Risk coordinators of all departments

- To provide relevant data support to the Risk Management Working Group.
- To cooperate in the implementation of the risk management plan.
- To participate in determining risk management methods and its implementation.
- To manage risk items within desirable level and scope while providing risk assessments and reviews at appropriate intervals and as necessary.
- To analyze the progress of the action plan implementation.
- To comply with the guidelines of the internal control system in the relevant tasks.

The Company required risk identification to cover 6 types of risks, namely 1. Strategic Risk, 2. Operational Risk, 3. Financial Risk, 4. Compliance Risk, 5. Environmental, Social, and Community Risk, and 6. Information Technology Risk. In 2023, the Company specified risk factors and risk management guidelines in the Annual Report 2023 (Form 56-1 One Report) (Further details are available in the Annual Report 2023 (Form 56-1 One Report) under and Risk Management topic in page 46 and Internal Control topic in page 108) (Disclosure 205-1)

Sustainable Supplier Management

(Disclosure 205-2)

East Water Group organized a meeting of suppliers and tenants by combining CG Day and Supplier & Tenant Day activities under the concept of "EWG Growing Together 2023: Grow, Drive, Side-by-Side, Supervise", in an online format on Thursday 12 October 2023. The objectives were to campaign and promote operations under good corporate governance principles and transparent operations; take care of all stakeholders; and encourage employees, suppliers, tenants to conduct business ethically along with sustainable development.

It was honored that Mr. Supaut Bosuwan, founder of HAND Social Enterprise, an organization that drives transparency and tackles corruption, has given a lecture on the use of technology to promote the audit of accuracy and transparency of the organization and recommended approaches in which organization can apply technology to achieve efficient and auditable management and covers the organization's stakeholders. One of the key areas that happened in this year was that the Group introduced the "LG on blockchain" Letter of Guarantee issuance process by adopting digital technology to improve the procurement process to increase convenience, speed, security, prevent data tampering, and benefit all sectors. The event was well received by more than 200 suppliers and tenants. The participants' satisfaction survey was as high as 90.00%.

On 5-6 September 2023, representatives of East Water Group visited and observed the testing of watergate, which was the main equipment used in the Company's construction project, under the AVK brand at AVK Group Wujiang Industry Park, People's Republic of China (Critical non Tier 1 Supplier). The representatives from the Company's Procurement Division have assessed the implementation of ESG guidelines for key suppliers of goods and services for the Company's main supplier, namely Euro-Oriental Trading Co., Ltd.

On 21 November 2023, representatives of East Water Group attended an on-site visit at Ramintra Road, Bangkok to assess the operations of supplier including monitoring compliance with the Supplier Code of Conduct as well as assessing ESG Risks and conducting ESG Audit with Euro-Oriental Trading Co., Ltd., a supplier listed on the Approved Vendor List (AVL), which is the Company's main direct supplier (Critical Tier 1 Supplier).

Payment period to suppliers in 2023

The Company determines the payment period to the Company's suppliers within **30** days

The average actual supplier payment is **10** days

Sustainable Business Growth

(Disclosure 203-2)

In 2023, the global economy was likely to grow at a slower pace due to various factors that continue to pressure the economy at the macro level, such as the start of the Russia-Ukraine war in February and the Israel-Hamas war in October. This had a direct impact on oil supply and crop prices have risen significantly, affecting global supply chain. In addition, the monetary policy that has raised interest rates to curb inflation has affected public and private sector costs and increased risks to the economy, causing overall investment to slow down. In addition to these factors, the private sector has been spending cautiously during the current period, affecting the overall economy that has not yet increased significantly.

Private sector investment continued to expand slightly, mainly due to investment in the tourism sector to support the number of tourists returning to the country after the COVID-19 pandemic. Manufacturing investment continued to slow down in line with the reduction in imports and exports of goods due to the global economic slowdown and suppliers' situation that have not yet recovered as expected especially China which was directly affected by the US-China trade war. As a result, private sector investment continued to slow down.

In addition to the current global economic problems, the business sector also needs to adapt to new challenges from policies on Environmental, Social and Governance (ESG) that intensify supervision and issuance of control measures, especially in union groups such as Carbon Border Adjustment Mechanism (CBAM) measures which set import prices for goods with high greenhouse gas emissions such as steel, cement, fertilizer; or greenwashing measures that increase the strictness of disclosure of sustainability actions to the public.

At present, more standards have been developed for ESG policies in Thailand. The Bank of Thailand (BOT) and the Securities and Exchange Commission (SEC) have set up a working group to work on definition and classification of projects or activities in the sustainable economic sector, draft a standard for grouping economic activities the take into account the environment (Thailand Taxonomy) Phase 1, focusing first on the energy and transportation sectors which are industrial sectors that emit a high proportion of greenhouse gas. The said standard was intended to be used for evaluating and as a reference to classifying economic activities that may affect access to financial services and tools, including future funding sources for each industry sector.

Due to the economic impact on the industrial sector and the slowdown in private investment, the Company continues to provide services to existing customers and is ready to serve emerging industrial estates that will invest in the country. The Company has also focused on household consumers to support the expansion of households and the tourism sector that has expanded in recent period. In terms of ESG concept, which is a current investment concept, the Company has sought ways with the Company's suppliers to help increase competitiveness and develop services to support economic, social, and environmental sustainability, respond to the needs and take responsibility for impacts on the Company's stakeholders and develop comprehensive and sustainable water services as a shared social and environmental responsibilities. It focused on the study of technology to help reduce production costs, reduce environmental problems, and develop total water solutions process to reduce water loss and maximize water utilization.

Industrial Water Business

In 2023, the Company started providing industrial water services in Chachoengsao and Rayong area with the total maximum production capacity of 104,000 cubic meter per day.

Chachoengsao

Volume of influent to the production system (cubic meter)	1,090,581.00
Volume of effluent (cubic meter)	1,043,394.00
Volume of water loss (cubic meter)	47,187.00

Remark : Water from cleaning the system will be reclaimed.

Rayong

Volume of influent to the production system (cubic meter)	18,470,666.00
Volume of effluent (cubic meter)	18,045,113.00
Volume of water loss (cubic meter)	425,553.00

Remark : Water from cleaning the system will be reclaimed.

Wastewater Treatment and Reclaimed Water Business

(Disclosure 303-2, 303-3, 303-4, 303-5:2018, 306-1)

In respect of the wastewater treatment and reclaimed water business, the East Water Group will choose wastewater treatment and water reclaiming methods that are suitable for the characteristics of the water entering the system. The treated water quality will be in accordance with the standards stipulated in the contract and the standards for controlling sewerage from industrial and industrial estates according to the notification of the Ministry of Science, Technology, and Environment.

In 2023, East Water Group operated in 3 areas as follows:

Ratchaburi

Volume of wastewater influent (cubic meter)	142,500.00
Volume of effluent for reclaiming (cubic meter) **Remark :** Reclaimed water sent back to the factory for use	121,903.00
Volume of Water loss (cubic meter)	20,597.00

Ayutthaya

Volume of wastewater influent (cubic meter) **Remark :** Calculate volume of water intake from meter of produced water (water loss in the system 4.18%)	781,747.00
Volume of effluent for reclaiming (cubic meter) **Remark :** Reclaimed water sent back to the factory for use	734,879.00
Volume of water loss (cubic meter)	46,868.00

Rayong

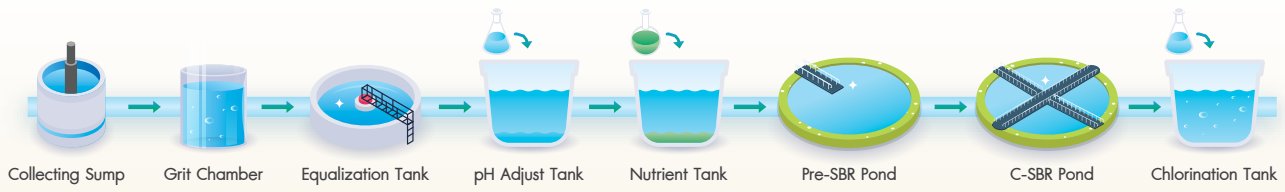
Volume of wastewater influent (cubic meter)

334,515.00.00

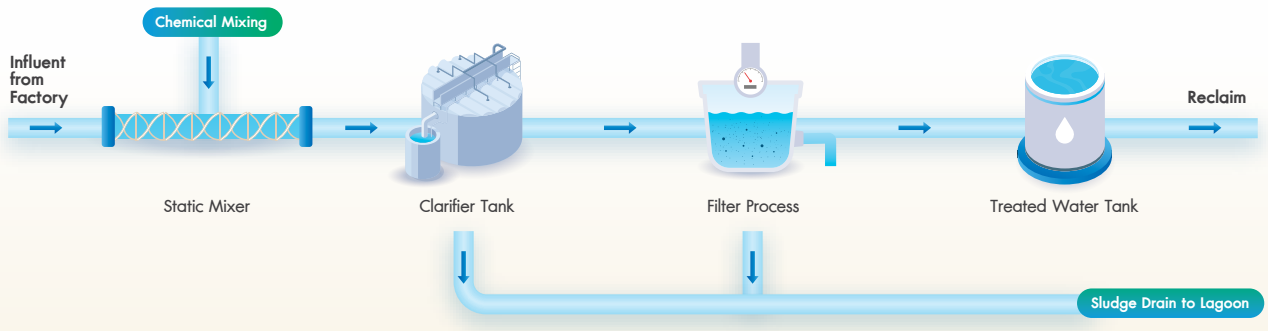
Remark : The treated water will be stored in the polishing pond of the industrial estate which are not discharged into public water sources.

Wastewater Treatment Process

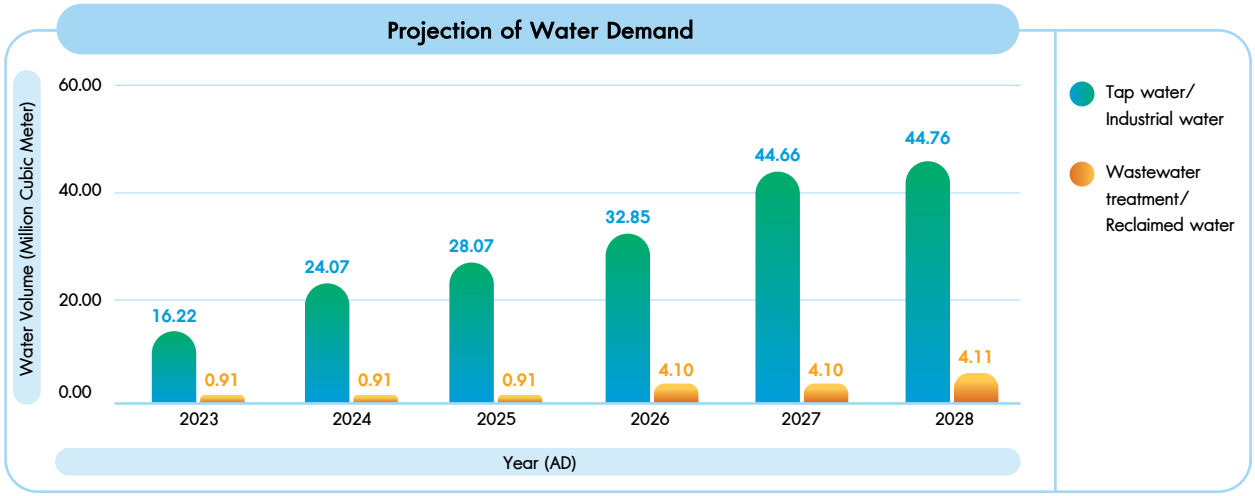
SBR Treatment System



Reclaimed water treatment process using sedimentation/sand filter tanks

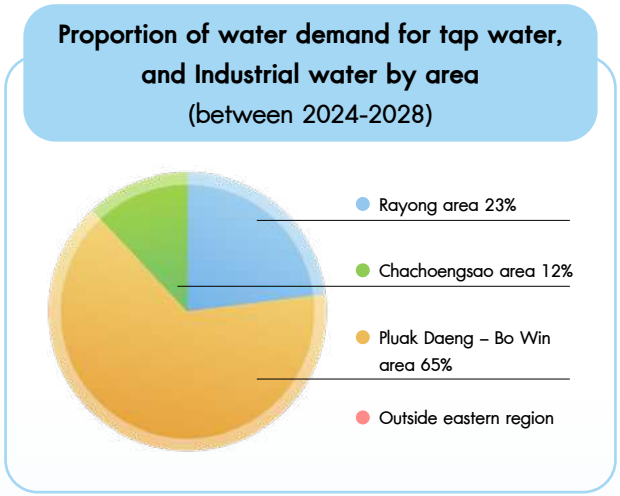


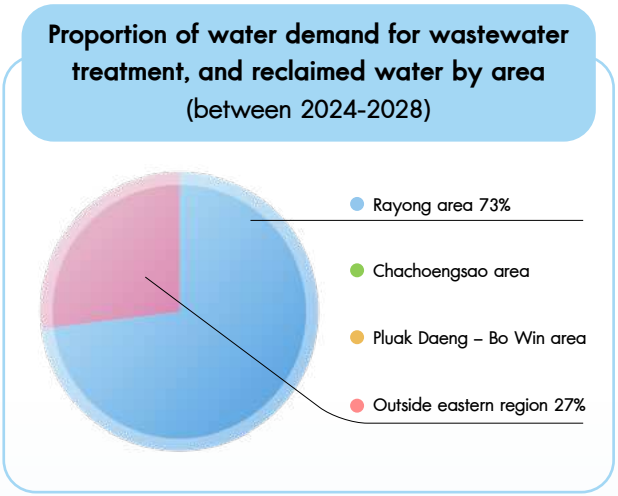
Projection of Water Demand categorized by service group



Remark : This information is the customer's future water demand projection, which may change according to the customer's investment plan

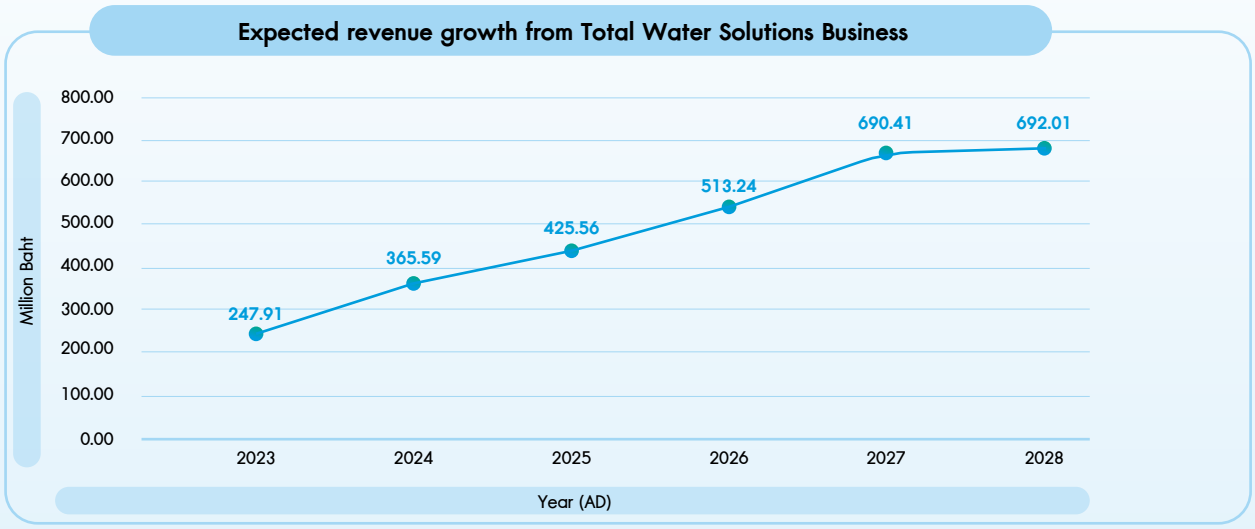
Projection of water demand for tap water and industrial water, and volume of wastewater treatment and reclaimed water categorized by area





Remark : This information is the customer's future water demand projection, which may change according to the customer's investment plan

Projection of income growth from total water solution business



Remark : This is a projection of future operating results, which may change according to the customers' water usage plan

Service-mindedness and Product Quality Standards

Raw Water Business Segment

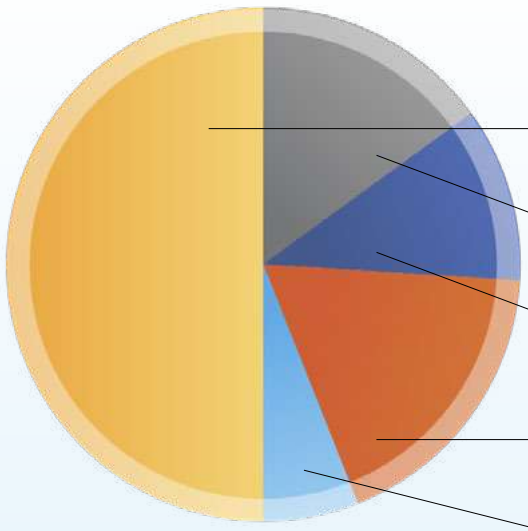
Service areas, customer groups, and distribution channels of raw water

The Company is the largest entrepreneur engaged in the development of water pipeline system and the distribution and sale of raw water to the water users in the industrial and consumer sectors in the eastern seaboard area. Its strengths include the water grid and pumping systems connecting major water sources in the eastern region that are complete, modern, efficient, and covered 3 eastern seaboard provinces namely Rayong Province, Chonburi Province, and Chachoengsao Province. Moreover, it is sustainable to deliver water sufficiently to meet the demands of local entrepreneurs at present and in the future.

In 2023, the Company continued its focus on sustainable water resource management and development with stakeholders on an equal basis. The future direction and trend of raw water service business in the eastern seaboard area still has growth opportunity due to the factor of industrial expansion in those 3 provinces. Furthermore, the government has a policy to promote and transform those areas to be an advanced industrial hub for Thailand's industrial sector's enhanced competitiveness through and establishment of the Eastern Economic Corridor (EEC). As for its competitiveness, the Company is considered a well-established market player with the wealth of investments, secure water sources, and comprehensive water grid system covering the area in the eastern region.

Overall proportion of raw water distribution
by service area

In 2023, the overall proportion of raw water distribution by service area was as follows:



1. Map Ta Phut area 50.00%
2. Pluak Daeng - Bo Win area 15.00%
3. Ban Chang and Sattahip area 11.00%
4. Chonburi area 18.00%
5. Chachoengsao area 6.00%

In running its business, the Company has placed importance on responding of its customers' expectation. Therefore, it has conducted a field survey of customer satisfaction, organized customer meetings, and listened to opinions/complaints annually which have been beneficial for service improvement.

In order to create an understanding and confidence to customer continuously, the Company held meetings with its key customers in 2023 as follows:

Activity	Target Group	Objectives/Project	Outcome Summary
1. Company Visit 2. Festival/ Occasion events 3. Entertain & Lifestyle activities	• Existing Customers • Customers in industrial estate (End Users)	1. To introduce the Company to water users especially new customers or water users who are interested in visiting the Company to study and have insight in overall picture of Company such as pumping, services, water management, future project investment, and various risk prevention measures. 2. To use cultural occasions to build good relationships to show care and consideration for water users, affecting emotional values and collective actions. 3. To express gratitude through a form of social gatherings according to the priority of water users and to have a festive opportunity to communicate information that was important issues according to the agenda, such as clarifying investments or corporate raw water rate.	1. Welcoming the visiting delegation from government agencies and private sectors. 2. Giving gifts for New Year Festival/ Giving auspicious oranges for New Year and Chinese New Year Festival/ Giving gifts for Songkran Festival activities/Giving gifts for the Mid-Autumn Festival. 3. Relationship activities such as Maenam Khu Long Run Running activity; Charity Rally activity; Thai Water Expo 2023 Exhibition activity; Community Development, Tree Planting, and Building Temporary Check Dam project; Mother's Day fun activity; and Bowling activity for 2023 among water users.

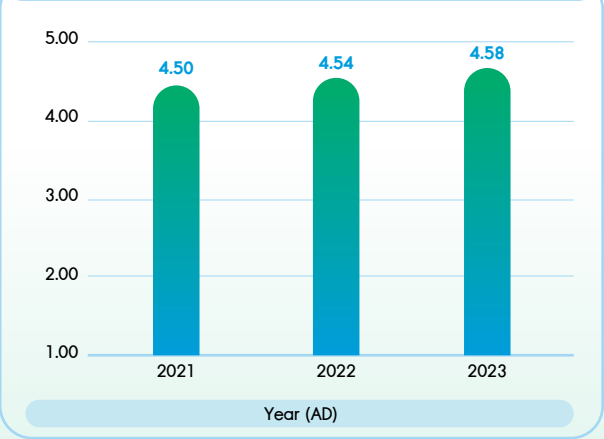
Customer Satisfaction Management

(Disclosure 416-1)

The Company continued to live up to its corporate values of service-mindedness and keeping customer satisfaction scores at required levels through constantly improving customer services and listening to complaints and the voice of customers via various channels including telephones, email, the Company's website, site visits on important occasions, and annual satisfaction surveys. The Company gathered all the feedback for analysis and consideration at the meetings of the Operation & Customer Service Department as well as the management meetings in order to design plans to continuously improve services to meet specific needs of each customer group

Expectations and recommendations (2022 Customer Satisfaction Survey)	Performance results for 2023
1. Improve water quality 2. Information to be updated/notified faster 3. Improve delayed maintenance period	1. The Company randomly collected water quality samples at several points along the pipeline to develop and improve water sources with better water quality. 2. The Company communicated information to customers and publicized investment projects to develop water resources to increase the amount of water in the system, such as project to purchase additional raw water from private ponds, Nong Pla Lai - Nong Kho Water Transmission System Improvement project to increase capacity of water supply system. 3. The Company collected statistics on pipe repairs and evaluated and planned repairs to manage repair time and restore the system without affecting customers' water intake.

Overall Customer Satisfaction Score for 2021-2023



According to the 2023 customer satisfaction survey, the overall satisfaction level compared to the previous year increased by 0.04 point or 0.88%. It was found that the Water Distribution and Control Room Service topic/Staff Providing the Service topic had the highest average satisfaction, followed by Relationship Activity topic, from which topics resulted in the higher score. The company is highly aware of maintaining the satisfaction level and focus on continuously improving the information services.

(For further details regarding the satisfaction level for each topic for 2021-2023, please refer to Annex in page 108)

In 2023, the Company has implemented measures to plan water resources management to cover customers' water demands, both normal and maximum water demands, as well as investment projects to develop water resources to increase the amount of water sources in the system.

Expectations and recommendations (2023 customer satisfaction survey)	Operational Plan for 2024
1. Improve water quality/water management 2. Information to be updated/ notified faster 3. Improve delayed maintenance period	1. The Company collects water quality samples from the point of origin before distributing the water and responds to users' expectation. There is an improvement of sampling by increasing more collection points along the pipeline for quality control. If there is a change in water quality, the customer can be notified to prepare the system to be ready for the situation. 2. The Company enhances the efficiency of project to increase communication channels with target groups with clear, accurate, and timely information. 3. The Company collects statistical data for pipe repairs and evaluate and holds planning meeting before repairing and restoring the system without affecting the customers' water intake.

Complaint Preventive Measures (Raw Water)

(Disclosure 416-2)

In 2023, the Company received one complaint from customer regarding delayed communication on shutdown of water intake into tap water production system which might affect the water filtration system causing damage from overflow. From this incident, the Company took corrective action and improved the process to prevent the reoccurrence of the incident.

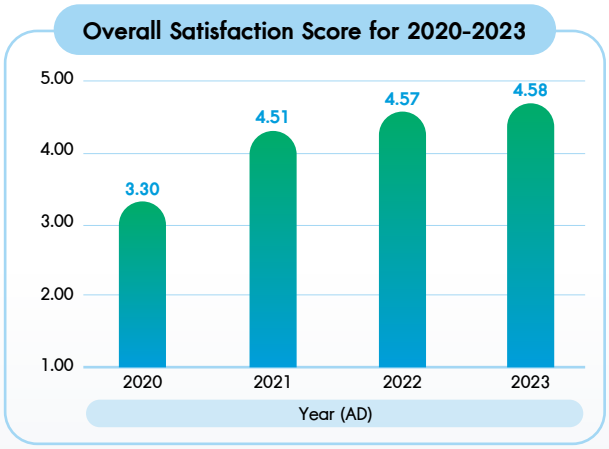
Preventive and corrective approaches include informing customers in advance to prepare for the readiness of the system from impacts arising from changes in water supply or repair and improvement of raw water pipelines, as well as increasing contact channels through Line group to speed up and reduce potential impacts on both water quality and water volume in the future. However, the Company attaches importance and awareness to the prevention of complaints each year by designating a team responsible for analyzing the causes, establishing solutions and prevention approach under the terms of service period (Service Level Agreement: SLA), in accordance with the internal control system for resolving and preventing complaints. It also requires customers' satisfaction evaluation in resolving complaints every time upon completion. The report shall be prepared and submitted to management on a monthly basis in order to consider and improve the complaint resolution process to be efficient continuously.

Total Water Solution Business Segment (Industrial water, wastewater treatment, and reclaimed water) (Disclosure 416-1)

The company conducts business based on environmental consciousness, therefore, ensuring water security in the eastern region to meet water demand is essential. It has conducted a total water solution business with innovation and technology in water management under the appropriate design for the maximum benefit of all sectors of water users.

In 2023, the Company provided total water solution services to 7 customers to meet their needs as follows:

Expectations and recommendations (2022 customer satisfaction survey)	Performance results for 2023
1. Organize activities to strengthen relationships to get to know each other better. 2. Meet and discuss future services. 3. Add industrial water service. 4. Improve overall picture of responding to customers needs.	1. The Company attended monthly follow-up meetings and discuss operational issues and other related work plans. 2. The Company conducted calibration of water meters, quality analysis tools for transparency in the implementation of standards specified in the contract. 3. The Company supported and advised customers on their water quality improvements. 4. The Company supported activities and implementation of requirements related to total water solution together with customers. 5. The Company organized site visit activities to give customers confidence in the operation and provision of total water solution.



(For further details regarding the satisfaction level for each topic for 2020-2023, please refer to Annex in page 109)

According to the 2023 satisfaction survey result, the overall service of total water solution segment was satisfied with an average score of 4.58 points, an increase of 0.22% from 2022. Compared to 2020 which was the first year that the Company has officially started the total water solution business with the average score of 3.30 points, it was found that the satisfaction increased by 38.79%. The topics of transparency in monitoring water quantity and quality according to the standards specified in the contract/ accuracy and water meter inspection/relationships activities resulted in a higher score.

Expectations and recommendations (2023 customer satisfaction survey)	Operational Plan for 2024
1. Speed of service and maintenance 2. Add relationship and customer service activities 3. Improve the overall picture of responding customer needs	1. The Company prepares maintenance plan, spare part, and communication such as progress report and summary report of problem solving. 2. The Company increases activities to strengthen relationships among total water solution segment such as to have a meeting to discuss and follow up joint operational issues continuously in order to develop processes and provide total water solution to respond to the demand of each customer group thoroughly with customized service.

Tap Water Business Segment

(Disclosure 416-1)

Raw water sources are considered one of the key aspects of the tap water management system. The raw water sources used by UU PCL. in the production of surface tap water include rivers, canals, and reservoirs.

Therefore, UU PCL. designed tap water production system appropriate to different locations. Designs and construction plans were based on levels of water demand and raw water quality so as to choose appropriate tap water production systems and ensure that tap water products met specific quality standards as follows:

Conventional Water Treatment Plant	Mobile Plant	Advanced Water Treatment Plant
(Conventional Water Treatment Plant)	(Mobile Plant)	Advanced Water Treatment Plant with Ultra-Filtration (UF) and Reverse Osmosis (RO) filtration which uses Membrane technology in tap water filtering process.

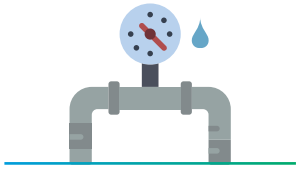
Table: Summary of Tap Water Production System in Waterworks entities

Water Quality Control Standard			
Chachoengsao	Bangpakong	Bo Win	Rayong
Sattahip	Ratchaburi	Nakhonsawan	

Waterworks Entity					
Bo Win	Nong Kham	Chonburi	Sattahip	Lakchai Muangyang	Hua Ro

According to the annual tap water user satisfaction survey, another issue that captured attention of the tap water users was the quality of tap water, especially in terms of cleanliness, clarity, and sedimentation. This was because turbidity and clarity of tap water were physical characteristics easily observed by the water users. Therefore, UU PCL. adopted a management approach to handle risks of substandard water quality which was divided into 2 parts as follows

Production System - The employee controlling the production system would monitor turbidity value of raw water consistently and use an automated chemical dispenser device. In the case of a high turbidity value of raw water due to a high-water season or a dry season where a turbidity value might exceed a standard level that could be handled by the production system, the controller would decrease the production capacity such that the turbidity value met the specified quality criteria



Water Distribution Pipeline System - To maintain consistent quality of water in the pipeline according to standard requirements, UU PCL. planned removing sediments according to scheduled times or upon detection of a high value of turbidity probably caused by pipeline repair works or sediments deposited inside the pipeline. Also, UU PCL. developed an automated water release system by installing as many sediment release points as possible in the water distribution pipeline system in order to better control turbidity values of tap water in the pipeline.

UU PCL. paid attention to quality of services, hence a third-party agency was hired to conduct customer satisfaction surveys with tap water users on an annual basis. The opinion and recommendations gathered from the tap water users were used as guidelines for further improvement of the quality of services in all aspects to achieve greater efficiency.

According to the 2023 customer satisfaction survey, the satisfaction level decreased from that of 2022 due to the laying of a new raw water pipeline affecting the speed of service. The average satisfaction level of the past 3 years was 4.71 points. UU PCL. realized the importance of maintaining the satisfaction level and was committed to constantly improving data provision services. (Please refer to the details of the satisfaction level for each aspect for 2021-2023 in Annex in page 109).

Complaint Preventive Measure (Tap Water)

(Disclosure 416-2)

In 2023, the complaint handling for tap water business segment has been improved and provided services to tap water users in total of 24,273 transactions where all of them have been completely resolved according to the UU Service Level Agreement (UU SLA) to ensure customers' maximum satisfaction.

Complaints about broken pipes and pipe leaks have been reported a lot due to the road construction and improvement resulted in drilling in the area along the water pipeline. UU PCL. has assigned the operating area to coordinate with the foreman and the contractor to notify the water pipe line to reduce the impact from the road expansion construction, and regularly coordinate with the construction foreman to review plans and operations near the water pipeline.

Environmental Dimension

Operational targets of Eastern Water Resources Development and Management Public Company Limited only, not include UU PCL.

Targets for 2023

Water aspect

Reduce % NRW to be less than **2.50%**

Amount of recycled water inside East Water Building at **10.00%** of the total amount of the Company's central water consumption

Energy aspect

Reduce the amount of electrical energy per unit of pumped water, compared to the past 3-year average (kWh/cubic meter)

General waste, hazardous waste aspect

Amount of recycled waste at East Water Building at **10.00%** of total waste

Other aspects (Air pollution, natural resource)

Reduce amount of carbon dioxide emissions from energy consumption of pumped water per unit of pumped water, compared to the past 3-year average (Average base of 2020-2022 was 224.42 tonCO_2eq/million cubic meter)

Pollutants emission controls be in line for **emission the standard**

Comply with regulations, rules and environmental laws related to business operation

Performance results for 2023

Water aspect

NRW Control: % NRW equals **1.85%**

Energy aspect

Electrical energy per unit of pumped water was **0.41 kWh/cubic meter**, equal to that of 2022

Other aspects (General waste, hazardous waste, air pollution, natural resource)

Amount of recycled waste in East Water building was 5,739 kg, representing **13.05%** of total waste

Amount of carbon dioxide emissions from the total energy consumption of pumped water per unit of pumped water was 204.79 tonCO_2eq/million cubic meter, **0.06% decrease from 2022**

Increased in green area about 55 Rai per year (calculating green area of 400 trees/Rai) and **help absorb carbon dioxide about 198-330 tons/year** (One tree can absorb carbon dioxide on average 9-15 kg/year)

Targets for 2023-2025

Water aspect

In 2025, develop water management technology to **increase the use of alternative energy at 2 stations**

In 2025, reduce % NRW to be less than **2.50%**

Energy aspect

In 2025, **reduce the amount of electrical energy** per unit of pumped water, compared to the past 3-year average (kWh/cubic meter)

General waste, hazardous waste aspect

Amount of recycled waste at East Water Building at **10.00%** of total waste

Other aspects (Air pollution, natural resource)

Reduce amount of carbon dioxide emissions from energy consumption of pumped water per unit of pumped water, compared to the past 3-year average (tonCO_2eq/million cubic meter)

Climate Change Response Towards Integrated Water Management

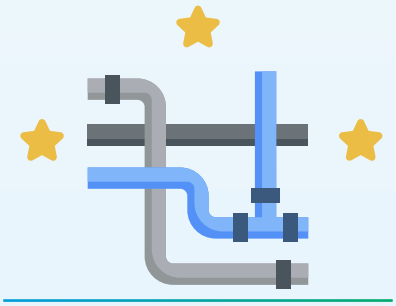
(Disclosure 201-2, 303-1:2018)

In the past year, the Company had a number of measures to respond to climate change through ensuring the stability of its water grid system to build confidence in water management and provide sufficient water supplies to all sectors.

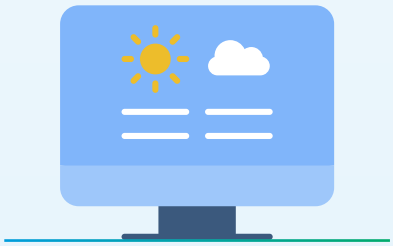
Creation of Stability of Water Grid System

Climate change in Thailand is caused by the influence of atmospheric pressure, the influence of Pacific Ocean winds affects El Niño and La Niña, while the influence of Indian Ocean affects the IOD (Indian Ocean Dipole) phenomenon. All of these affect the climate in the eastern region. Therefore, the Company continuously monitors the prediction of precipitation (International Research Institute for Climate and Society (IRI) model), the situation of precipitation, the amount of water flowing into the reservoirs, the amount of water in the reservoir, and the weather forecast. They are used as a database for assessing the adequacy of water resources in the Company's water distribution service area compared to the water needs of customers in order to develop a water pipeline network to support long-term water demand. Currently, the Company's water pipeline network covers 3 provinces in the eastern region, namely Rayong, Chonburi, and Chachoengsao. The total length of the pipeline is more than 526 kilometers by 2024. It is connected to each other and connects the main water sources and water reserves of both the government sector and the Company in the form of a water grid to be able to manage water source to be suitable for the water demand in each area and be in line with the amount of water supply source in each period. In order to maximize the effectiveness of water management, including the consideration of water reserves to create stability of water resources and the water grid to cope with drought risks in the eastern region, the Company has an action plan to stabilize the water grid system, consisting of 3 parts:

Raising the capability of water supply sources



Developing the water pipeline network system (Water Grid)

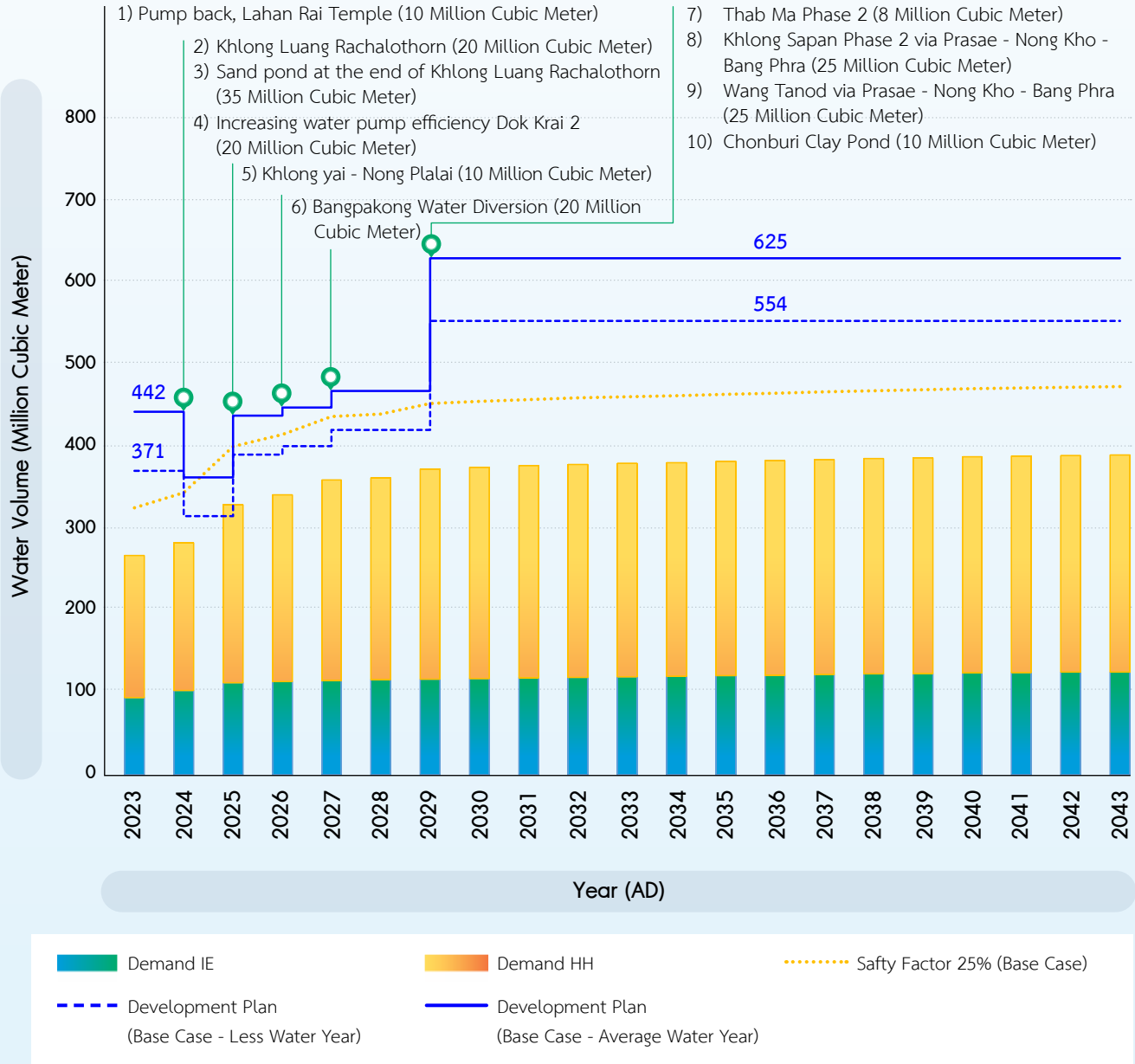


Collaboration with relevant agencies and producing weather forecasts

Raising the capability of water supply sources:

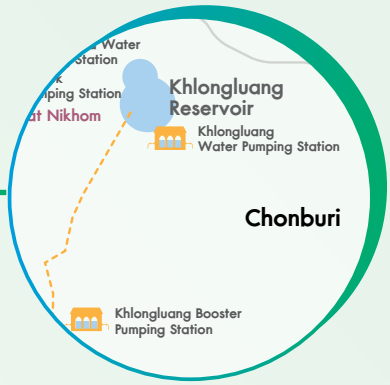
Based on the assessment of water demand from the Company's water pipeline system in terms of raw water volume, and tap water/industrial water volume, it was found that the current and future demand is steadily increasing according to the government policies that support expansion in the Eastern Economic Corridor (EEC). The Company has reviewed the potential of project to increase water supply source in various watershed by considering their adequacy along with location of water resource development to be in line with water usage location and consider the development of water resources to be higher than the amount of water demand at least 25% of the total water demand to accommodate the situation during the year when the amount of water is less than usual. Therefore, the Company has prepared a master plan to develop water resources and water pipeline network including the improvement of existing pipelines and development of additional pipelines to raise the capability of water sources, as well as the consideration of short-, medium-, and long-term water reserves to create stability of raw water resources which will build customer confidence in the next 20 years. The water resource development plan has been adjusted from the previous year to be in line with the current situation and not affect the environment and water usage of the surrounding communities. Details are as follows:

Diagram: Water supply source development plan and water demand forecast over the next 20 years



Developing the water pipeline network system (Water Grid):

The Company has implemented the project to continuously enhance the capability of its water pipeline network system to connect the main water sources from reservoirs and water reserves of both government sector and the Company in the form of water grid to be able to manage water efficiently and appropriately to meet the water demand in each area, with the expected completion in 2024 as follows:



Construction of Khlong Luang Rachalothorn Reservoir - Chonburi Raw Water Pipeline

To connect the main water source from the Khlong Luang Rachalothorn Reservoir of the government sector and the water grid to be able to manage water and increase the water supply source for Chonburi area and Pluak Daeng – Bo Win area; accommodate the water demand in the Eastern Economic Corridor (EEC) in accordance with the government policy as well as water shortage in the future. It has the capacity to distribute about 142,000 cubic meters of water per day. Currently, the construction is underway representing 93% progress.

Construction of Nong Pla Lai - Nong Kho - Laem Chabang Water Pipeline system

To connect the main water source from Prasae Reservoir of the government sector and the water grid as well as to increase the water supply capacity from Rayong area to Chonburi area to be able to manage water and increase the water supply source for Chonburi area; accommodate the water demand in the Eastern Economic Corridor (EEC) in accordance with the government policy as well as water shortage in the future. It has the capacity to distribute about 350,000 cubic meters of water per day. Currently the construction is underway representing 88.00% progress.

Construction of Map Ta Phut - Sattahip Water Pipeline system

To increase water distribution capacity from Rayong area. It has the capacity to distribute additional water of approximately 135,000 cubic meters per day to accommodate water demand of existing customers as well as expand the production capacity of the Sattahip Water Supply business and future customers in Sattahip areas. Currently the construction is underway representing 76.00% progress.

Collaboration and weather forecast: To ensure that the Company's water management plan was appropriate and in line with the current situation, the Company has collaborated closely with relevant agencies such as the Royal Irrigation Department, Provincial Waterworks Authority, Industrial Estate Authority of Thailand, Working Group of the Eastern Water Operation Center (Keyman Water War Room), Office of the National Water Resource (ONWR), Water and Environment Institute for Sustainability, Office of the Eastern Special Development Zone, Meteorological Department, Department of Royal Rainmaking and Agricultural Aviation, etc.

Joint Water Management

The water sources under the Company's management are surface water pumped from various sources which can be divided into 2 types according to usage: main and reserve water sources, details as follows:

Main water sources

Water sources allocated by the Royal Irrigation Department including Nong Kho, Dok Krai, Nong Plalai, Prasae, and Bang Phra reservoirs.

Natural water sources that the Company can pump water each year with amount of water supply as seasonal runoff including Bangpakong and Rayong rivers, Khlong Thab Ma, and private water sources.

Reserve water sources

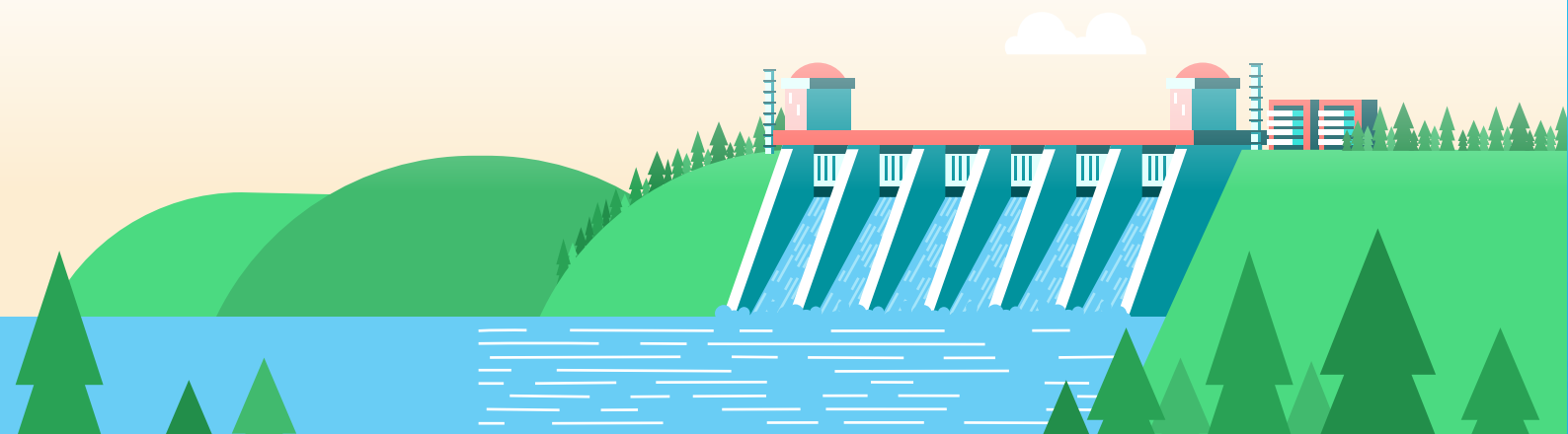
Water sources that provide backup support for the main water sources. The water must be reserved beforehand for use when there are low water levels in the main sources or water shortage. These are Samnakbok, Chachoengsao, and Thab Ma raw water ponds.

Table: Volumes of water from main water sources used by the Company in 2023

(Disclosure 303-3:2018, 303-5:2018)

Water Source	Allocated water (per written permit) 10^3 million liters	Pumped water For 2023 10^3 million liters	Total soluble solid (≤ 1,000 mg/liter) 10^3 million liters	Total soluble solid (> 1,000mg/liter) 10^3 million liters
1. Prasae Reservoir	110.00	51.48	51.48	0
2. Nong Plalai Reservoir	120.00	99.75	99.75	0
3. Dok Krai Reservoir	116.00	69.99	69.99	0
4. Bang Phra Reservoir	8.00	6.12	6.12	0
5. Nong Kho Reservoir	16.70	9.71	9.71	0
6. Bangpakong River (Water Stress)	50.00	28.45	28.45	0
7. Khlong Thab Ma, Rayong River	0	8.27	8.27	0
8. Private Water Sources (Water Stress)	12.00	13.01	13.01	0
9. Rainwater from Samnak Bok Pond (Water Stress)	0	0.35	0.35	0
Total	**432.70**	**287.13**	**287.13**	**0**

(Further details of the table showing volumes of water from main water sources used by the Company in 2022-2023 are in the Annex in page 110)



Overall Water Risk

Low (<10%)	Low-Medium (10-20%)	Medium-High (20-40%)	High (40-80%)	Extremely High (>80%)

Source: Aqueduct Water Risk Atlas : www.wri.org/our- work/project/aqueduct/

Raw Water Pipeling (EW)

- Current Grid
- Under Construction
- Main Water Source
- Raw Water Pool
- Water Pumping Station
- Under Construction Station
- Water Tank
- Reserve Water Source

Raw Water Pipeling (The Royal Irrigation Department)

- Current Grid

Raw Water Pipeling (The Treasury Department)

- Current Grid
- Water Pumping Station

The man water sources is allocated by the Royal Irrigation Department (RID) from November through October of the following year. Each year, the RID through relevant projects would inform the non-agricultural water users (household consumer and industrial sectors) about the permitted water quotas for that year. The allocated amounts are based on the water levels in the reservoirs at the beginning of the dry season (November), the minimum water levels stored, the plans to supply water to the agricultural sector, and the amounts of water released to maintain the ecosystem.

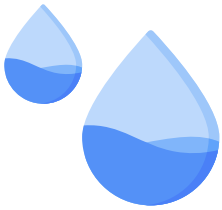
During each water allocation year, volumes of water consumption would be monitored to allocate water quotas that matched the levels of water flow into the reservoir within the limits in the written permits for water uses from water sources.

In terms of pumping water from the Bangpakong River, the El Niño phenomenon in 2023 resulted in a decrease in rainfall more than every year, including the low amount of water in the reservoir and it was likely that drought conditions would occur in Chachoengsao and Chonburi areas, the Company has been continuously monitoring the water situation and has therefore arranged a meeting of the Bang Pakon Basin water user group and related parties to request for an exemption from the conditions according to the Memorandum of Understanding (MOU) specifying the water flow in the same direction for 3 consecutive days. The meeting resolved that the Company could start pumping the water. During the past year, the Company pumped water from August 2023 to December 2023 for distribution mainly to household consumers and industrial sectors in Chachoengsao with part of it being diverted to Bang Phra reservoir as reserved supply for water users in Chachoengsao and Chonburi area in the dry season 2024.

Water Management in 2023: It was another challenging year for water management in the Eastern Economic Corridor (EEC) due to many factors. Although at the beginning of the dry season in 2022/2023, the amount of water in reservoirs in Chonburi and Rayong areas was relatively good, with water stored in reservoirs close to reservoir capacity, but due to the El Niño phenomenon, the amount of rain and water flowing into reservoirs was less than average and the lowest forecast. In addition, the water use in the agriculture sector was increased. As a result, the water supply in reservoirs in Chonburi and Rayong areas has continued to decrease. Water quality problems in Nong Kho reservoir in Chonburi area with turbidity exceeding standards due to dredging of the reservoir make it impossible to distribute water in the area. In addition, the impact of the handover of the Company's pipeline in Phase 1 to the Treasury Department, making the water diversion system from Rayong area to Chonburi area cannot be pumped, resulting in a continuous decrease in water reserve in Bang Phra reservoir in Chonburi area.

Therefore, in order to cope with the drought situation in 2023, the Company has implemented 7 drought prevention measures as follows:

1. Measure to coordinate cooperation with the Royal Irrigation Department to correct turbidity from the dredging of Nong Kho Reservoir.
2. Measure to prepare and expedite the diversion of Bangpakong River water into Bang Phra Reservoir.
3. Measure to expedite the Khlong Luang Rachalothorn Reservoir Pipeline Project.
4. Measure to expedite Nong Pla Lai - Nong Kho - Laem Chabang Pipeline Project.
5. Measure to lay a pipeline connecting the Provincial Waterworks Authority Sriracha Branch to the Bangpakong Water Pipeline System
6. Measure to purchase raw water from the Treasury Department's pipeline system.
7. Measure to prepare for the purchase of private soil pond water.



In conclusion, the total water volume pumped by the Company for water management in 2023 was 287.13 million cubic meters, a slight increase from 2022 due to the increase in water demand of customers in each area and limited availability of alternative water sources for customers.

Overall Water Consumption by Service Area

Map Ta Phut, Ban Chang, and Sattahip

Most customers in these areas were in the industrial sector and represented more than 78.36%, while customers in the household consumer sector represented 21.64%. The water came from the three major reservoirs in Rayong i.e., Dok Krai, Nong Plalai, and Prasae, and the Company's reserved water source i.e., Thab Ma raw water pond.

Chonburi and Pluak Daeng – Bo Win

Most customers in these areas were household consumer sector and represented more than 53.32%, while customers in the industrial sector represented 46.68%. These areas were the country's new strategic line. However, according to the geographical condition, there were only two large water reservoirs, i.e., Nong Kho and Bang Phra, leading to the need to the raw water pumped and diverted from the Nong Plalai and Prasae reservoirs in Rayong through the Company's water grid and the Treasury Department's pipeline.

Chachoengsao

Most customer in the area were the household consumer sector and represented more than 86.54%, while customers in the industrial sector represented 13.46%, with the Bangpakong River as the main source of water. However, as Chachoengsao faced saltwater intrusion, some areas suffered from freshwater shortages in the dry season. To ensure year-round water supply, raw water must be purchased from private water sources in the dry season, while, in the rainy season, water must be pumped from the Bangpakong river and kept in the Bang Phra reservoir for use in the dry season

Tap Water Consumption at the Company

The East Water Group placed importance on the use of water within its operating areas, whether it is an office building, a water pumping station, and staff residence through campaigns to encourage employees to use water sparingly and appreciate its value. In 2023, the East Water Group's tap water usage averaged 2,015.58 cubic meters per month. The main sources of water were from the Metropolitan Waterworks Authority (MWA) and the Provincial Waterworks Authority (PWA). Details of water consumption by geographical location are as follows:

Location	Water Supplier	Average Water Usage Amount (cubic meter/ month)	Total Water Usage Amount (cubic meter) (Disclosure 303-3)	Effluent Amount (cubic meter)[5] (Disclosure 303-4)	Water Usage Amount (cubic meter) (Disclosure 303-5)
East Water Building[1]	MWA	1,547.17	18,566.00	14,852.80	3,713.20
Operation Office[2]	PWA	45.67	548.00	438.40	109.60
23 Water Pumping Stations[3]	PWA	405.42	4,865.00	3,892.00	973.00
Staff Residence[4]	PWA	17.33	208.00	166.40	41.60
Total		**2,015.58**	**24,187.00**	**19,349.60**	**4,837.40**

Remark :

1 Refers to water usage in the Head Office (18th and 22nd - 26th floor) and all common area of 18,566.00 cubic meters (The Company 18,353 cubic meters, UU PCL. 181 cubic meters). In addition, East Water Building has used reclaimed water from the building wastewater treatment in the volume of 678.00 cubic meters

2 Refers to the water usage at Rayong Operations Center, Laem Chabang Office, and Thab Ma Office. The water meter at Chachoengsao Office was shared with Chachoengsao Head Tank and other offices in the area.

3 Refers to water usage at 10 pumping stations supplied by PWA. The Company produced tap water at 7 pumping stations by using raw water considered as NRW. These pumping stations were Nong Kho Station, Prasae Station 2, Nong Pla Lai Station 1-3, Nong Pla Lai Pressure Boosting Station, and Hub Bon Water Storage Station. The remaining 6 stations did not have tap water supply.

4 Refers to water usage at Executive Residence at Rayong Operations Center and Staff Residence at Thab Ma Raw Water Pond. The residence at Chachoengsao Head Tank shared the water meter with Chachoengsao Head Tank. For other residences, the Company produced tap water by using raw water considered as NRW.

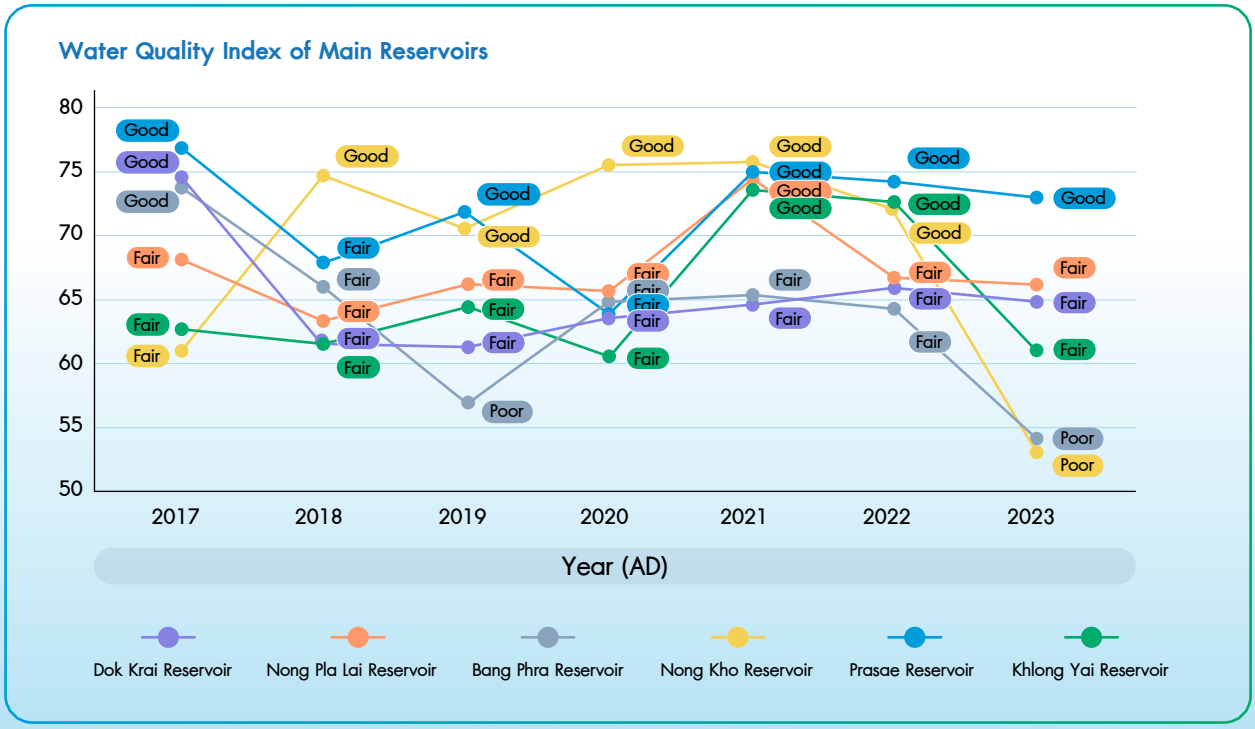
5 The amount of wastewater discharged from houses and buildings is approximately 80.00% (According to the Manual of Community Wastewater and Wastewater Treatment, Pollution Control Department, Ministry of Science, Technology and Environment.).

Care for Water Quality in Water Sources

(Disclosure 303-1:2018)

The Company operates business related to water resources; hence, it places importance on the efficient use of water resources and consider the quality of water in various water sources, which is the heart of the quality of the Company's products and services. The Company also focuses on the potential impact on the livelihoods of living creatures in that water source from pumping and delivering water through the Company's raw water pipeline. The Company therefore follows up and monitors to ensure that its business operations will not affect the environment. The Company compares the results of water quality testing in various water sources with raw water quality data for the past 7 years in order to monitor the trend of changes in water quality in various water sources.

Based on the monitoring and follow-up on the water quality, it was found that the Pollution Control Department's Water Quality Index (WQI) of the most of the main reservoirs were on average at fair rating, but 2 water resources were in poor rating namely Bang Phra reservoir and Nong Kho reservoir as follows:



The above Water Quality Index data can only provide a preliminary indication of the condition of the water source. However, parameters that directly affect the customer's water production process include Conductivity, Total Dissolved Solids (TDS), Chloride, and Manganese, etc. The Company has 2 types of water quality monitoring processes as follows:

1. Water quality monitoring by external agencies: 13 main and reserve water sources of the Company were monitored. The physical and chemical properties of the water were measured monthly. The results were further analyzed to identify trends, causes, and factors concerned. Relevant reports were produced and submitted to relevant agencies and the customers through the Customer Relations Division.
2. Water quality monitoring through online tools at 20 spots: Water quality changes were monitored by the Company using the Supervisory Control and Data Acquisition (SCADA) system. Reports of the water quality results were sent to the customers once per day.

According to water quality monitoring, when compared to the past 7 years of data, it was found that the overall raw water quality was within the water quality benchmark in surface water sources. However, some parameters such as Conductivity and Total Dissolved

Solids (TDS) tend to rise every year. This has increased the water demand for customers' production processes as some raw water that was not of good quality had to be discharged from the production system. If this kind of water quality tend to increase, it will affect the amount of raw water in the reservoir to be insufficient to meet demand. Therefore, the Company must increase monitoring measures and closely monitor it.

In addition, the Company has coordinated with customers to monitor water quality from the source and the destination sent to each customer to increase service efficiency and speed in improving water quality for customers as follows.

1. In case that the Company finds any irregularities other than the parameters from the online monitoring from the source of water, it will inform the customer so that the customer can be vigilant and prepare to improve the water quality before entering the production system.
2. In case that no irregularities are found from the source of water, but the customer finds irregularities from the water received into the customer's production process, the customer will notify the Company so that the Company can take steps to improve the system to restore the water quality to normal.

In 2024, the Company plans to cooperate with Rayong Provincial Fisheries Office to study biodiversity in water resources in the Company's operational areas to promote the conservation of natural resources and create ecological abundance.

Environmental Project

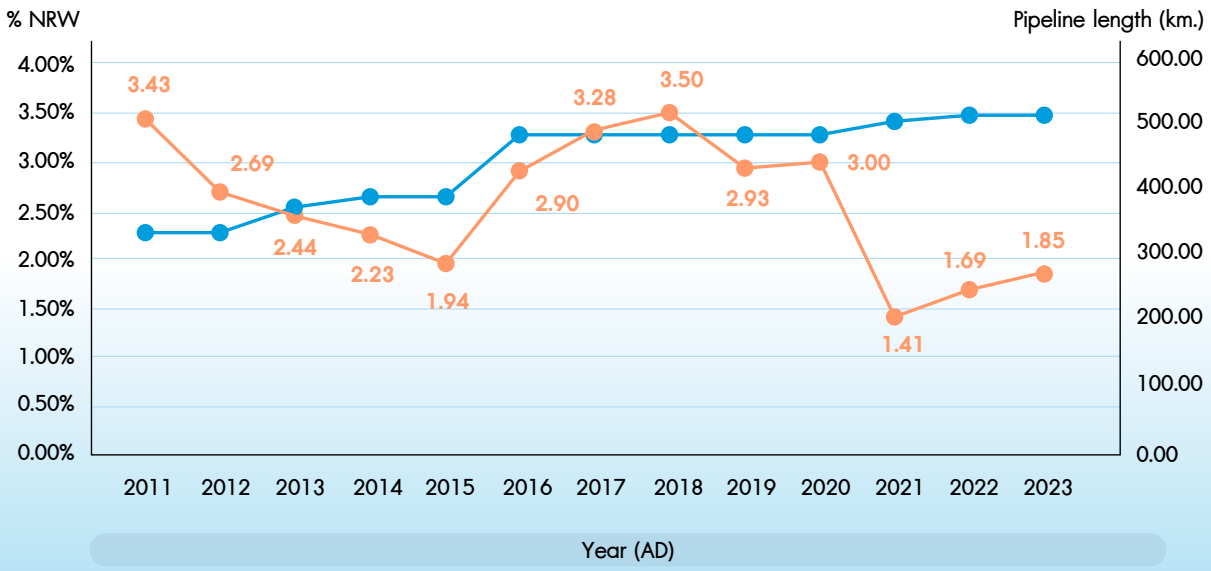
Non-Revenue Water Control

Water is another that is crucial to the sustainable development of global community. Such sustainability involves ensuring that there are sufficient resources for present and future generations. However, the ever-increasing water scarcity that is insufficient for the agricultural, consumer, and industrial sectors is one of the major obstacles to water sustainability. Therefore, the United Nations has announced a global action plan for the years 2018-2028 called "Water for Sustainable Development", with a combination of water resources management to achieve economical, social, and environmental objectives.

Therefore, Non-revenue water (NRW) is water that does not generate income in the system, causing losses both from energy consumption from pumping and water resources during pumping before reaching the customers. The Company as the leader in the country's comprehensive water resource management, especially management and development of water resources in the eastern region which is industrial center and Eastern Economic Corridor (EEC), has always seen importance of this point. This can be seen from the approach to formulate policy for non-revenue water control to be at 2.50% of the pumped water for direct distribution into the system. Not only studying and evaluating the capability of water management, but the Company also focuses on studying new and modern technologies that are suitable for the Company's pumping system.

In 2023, the Company was able to control non-revenue water in the pipeline to be at 1.85% of the amount of water pumped (for direct distribution) into the system. This was higher than 2022 because the Company has laid a new raw water pipeline to replace the pipeline network whose contract expired in April 2023 to accommodate water demand of users in both consumer and industrial sectors emphasizing stability.

Non-revenue water : NRW



Targets (for 2023-2025)

Non-revenue water (NRW) not over 2.50%

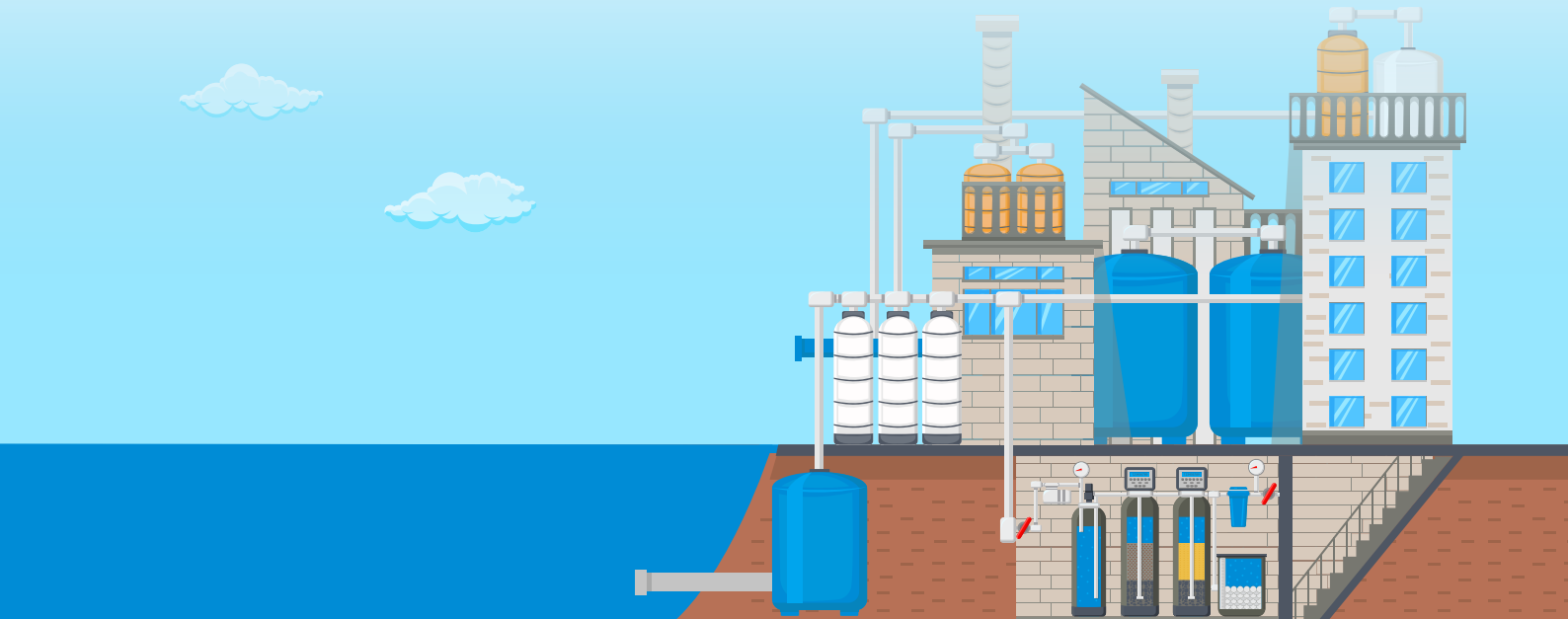
The formula for calculation of NRW:

$$\% \text{ NRW} = \frac{\text{Vol.of pumped water (directly pumped into the sytsem) - Vol.of distributed water to customers - Vol.of stored water}}{\text{Vol.of pumped water (directly pumped into the system)}} \times 100$$

Table: The Company's volume of pumped water in 2023

Month	Volume of pumped water (directly pumped into the system) (cubic meter)	Volume of distributed water to customers (cubic meter)	Volume of stored water (cubic meter)	Volume of non-revenue water (cubic meter)	% NRW (of the water directly pumped to the system)
January	22,585,865	21,942,340	0	643,525	2.85%
February	22,839,465	22,173,610	0	665,855	2.92%
March	26,769,692	26,496,960	0	272,732	1.02%
April	26,041,027	25,482,861	0	558,166	2.14%
May	24,317,384	24,031,195	0	286,189	1.18%
June	23,560,348	23,012,622	185,679	362,047	1.54%
July	22,446,396	21,569,660	290,031	586,705	2.61%
August	26,765,564	21,012,589	5,507,744	245,231	0.92%
September	28,250,161	20,373,097	7,601,364	275,700	0.98%
October	30,502,693	18,487,686	11,647,364	367,643	1.21%
November	25,440,600	17,496,065	7,191,510	753,025	2.96%
December	19,732,067	18,513,370	698,941	519,756	2.63%
Total	**299,251,262**	**260,592,055**	**33,122,633**	**5,536,574**	**1.85%**

Remark : 1) Non-revenue water = Volume of water (directly pumped into the system) - Volume of water distributed to the customers - Volume of stored water.
2) Volume of water (directly pumped into the system) is the amount of water pumped from the water source directly to customer.
3) Volume of water distributed to the customers is the amount of water that passes through the customer's meter.



Electricity Consumption and Energy Conservation Measures

(Disclosure 302-1, 302-2, 305-2)

Electricity is a key driver of the water pumping and distribution system. It is also a main cost of the Company. Electricity consumption is directly correlated with the volume of water pumped through the Company's Water Grid covering 18 pumping stations and 67 power sub-stations and metering stations. Hence, the Company is committed to ensuring the reliability of its pumping and distribution system by setting a goal of no disruptions to the water distribution from the main water grid. Nevertheless, according to the Company's requirements, there is an eight-hour interval for stopping the water distribution for maintenance purposes. However, for machines or equipment with critical duties (Class A), there is no time interval for stopping the operations.

18 pumping stations

- Khlong Kuen Reserve Pond Pumping Station
- Chachoengsao Pumping Station
- Bang Pakong Pumping Station
- Bang Pakong Low Pressure Pumping Station
- Private Pond Pumping Station
- Samnak Bok Booster Pumping Station
- Samnak Bok Pumping Station
- Nong Kho Pumping Station
- Bang Phra Pumping Station
- Dok Krai Pumping Station
- Maptaphut Pumping Station
- Nong Pla Lai Pumping Station 2
- Nong Pla Lai Pumping Station 3
- Prasae Pumping Station
- Thab Ma High Pressure Pumping Station
- Thab Ma Pond Low Pressure Pumping Station
- Khlong Thab Ma Pumping Station
- Rayong River Pumping Station

Realizing the importance of efficient energy consumption, the Company continued to implement energy conservation projects for its water pumping and distribution system and office buildings to save energy and improve energy consumption efficiency organization-wide through the Energy Management Working Group. This not only helped manage costs and expenses for the organization, but also served to reduce the "global warming" problem. The energy conservation efforts covered the following operating sites.

1. **12 pumping stations registered as controlled factories:**
   Nong Pla Lai Pumping Station (2-3), Dok Krai Pumping Station, Bangpakong Pumping Station, Chachoengsao Pumping Station, Bang Phra Pumping Station, Map Ta Phut Pumping Station, Samnak Bok Pressure Boosting Station, Prasae Pumping Station, Nong Kho Pumping Station, Thab Ma High Pressure Pumping Station, Khlong Thab Ma Pumping Station, and Rayong River Pumping Station.
2. **1 controlled building:**
   The building refers to the Head Office. Each year's energy conservation target will be set up based on previous year's energy conservation performance evaluation results. The new target shall be further reduction in the energy consumption at organizational, production or service, and device levels. The factors to be considered shall include levels of energy loss realized and improvement possibilities.
3. **67 power sub-stations**
4. **11 entities of tap water production station of UU PCL.**

Summary of Operations of Energy Consumption Efficiency Enhancement Projects in 2023

(Disclosure 302-4, 305-2, 305-5)

Electricity-Saving Measures for 2023

Premises	Projects	Before Improvement (kWh/y)	After Improvement (kWh/y)	Electricity saving (kWh/y)
Head Office	1. Maintenance of Split Type Air Conditioner	189,064.13	181,501.56	7,562.57
	2. Cleaning of Chiller Condenser	447,696.80	434,265.90	13,430.90
	3. Changing of Cooling Tower Fan Blade	23,366.20	19,019.00	4,347.20
	4. Replacing High-Efficiency Water Pump	86,629.40	61,661.73	24,967.67
	Total	746,756.53	696,448.19	50,308.34
	CO_2 emissions ($kg\text{-}CO_2eq$)	**373,303.59**	**348,154.45**	**Reduction in CO_2 emissions 25,149.14 $kg\text{-}CO_2eq$**
Operating sites Dok Krai Pumping Station, Nong Plalai Pumping Stations (2-3), Chachoengsao Pumping Station, Bangpakong Pumping Station, Prasae Pumping Station, Thab Ma High Pressure Pumping Station, Bang Phra Pumping Station, Samnak Bok Booster Pumping Station. Four stations exempted from energy saving measures required by law were Nong Kho Pumping Station, Khlong Thab Ma Pumping Station, Rayong River Pumping Station, Map Ta Phut Pumping Station	1. Maintenance of air-conditioners	1,084,750.83	1,053,156.15	31,594.68
	Total	**1,084,750.83**	**1,053,156.15**	**31,594.68**
	CO_2 emissions ($kg\text{-}CO_2eq$)	**542,266.94**	**526,472.76**	**Reduction in CO_2 emissions 15,794.18 $kg\text{-}CO_2eq$**
UU PCL. Head Office, Bangpakong Water Supply Co., Ltd., Chachoengsao Water Supply Co., Ltd., Nakornsawan Water Supply Co., Ltd., Rayong Water Supply Business, Sattahip Water Supply Business, Bo Win Water Supply Business, Hua Ro Water Supply Business, Chonburi Water Supply Business, Nongkam Water Supply Business	1. Replacing High Efficiency Motor	2,122,645.39	1,988,812.61	133,832.78
	2. Replacing Fluorescent Lighting Bulbs with LED	125,675.76	56,455.59	69,220.17
	3. Improving Pump Suction Tube to Reduce Motor Load	140,819.29	119,853.64	20,965.65
	4. Installing Inverter at Water Pump	3,019,466.24	1,637,241.82	1,382,224.42
	5. Installing VSD System with High Pressure Water Pump	1,682,309.38	1,124,711	557,598.38
	Total	**7,090,916.06**	**4,927,074.66**	**2,163,841.40**
	CO_2 emissions ($kg\text{-}CO_2eq$)	**3,544,748.94**	**2,463,044,.62**	**Reduction in CO_2 emissions 1,081,704.32 $kg\text{-}CO_2eq$**

Based on energy-saving measures in 2023, all of the facilities achieved a total reduction in CO_2 emissions 1,122.65 tons.

The calculation was based on the Thailand Greenhouse Gas Management Organization (TGO)'s Emission Factor (www.tgo.or.th)

Measures of Solar Energy as an Alternative to Electricity for 2021-2023

The East Water Group has used solar energy to replace electrical energy for the operations in the head office areas, and Pang Puay Water Production Station, Ratchaburi Waterworks as follows:

The Company : Head Office

SOLAR ROOFTOP SYSTEM
(kWh/y)

Operation Period (Jan - Dec)

2021: 11,893.70
2022: 26,955.00
2023: 25,621.00

UU PCL. : Pang Puay Water Production Station, Ratchaburi Waterworks

SOLAR ROOFTOP SYSTEM
(kWh/y)

Operation Period (Jan - Dec)

2021: 544,789.27
2022: 302,503.86
2023: 209,362.60

Hence, in 2023 the East Water Group had no CO_2 emissions totaling of 117.47 ton-Co_2eq

The calculation was based on the Thailand Greenhouse Gas Management Organization (TGO)'s Emission Factor (www.tgo.or.th)

The Company has continuously formulated an energy conservation and innovation development plan in 2024 as follows:

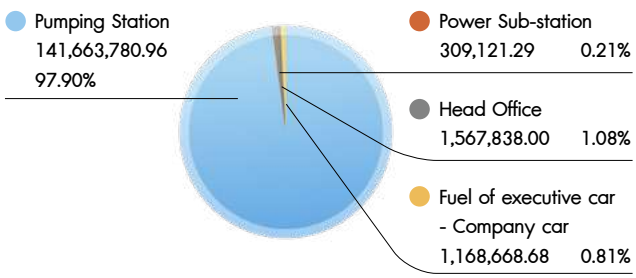
1. Maintenance of Split Type Air Conditioner
2. Cleaning of Chiller Condenser
3. Managing Chiller Plant with Chiller Plant Management System (CPMS)

The target is to reduce energy consumption by 3.00% per year

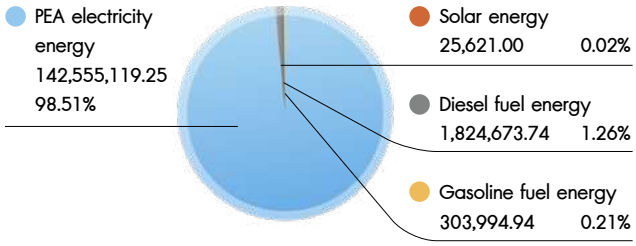
In summary, the Company's electricity and fuel consumption in 2023 in 3 main forms i.e., electric energy, solar energy, fuel energy (diesel and gasoline) accounted for 144,709,408.93 kWh. The calculation was based on:

1) Electricity consumption in pumping stations 141,663,780.96 kWh.
2) East Water Building Head Office 1,567,838.00 kWh.
3) Power Sub-stations along the pipeline 309,121.29 kWh.
4) Fuel of executive car – Company car 116,608.29 Liters, equivalent to 4,203,844.19 mega Joules or 1,168,668.68 kWh.

Electricity Consumption (kWh)

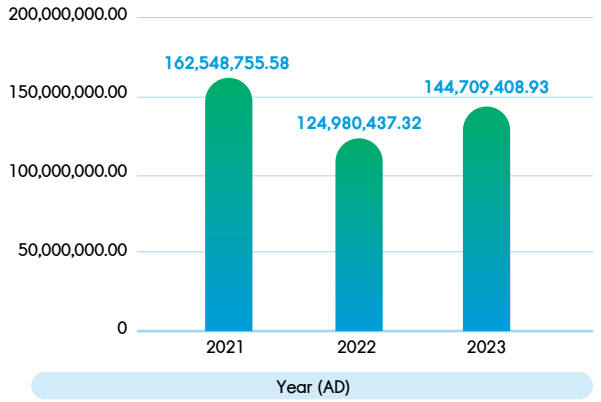


The Company's Energy Consumption Proportions in 2023

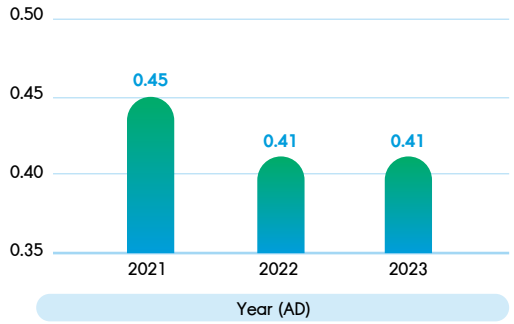


It was an increase of the Company's electricity and fuel consumption from 2022 of 19,728,971.62 kWh or an increase of 15.79% of energy consumption in 2022. This was due to the limited water supply in 2023 and water demand from customers in each area has increased compared to 2022. However, when comparing the energy consumption in pumping and distribution of water per unit of water, the energy consumption was 0.41 kWh/cubic meter. The energy consumption per unit of water equals to that of 2022 as the Company's pumping operations was more efficient including energy saving measures. (Disclosure 302-3, 302-5)

The Company's Electricity and Fuel Consumption in 2021-2023 (kWh)



The Company's Electricity Consumption per Unit (kWh/cubic meter)



Remark : This was calculated from the energy consumption in the pumping station compared to the total amount of pumped water in 2023 system of 345,452,786 cubic meter.

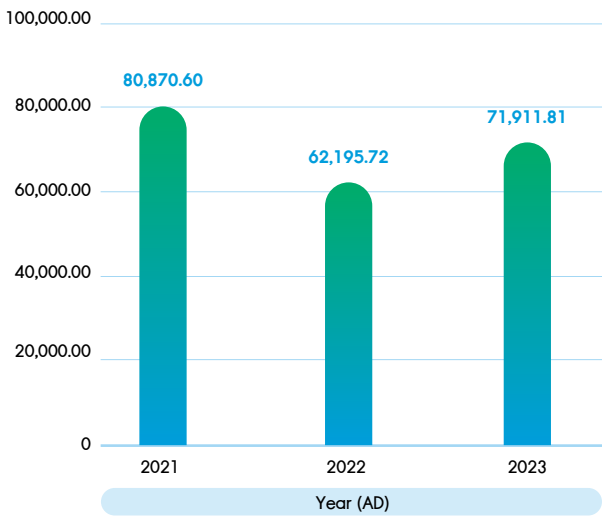
Table: The Company's Greenhouse Gas Emissions

(Disclosure 305-1, 305-2, 305-3)

Amount of greenhouse gas emission	2021	2022	2023
Amount of direct greenhouse gas emission scope 1 (ton-CO_2eq)	418.22	296.46	**648.51
Amount of indirect greenhouse gas emission scope 2 (ton-CO_2eq)	80,452.38	61,899.27	71,263.30
Amount of indirect greenhouse gas emission scope 3 (ton-CO_2eq)	* The Company has not yet collected any information		***14,096.02

Remark : * In 2021-2022, the Company has not yet assess significant indirect greenhouse gas emission in scope 3.
** In 2023, increase the scope of direct greenhouse gas emission scope 1 as follows:
1. The amount of air conditioner refrigerant refill from maintenance is calculated as follows:
- Calculated directly from the characteristics of the air conditioner.
- Calculated by comparing the characteristics of air conditioner with similar BTU sizes.
2. Using generator oil in testing of electrical systems.
3. Methane emissions from wastewater treatment process (Septic tank).
4. Executive car fuel consumption.
*** In 2023, add other indirect greenhouse gas emissions reporting (scope 3)

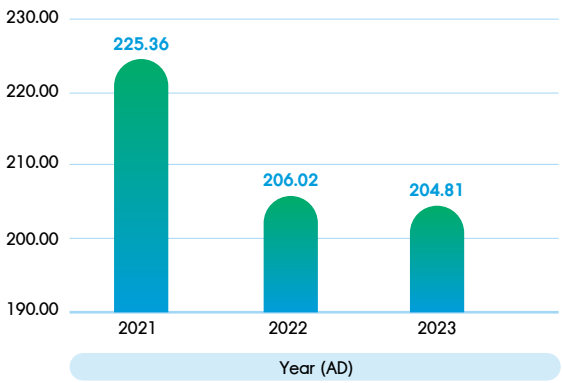
Comparison chart of the Company's greenhouse gas emissions scope 1 and scope 2 for 2021-2023 (ton-Co_2eq)
(Excluding the reduction in emissions from solar energy)



In 2023, the Company assessed significant indirect greenhouse gas emission in scope 3 (paper usage, tap water usage, obtaining fuel to produce electricity) of 14,096.02 ton-Co_2eq

This calculation was based on Thailand Greenhouse Gas Management Organization (TGO)'s Emission Factor (www.tgo.or.th)

Comparison chart of the Company's greenhouse gas emission per volume of water pumped in the entire system for 2021-2023 (ton-Co_2eq per million cubic meter) (Disclosure 305-4)



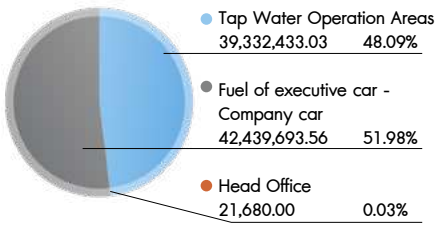
Volume of GHG emissions in the water pumping system per total water pumped average 3 years (2021-2023) equals **212.06** tonCO_2eq per million cubic meters. In summary, UU PCL. energy consumption in 2023 in 3 forms namely electric energy, solar energy, and fuel energy diesel) accounted for 81,793,806.59 hWh. The calculation was based on:

Electricity consumption in operating areas of water supply business of **39,332,433.03** kWh.

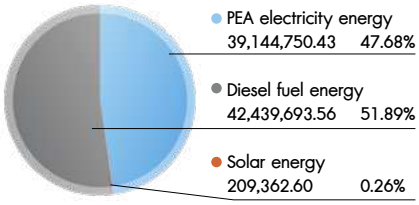
Head Office of **21,680.00** kWh.

Fuel of Company car 4,192,364.70 Liters, equivalent to 152,660,768.19 mega Joules or **42,439,693.56** kWh.

Electricity Consumption (kWh)

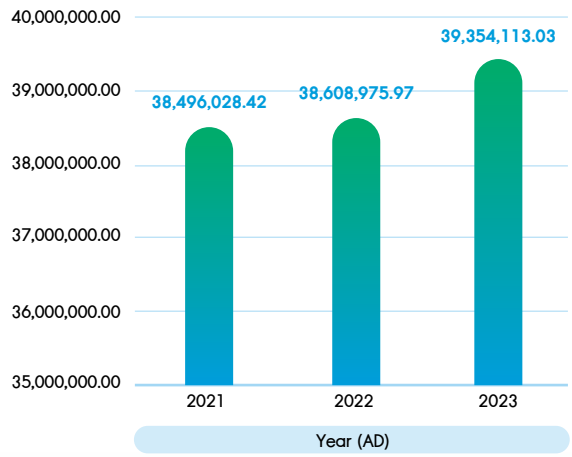


UU PCL. Energy Consumption Proportions in 2023 (kWh)

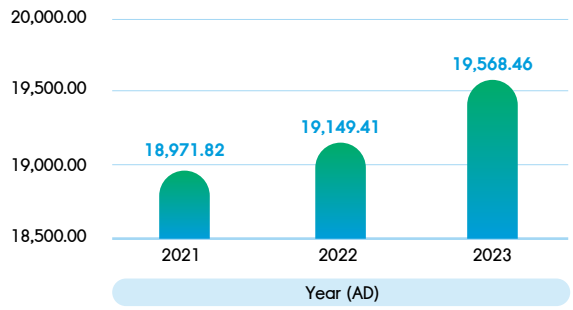


Therefore, when comparing the amount of the electricity consumption (excluding fuel of Company's car as data was collected for the first year), there was an increase of 1.93% of energy consumed in 2022 due to an increase in production capacity and increase the pressure in the pipeline to be consistent from source to destination.

Electricity Consumption of UU PCL. for 2021-2023 (kWh) (excluding diesel fuel)



UU PCL.'s GHG Emissions Scope 2 (ton-CO_2eq)



In 2023, UU PCL. has used solar energy as an alternative to electricity totaling 209,362.60 kWh, hence the reduction of CO_2 emissions of 104.66 ton-CO_2eq. Therefore, UU PCL.' s electricity consumption was equivalent to the release of CO_2 of 31,058.06 tons, hence the increase in CO_2 emissions of 62.19% from 2022. (Additional data collection of diesel fuel consumption has been added in this year.)

This calculation was based on Thailand Greenhouse Gas Management Organization (TGO)'s Emission Factor (www.tgo.or.th)

Waste Management

(Disclosure 306-2, 306-3, 306-4, 306-5)

The Company has joined the "Vibhavadi Zero Waste" project hosted by the Office of the Securities and Exchange Commission (SEC) for the fourth consecutive year. The Company has focused on optimizing waste management to reduce environmental impact continuously, hence established waste sorting measures inside office buildings as required by law for proper disposal at permitted agencies. Also, communications activities were conducted to promote employees and tenants' collaboration in and awareness of waste sorting. Records of waste volumes of all sorts were kept for calculating the reduced amounts of GHG emissions each month as follows:

Head Office

	General	Hazardous	Recycled	Organic	Infectious
Amount (Kg per year)					
2023	35,776.90	830.00	3,401.00	2,338.00	170.00
2022	28,727.80	250.00	4,501.50	2,332.00	131.20
Reduced GHG emission ($kgCO_2eq$ per year)					
2023			16,060.95	1,087.17	
2022			22,875.92	1,084.15	

Operating areas

	General	Hazardous	Recycled	Organic	Infectious
Amount (Kg per year)					
2023	1,218.40	730.40	400.50	599.00	0
2022	1,063.10	0	223.00	447.50	0

Remark : Information as at 31 December 2023.

Social Dimension

Operational targets of Eastern Water Resources Development and Management Public Company Limited only, not include UU PCL.

Targets for 2023

Safety

LTIFR (Lost Time Injury Frequency Rate) **decrease 0.50%** compare with 2022 (person per 1 million hours worked)

Employee

No disputes/convictions/prosecutions/complaints on labor issues

Number of human rights complaints **resolved at 100%**

At least 2 people with disabilities working in the establishment

Community

Community satisfaction score more than **85%**

Community access to raw water sources in **15 areas.**

Performance results of 2023

Safety

LTIFR of contractor and outsourced worker = 1.47 (person per 1 million hours worked)

East Water Building received Gold Award for **high/big building in BSA Building Safety Awards 2023** from the Building Inspectors Association

LTIFR of employee = 2.28 (person per 1 million hours worked)

LTIFR of employee, contractor, and outsourced worker = 1.61 (person per 1 million hours worked)

East Water Building received FM Gold Award in **"Building with Sustainability Management"** 2023 from Thailand Facility Management Association (TFMA)

Human Rights

Human Rights Award 2023, Large Enterprise Category, Outstanding Level from Rights and Liberties Protection Department

Employee

No complaints about human rights and employment

Employee satisfaction score at **77.75%.**

Employee corporate engagement averaged **78.57%** (increased from 2022)

Community

Took care of communities along the Water Grid in 24 districts, 44 municipalities, 56 sub-district administrations with community satisfaction score at **92.60%**

14 prototype schools with canteen wastewater treatment system resulting in 1,598,545.18 liters of treated water, and **873,393 liters** of reclaimed water

There were **no complaints from communities** affected by the Company's operations that resulted in the Company's cessation of operations

Delivered clean water to the community for consumption (service vehicle for drinking water, cup water, bottled water) amounting to **375,728 liters**; for consumption and agriculture through the water tube amounting to 4,916 cubic meters and through 21 raw water distribution points to village tap water amounting to 2,963,166.80 cubic meters

Improved and repaired the community water supply system to provide access to clean water for 9 communities, benefiting **1,436 households**

Targets for 2023-2025

Safety

Zero Accident (LTIFR*) (person per 1 million hours worked)

Zero Breakdown (Stop water supply for pipeline repair not over 8 hours)

Stakeholders and Human Rights

No disputes/convictions/prosecutions/complaints on labor issues

In 2025, no complaints on human rights

In 2025, stakeholder satisfaction score more than 85.00%

Human Resources Management

From 2020 that the world has had pandemic and continues until now, although the pandemic situation has subsided, various impacts still exist and one of the most important impacts for the Company is labor. As a result of the past situations, employee expectations have changed. The challenge of attracting new employees while engaging and retaining talent is increasing. As a result, work processes need to be adjusted to be flexible, encourage employees to progress in their work, and make employees feel proud to be an important part of the organization's development.

In 2023, has improved its operational approach in many areas as follows:

Human Resources Management Process Improvement

1. Performance Management System

Performance Management System to reflect concrete and clear performance in line with the organization's targets with the following factors for consideration:

1. Key Performance Indicator (KPIs) shall be used for assessing outcomes of operations compared to specific targets and providing action plan updates and achievements. They include organization, department, division, and individual KPIs.
2. Competency shall be used for measuring employee's work practices, behavior, capabilities, skills, and knowledge essential to the performance of duties against expectations in their current positions. All employees will be assessed for Core Competency (SHARP), while managers and above will be assessed additionally in Managerial Competency in 180-degree format from both supervisors and subordinates to achieve a change in operational behavior.
3. Participation in the Company's Quick Win Project which is an efficiency enhancement project with an emphasis on clear and measurable results.

Summary of Performance Evaluation Results in 2023
(Disclosure 404-3)

All employees have KPIs defined and have received a complete performance evaluation. Percentage of the total employees can be divided by group as follows:

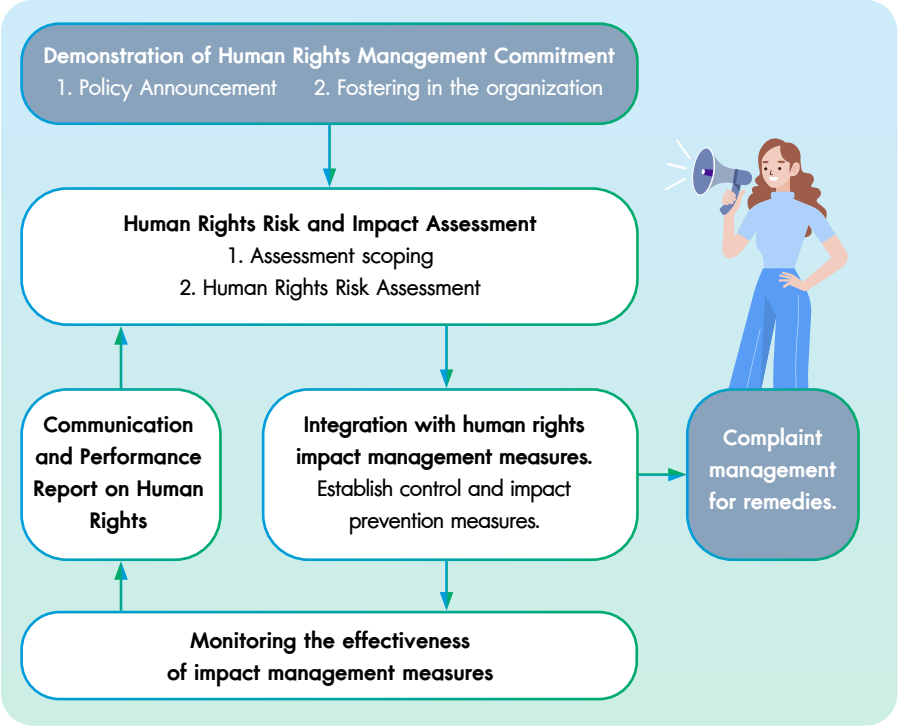
Remark : Excluding employees in probationary periods.

2. Review of Work Regulations and Employee Welfare Handbook 2023

Due to changes in relevant details, the Company has prepared the Work Regulations and Employee Welfare Handbook 2023 to communicate to all employees for understanding and implementation. It is stored in the Water Library which is a source of information about the company's knowledge for employee to use conveniently in line with the Company's mission to develop human resources and improve management efficiency.

3. Human Rights Operations

The Company conducts water resource management business along with improving the quality of life of stakeholders throughout the supply chain for sustainable growth. The Company has determined to be Good Citizen Company, and organization that grows and conduct business in accordance with good corporate governance principles, including giving importance to stakeholders along with considering the operations that do not cause any impact on society and environment, protecting the interests of stakeholders as well as giving importance to the practice of respecting human rights of stakeholders. An overall process can be shown as follows:



Human Rights Policy for 2023

a handbook for comprehensive human rights investigation

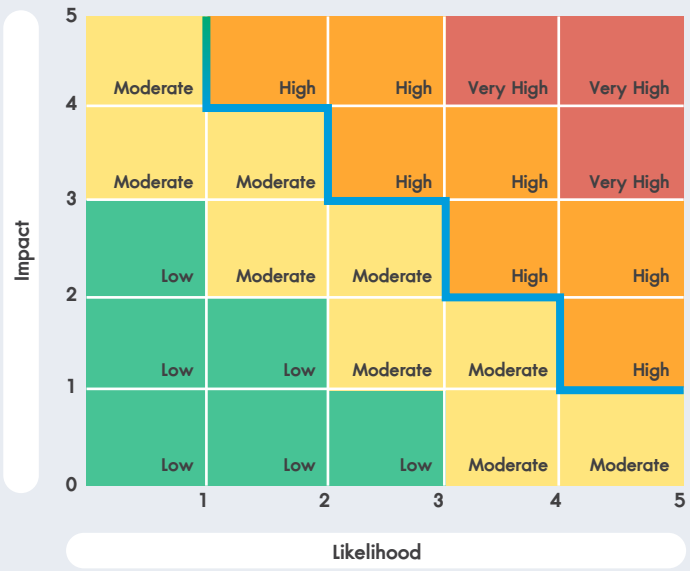
In 2023, the Company has organized Workshop on Human Rights Risks Assessment in accordance with the criteria in the handbook of comprehensive human rights audit by considering human rights impacts on all stakeholder groups of the Company in each process.

Labor rights	Community rights	Supplier rights
1. Labor employment 2. Freedom of negotiation 3. Forced labor and conscription 4. Discrimination against workers 5. Gendor Equality 6. Child Labor 7. Safe and hygienic working conditions 8. Sexual harassment	1. Standard of living and quality of life 2. Health & Safety 3. Community engagement 4. Cultural heritage 5. Ethnic minorities and indigenous communities 6. Relocation, community land encroachment 7. Creating environmental impacts on communities 8. Adequate water management for all sectors 9. Water scarcity for consumption	1. Partner engagement 2. Partners' Code of Conduct 3. Partner Health and Safety 4. Data Privacy

Shareholders and Investors rights	Customer rights	Natural Resources and Environment	Mass Media
1. Discrimination 2. Data privacy	1. Discrimination 2. Customer Health and Safety 3. Data privacy	1. Equitable Water Management 2. Managin the effects of pollution 3. Energy consumption 4. Conservation of natural resources	1. Discrimination 2. Data Privacy

Covering vulnerable groups

Risk Matrix or Risk Profile map



Based on a comprehensive assessment of human rights risks for issues with moderate risk and above, the Company has established control measures and monitoring measures to prevent and reduce impacts that may occur

In 2023, the Company has no human rights complaints.

In 2023, EWG has hired 2 people with disabilities and remit contribution to the Fund for Empowerment of Persons with Disabilities for 1 person to be given equal opportunity in performing tasks according to knowledge and ability; receiving appropriate payment of wages, salaries, and benefits; and developing knowledge and abilities to increase operational potential to the disabilities according to their positions.

The Company

	Number of People with Disabilities Supported			
	2020	2021	2022	2023
Section 33 Hiring persons with disabilities	3	3	3	2
Section 34 Remitting contributions to the Fund for Empowerment of Persons with Disabilities	-	-	-	-
Section 35 Concessions for places to sell goods and services	-	-	-	-

UU PCL.

	Number of People with Disabilities Supported			
	2020	2021	2022	2023
Section 33 Hiring persons with disabilities	-	-	-	-
Section 34 Remitting contributions to the Fund for Empowerment of Persons with Disabilities	1	1	1	1
Section 35 Concessions for places to sell goods and services	-	-	-	-

Care for Employees' Well-being and Personnel Development Towards a Sustainable Water Organization

(Disclosure 404-2)

1. Personnel Capacity Development

The Company is committed to developing towards a learning organization. In 2023, the Company focused on providing opportunities for employees to demonstrate their potential and co-create innovation to drive the Company towards business targets based on S-H-A-R-P concept which is the Company's core value. It also encouraged self-learning for employees to develop continuously responding the challenges of the current situation for sustainable growth.

Employees' skill development starts from the first day of work until the day of retirement. It is divided into 3 phases: the beginning of learning, the development for growth, and the retirement preparation. The objective is to create a good employee experience to employees at all levels with an Individual Development Plan (IDP) using a variety of development tools as an approach to develop competencies according to the specified job standards in order to achieve the goals whether Personal Goals, Department Goals, and Organization Goals, be ready to deal with changing circumstancses and prepare employee to have potential to work in higher positions according to career path set by the Company.

The Company's human resources development approach is in line with the Company's business strategy of organization development by creating excellence for personnel in various fields through compentency-based development programs using 70:20:10 model covering core course, specialty course, and manageria course. The Company also links the human resources development system with the knowledge management process to ensure systematic development and a solid foundation.

70%
on-the-job experience
experiential learning on work or assignments

20%
interactions with other
learning from feedback from coach, mentor, or supervisor

10%
formal training
learning through training or reading

Development program in 2023 can be categorized as follows:

1) Onboarding for New Employees

This course is to enable new employees to get to know the Company and be aware to policies, practices, and key operating standards, as well as to understand the overall work process of the core business. This will help them to learn and understand the task at work faster. The content is divided into 5 main parts as follows:

Safety for new employee (As required by law),	Key organization policies and regulations such as policy on sustainability, good corporate governance, etc.,	Internal Information System usage and IT Security Awareness,	Introduction to 3 ISO Standards,	Fundamental knowledge in Total Water Solution Business which is an interactive & gamification e-lesson for employees to easily understand and enjoy training.

In 2023,

21 new employees have passed this course representing 100%.

(Excluding new employees retired during the year)

2) Cultivating Knowledge for Sustainable Growth with International Standards

In order to create a strong business culture and all employees behave in accordance with the business policy that focuses on sustainability with international standards, the Company has collaborated with relevant agencies to formulate an annual training plan that provides knowledge in each area as follows:

Course	Training Proportions		
	Number (Course)	Number (Person)	% of total employees
(1) 3 International Standard Quality Management Systems	4	123	54.19
(2) Business Management for Sustainable Development	2	2	0.88
(3) Good Corporate Governance	7	221	97.36
(4) Safety, Occupational Health, and Energy Conservation	25	233	100.00

3) Competency-based Potential Development Course

Course	Training Proportions		
	Number (Course)	Number (Person)	% of total employees
(1) Soft Skill Development Program	7	7	3.08
(2) Technical Skill course	54	145	63.88
(3) Other Required Skill Development	3	150	66.08

4) Special Course to Develop Potential of Engineers in Innovation

To encourage all engineers in the Company to demonstrate their potential and co-create innnovation, the Company uses Agile and Design Thinking concepts to develop employees' capabilities and foster ethics in engineering professions and business management perspective with training workshop along with coaching. In addition to training and providing knowledge at various levels according to the plan, this is to create innovation that will increase work efficiency, reduce costs and create added value for the business. This program is also to search for high potential engineers to develop into experts in the future. Under the Engineering Innovation Program (EIP) of 9 months training, the achievements were 7 pieces of Business Model/Prototype.

Course	Training Proportions		
	Number (Course)	Number (Person)	% of total employees
(1) Engineering Innovation Program (EIP)	1	26	11.45

5) Leadership Development

To create "leaders to be leaders" at all levels as good leaders will drive business to strategic achievement, the Company has therefore designed leadership development programs for executives and successors in critical job focusing on creating a growth mindset and cultivating a sense of entrepreneurship and change leader.

The program uses a variety of tools in the development such as applying of AI technology; using of Action Learning activity; using of the Leadership Competency Assessment test, JIN Archetypes Assessment and Psychological Test to analyze and evaluate individual leadership behaviors; practicing of Inspire Others skill with Management Reading & Story Telling, including using the 1-on-1 coaching process and Coach Life Planning to create an individual development plan in leadership development continuously for executives and successors in critical jobs by balancing work goals with personal life to create passion at work.

Course	Training Proportions		
	Number (Course)	Number (Person)	% of total employees
(1) The Manager of a new era (4 months period)	1	22	9.69
(2) Leadership Coaching Program for Executive (6 months period)	1	17	7.49

6) Preparation for Retirement (Disclosure 404-2)

The Company places importance on pre-retirement preparation for employees aged 55 years and over so that employees can live a quality retirement life by providng training on related topics, including tax education, knowledge of social security benefits, etc.

E-Learning

With today's changing technology and lifestyle, the Company has enhanced its internal learning with a digital platform so that employees can learn from anywhere, anytime, and choose to study according to their interest in addition to the compulsory subjects provided. In 2023, the interna E-learning courses were:

	2023
Number of E-Learning Courses in the Online Library	11
Average usage rate (hours/person/year)	1.24

Summary of Development and Training Results 2023

(Disclosure 404-1)

The total number of training hours of all employees was 11,876.12 hours, representing an average of 52.19 training hours/person/year.

In addition, the Company has a variety of training and development models as follows:

Remark : Training hours are calculated based on 24 hours

	Average training hours (hours/person/year)					
	By employee level		By gender		By type of work	
Onsite Number 60 Course	Management	881.15	Male	4,818.45	Front	5,031.30
	Supervision	1,804.30	Female	3,945.30	Back	3,732.45
	Operation	6,078.30				
Online Number 35 Course	By employee level		By gender		By type of work	
	Management	113.30	Male	1,126.33	Front	1,060.31
	Supervision	440.00	Female	1,525.04	Back	1,591.06
	Operation	2,098.07				
E-Learning Number 15 Course	By employee level		By gender		By type of work	
	Management	24.00	Male	246.53	Front	230.52
	Supervision	8.30	Female	213.27	Back	229.28
	Operation	427.50				
Total 110 Course	11,876.12		11,876.12		11,876.12	

Course	Number	
	Course	Training Hours/Course
A. Onboarding for New Employees	5	205.55
B. Cultivating Knowledge for Sustainable Growth with International Standards	38	5,209.44
C. Competency-based Potential Development Course	64	3,428.03
D. Special Course to Develop Potential of Engineers in Innovation	1	1,685.30
E. Leadership Development	2	1,347.00
F. Preparation for Retirement	-	-

Training Effectivenes Assessment

Measuring the effectiveness or outcome of human resource development is divided into 4 levels and 3 phases:

Assessment Level		Development Achievements in 2023
Immediate evaluation	Level (1) Satisfaction	It is an assessment of training satisfaction. • The overall assessment results for all courses averaged 90.00%, an increase from 2022 (87.00%).
	Level (2) Learning Level	It is an assessment of knowledge and understanding (based on a pre test/ post test score) from training and additional focus groups • Employees have increased their knowledge and understanding after all training courses (through training) by 100%.
Short-term evaluation	Level (3) Behavior/ Application	It is an assessment of knowledge and skills that have been increased from the training with emphasis on important courses and practical applications, as well as changes in employee behavior by following up with participants and supervisors during the evaluation period within 3 -6 months. • Average satisfaction on development 82.00%
Long-term evaluation	Level (4) Results for the Organization	It is a training evaluation by following up on the performance and competency evaluations, which the company requires to be evaluated once a year as follows: • Average performance evaluation results (KPIs) of employees in 2023 at 90.50% • Average competency assessment results of employees in 2023 at 82.50% The results of the assessment will be used to determine the employee's annual pay and remuneration, and the supervisor will use the results of the competency assessment in the Individual Development Plan (IDP) and prepare an annual training plan for employees to be more effective, as well as an opportunity for employees to receive advice and exchange experiences with their supervisors for development in the following year.

Enhancing and integrating knowledge for operational excellence through knowledge management processes

The Company focuses on systematic knowledge management through the KM Journey by creating a knowledge exchange system to improve processes to increase operational efficiency and effectiveness and drive innovation at the enterprise level in the future. In addition, an online library system has been developed so that employees can exchange knowledge, work experience, lessons learned, as well as tips and tricks, to store knowledge that is important to the organization and necessary for business operations and enable employees to use it as a source of learning resources anytime, anywhere which can be used to expand their work to be more efficient and create opportunities to expand to develop innovations or new ideas to promote being a learning organization in accordance with the human resources development policy. In 2023, the Company has organized activities to encourage employees to exchange knowledge in a Micro Learning format which was short, concise, easy to understand, and practical through the KM Creators project #Just want to tell, and organized Guru Talks :> Build Better...change it for the better on "Successful Business Negotiations" with workshops to stimulate creativity, which is the sharing of knowledge from first-hand experience of senior executives.

Summary of Knowledge in Online Library

Knowledge Category (Explicit Knowledge)	Number of knowledge in the online library (subject)	
	2022 (Starting year to collect and import data)	2023
Knowledge based on Knowledge Mapping	95	20
Other Knowledge	75	8
Operation Manual	2	8
Process Improvement Project	57	30
Innovation Project	-	7

User (View)	
Usage rates in online libraries	
2022	2023
59 person 256 Number of usages	118 person 1,286 Number of usages

User* (Share)	
Usage rates in online libraries	
2022	2023
17 person 0 Number of usages	26 person 215 Number of usages

Remark : * Group contributions in knowledge management and process improvement projects are not included

In 2023, the Company has enhanced knowledge management to operational excellence through Quick Win Improvement 2023 project to encourage employees to jointly contribute their knowledge and potential to create works that improve productivity, reduce costs, and create added value for the business by focusing no cross-function work to facilitate the exchange of knowledge, ideas, and experiences between departments as well as leadership development of project leaders. All senior executives (C-Level) have provided support in being project advisors and encouraged employees at all levels from every department to participate in the project.

1 Workshop & Knowledge Landscape

Fill in Knowledge Landscape data to propose topic/project, goals and outcomes (KM-PI Innovation).

2 Approve Knowledge Landscape & Action Plan

Propose the project to the C Level executive.

3 Present Progress #1

Present progress, problems, obstacles to C Level executive.

Follow up on the results and improve according to the recommendations of the committee.

4 Present

Present the result to the C Level executive.

5

Consider awarding.

The project success was defined as one of the Corporate KPIs and Common KPIs for knowledge management. There were a total of 38 projects divided into the following categories:

No. 1 Quick Win

Number (Project)		
Achievement that can be calculated in monetary terms	Achievement cannot be calculated in monetary terms	**Total**
10	-	**10**

Definition : Results are produced quickly and concrete results in financial accounting are clearly seen.

No. 2 Productivity Improvement (PI)

Achievement that can be calculated in monetary terms	Achievement cannot be calculated in monetary terms	**Total**
-	19	**19**

Definition : Increased efficiency [Faster, Better]

No. 3 Knowledge Management (KM)

Achievement that can be calculated in monetary terms	Achievement cannot be calculated in monetary terms	**Total**
-	2	**2**

Definition : The collection of knowledge in the organization, which is scattered in individuals or documents and develops it into a system so that everyone can access knowledge.

No. 4 Innovation (EIP#1)

Achievement that can be calculated in monetary terms	Achievement cannot be calculated in monetary terms	**Total**
-	7	**7**

Definition : Transformative change by putting new ideas into practice

- Summary of evaluation according to Organization KPI and Department KPI for 2023: Corporate & Common KPIs - Passed
- Total number of employees involved in the project 120 persons (about 54.00%)

Summary of Investment for personel development in 2023 totaling 5.88 million Baht (Average 25,903 Baht/person/year) divided into:

Development and training expenses amounted to 2.83 million Baht (Average 12,466.96 Baht/person/year).

Organizational Knowledge Management expenses amounted to 3.05 million Baht (Average 13,436 Baht/person/year).

As the Company places importance on personnel capacity development, resulting in employees having the opportunity to grow in their careers. From the statistics in 2019-2023, it was found that the employees were promoted of level/position within the company at least 10% per year, which was considered personnel development to have opportunity to grow and progress in their career. (Disclosure 404-3) as follows :

Year	Total employee (person)	Level/Position Promotion (%)
2019	229	13.97
2020	236	11.02
2021	249	11.24
2022	230	13.04
2023	229	18.34

2. Employee Welfare Management and Supervision

Employees are the key driving force of the Company in propelling its business to be robust and sustainable. How far the Company can move forward depends upon the employees' abilities to drive innovations.

2.1 Employee Welfare (Disclosure 401-2)

In 2023, despite the subsidence of the pandemic, the Company still allows employees to work from home. The Company has announced the use of hybrid working practice, which is the current working trend where employees can work from home or anywhere, supporting work-life balance with an emphasis on results based on Trust.

In addition, the Company offers flexible benefits designed to meet the needs of different employees, as follows:

1. **Medical expenses**
2. **Life insurance and health insurance premiums**
3. **Child education assistance**
4. **Child allowance**
5. **Wedding allowance**
6. **Sports Center Members and Recreational Travel**
7. **Hybrid Working Equipment cost**
8. **Employee housing assistance**

2.2 Workplace Welfare Committee (Disclosure 2-30)

The East Water Group organized an election of workplace welfare committee according to the Labour Protection Act B.E. 2541 (1998). Currently the East Water Group has three workplace welfare committees (welfare committee) as follows:

- The 2 welfare committees of the Company:
  Consisting of the welfare committee at the Head Office and the welfare committee at the Rayong Operation Center with a total of 10 committee members, representing 4.41% of the total employees.
- The welfare committee of UU PCL. comprises 8 members representing 5.52% of the total employees.

The Company's welfare committee (Head Office)	
By Employee Level	
Operation	5
Supervision	-
By Gender	
Male	1
Female	4
By Region	
Central	5
Eastern	-

The Company's welfare committee (Rayong Operation Center)	
By Employee Level	
Operation	5
Supervision	-
By Gender	
Male	3
Female	2
By Region	
Central	-
Eastern	5

The UU PCL.'s welfare committee	
By Employee Level	
Operation	6
Supervision	2
By Gender	
Male	3
Female	5
By Region	
Central	5
Eastern	3

2.3 Welfare for Retired Employees

As the Company has several employees who have reached retirement age, these employees are all long-time and dedicated employees. When these employees ceased to be employees of the Company by reaching the retirement age of 60, the Company organized an activity to show their appreciation for working with the Company.

In addition, as an elderly person, it is important to maintain good health. Therefore, when it is the time for the annual health check-up for employees, the Company coordinates with the current hospital that the employees need to undergo health check-up to offer a health check-up program at a reasonable price to those who are retired to undergo a health check-up as well. Retirees will receive health check-ups at a reasonable price to reduce the burden of expenses. This activity is carried out only to ease the burden of those who retire. Based on inquiries from the retirees, they are grateful that the Company still cares even when they are no longer work at the Company. In 2023, 2 retirees underwent health check-ups under this program, accounting for 40.00% of those who have retired.

2.4 Gathering Opinions Through Various Channels for Further Improvement in 2023

Always recognizing the importance of building relationships, motivations, as well as employee engagement, the Company has therefore taken steps to support the work of employees or reduce the burden of expenses of employees to be able to fully focus on their operations.

- **Improvement of Flexible Welfare**

In 2023, the Company has improved welfare arrangements through preliminary consideration form the workplace welfare committee to be appropriate and in line with the situation and diversity of employees.

Based on some suggestions from the workplace welfare committee and the diversity of employees in the East Water Group that differs in many aspects including age, gender, and marital status, etc., the Company has improved several types of welfare to be in line with current social conditions. This includes increasing the child allowance and adjusting the criteria for housing assistance to encourage employees to have their own housing, adjustment of recreational benefits and acceptance of gender diversity (LBGTQ). In addition, the Company is studying additional rights for LGBTQ employees to align with the government's social policy.

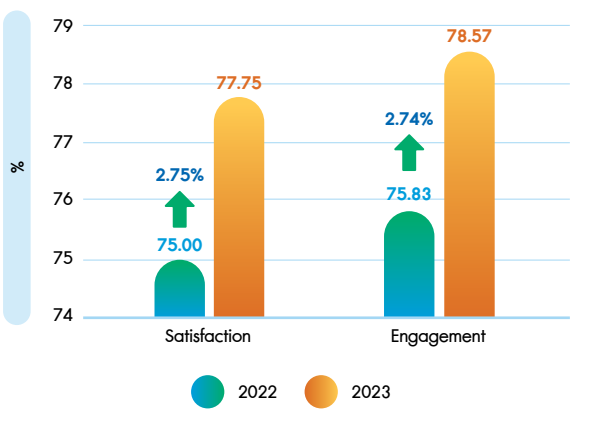
The Company has adopted recommendations from employee feedback from the results of the 2022 employee satisfaction and engagement survey to prepare for action plans for 2023 such as:

1) **Improving the employee activity plan:** to focus on communicating to employees to understand the status and direction of the Company's current and future operations, etc.

2) **Communication to create understanding**
The Company has increased the frequency of communication from senior management so that employees clearly understand the situation of the Company. Previously, the CEO Townhall activity was organized twice a year. In 2023, activities where organized where senior executives had a meal with and gave encouragement to employees working in the Company's project areas who had to work under time constraints to complete the work according to the plan.

3) **Improving the Company's work processes to have clear, fast, and flexible processes**
The Company required Common KPI of all employees to include Process Improvement (PI) in order for employee to think about the process of developing or improving current work processes to be faster and more flexible. In addition, in 2023, the Company organized the Quick Win project for employees to participate in activities to improve and develop work processes to be efficient and result-oriented. Executives and employees participated in the project up to 54.00% of the total employees.

Employee Satisfaction and Engagement Survey Results



From the operations in 2023, the Company has continuously conducted employee satisfaction and engagement surveys on an annual basis with the objective of using the results as information for considering the improvement of policies or work plans related to employee and measure the level of employee engagement with the organization. This year, the Company used the concept of studying the relationship with attitudes in 6 dimensions namely People, Opportunity, Pay & Benefit, Work environment, Quality of life, and Communication.

In 2023, employee satisfaction was 77.75%, an increase of 2.75%, and employee engagement was 78.57%, an increase of 2.74%. This was an increase in scores in all dimensions, while the Work environment dimension had the highest increase, including the People dimension and Communication dimension which were the strength of the Company that have been improved.

However, there are also issues related to Quality of Life dimension and Pay & Benefit dimension that the Company still need to improve in terms of understanding and paying full attention to employees' problems and focusing on employee health in the workplace, supporting employees to have a better quality of life, and explain reasons to employees to understand about performance evaluation.

Sharing Knowledge with Society

1. Student Internship Program

The Company launched a project for students to gain on-the-job training experience so they can build up their capabilities. The number of participants can be summarized as follows:

The number of interns from 2020-2023

Year	Bachelor's Degree Level	Diploma Level	Total (person)
2020	4	4	**8**
2021	6	-	**6**
2022	8	5	**13**
2023	7	3	**10**

Company also arranged for mentors to provide coaching throughout the internship period. There were also accident and life insurance policies, and daily allowance for interns as stipulated by laws. For use as reference, in 2023, the Company conducted a satisfaction survey of the interns, and the average satisfaction score is 93.50%. The feedback from the interns can be summarized as follows:

Evaluation factors	2020	2021	2022	2023
1. The interns received internship facilities.	100.00	97.00	98.00	97.50
2. The interns received good guidance and mentorship from mentors who teach the job.	93.00	97.00	96.00	96.25
3. The location and work atmosphere during the internship were appropriate.	93.00	87.00	96.00	95.00
4. The interns received great attention from mentors and in overall satisfied throughout the internship.	93.00	93.00	96.00	93.75
Average satisfaction (%)	**96.00**	**92.00**	**94.00**	**93.50**

2. Cooperation with Educational Institutions in the East

Since 2019, the Company had a Memorandum of Understanding (MOU) with the Eastern Institute of Vocational Technology, Office of the Vocational Education Commission to support the management of education in the Eastern Institute of Vocational Technology with the details of the MOU such as the implementation of special conditions for investment promotion (BOI) on human resources development in the Eastern Economic Corridor (EEC); providing opportunities for students to enhance their professional experience, exchange of knowledge, and support and prepare students for the Eastern Economic Corridor (EEC) development project.

The MOU is due in March 2024. The Company plans to extend the MOU if it still sees that a joint human resources development with government sector is still very important, it is a human development for the development of society and the country, which emphasizes the Company's aspiration to be good citizen of society. Hence, the Company will extend the period of the MOU further to ensure continuity of development.

3. Lectures in Other Agencies or Educational Institutions

From 2023 onwards, the Company's executives and employees who are knowledgeable in each field had opportunity to give lectures and share knowledge and understanding with external agencies or educational institutions such as lectures on:

- Topic of "Creating value for employees who transform their works, Flexible welfare" to Panyapiwat Institute of Management,
- Topic of "Building engagement and positive experience in the modern world working approach" to Panyapiwat Institute of Management.

Communications and Relations Activities

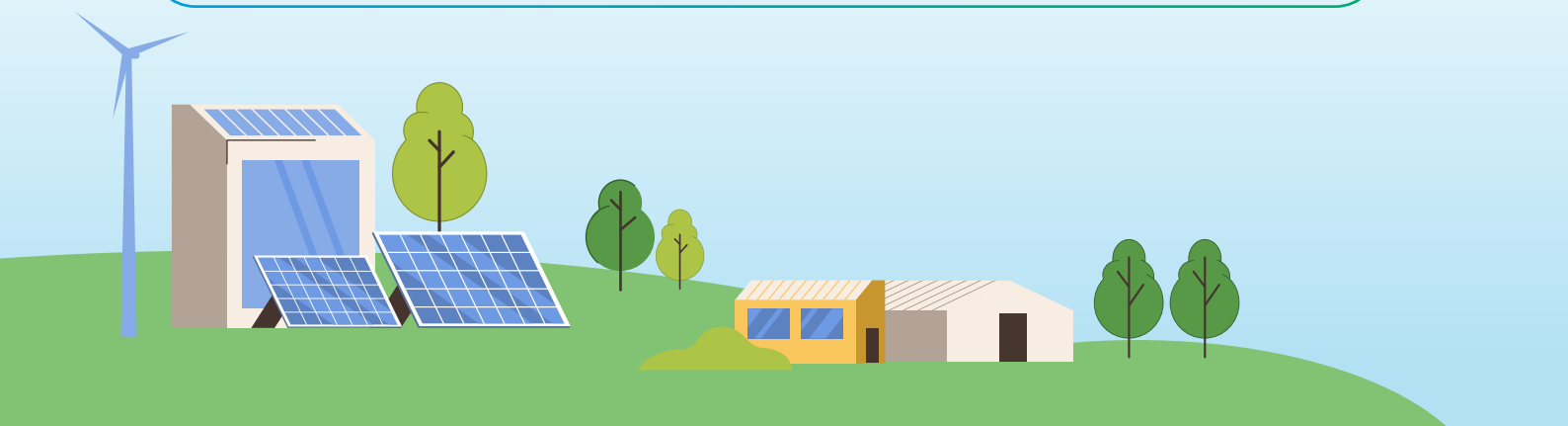
The Company communicated its business outlook, business directions, policy guidelines, and business goals of each year to its employees to create a mutual understanding, coordination, and solidarity. This had a positive impact on the business group's performance efficiency and effectiveness. However, due to the COVID-19 pandemic, the Company's communication activities were conducted virtually. The video clips were prepared to communicate goals and performance of the business group, and shared to employees for understanding and motivation, leading to the collaboration to perform duties to achieve the organization's goals.

CEO Townhall

Objective	To communicate organizational goals from management to employees for mutual understanding, including allowing employees to try new types of activities as a team
Activity	• Change For The Future : dare to change for the future • Team Synergy EW : Building Team Power (1+1 must be more than 2)
Number of times	2
Event Results	The employees participated accounting for 76.09% of total employees. Satisfaction rating 77.54%.

East Water 31st Anniversary

Objective	• To promote the Group's employees to participate in East Water 31st Anniversary merit. • To educate, campaign, and promote operations under good corporate governance principles and transparent operation, including taking care of all stakeholders, and encouraging employees, suppliers, and tenants to conduct business ethically along with sustainable development.
Activity	• The East Water 31st Anniversary merit ceremony was held at the East Water Building. • CG Day activities in conjunction with Supplier & Tenant Day activities under the name "EWG Growing Together 2023 : Grow, Drive, Side-by-Side, Supervise"
Number of times	1
Event Results	There were 422 participants. Satisfaction rating 94.80%.



Activities to listen to opinions and encourage employees working at the Company's construction projects

Objective	To boost the morale of the employees at the operating areas.
Activity	Senior executives had a meal with employees working at the construction project to discuss and encourage them for their work main water pipeline construction project which was an urgent project.
Number of times	1

New Year's Party

Objective	To allow executives and employees of the Group to meet and socialize and build good relationships with each other to create collaborative at work.
Activity	The company organized activities under the theme of EWG Airline Journey Around The World to thank and reward employees for their work throughout the year.
Number of times	1
Event Results	The Group employees participated accounting for 89.00% of total employees. Satisfaction rating 87.20%.

Setting up clubs

Objective	• To support employees' sports, health, and recreational activities. • To build relationships among employees.
Activity	There are 7 clubs with the Group employees applying for membership. The club will organize activities and publicize the work of the club to all employees continuously.
Number of times	Year-round
Event Results	The Group employees participated accounting for 54.06% of total employees.

Charity activity

Objective	To foster a sharing society.
Activity	Quarterly blood donation activities, Glasses donation activity, Book donation activity for children and the less fortunate, the donation of unused items, as well as the donation of old calendars to produce Braille media for the visually impaired which is a project that the company operates in collaboration with the Provincial Waterworks Authority.

Safety, Occupational Health, and Working Environment

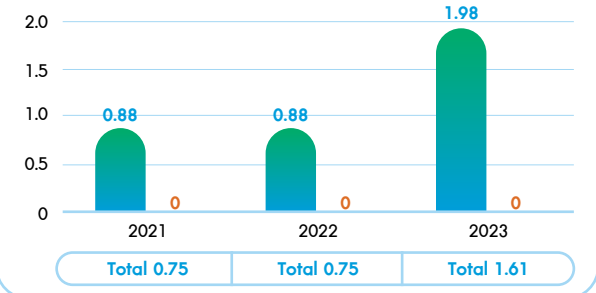
(Disclosure 403-1, 403-2, 403-7, 403-8, 403-9, 403-10:2018)

The EW Group placed importance on safety, occupational health, and working environment management with the goad of "zero workplace accident". In addition to carrying out operations according to law, it also adopted relevant standards to create a safe working environment and enhance quality of life of its employees, suppliers, and contractors. Furthermore, the EWG developed and announced its regulations and manual regarding occupational health, safety, and working environment management as well as other relevant documents. This was to comply with the ISO 45001:2018 for occupational health and safety management standard system.

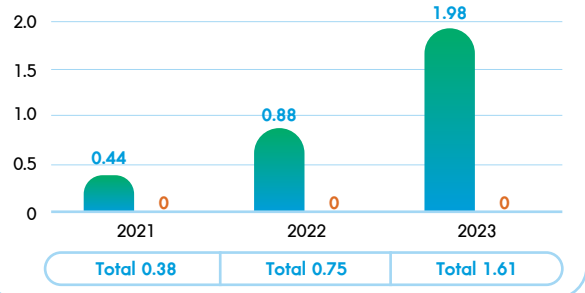
In 2023, the Work Instruction document was revised by adding flow diagram to be convenience for the usage, and the performance record document was improved to be in line with nature of actual operation and be in line with relevant laws.

Statistics of the Company's Workplace Safety (employees, contractors, and outsourced workers) for 2023

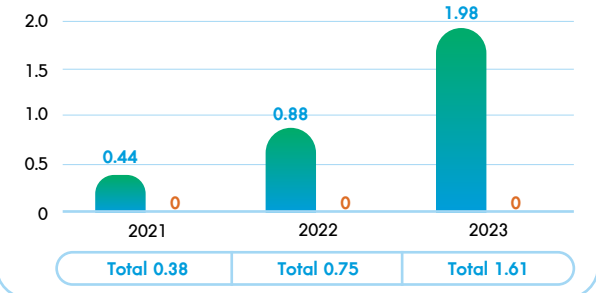
Injury Rate : IR
(Time per million hours worked)



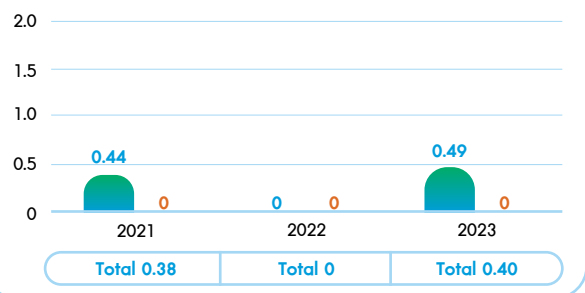
Injury Frequency Rate : IFR
(Time per million hours worked)



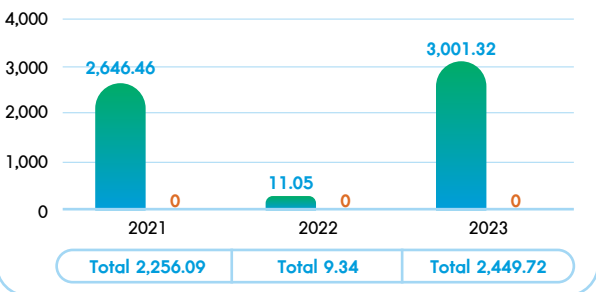
Lost Time Injury Frequency Rate : LTIFR
(Person per million hours worked)



Rate of fatalities as a result of work-related injury
(Person per million hours worked)



Lost Day Injury Rate : LDIR
(Day per million hours worked)



Male Female

Remark :

Lost time Injury Frequency Rate: LTIFR) = (Number of injured employees X 1,000,000)/Number of hours worked by gender

Lost Day Injury Rate: LDIR) = (Number of lost workdays X 1,000,000)/ Number of hours worked by gender

Injury Rate: IR) = (Total injuries X 1,000,000)/Number of hours worked by gender

(Table of summary of total accidents of the employees, contractors, and outsourced worker for 2023 is shown in Annex in page 128)

From 2023 operations, there were 4 lost time accidents as follows:

Car rollover accident

Types of injured employees	Number of employees injured recordable work-related injuries		Fatality
	Number of people	Number of days off work	
Employee	1	5	0
Contractor/Outsource	0	0	0

Recurrence prevention

The Company setup an investigation Committee to analyze the cause and preventive measures to prevent recurrence. Training on defensive driving was organized to evaluate driving efficiency, correct driving training, as well as change the existing attitude to become a driver who can drive in a way that prevents danger and changes the behavior of drivers to be safe, leading to the reduction of potential road accidents.

Fall from a height at the edge of the pond (about 2 meters)

Types of injured employees	Number of employees injured recordable work-related injuries		Fatality
	Number of people	Number of days off work	
Employee	0	0	0
Contractor/Outsource	1	63	0

Recurrence prevention

The Company setup an investigation Committee to analyze the cause and preventive measures to prevent recurrence. Measures have been put in place to prohibit employees from working on the edge of pond and change the way they work without working at heights to prevent recurrence of accidents and minimize the risk of danger.

The hose flicked and hit the forehead

Types of injured employees	Number of employees injured recordable work-related injuries		Fatality
	Number of people	Number of days off work	
Employee	0	0	0
Contractor/Outsource	1	7	0

Recurrence prevention

The Company setup an investigation Committee to analyze the cause and preventive measures to prevent recurrence. Supervisors are encouraged to conduct a Job safety analysis (JSA) before every work and use safety sling to attach the hose to a stable spot to prevent the hose from flicking.

Landslides during work in a deep pit

Types of injured employees	Number of employees injured recordable work-related injuries		Fatality
	Number of people	Number of days off work	
Employee	0	0	0
Contractor/Outsource	0	0	1

Recurrence prevention

The company set up an investigation and follow-up team and found that the deceased contractor was not responsible for working in the deep pit. Also, during that time, there was no supervisor. The company's solution requires a supervisor during work and emphasizes that everyone should only perform their assigned duties and avoid working in an unsafe environment. The Company has followed up on the completion of the remedial process of the employer of the decease.

For UU PCL., there was no accident to employees, contractors, and outsourced workers. Table of summary of total accidents of the employees, contractors, and outsourced workers of UU PCL. for 2023 is shown in Annex in page 132

In 2023, the EWG had 3 Working Groups (Committee) on Safety, Occupational Health, and Working Environment i.e. Working Group of the Head Office, Working Group of the Operating Area, and Working Group of UU PCL., to thoroughly oversee the operations in the respective areas under responsibilities. They hold meeting every month and consist of members as follows: (Disclosure 403-4:2018)

Head Office	
Chairman	1
Members representing the employer at supervisory level	2
Members representing the employees	3
Workplace safety officer at professional level (serving as member and secretary)	1

Operating Area	
Chairman	1
Members representing the employer at supervisory level	6
Members representing the employees	7
Workplace safety officer at professional level (serving as member and secretary)	1

UU PCL.	
Chairman	1
Members representing the employer at supervisory level	1
Members representing the employees	2
Workplace safety officer at professional level (serving as member and secretary)	1

Roles and responsibilities of the three working groups cover:

1. Occupational Health Management

2. Working Environment

3. Fire Prevention and Suppression

4. Working with Machines

5. Confined Space

6. Electrical Safety

7. Employee Health Check-up

8. Workplace Welfare

9. Safe Weight Limit

10. Work-Related Injuries and Illnesses

11. Non-smoking Area

12. Building Control

13. Construction Site Safety

Safety Activities

(Disclosure 403-3, 403-6, 403-7, 403-10:2018)

The Company undertook a series of safety activities as follows:

1. Annual Health Check-up for 2023: Results of the assessment to identify threats to health and assess the health risks of employees, contractors, and outsourced workers can be summarized as follows

1.1 Employees: It was found that there are threats to health such as light, noise, UV rays, blue light, chemicals, working posture with computer, psychosocial, biological (communicable diseases), heat, dust, and security threats, etc. In addition, the Company has organized additional health examination programs according to risk factors such as hearing test, visual inspection, etc. In 2023, the Company's employees did not find the incidence of occupational diseases.

1.2 Contractors and Outsourced workers : The Company required that its contractors and outsourced workers have an annual health check to monitor chronic communicable diseases, diabetes, high blood pressure, abnormal blood lipid, that may affect cardiovascular disease, as we as monitoring abnormalities from work such as vision loss, hearing loss from loud noise, etc. Especially working in hazardous areas, contractors and outsourced workers who enter the area must have health check-up results in accordance with law and strictly follow it. In 2023, contractors and outsourced workers of the Company did not find the incidence of occupational diseases.

2. Safety Communications: A monthly journal on safety, health, and environment (SHE News) was distributed to the employees to share news and information as well as create awareness of safety, good health, and environmental care

3. Safety Training: A training plan on safety, occupational health, and working environment was established for each target group of employees. There were 15 training courses facilitated in the past year (Disclosure 403-5: 2018) as follows:

3.1 Safety, Occupational Health, and Working Environment Course for General and New Employees for 2023
3.2 Courses for Safety Officers at Managerial and Supervisory Levels for 2023
3.3 Courses on Workplace Safety, Occupational Health, and Working Environment (SHE) Committee
3.4 Courses on Basic Fire Fighting and Fire Evacuation Drill for 2023
3.5 Courses on Work Safety Procedures for Chemicals Handling for 2023
3.6 Courses on Hazardous Incident Control and Response for Hazardous Emergencies
3.7 Behavior-Based Safety Course
3.8 Clean & Safe Workplace Course
3.9 Working at Height Safety Course
3.10 General Office Safety Course
3.11 Accident Prevention Driving Course
3.12 Courses on Safety in Working with Electricity for employees who perform electrical work.
3.13 Basic First Aid and Resuscitation Course
3.14 Courses for Crane Operator, Signal provider to Crane Operator, Material Holder, or Crane Controller
3.15 Courses for Authorizer, Supervisor, Assistant, and Operator in Confined Space

4. Health Promotion and Office Syndrome Prevention

The EWG held a project to promote health and prevent office syndrome symptoms for the 3rd consecutive year with the view to prevent work hazards among workers such as neck-shoulder-head pain. The pain symptoms were caused by improper postures or long hours of sitting in front of computer screens without changing positions. The project activities include the following:

4.1 Physical massage activities to relieve office syndrome symtoms,

4.2 Employee education training activity on the topic "Desk & Chair Yoga".

5. Safety Month Event

The EWG hosted an online Safety Month Event at the East Water Building. The goals and objectives were to instill awareness of work safety in employees to know how to work safely and can prevent dangers and accidents correctly. It was also to create unity within the organization and to create a happy working atmosphere, Happy Work Place, and employees who pay attention to safety will have good health and reduce work-related stress. It was also to convey the executives' intention to place importance on work safety to employees. There were 3 activities namely:

5.1 Organizing exhibition to disseminate safety knowledge and safety education game booth activity.

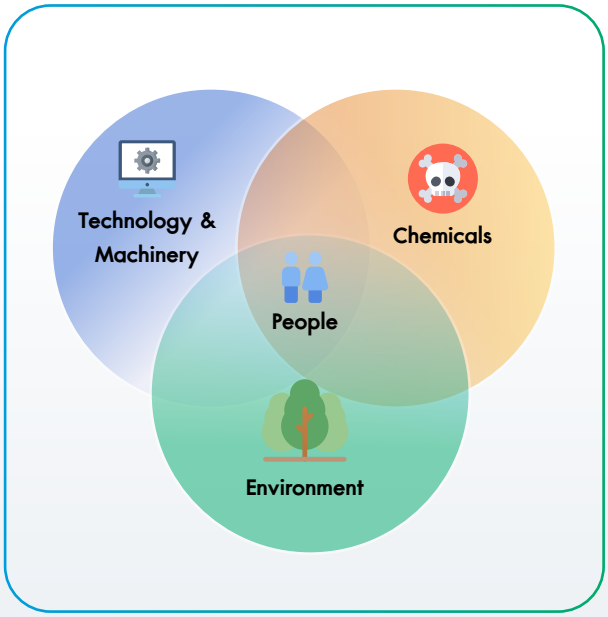
5.2 Activities to answer questions on basic knowledge of safety, occupational health, and environment through Yammer, Line, E-mail and Poster.

5.3 Safety & Health Talk on the topic of "Health Caring with emergency in workplace" by lecturer Dr. Lalana Kongtoranin, Emergency Medicine Specialist.

From above activities, the employees have reviewed their knowledge and understanding of safety, occupational health, and environment. It also encouraged executives and employees at all levels to realize the importance of workplace safety and focus on reducing workplace accidents. It promotes better health while employees work happily and reduce work stress.

6. Accident Predictive Technique

The activity focused on creating safety behaviors for employees leading to the creation and improvement of the organization's safety culture. The activity was organized with employees in the Company's operating areas. In addition, APT's of all employees have been extended into a quarterly APT's program to set a good example and make employees more aware of the benefits of hazard search activity to create employee engagement. In the work of each day, regular inspections were planned, starting from the operational method, machine conditions, chemicals, and work-related environment as well as the operator. There was a system to follow up and take corrective action in a timely manner, making employees aware about safety including identifying unsafe behaviors leading to preventive measures before accidents occur.



In 2023, the goals and KPIs have been determined. Executives and all employees of the operation function must participate in such activity on an ongoing basis. According to the assessment, it was found that 90.82% of employees in the operation function were continuously involved in the activities and achieved the set goals, with 9.18% of employees in the operational function failed to meet the set goals.

7. Behavior-Based Safety: BBS

The Company places importance on and promotes the organization to have a culture of safety. Therefore, it has organized to have a Behavior-Based Safety (BBS) activity project to provide employees with knowledge in the principles of safety behaviors creation, communication, and motivation techniques to create safety behavior, observation techniques to prevent recurrence of unsafe behavior, and its efficient implementation. The executives focus on the organization to have a safety culture that arises from the safety attitude and good awareness of the employees in the organization, which is the principle of good safety behavior. The activities were divided into 4 parts:

7.1 Provided Behavior-Based Safety (BBS) Training for employees.

7.2 Appointed a Behavior-Based Safety (BBS) Activity Committee at the Head Office.

7.3 Organize a campaign of 6 safety behaviors by analyzing the nature of work performed, including environmental and energy behaviors.

7.4 Organized Job Safety Observation activities.

8. Mental Health Promotion Project

The Company places importance on mental health which is a part of assessing employees happiness at work when working under the same organization. The project focused on creating a happy working environment or happy work place where employees care about their health, have good physical and mental health with a happy state of mind; can adapt, solve problems, be creative, and work effectively; have good feelings towards themselves and others; are mentally stable, emotionally mature, and able to live in a changing society and environment. The activities were divided into 3 parts:

8.1 Provided training on maintaining a healthy and happy mind and self-assessment to check for depression or mental health conditions.

8.2 Provided stress management practice.

8.3 Provided consultation services to a psychiatrist or psychologist.

9. Establishing Safety Standard Operation Procedure (SSOP)

The Company pays attention to every operational process to ensure the safety of life and property by assessing safety before working, during work, and after completion of work. A total of 22 Safety Standard Operation Procedures have been established for risky jobs including chiller maintenance and repair, fire pump system maintenance and repair, elevator maintenance, diesel generator maintenance, etc.

10. Workplace Safety Audit

10.1 Lighting Measurement: The Company conducted 1 inspection of lighting in the workplace as follows:

	Spotting-on Inspection				Area Inspection			
	Daytime		Nighttime		Daytime		Nighttime	
	Passed Standard	Not Passed Standard	Passed Standard	Not Passed Standard	Passed Standard	Not Passed Standard	Passed Standard	Not Passed Standard
Head Office	240 point	21 point	N/A	N/A	156 point	0 point	N/A	N/A
Chachoengsao	30 point	4 point	24 point	10 point	32 point	0 point	31 point	1 point
Chonburi	28 point	0 point	22 point	6 point	N/A	N/A	N/A	N/A
Rayong	176 point	8 point	164 point	20 point	145 point	1 point	145 point	1 point

Based on the lighting inspection in the workplace, the Company has formulated a plan for remediation with corrective action to begin in 2024.

10.2 Working equipment: The Company has checked the working equipment everyday including Motor, Pump, Accessory Pump, Valve system, Electrical system, Fire Alarm system, Control Scada/ Instrument, flowmeter, online water quality meter, etc. It was found that they are in normal condition and ready to use.

10.3 Fire protection equipment: The Company has arranged for the provision of fire protection equipment by supplying hand-held fire extinguishers, installing a fire alarm system, preparing fire escape routes, installing hand-held fire extinguishers, along with regularly inspecting all kinds of safety equipment as categorized below:

1. FM_Por_400-017 RV.00 - Inspection form of hand-held fire extinguisher.
2. FM_Por_400-018 RV.00 - Inspection form for portable gas detector.
3. FM_Por_400-020 RV.00 - Inspection form for emergency lights and fire escape signs.
4. FM_Por_400-031 RV.00 - Inspection form for manual fire alarm device.
5. FM_Por_400-032 RV.00 - Inspection form for automatic fire extinguishing equipment.

10.4 Personal protective equipment: The Company provided employees with personal protective equipment (PPE) that meets standards. Before receiving the equipment, the Company requires the employees to study details of the use of PPE and how to take care of it such as safety shoes, safety hat, earmuffs, safety glasses, and leather gloves.

10.5 Leakage of hazardous substances: Chemical used by the Company is only Sodium Hypochlorite. The Company has established a chemical storage area in accordance with Ministerial Regulations prescribing standards for management and operation of safety, occupational health, and working environment regarding hazardous chemicals B.E. 2556 (2013). The Company has inspected storage area for leakage chemicals monthly. There is a report of a list of hazardous chemicals with details of the safety information of hazardous chemicals (Sor Or.), a report of measurement and analysis of the concentration of hazardous chemicals in the atmosphere of the workplace and the hazardous chemicals storage area (Sor Or.3), and declaration form of producers, importers, exporters, or persons in possession of hazardous substances under the responsibility of the Department of Industrial Works (Wor Or. Or Kor 7) as required by law. (Disclosure 305-6)

In 2023, no chemical spills were found, and a contractor was hired to inspect airborne emissions to confirm that, in addition to physical inspection, there was no leakage (airborne) that could not be physically detected. There is also an annual chemical spill rehearsal with relevant parties. (Disclosure 306-3)

Emergency Response Process in Case of a Chemical Spill

Employees who witnessed a chemical spill shout to notify their nearby colleagues and took action to notify section head and safety officials

Section head inspects the incident area

Assigned person blocks off the incident area

Search for accident victims

Notify the HR department for first aid and take to the hospital

The equipment preparation team prepares equipment for the storage of chemical spills and personal safety equipment. The chemical handling team wears personal safety equipment and follows chemical spill handling procedures

Under control

Report to supervisors by hierarchy

Section Head

Division Head

Section Head

Division Head

Safety Officer Professional Level meeting to make summary report

Out of control

Report to supervisors by hierarchy Section Head report to Division Head

Coordinate safety officer professional level and notify public relations

Safety officer professional level/ HR Department notify government agencies requesting for help

Namely
Pollution Control Department Tel. 1650

Department of Labor Protection and Welfare Area 9 Tel. 02-5137922

Department of Environment and Sanitation Chatuchak District Office Tel. 02-5139947

Bangkok Fire and Rescue Department Tel. 199

Safety officer professional level/Division Head Blockage to prevent chemical leak to neighbouring communities

Emergency Management

The Company placed emergency management as one of its priorities. To prepare for any incidents and mitigate any potential impact on the Company's employees and properties, the Company took relevant actions in 2023 as follows:

1. Revising the Business Continuity Management (BCM) manual and revising the Business Continuity Planning (BCP); and testing the BCP at the Head Office at East Water Building by simulating a protest riot situation, and at the operating areas by simulating a situation where water tanks cracked and broke, flooding roads and community areas.

The Company tested the completeness of the BCP as well as the knowledge and understanding of functional duties and responsibilities. The Company ensured the readiness of its information system and operating systems, alternate workplace, and the communications between the employees working from home, internal units, and external agencies.

In addition, Crisis Management Plan (CMP) has been created to ensure preparedness for managing unexpected incidents or temporary situations to be able to cope with various situations that may occur in the future to reduce damage that may occur to the Company and stakeholders. This included the preparation of a Crisis Communication Plan to achieve effective and fast communication.

2. The Company's annual firefighting and evacuation drills were divided into 2 areas as follows:

- **Head Office area, East Water Building** The drills were divided into 2 sessions i.e., firefighting and evacuation drill at night and during business hours
- **All operating areas** (Rayong, Chonburi, and Chachoengsao)

These were to prepare for evacuation practice, fire protection system testing in case of an incident, with government agencies, fire stations, police stations, hospitals, training agencies, and neighboring buildings cooperated and supported the drills, in which the objectives of the drills were accomplished.

3. The Company's annual chemical spill emergency drills were conducted to prepare for hazardous chemical or fuel spill operations, as well as waste management in accordance with the Ministerial Regulations.

Construction Impact Responsibility

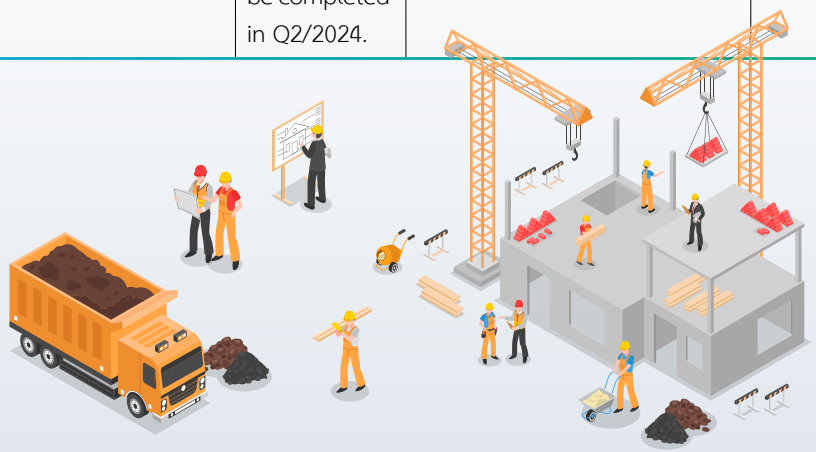
(Disclosure 305-7, 413-1, 413-2)

The construction projects complied with the guidelines for project management efficiency improvement regarding air pollution prevention and construction environmental impact mitigation. The standards for acceptance of the road restoration works along the raw water pipeline were met. The representatives of the landowner agencies that permitted the construction projects also joined the inspection and certification of work. The Company held meetings with contractors and representatives of the landowner agencies to notify them about the onsite construction operations. In the case of any impact, the Company would jointly identify problem, root causes, and solutions to the problems as well as closely monitor progress updates on a weekly basis.

The construction projects were located inside and outside of the Company's area, such as the area of the Royal Irrigation Department, area of the highway, and laying of pipeline through the communities' areas. The construction process would commence subject to authorities' approval and communities' endorsement to prevent any impacts on the communities and the environment. The Company strictly complied with standards of work control and safety of relevant agencies. In 2023, the Company carried out 4 construction projects as follows:

Project	Objective	Duration	Details	Complaints and Remedies
1. The construction project for Map Ta Phut - Sattahip pipeline.	To support water demand in the Map Ta Phut-Sattahip area, including the U-Tapao Airport project, which is a new water user, along with plans to expand the capacity of the Sattahip Water Supply Business, which is an existing water user.	The project was expected to be completed in Q2/2024.	1.1 The construction of pumping station.	No complaints.
			1.2 The construction of raw water pipeline with diameters of 1200 mm., 900 mm., and 500 mm., with a total length of approximately 28 km.	There were complaints about the impact of dust caused by the laying of water pipelines. The Company has directed contractors to mitigate dust by using water trucks to regularly spray water to wash the roads as well as expedite the restoration of the site after the pipeline is completed.
2. The construction project for the raw water pipeline Khlong Luang Rachalothorn reservoir - Chonburi.	To add an additional water supply source in the service area of the Company with the capacity of not less than 20 million cubic meters per year as part of the support for the government policy on the Eastern Economic Corridor (EEC).	The project was originally expected to be completed in February 2023, but due to the request for permission to lay additional pipelines, the company had to extend the completion time to Q2/2024.	2.1 The construction of a floating pumping station in the Khlong Luang Rachalothorn reservoir at a government agency's site.	No complaints.
			2.2 The construction of a pressure booster station and an elevated water tank in the Company's site.	
			2.3 The construction of a water pipeline with a diameter of 1,200 mm and a length of 45.20 km. in the areas of government agencies and local communities along the roads under responsibility of the government agencies concerned.	

Project	Objective	Duration	Details	Complaints and Remedies
3. The project to provide total water solution service to U-Tapao International Airport area.	To provide utility services within the area of the EECa U-Tapao International Airport, Rayong.	Completed	3.1 The construction of tap water reserve tank with a capacity of 30,000 cubic meters.	No complaints.
		The project is expected to be completed in Q1/2024.	3.2 The construction of tap water production system.	
			3.3 The construction of electrical and control systems.	
			3.4 The construction of wastewater treatment system.	
4. The construction project for Nong Pla Lai - Nong Kho - Laem Chabang pipeline.	To support the water demand in Pluak Daeng area, Rayong, and Bo Win and Laem Chabang area, Chonburi, including current and new customers in the future.	Completed	4.1 The construction of raw water pipeline phase 1 with diameters of 1,600 mm., 1,400 mm., with a total length of approximately 25 km.	There were complaints about the pipe laying line affecting the edge of the transmission line well and it was damaged. The Company has repaired the damaged transmission line and delivered it.
		The project is expected to be completed in Q2/2024.	4.2 The construction of raw water pipeline phase 2 with diameters of 1,400 mm., 1,200 mm., 900 mm., and 500 mm., with a total length of approximately 40 km.	No complaints.
		Completed	4.3 The construction of Pressure Boosting station.	No complaints.
			4.4 The construction of electrical and control systems.	
		The project is expected to be completed in Q2/2024.	4.5 The construction of Head Tank.	No complaints.



Community Sustainability Projects

(Disclosure 203-1, 413-1)

Community Development Strategy towards Sustainability

Year 1994

Formulating policies to improve quality of life and environment by allocating budget to prepare projects to improve the communities' well-being.

Year 2018

Announcing the Sustainability Management Policy by the Corporate Governance and Sustainable Development Committee. As part of the policy, the Company promoted participation in the community development requiring the Company to promote sustainable water management based on the use of water resources with the community while maintaining the ecological balance along with social development. It also promoted the learning of youth and communities using the principles of understanding, accessing, and developing for the sustainable development of the community.

Year 2012

Establishing a strategic framework of 3 create, 3 improve under the principle of understanding, accessing, and developing with the company's determination to create acceptance with the principle of understanding.

3 Create
- Create acceptance
- Create stability
- Create shared value

3 Improve
- Improve water utilities and the environment
- Improve economy and communities' well-being
- Improve learning

Year 2022

Analysis of communities and local government agencies based on SWOT principles to formulate strategies and plans to improve the communities' well-being in accordance with their needs. The Company has developed a strategy to promote the communities' well-being divided into 5 aspects as follows:

1. Create understanding and reduce community opposition.
2. Strengthen relationships with stakeholders.
3. Government relations.
4. Social and Environmental Responsibility.
5. Sustainable Development.

The Company conducted sustainability activities to support the communities' well-being, access to clean water, and sufficient water supplies for consumption and agriculture based on shared water management with all sectors. Therefore, the Company conducted activities according to 3 strategies namely Create understanding and reduce community opposition, Strengthen relationships with stakeholders, and Government relations. The supporting activities were as follows:

1. Organizing a public relations forum for the Company's new construction projects,
2. Meetings with water users,
3. Field trips to see the company's business operations,
4. Sports for relationship building,
5. Meetings on important occasions.

As a result of the above activities, the Company has acknowledged the needs and expectations of communities and local government agencies to plan projects in accordance with the other two strategies namely: social and environmental responsibility and sustainable development. After the project is completed, each year the Company conducts satisfaction surveys from communities and government agencies to bring suggestions for improvement and continuous development of the project. In addition, the Company has developed online communication channels (Line@ and Facebook East Water CSR) to speed up communication and create understanding between the Company and the community, as well as to help improve and alleviate the suffering of the community effectively.

In order to achieve the strategic goals of social and environmental responsibility and sustainable development including managing sufficient water supplies for all sectors and building engagement with the communities, the Company has organized 3 main well-being improvement projects as follows:

1. Water Utility Promotion and Environmental Conservation Projects
2. Well-being Promotion Projects
3. Learning Promotion Projects

Strategies : Create understanding and reduce community opposition, Strengthen relationships with stakeholders, and Government relations

Community Relations Activities

1. Organizing a public relations forum for the Company's new construction projects,
2. Meetings with water users,
3. Field trips to see the company's business operations,
4. Sports for relationship building,
5. Meetings on important occasions.

Engagement channels to collect information on the needs and expectations of communities and local government agencies to be used to plan the project.

Strategies : Social and environmental responsibility and Sustainable development

Community well-being improvement projects

1. Water Utility Promotion and Environmental Conservation Project
2. Well-being Promotion Project
3. Learning Promotion Project

Organizing community well-being improvement project through cooperation between the Company and communities and local government agencies.

Goal

Satisfaction of communities and local government agencies more than 85.00%

Performance in 2023

Satisfaction of communities and local government agencies more than 92.60%

1. Water Utility Promotion and Environmental Conservation Projects

Project Goals

- To increase green zones of upstream forest by 25% of the community forest
- To integrate water management to be sufficient for all sectors
- To promote quality of water for consumption
- To reduce water pollution by treating wastewater from school canteens (with dissolved oxygen value of more than 4 mg/l)
- To build 35 canteen wastewater treatment system model schools by 2027

Activity

Upstream
- Natural Resource and Water Resource Restoration
- East Water Conservation Network

Midstream
- Community tap water system production control and maintenance (integrated with the Fix it Center project)
- CSR activities for communities along the raw water pipeline
- Water for Communities

Downstream
- Canteen wastewater treatment system model school

Project Benefits

The Company
- The Company has been accepted by the communities, affecting the amount of water allocated by the government of 51.48 million cubic meters.
- There was water quality monitoring in raw water sources, which were the Company's source of water supply.
- The Company had business growth towards creating value with the communities.
- Cooperation with the network of educational institutions, especially vocational education, led to the preparation of a memorandum of understanding to send students to internships with the company.
- There was a reduction of amount of wastewater from school canteen that will affect the water quality in the Company's raw water sources, by educating about wastewater treatment and recycled water to pilot schools. Treated water could be reused at 50.00% of all wastewaters.

Community and environment
- Upstream forest became fertile with more green zones; increase food crops for communities; utilize of non-timber products; and a balanced in an ecosystem was preserved. Those favorably affected the hydrological cycle, leading to sufficient water supplies for all sectors.
- Produced 150 water conservation youth to receive knowledge about water quality testing and scholarships.
- Integrated water management between the Company, government agencies, water users, and communities led to appropriate water allocation and sufficient supplies for the stakeholders, hence reduction in water shortages for all sectors.
- Communities could access clean water for consumption at 9 communities per year (1,436 household).
- The community has access to raw water sources to produce water supply to 21 villages, representing more than 3 million cubic meters of water.
- The youth at vocational level learned professional repairs skills for the tap water systems of 9 village communities per year.
- Built 14 canteen wastewater treatment system model schools. The youth, educational institutes, and nearby communities appreciated the value of water resources and optimized water usage for cost saving and increase in agricultural productivity through watering trees with treated water.

2. Learning Promotion Projects

Project Goals

- To create 4 innovation projects for communities
- To have 1 learning resource about sufficiency economy.
- Students with disabilities who have undergone computer training can pursue careers for 10% of all participants.

Activity

- Innovation projects for the community
- The East Water Sufficiency Economy Learning Center in Khlong Kuen District
- Computer training program for students with disabilities

Project Benefits

The Company

- Knowledge regarding water management innovation
- Company's area was utilized and the Company was accepted by local communities

Community and environment

- The Company developed innovations on water management and community support through 4 projects per year, and improved well-being of 4 communities per year.
- The youth at vocational level in four institutes were equipped with professional skills in creating water innovations with 20 scholarships granted per year.
- The Company joined hands with government sectors and communities in establishing a sufficiency economy learning center to disseminate knowledge about new theory integrated farming practices according to the sufficiency economy philosophy and use of the Company's land for the benefit of nearby communities.
- The Company together with the Learning Encouragement Office in Chachoengsao offered computer training courses for students with disabilities. Hence, more than 10% of the participants were hired by business enterprises.

3. Well-being Promotion Projects

Project Goals

- Vocational training to the community of more than 1,000 people per year.

Activity

- Vocational trainings (reducing expenses and increasing income according to the sufficiency economy philosophy)
- Annual Buddhist robe offering ceremonies
- Supporting budget for public activities

Project Benefits

The Company

- The Company had more access and understanding of the context and needs of the community resulting in cooperation in developing projects to improve the communities' well-being.

Community and environment

- Communities' well-being in terms of occupations, sports, religion, culture and Thai traditional, and environment were promoted.

Water Utility Promotion and Environmental Conservation Projects

The Company realized the importance of the environment and the community well-being improvement. It received continued support from communities and government agencies in holding activities. There were three areas of activities: upstream, midstream, and downstream as follows:

Upstream The Company placed importance on the preservation of natural resources and environment in the area surrounding the reservoir and natural water sources in Rayong, Chonburi, and Chachoengsao as well as upstream forests that were five provinces bordering forest in the eastern region, therefore the Company advanced its collaboration in preserving upstream forest areas, keeping forest ecosystems fertile, maintaining a balance of a hydrological cycle, and promoting sustainable coexistence with the forest as well as monitoring changes in water quality in different water sources of Rayong, Chonburi, and Chachoengsao. There were 2 activities in collaboration with local communities as follows:

1. Natural Resource and Water Resource Restoration

Targets

1.1 To distribute 15,000 seedlings.

1.2 To increase green zones in the five provinces bordering community forest in the eastern region by growing additional trees at 25% of the community forest annually.

1.3 To absorb carbon dioxide.

1.4 To maintain the balance of the ecosystem and preserve aquatic animals in the mangrove forest of the Bangpakong River.

Implementation Period 2011 - Present

Performance in 2023

The Company cooperated with network of the five provinces bordering community forest in the eastern region to maintain community forest, i.e. Ban Khlong Yai Thai community forest, Khun Song Subdistrict, Kaeng Hang Maeo District, Chanthaburi for the 3rd consecutive year (from the 4-year plan), by organizing activities such as making survey route around community forest, creating a forest fire line, taking care of the forest, as well as organizing activities to plant additional forests with 1,950 trees, increasing green area by more than 5 Rai, and giving away 15,000 seedlings/year; implementing a project to restore landscape of upstream forest and Ban Krok Sakae community forest sustainably with participation (2023-2025) at Ban Krok Sakae, Khlong Takrao, Tha Takiap Chachoengsao for 27-1-27 Rai. The Company also cooperated with government agencies and local communities organized tree planting activities in other activities totaling more than 5,000 trees such as in the area of Tha Boonmee Subdistrict Administration, Khlong Kiu, Chonburi near Khlong Luang Rachalothorn Reservoir, area of Samnakbok Subdistrict Administration, near Samnakbok reserve water pond, Muang, Chonburi. This resulted in the absorption of 198-330 tons of carbon dioxide per year (one tree absorbs 9-15 kg of carbon dioxide per year on average).

Support SDG Goals 13.3, 15.1, 15.2

2. East Water Conservation Network

Targets

2.1 To develop 150 young leaders annually under East Water Conservation Network in Rayong, Chonburi, and Chachoengsao.

2.2 To join with communities to monitor and test water quality in 2 areas (Environmental warriors/Water detectives and Water Quality Monitoring and Testing Center in Rayong).

Implementation Period 2014 - Present

Performance in 2023

1. 17 schools in Rayong, Chonburi and Chachoengsao provinces participated in the youth camp and received scholarships for 150 students.
2. Environmental warriors/water detectives group visited the area and tested the water quality of 5 water sources in Ban Pho district.
3. Rayong Water Quality Monitoring and Testing Center conducted water quality test at Nong Pla Lai Reservoir, Dok Krai Reservoir, Khlong Yai Reservoir and Prasae Reservoir, Rayong River and Prasae River at 8 points.

Support SDG Goals 4.4, 6.3, 6.6

Midstream The Company is committed to promoting and improving the well-being, in terms of water utilities, of communities along the Company's raw water pipeline. This has been done through a variety of well-being development projects as appropriate and needs of communities in each area. The objective was to allow communities along the Company's raw water pipeline to have access to clean water sources for consumption and to have a water supply source to produce tap water, especially during the dry season. In addition, the Company has partnered with the communities, government agencies and water users along its raw water pipelines to enter MOUs to better the well-being of such communities This reflected the Company's capability on water management and corporate social responsibility. There were 3 activities in collaboration with relevant agencies as follows:

1. Community tap water system production control and maintenance (integrated with the Fix it Center project)

Targets

1.1 To make 9 communities per year have access to clean water source for consumption.

1.2 Communities gain knowledge on sustainable community waterworks management.

Implementation Period 2018 - Present

Performance in 2023

The Company cooperated with the Eastern Institute of Vocational Technology to organize a project to control the production and maintenance of the community water supply system and integrated with the Fix it Center project under the supervision of educational institutions consisting of Na Yai Am Vocational College, Chanthaburi Technical College, Trat Technical College, Ban Khai Technical College, Rayong Technical College, Maptaphut Technical College, Soi Dao Vocational College, Pattaya Technical College, Sattahip Technical College. This enabled 9 communities in Kaeng Hang Maeo District, Chanthaburi, with a population of 1,436 households to have access to clean water sources for consumption. The Company also organized practical training project "Community Waterworks Management Technique" at the Public Hall, Khao Wongkot Subdistrict Administrative Organization, Khao Wongkot Subdistrict, Kaeng Hang Meo District, Chanthaburi. There were 30 people from communities in Kaeng Hang Maeo District attended the training.

Support SDG Goals
4.4, 6.3, 6.4, 6.6

2. CSR activities for communities along the raw water pipeline

Targets

2.1 To open 21 community water distribution points covering more than 4,000 households to help and alleviate suffering from the drought situation in the area.

2.2 To provide budget support to help communities along the raw water pipeline to have access to clean water sources for consumption.

2.3 To have no objection to the amount of raw water allocated by the government.

Implementation Period 2015 - Present

Performance in 2023

1. The Company supported water for consumption to communities along the pipeline during drought situation by installing 21 raw water distribution points to the village waterworks amounting to 2,963,166.80 cubic meters.
2. The Company supported projects to improve communities' well-being in terms of water utilities, society, and environment, to communities along the raw water pipeline connecting Prasae Reservoir – Khlong Yai Reservoir, Prasae Reservoir – Nong Pla Lai Reservoir as follows:,
   - 2.1 Right-Bank Pumping Station Control Contractor Outsourcing Project, Chum Saeng Wangchan, Rayong.
   - 2.2 Water Pipeline Laying Project for Agriculture Moo 3, Ban Khlong Phai (Phase 2), Wang Chan, Rayong.
   - 2.3 Food Project of Volleyball Athletes of Wang Chan Wittaya School, Chum Saeng, Wang Chan District, Rayong Province.
   - 2.4 Project to request for budget support "Wang Chan people do not leave each other" Chum Saeng, Wang Chan, Rayong Province.

Support SDG Goals
4.4, 6.3, 6.4, 6.6

3. Water for Communities

Targets

3.1 To support community activities by providing clean water for consumption.

3.2 To relieve community difficulties from local droughts.

Implementation Period 2000 - Present

Support SDG Goals
6.3, 6.4, 6.6

Performance in 2023

1. The Company supported drinking water for communities and government agencies to organize public activities in the amount of 375,728 liters serving communities for 582,175 people.
2. The Company supported 4,916,700 liters of water for consumption through its water tubes to alleviate suffering during the drought situation.

Downstream The Company has foreseen the water pollution caused by the discharge of wastewater from each sector into natural water sources. Thus, as a key driver of water allocation to different sectors, the Company joined hands with 7 Primary Educational Service Area Offices in Rayong, Chonburi, and Chachoengsao, in carrying out the canteen wastewater treatment project on pilot schools to raise awareness among the youth and nearby communities to conserve water resources, help alleviate pollution problems, and optimize water usage.

Wastewater treatment systems in pilot school canteens

Targets

1. The Dissolved Oxygen (DO) in the treated water shall be higher than 4.0 mg/liter.
2. The school shall be able to reuse the treated water from their canteen at 40% of wastewater.
3. The school shall integrate wastewater treatment system knowledge as part of more than three core subjects.
4. To have 35 pilot schools at diamond level by 2027

Implemented Period 2014 - 2027

Performance in 2023

1. The 14 pilot schools for the canteen wastewater treatment system continued to operate and maintained the wastewater treatment system and extended their knowledge to develop wastewater treatment system. The amount of wastewater treated was 1,599 cubic meters per year and over 873 cubic meters of treated water per year can be reused in schools, accounting for 54.60% of treated wastewater.
2. The Company conducted a field survey and provided knowledge and granted funds for the improvement and development of wastewater treatment systems in 7 pilot school canteens that have been considered by the Educational Service Area Office in Rayong, Chonburi, and Chachoengsao.
3. Decrease of expenses of 14 schools by more than 132,000 Baht per year.
4. Increase of income of 14 schools to develop and empower students by 42,180 Baht per year.
5. Reduce water pollution from the wastewater discharge into natural water sources.
6. Social Return on Investment (SROI) = 0.31

2. Learning Promotion Projects

The Company was committed to the promotion of education and capacity building of younger generations and the communities so that they could have professional skills required for their occupations. Trainings and curriculum were developed for the youth and communities through three main activities as follows:

1. The Community Innovation

Targets

1.1 To promote the technical college's innovative inventions on water management to help farmers and communities by 4 projects per year.

1.2 To ensure that 4 water-air aerator prototypes installed for the communities can work efficiently.

Implementation Period 2022 - Present

Performance in 2023

1. Chachoengsao Technical College built an aeration machine that circulates water and distributes it into the air using solar energy and installed it at the Sam Luang Por Luang Pu Thuat Burapha Dhamma Practice Center, Khlong Khut Subdistrict, Ban Pho District, Chachoengsao Province.

2. Pattaya Technical College built a water beating machine and aerator that sucks water and air using solar energy and installed it at Nong Takrai Park, Takhian Thong Subdistrict, Bang Lamung District, Chonburi Province.

3. Rayong Technical College built a grass remover in a worm brick nook and gave it to the Rayong Municipality Office at Suan Sri Muang, Thapradu, Muang, Rayong.

4. Baan Khai Technical College built a mushroom briquette sawdust mixer and gave it to community enterprises in the community lifestyle development group at the community enterprise community lifestyle development group, Nikhom Pattana Subdistrict, Nikhom Pattana District, Rayong.

Support SDG Goals 4.4, 6.3, 6.6

2. The East Water Sufficiency Economy Learning Center in Khlong Kuen District

Targets

2.1 To maintain one sufficiency economy learning center with the application of water science to water management for improved agricultural productivity according to the sufficiency economy philosophy; and to support the center as a tourist spot unique to the district.

2.2 To have more than 100 visitors/year

Implementation Period 2012 - Present

Performance in 2023

The Sufficiency Economy Learning Center in Khlong Kuen District managed the area according to the King's science Khok Nong Na Model with following activities:

1. Improved learning bases including: Making ready-to-plant soil mixes, Sufficiency soil house, Sandwich fish farming, Fish farming in clay ponds, Green manure, 3 forest uses, 4 benefits, young coconut fertilization, and vegetable gardening.
2. Study tour activities have been organized for government and private agencies to visit and study and participated activities in the learning center for 635 persons.
3. Field Day Activity at Chachoengsao Provincial Agriculture Office.
4. Activities to receive learning center tour groups from Dong Noi water users, Ratchasan District and Phanom Sarakham District, Chachoengsao Province.

Support SDG Goals 2.1, 2.4, 4.4, 6.3, 6.6, 8.9

3. Computer training program for students with disabilities

Targets

3.1 To provide students with disabilities with computer literacy and the ability to use computers with the success rate of 100% of the total participants.

3.2 10% of the training participants of each class shall be successfully hired by business organizations.

Implementation Period 2012 - Present

Performance in 2023

1. There were 118 students with disabilities participating in the training. All of them successfully gained computer literacy and the ability to use computers.
2. The Company has followed up with students with disabilities who have passed training in 2023, 48 persons had private occupations (34 hired workers, 10 trading, and 4 farmers).

Support SDG Goals 4.5

3. Well-being Promotion Projects

Based on its community management strategies and community outreach, the Company held a series of relations activities with communities and government agencies as a way to build a mutual understanding with the communities. The Company also listened to the comments, news and information of the communities for further improving its business processes or adjusting its CSR activities for the communities' better well-being in the future.

1. Vocational trainings (reducing expenses and increasing income according to the sufficiency economy philosophy)

Performance in 2023

- Total of 24 trainings were facilitated in Rayong, Chonburi, and Chachoengsao with 1,060 participants.

2. Annual Buddhist robe offering ceremonies

Performance in 2023

- Nong Si Sanguan Temple, Samnakbok Subdistrict, Muang District, Chonburi.

3. East Fair Flea Market

Performance in 2023

The company allocated an area on the first floor of the East Water Building for the community to open a shop selling local products 2 times as follows:

- The 1st time with 13 shops generated income for the community amounting to 86,269 Baht.
- The 2nd time with 20 shops generated income for the community amounting to 109,060 Baht.

UU PCL.'s CSR Activities

In addition to business operations, the mission of UU PCL. that it has always paid attention to and placed importance on is business operation together with social and local community responsibility. In 2023, as the COVID-19 pandemic situation has eased, for safety and caution against the spread of virus, various activities must still be under safety measures according to government announcements. CSR activities have been conducted with the following objectives:

Objective:

- Support educational activities and provide learning opportunities for students and communities.
- Support public activities with communities, both social and environmental dimensions.
- Support charitable work, donations for various public benefits.

Target:

Sustainable Development for different stakeholders such as water users, communities, society, environment, employees, shareholders, and business groups.

The activities were divided into 4 areas as follows:

Education Program

This was part of the "Non-Revenue Water Detectives" with a focus on building the youth's awareness about the environmental conservation and promoting students and learners' knowledge about water and environment through class and outside class activities. The students and learners would learn from hands-on practices and gained awareness about water and environmental conservation. Water supply entities in the areas were ready to be a local water learning center. This helped build up good relationships between communities and UU PCL. In 2023, there were activities in collaboration with different local schools as follows:

- Wat Nakorn Nuangkhet (Sriphaijit) School, Muang District, Chachoengsao
- Wat Bang Samak School, Bangpakong District, Chachoengsao
- Ban Bang Saray Community School, Sattahip District, Chonburi
- Wat Sa Khlo (Wat Makham Tia) School, Muang District, Phisanulok
- Ban Khaohin (Nikornrat Bamrung) School, Bo Win District, Chonburi
- Wat Bankao School, Ban Khai District, Rayong
- Wat Banrai School, Muang District, Nakhonsawan
- Nekkham Wittaya School, Damnoen Saduak District, Ratchaburi

Community Support Program

This was part of the "Rak Tuk Yot Lot Nam Soon Sia (Saving All Drops of Water to Reduce Non-Revenue Water) project where a team of professional and experienced technicians from the UU PCL. helped renovate tap water system to be in a ready-to-use condition. In 2023, the Subsidiaries have extended the scope of operations to cover other government agencies apart from schools. The activities were held with different local agencies as follows:

- Ban Tha Kham Tang Trong Chit 10 School, Bangpakong District, Chachoengsao
- Wat Banrai School, Muang District, Nakhonsawan
- Wat Noen Phra School, Muang District, Rayong
- Wat Krok Yai Cha School, Muang District, Chachoengsao
- Wat Rat Sattha Tham School, Muang District, Chachoengsao

Environmental Program

There were many dimensions of activities with the aim to reducing global warming, increasing green zones in communities and residential areas, restoring a balance in nature and environment, raising awareness and a sense of appreciation and protection of natural resources, and promoting natural conservation. In 2023, despite the COVID-19 pandemic, the UU PCL. still implemented activities in line with the situation as follows:

- UU Sang Pa Rak Ton Nam (Buidling and Conserving Upstream Forest) Project for 2023 at Pluak Daeng District, Rayong
- UU Sang Pa Rak Ton Nam (Buidling and Conserving Upstream Forest) Project for 2023 at Bangpakong District, Chachoengsao
- PWA Volunteer Project to honor the King and Queen Sirikit, Muang District, Ratchaburi
- Vegetable garden planting project, Tree fence for children, Muang District, Chachoengsao
- Mangrove reforestation project in honor of Her Majesty Queen Suthida Bajrasudhabimalalakshana, Klaeng District, Rayong
- Reforestation project in honor of Her Majesty Queen Sirikit the Queen Mother, Muang District, Rayong
- Conservation Project to increase green areas, revitalize ecosystems and reduce global warming, Klaeng District, Rayong
- National Annual Tree Love Day Project, Muang District, Rayong

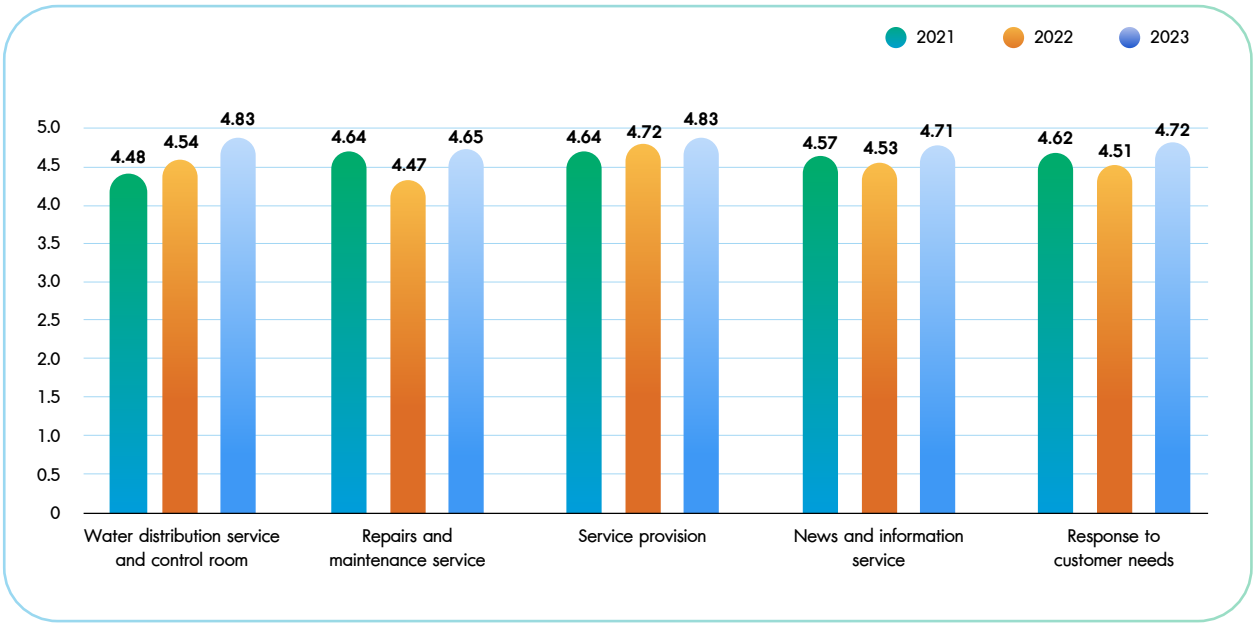
Charitable Program

This was under the guidelines for supporting public activities of UU PCL. under the specified budget framework to be completely correct and in accordance with the regulations of the company and the principles of good corporate governance.

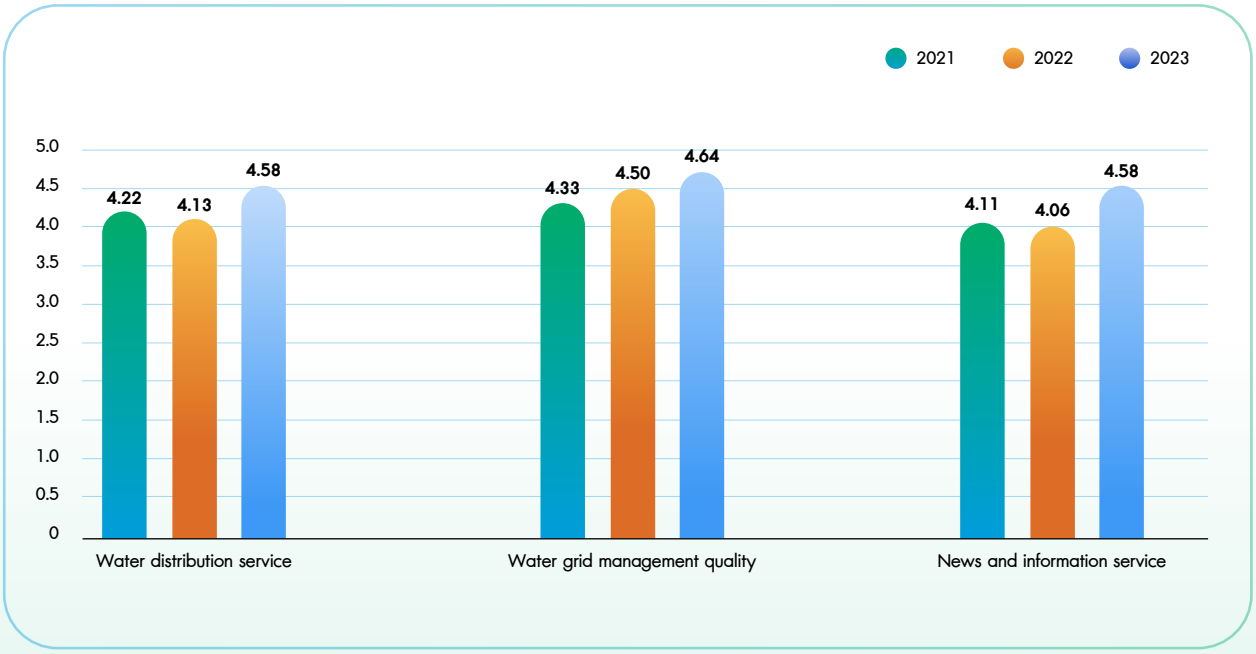
In addition, the UU PCL. has encouraged executives and employees to volunteer in carrying out activities that are of public benefit, encouraging them to do good deeds and create a good sense of social and community responsibility. The subsidiaries had organized activities such as providing opportunity for employees to participate in the donations and provide assistance to the underprivileged or victims, and participating in the distribution of drinking water in various important government activities, etc.

ANNEX

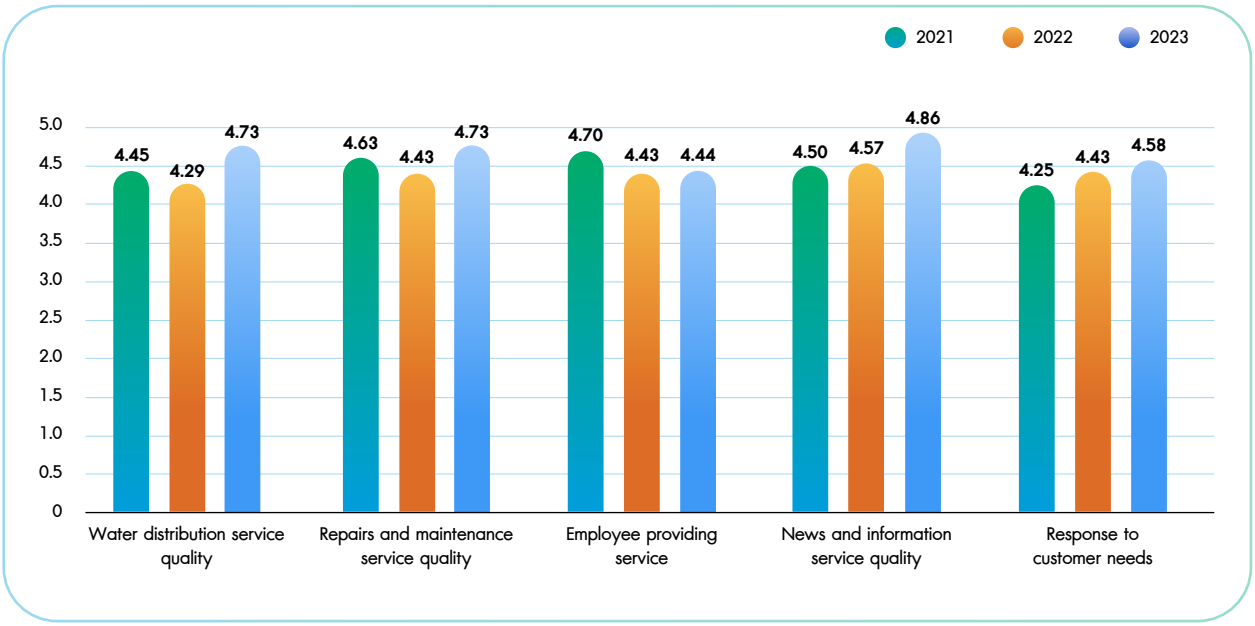
Comparison of satisfaction level of direct raw water customers in each aspect for 2021-2023



Comparison of satisfaction level of indirect raw water customers in each aspect for 2021-2023



Comparison of satisfaction level of total water solution customers in each aspect for 2021-2023



Comparison of satisfaction level of tap water customers in each aspect for 2021-2023

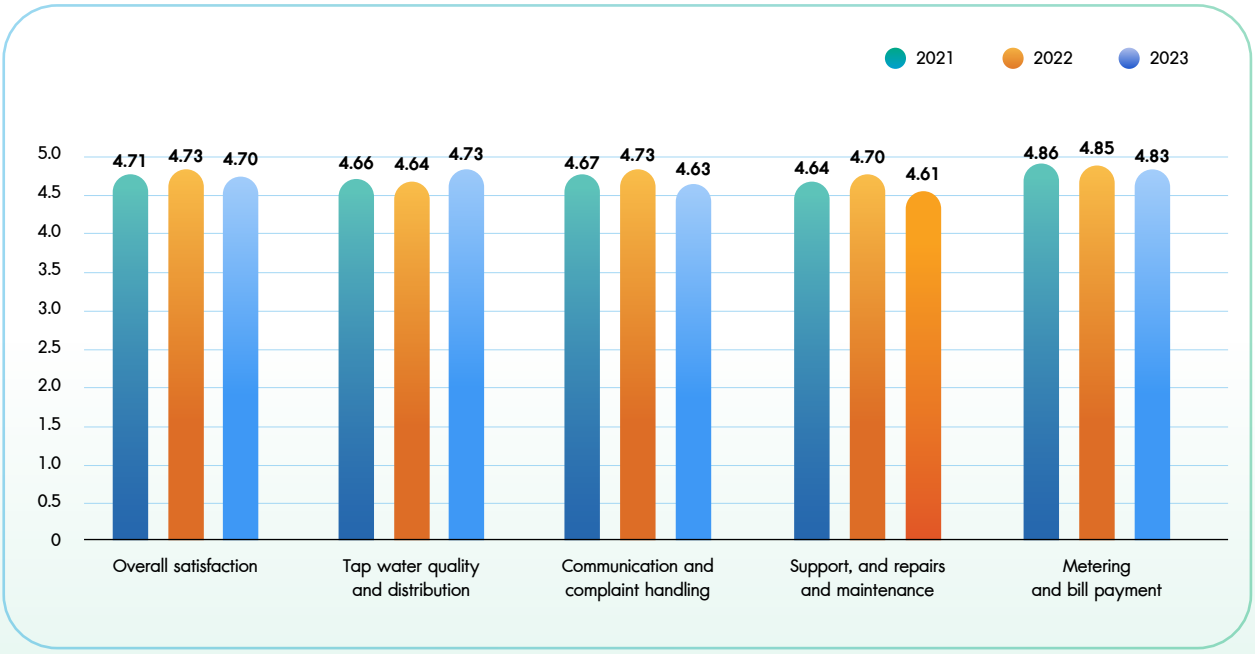


Table of Main Water Sources Utilized by the Company in 2022 - 2023

(Disclosure 303-1, 303-3, 303-5:2018)

Type of Business	Area	Importance of Water Sources to Local Communities	Unit	
Raw Water and Industrial Water Business				
Raw Water and Industrial Water	**Rayong**			
	Prasae Reservoir	• To supply water to plantation areas in Prasae project • To prevent saltwater intrusion • Prevent floods in Klang District, Rayong • To reserve raw water for eastern seaboard industrial estate • Volume of water flow into the reservoir was 203.46 million cubic meters. (Source: Prasae Water Distribution and Maintenance project	Billion liters	
	Nong Pla Lai Reservoir	• To supply water to plantation areas in the Ban Khai Irrigation project • To prevent floods in Rayong • To supply water for consumption and industrial purposes with a future plan to supply water to Sattahip areas for industrial area expansion projects • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 279.62 million cubic meters. (Source: Royal Irrigation Department)	Billion liters	
	Dok Krai Reservoir	• To supply water to plantation areas in the Baan Kai Irrigation project • To prevent floods in Rayong • To supply water for consumption and industrial purposes • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 129.54 million cubic meters. (Source: Royal Irrigation Department)	Billion liters	
	Khlong Thab Ma, Rayong River	• To manage water supplies to prevent droughts and floods • To pump water to Thab Ma pond for reserve purposes	Billion liters	
	Chonburi			
	Bang Phra Reservoir	• To support agriculture in 8,500 Rai of land • To supply water for consumption and industrial purposes • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 55.40 million cubic meters. (Source: Royal Irrigation Department)	Billion liters	
	Nong Kho Reservoir	• To supply water to current creeks for agriculture in 7,500 Rai of land • To supply water for consumption and industrial purposes • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 30.46 million cubic meters. (Source: Royal Irrigation Department)	Billion liters	
	Private Water Source (Water Stress)		Billion liters	
	Rainfall from Samnakbok Raw Water Reserve Pond (Water Stress)		Billion liters	

	Total Dissolved Solids (TDS)	Type of Water Sources								Remark
		Surface Water		Underground Water		Sea Water		Water from Other Producer		
		2022	2023	2022	2023	2022	2023	2022	2023	
	TDS ≤1,000 mg/l	11.94	51.48	0	0	0	0	0	0	During 2022-2023, the Company used water from Prasae-Khlong Yai pipeline of 21.88 million cubic meters and from Prasae-Nong Pla Lai pipeline of 11.66 million cubic meters.
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	141.73	99.75	0	0	0	0	0	0	During the year 2022-2023, the Company pumped water from Nong Pla Lai Reservoir in conjunction with the use of water from Dok Krai Reservoir not exceeding 236.00 million cubic meters per year and purchased water from private individuals who use water from Nong Pla Lai Reservoir.
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	82.78	66.99	0	0	0	0	0	0	The permitted water volume of 116 million cubic meters was more than the reservoir storage capacity as the water volume flow into the reservoir during the year was included.
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	9.29	8.27	0	0	0	0	0	0	
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	7.30	6.12	0	0	0	0	0	0	The Company obtained a written permit for water consumption from Bang Phra reservoir for 8.00 million cubic meters. The Company also used water deposited in Bangpakong River.
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	6.93	9.71	0	0	0	0	0	0	
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	8.21	13.01	0	0	0	0	0	0	The Company supplies water from private water sources to Chachoengsao and Chonburi areas during the dry season in 2023, totaling 13.01 million cubic meters.
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	0.23	0.35	0	0	0	0	0	0	It is calculated based on the average monthly precipitation x the surface area (based on average rainfall data from the Eastern Irrigation Hydrology Center. Irrigation Department).
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	

Type of Business	Area	Importance of Water Sources to Local Communities	Unit
Raw Water and Industrial Water Business			
Raw Water and Industrial Water Business	**Chachoengsao**		
	Bangpakong River (Water Stress)	• To maintain ecosystems • To deter the flow of saltwater • To serve as a water source for consumption, agricultural, and industrial purposes • Average volume of natural water for the whole year was 3,344 million cubic meters. (Source: Large Scale Project Office, Royal Irrigation Department)	Billion liters
Wastewater Treatment and Reclaimed Water Business			
Wastewater Treatment and Reclaimed Water Business	**Ratchaburi**		
	Industrial Plant (Reclaim Water Project)	-	Billion liters
	Ayutthaya		
	Industrial Plant (Reclaim Water Project)	-	Billion liters
	Rayong		
	Industrial Plant (Reclaim Water Project)	-	Billion liters
Tap Water Business			
Tap Water Business (Supplied by UU PCL.)	**Chonburi**		
	Nong Kham Waterworks 1. Nong Kho Reservoir	• To supply water to current creeks for agriculture in 7,500 Rai of land • To supply water for consumption and industrial purposes • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 30.46 million cubic meters. (Source: Royal Irrigation Department)	Billion liters
	Ratchaburi		
	Ratchaburi Waterworks - Samut Songkhram 1. Mae Klong River	• To supply water for agriculture 6,400 million cubic meters/year • To supply water for consumption and tourism purposes 35.57 million cubic meters/year • To serve as fish breeding ground and maintain ecosystem. • Average annual runoff volume of 18,823 cubic meters. (Source: National Water Data Archive)	Billion liters

Total Dissolved Solids (TDS)	Type of Water Sources								Remark
	Surface Water		Underground Water		Sea Water		Water from Other Producer		
	2022	2023	2022	2023	2022	2023	2022	2023	
TDS ≤1,000 mg/l	7.29	28.45	0	0	0	0	0	0	The Company had water pumping operations only in the rainy season according to criteria as mutually agreed upon by water users and Chachoengsao provincial authorities. A portion of water was diverted to Bang Phra reservoir for use during the dry season for Chachoengsao and Chonburi areas. In 2023, the Company pumped water from Bangpakong River totaling of 28.45 million cubic meters for distribution to Chachoengsao and reserved the remaining water totaling 24.85 million cubic meters in Bang Phra reservoir.
TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
TDS ≤1,000 mg/l	0	0	0	0	0	0	0	0	
TDS >1,000 mg/l	0.14	0.14	0	0	0	0	0	0	
TDS ≤1,000 mg/l	0	0	0	0	0	0	0	0	
TDS >1,000 mg/l	0.82	0.78	0	0	0	0	0	0	
TDS ≤1,000 mg/l	0	0	0	0	0	0	0	0	
TDS >1,000 mg/l	0.24	0.33	0	0	0	0	0	0	
TDS ≤1,000 mg/l	0.38	0.42	0	0	0	0	0	0	
TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
TDS ≤1,000 mg/l	12.32	13.15	0	0	0	0	0	0	
TDS >1,000 mg/l	0	0	0	0	0	0	0	0	

Type of Business	Area	Importance of Water Sources to Local Communities	Unit	
		Tap Water Business		
	Phitsanulok			
	Hua Ro Waterworks 1. Nan River	• To supply water for agriculture 6,266.32 million cubic meters/year • To supply water for consumption and tourism purposes 22.50 million cubic meters/year • To supply water for industrial and livestock • Average annual runoff volume of 11,955 million cubic meters. (Source: National Water Data Archive)	Billion liters	
Tap Water Business (Supplied by contract party)	**Chachoengsao**			
	Chachoengsao Waterworks 1. Khlong Phra Ong Chaiyanuchit 2. Khlong Tha Khai	• For agriculture 8,500 Rai • To supply water for consumption and industrial • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 55.40 million cubic meters. (Source: Royal Irrigation Department)	Billion liters	
	Bangpakong Waterworks 1. Khlong Phra Ong Chaiyanuchit	• For agriculture 8,500 Rai • To supply water for consumption and industrial • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 55.40 million cubic meters. (Source: Royal Irrigation Department)	Billion liters	
	Chonburi			
	Chonburi Waterworks 1. Water sources from private ponds		Billion liters	
	Bo Win Waterworks		Billion liters	
	Sattahip Waterworks		Billion liters	
	Rayong			
	Rayong Waterworks		Billion liters	

	Total Dissolved Solids (TDS)	Type of Water Sources								Remark
		Surface Water		Underground Water		Sea Water		Water from Other Producer		
		2022	2023	2022	2023	2022	2023	2022	2023	
	TDS ≤1,000 mg/l	0.83	1.03	0	0	0	0	0	0	
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	14.67	14.30	0	0	0	0	0	0	
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	15.71	15.94	0	0	0	0	0	0	
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	10.08	10.10	0	0	0	0	0	0	
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	9.07	9.83	0	0	0	0	0	0	The Company supplies water to Bo Win Waterworks from 4 sources as follows: 1. Nong Pla Lai Reservoir 2. Private ponds 3. Pluak Daeng Industrial Water Production System 4. Nong Kho Reservoir
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	16.22	17.35	0	0	0	0	0	0	The company supplies water to Sattahip Waterworks from Nong Pla Lai Reservoir.
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	23.56	23.37	0	0	0	0	0	0	The company supplies water to Rayong Waterworks from 3 sources as follows: 1. Dok Krai Reservoir 2. Nong Pla Lai Reservoir 3. Khlong Yai Reservoir
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	

Type of Business	Area	Importance of Water Sources to Local Communities	Unit	
Tap Water Business				
Tap Water Business (Supplied by contract party)	**Rayong**			
	Wang Chan Valley Project Waterworks		Billion liters	
	Lakchai Muangyang Waterworks		Billion liters	
	Nakhonsawan			
	Nakhonsawan Waterworks 1. Chao Phraya River 2. Ping River	1. Chao Phraya River • To supply water for agriculture 7,787.60 million cubic meters/year • To supply water for industrial 931.95 million cubic meters/year • To supply water for consumption and tourism purposes 236.42 million cubic meters/year • To maintain ecosystems 2,386.41 million cubic meters • Average annual runoff volume of 3,917 cubic meters. (Source: National Water Data Archive) 2. Ping River • To supply water for agriculture 4,603.56 million cubic meters/year • To supply water for industrial • To supply water for livestock, consumption and tourism purposes • To maintain ecosystems 1,046.66 million cubic meters • Average annual runoff volume of 9,299 million cubic meters. (Source: National Water Data Archive)	Billion liters	

	Total Dissolved Solids (TDS)	Type of Water Sources								Remark
		Surface Water		Underground Water		Sea Water		Water from Other Producer		
		2022	2023	2022	2023	2022	2023	2022	2023	
	TDS ≤1,000 mg/l	0.06	0.11	0	0	0	0	0	0	The company supplies water to the Wang Chan Valley Project Waterworks from Prasae Reservoir.
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	0.99	0.34	0	0	0	0	0	0	Lakchai Muangyang Industrial Estate supplies water to Lakchai Muangyang Waterworks from the pond of the Industrial Estate.
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	
	TDS ≤1,000 mg/l	6.96	7.24	0	0	0	0	0	0	
	TDS >1,000 mg/l	0	0	0	0	0	0	0	0	

Company's Employee Information

(Disclosure 2-7:2021, 405-1:2016)

Employee means a person who is employed by the Company as a permanent and contract employee. No temporary employee, daily employee, and part-time employee are hired.

Details	2020		2021		2022		2023	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total employees	236	100	249	100	230	100	227	100
By type of employment								
Permanent	232	98.31	245	98.39	227	98.70	223	98.24
Contract	4	1.69	4	1.61	3	1.30	4	1.76
By gender								
• Male	124	52.54	133	53.41	123	53.48	118	51.98
• Female	112	47.46	116	46.59	107	46.52	109	48.02
By position level								
Executive	21	8.90	22	8.84	18	7.83	17	7.49
• Male	11	4.66	12	4.82	10	4.35	8	3.52
• Female	10	4.24	10	4.02	8	3.48	9	3.69
Supervisory	33	13.98	32	12.85	34	14.78	35	15.42
• Male	15	6.36	15	6.02	20	8.70	20	8.81
• Female	18	7.63	17	6.83	14	6.09	15	6.61
Operational	182	77.12	195	78.31	178	77.39	175	77.09
• Male	98	41.53	106	42.57	93	40.43	90	39.65
• Female	84	35.59	89	35.74	85	36.96	85	37.44
By age								
Less than 30 years	34	14.41	38	15.26	25	10.87	23	10.13
• Male	N/A	N/A	N/A	N/A	N/A	N/A	13	5.73
• Female	N/A	N/A	N/A	N/A	N/A	N/A	10	4.41
Between 30-50 years	179	75.85	182	73.09	175	76.09	168	74.01
• Male	N/A	N/A	N/A	N/A	N/A	N/A	83	36.56
• Female	N/A	N/A	N/A	N/A	N/A	N/A	85	37.44
More than 50 years	23	9.75	29	11.65	30	13.04	36	15.86
• Male	N/A	N/A	N/A	N/A	N/A	N/A	22	9.69
• Female	N/A	N/A	N/A	N/A	N/A	N/A	14	6.17
By region								
Central (Bangkok)	144	61.02	144	57.83	130	56.52	129	56.83
Eastern (Rayong, Chonburi, Chachoengsao)	92	38.98	105	42.17	100	43.48	98	43.17

Employment Rates of New Hires

(Disclosure 401-1:2016)

Details	2020		2021		2022		2023	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Employment rates of new hires	20	8.47	31	12.45	15	6.52	22	9.69
By gender								
• Male	12	5.08	25	10.04	10	4.35	6	2.64
• Female	8	3.39	6	2.41	5	2.17	16	7.05
By age								
Less than 30 years	5	2.12	18	7.23	2	0.87	6	2.64
Between 30-50 years	13	5.51	12	4.82	10	4.35	15	6.61
More than 50 years	2	0.85	1	0.40	3	1.30	1	0.44
By region								
Central (Bangkok)	5	2.12	13	5.22	10	4.35	20	8.81
Eastern (Rayong, Chonburi, Chachoengsao)	15	6.36	18	7.23	5	2.17	2	0.88

Employee Attrition Rates

(Disclosure 401-1:2016)

Details	2020		2021		2022		2023	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Employee attrition rate	13	5.51	18	7.23	34	14.78	26	11.45
Retire	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00
Resign	N/A	N/A	N/A	N/A	N/A	N/A	26	11.45
Die	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00
By gender								
• Male	5	2.12	14	5.62	20	8.70	12	5.29
• Female	8	3.39	4	1.61	14	6.09	14	6.17
By age								
Less than 30 years	2	0.85	3	1.20	8	3.48	1	0.44
Between 30-50 years	7	2.97	13	5.22	19	8.26	21	9.25
More than 50 years	4	1.69	2	0.80	7	3.04	4	1.76
By region								
Central (Bangkok)	13	5.68	11	4.66	22	9.57	19	8.37
Eastern (Rayong, Chonburi, Chachoengsao)	2	0.87	2	0.85	12	5.22	7	3.08

Maternity Leave Rates

(Disclosure 401-3:2016)

Details	2020		2021		2022		2023	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total number of entitled employees	N/A	N/A	N/A	N/A	107	100	109	100
Employees taking maternity leave	N/A	N/A	N/A	N/A	4	3.74	2	1.83
* Employees returning to work after taking maternity leave	N/A	N/A	N/A	N/A	4	100	2	100
** Total number of employees returning to work after taking maternity leave and worked with the Company for 12 months	N/A	N/A	N/A	N/A	4	100	2	100

Remark : * Employees returning to work after taking maternity leave

Number of employees returning to work = $\frac{\text{Total number of employees returning to work after taking maternity leave}}{\text{Total number of employees due to return to work after taking maternity leave}} \times 100$

** Total number of employees returning to work after taking maternity leave and worked with the Company for 12 months

Rate of Return = $\frac{\text{Total number of employees returning to work for 12 months after taking maternity leave}}{\text{Total number of employees returning to work after taking maternity leave}} \times 100$

Employee Remuneration Proportion (Female : Male)

(Disclosure 405-2:2016)

Details	2020		2021		2022		2023	
	Female	Male	Female	Male	Female	Male	Female	Male
By age								
Less than 30 years	N/A	N/A	N/A	N/A	1.00	0.79	1.00	0.76
Between 30-50 years	N/A	N/A	N/A	N/A	1.00	1.05	1.00	1.04
More than 50 years	N/A	N/A	N/A	N/A	1.00	0.69	1.00	1.56
By position level								
Executive	N/A	N/A	N/A	N/A	1.00	0.73	1.00	1.44
Supervisory	N/A	N/A	N/A	N/A	1.00	0.90	1.00	1.19
Operation	N/A	N/A	N/A	N/A	1.00	1.00	1.00	1.07
By region								
Central (Bangkok)	N/A	N/A	N/A	N/A	1.00	1.52	1.00	0.76
Eastern (Rayong, Chonburi, Chachoengsao)	N/A	N/A	N/A	N/A	1.00	0.24	1.00	3.62

Company's Outsourced Worker

(Disclosure 2-8:2021)

Outsourced worker means a person who the Company employs through contract party by the type of employment contract.

Year 2023	Total	Male	Female	Contract Type
Total outsourced workers				
Labor contractor				
Central (Bangkok)	55	52	3	Annual Contract
Eastern (Rayong, Chonburi, Chachoengsao)	21	7	14	Annual Contract
Maid				
Central (Bangkok)	21	0	21	2-year contract
Eastern (Rayong, Chonburi, Chachoengsao)	17	0	17	2-year contract
Gardener				
Central (Bangkok)	1	1	0	2-year contract
Eastern (Rayong, Chonburi, Chachoengsao)	16	10	6	Annual Contract
Security guard				
Central (Bangkok)	28	25	3	2-year contract
Eastern (Rayong, Chonburi, Chachoengsao)	66	66	0	Annual Contract
Building management				
Central (Bangkok)	15	12	3	2-year contract
Project contractors				
• Nong Pla Lai-Nong Kho-Laem Chabang Water Pipeline System Construction Project	144	144	0	Project contract
• Contract for the supply and installation of anti-corrosion systems of steel pipes P6514	4	4	0	Project contract
• Nong Pla Lai Pressure Booster Station Construction Project	19	19	0	Project contract
• Nong Pla Lai Pressure Booster Station Construction Project	85	85	0	Project contract
• Samnakbok Pond Improvement Project	14	14	0	Project contract

UU PCL.'s Employee Information (Disclosure 2-7:2021, 405-1:2016)

UU PCL.'s employee means a person who is employed by the Company as a permanent and contract employee. No temporary employee, daily employee, and part-time employee are hired.

Details	2021				2022				2023			
	Tap Water Business		Wastewater Treatment and Reclaimed Water Business		Tap Water Business		Wastewater Treatment and Reclaimed Water Business		Tap Water Business		Wastewater Treatment and Reclaimed Water Business	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total UU PCL.'s employee	140	99.29	1	0.71	141	99.30	1	0.70	144	97.96	1	0.68
By type of employment												
Permanent	139	98.58	1	0.71	141	99.30	1	0.70	144	97.96	1	0.68
Contract	1	0.71	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
By gender												
Male	85	60.28	1	0.71	86	60.56	1	0.70	90	61.22	1	0.68
Female	55	39.01	0	0.00	55	38.73	0	0.00	54	36.73	0	0.00
By position level												
Executive	8	5.67	0	0.00	9	6.34	0	0.00	10	6.80	0	0.00
Male	4	2.84	0	0.00	5	3.52	0	0.00	6	4.08	0	0.00
Female	4	2.84	0	0.00	4	2.82	0	0.00	4	2.27	0	0.00
Supervisory	21	14.89	0	0.00	20	14.08	0	0.00	20	13.61	0	0.00
Male	12	8.51	0	0.00	11	7.75	0	0.00	12	8.16	0	0.00
Female	9	6.38	0	0.00	9	6.34	0	0.00	8	5.44	0	0.00
Operational	111	78.72	1	0.71	112	78.87	1	0.70	114	77.55	1	0.68
Male	69	48.94	1	0.71	70	49.30	1	0.70	72	48.98	1	0.68
Female	42	29.79	0	0.00	42	29.58	0	0.00	42	28.57	0	0.00
By age												
Less than 30 years	21	14.89	0	0.00	20	14.08	0	0.00	19	12.93	0	0.00
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14	9.52	0	0.00
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	3.40	0	0.00
Between 30-50 years	108	76.60	1	0.71	110	77.46	1	0.70	109	74.15	1	0.68
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	64	43.54	1	0.68
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	45	30.61	0	0.00
More than 50 years	11	7.80	0	0.00	11	7.75	0	0.00	16	10.88	0	0.00
Male	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12	8.16	0	0.00
Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	2.72	0	0.00
By region												
Central (Bangkok, Nakhonsawan, Ayutthaya, Phitsanulok)	65	46.10	0	0.00	65	45.77	0	0.00	67	45.58	0	0.00
Western (Ratchaburi)	7	4.96	0	0.00	5	3.52	1	0.70	7	4.76	0	0.00
Eastern (Rayong, Chonburi, Chachoengsao)	68	48.23	1	0.71	71	50.00	0	0.00	70	47.62	1	0.68
Southern (Surat Thani)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

UU PCL.'s Employment Rates of New Hires

(Disclosure 401-1:2016)

Details	2021				2022				2023			
	Tap Water Business		Wastewater Treatment and Reclaimed Water Business		Tap Water Business		Wastewater Treatment and Reclaimed Water Business		Tap Water Business		Wastewater Treatment and Reclaimed Water Business	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Employment rates of new hires	11	7.80	0	0.00	13	9.15	0	0.00	10	6.90	0	0.00
By gender												
Male	8	5.67	0	0.00	11	7.75	0	0.00	8	5.52	0	0.00
Female	3	2.13	0	0.00	2	1.41	0	0.00	2	1.38	0	0.00
By age												
Less than 30 years	6	4.26	0	0.00	10	7.04	0	0.00	7	4.83	0	0.00
Between 30-50 years	5	3.55	0	0.00	3	2.11	0	0.00	3	2.07	0	0.00
More than 50 years	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
By region												
Central (Bangkok, Nakhon Sawan, Ayutthaya, Phitsanulok)	6	4.26	0	0.00	6	4.23	0	0.00	6	4.14	0	0.00
Western (Ratchaburi)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Eastern (Rayong, Chonburi, Chachoengsao)	5	3.55	0	0.00	7	4.93	0	0.00	4	2.76	0	0.00
Southern (Surat Thani)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

UU PCL.'s Employee Attrition Rates

(Disclosure 401-1:2016)

Details	2021				2022				2023			
	Tap Water Business		Wastewater Treatment and Reclaimed Water Business		Tap Water Business		Wastewater Treatment and Reclaimed Water Business		Tap Water Business		Wastewater Treatment and Reclaimed Water Business	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Employee attrition rate	11	7.80	0	0.00	12	8.45	0	0.00	8	5.52	0	0.00
Retire	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00	0	0.00
Resign	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8	5.52	0	0.00
Die	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00	0	0.00
By gender												
Male	10	7.09	0	0.00	10	7.04	0	0.00	4	2.76	0	0.00
Female	1	0.71	0	0.00	2	1.41	0	0.00	4	2.76	0	0.00
By age												
Less than 30 years	5	3.55	0	0.00	4	2.82	0	0.00	3	2.07	0	0.00
Between 30-50 years	5	3.55	0	0.00	6	4.23	0	0.00	5	35.71	0	0.00
More than 50 years	1	0.71	0	0.00	2	1.41	0	0.00	0	0.00	0	0.00
By region												
Central (Bangkok, Nakhonsawan, Ayutthaya, Phitsanulok)	7	4.96	0	0.00	6	4.23	0	0.00	4	2.76	0	0.00
Western (Ratchaburi)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Eastern (Rayong, Chonburi, Chachoengsao)	4	2.84	0	0.00	6	4.23	0	0.00	4	2.76	0	0.00
Southern (Surat Thani)	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

UU PCL.'s Maternity Leave Rates

(Disclosure 401-3:2016)

Details	2021		2022		2023	
	Number (Person)	%	Number (Person)	%	Number (Person)	%
Total number of entitled employees	N/A	N/A	55	100	54	100
Employees taking maternity leave	N/A	N/A	2	3.64	2	3.70
*Employees returning to work after taking maternity leave	N/A	N/A	2	100	2	100
**Total number of employees returning to work after taking maternity leave and worked with the Company for 12 months	N/A	N/A	2	100	2	100

Remark : * Employees returning to work after taking maternity leave

Number of employees returning to work = $\frac{\text{Total number of employees returning to work after taking maternity leave}}{\text{Total number of employees due to return to work after taking maternity leave}} \times 100$

** Total number of employees returning to work after taking maternity leave and worked with the Company for 12 months

Rate of Return = $\frac{\text{Total number of employees returning to work for 12 months after taking maternity leave}}{\text{Total number of employees returning to work after taking maternity leave}} \times 100$

UU PCL.'s Employee Remuneration Proportion (Female : Male)

(Disclosure 405-2:2016)

Details	2020		2021		2022		2023	
	Ratio							
	Female	Male	Female	Male	Female	Male	Female	Male
By age								
Less than 30 years	N/A	N/A	N/A	N/A	1	0.89	1	1.18
Between 30-50 years	N/A	N/A	N/A	N/A	1	0.92	1	0.46
More than 50 years	N/A	N/A	N/A	N/A	1	0.38	1	0.93
By position level								
Executive	N/A	N/A	N/A	N/A	1	0.96	1	0.95
Supervisory	N/A	N/A	N/A	N/A	1	0.85	1	0.80
Operational	N/A	N/A	N/A	N/A	1	0.96	1	0.87
By region								
Central (Bangkok, Nakhonsawan, Ayutthaya, Phitsanulok)	N/A	N/A	N/A	N/A	1	0.96	1	0.84
Western (Ratchaburi)	N/A	N/A	N/A	N/A	1	0.84	1	1.90
Eastern (Rayong, Chonburi, Chachoengsao)	N/A	N/A	N/A	N/A	1	1.26	1	0.90

UU PCL.'s Outsourced Worker

(Disclosure 2-8:2021)

Outsourced worker means a person who the UU PCL. employ through contract party by the type of employment contract.

Year 2023	Total	Male	Female	Contract Type
Total outsourced workers				
Labor contractor				
Central (Bangkok, Nakhonsawan, Ayutthaya, Phitsanulok)	25	23	2	Annual contract
Western (Ratchaburi)	22	21	1	Annual contract
Eastern (Rayong, Chonburi, Chachoengsao)	179	159	20	Annual contract
Maid				
Central (Nakhonsawan, Phitsanulok)	2	0	2	2-year contract
Western (Ratchaburi)	3	0	3	2-year contract
Eastern (Rayong, Chonburi, Chachoengsao)	9	1	8	2-year contract
Gardener				
Central (Nakhonsawan)	1	1	0	2-year contract
Security guard				
Central (Nakhonsawan)	4	4	0	Annual contract
Western (Ratchaburi)	8	8	0	Annual contract
Eastern (Rayong, Chonburi, Chachoengsao)	37	37	0	Annual contract
Project contractors				
Factory cleaning Chachoengsao	5	5	0	2-year contract
Factory cleaning Bangpakong	4	4	0	2-year contract
Factory cleaning Rayong	4	4	0	2-year contract
Factory cleaning Sattahip	2	2	0	Annual contract
General workers Ratchaburi	2	2	0	Annual contract
Hua Ro Water Production Outsourcing	5	5	0	3-year contract

Total Accidents-Company's Employees (Disclosure 403-8, 403-9, 403-10:2018)

Scope of Reporting		2020		
		Male	Female	Total
Number of employees	Head Office (person)	53	91	144
	Operating area (person)	71	21	92
	Total (person)	**124**	**112**	**236**
Total normal working days of employees	Head Office (day)	12,879	22,113	34,992
	Operating area (day)	17,253	5,103	22,356
	Total (day)	**30,132**	**27,216**	**57,348**
Total hours worked of employees	Head Office (hour)	100,095.00	173,632.00	273,727.00
	Operating area (hour)	141,472.47	35,792.87	177,265.34
	Total (hour)	**241,567.47**	**209,424.87**	**450,992.34**
Number of incidents with injured employees	**Total (time/year)**	0	0	0
Number of incidents with injured employees to the point of losing work (including death)	**Total (time/year)**	0	0	0
Number of injured employees by degrees of severity	• First Aids (person/year)	0	0	0
	• Recordable work-related injuries person/year)	0	0	0
	• High-consequence (person/year)	0	0	0
	• The number of fatalities as a result of work-related injury (person/year)	0	0	0
	Total leave days taken by injured employees (day/year)	**0**	**0**	**0**
Accident rates	Injury Rate: IR (time per one million hours worked)	0	0	0
	Injury Frequency Rate: IFR (time per one million hours worked)	0	0	0
	Lost Time Injury Frequency Rate: LTIFR (person per one million hours worked)	0	0	0
	Rate of fatalities as a result of work-related injury (person per one million hours worked)	0	0	0
	Lost Day Injury Rate: LDIR (day per one million hours worked)	0	0	0
Total sick leave hours by location	Head Office (hour)	1,151.63	3,196.38	4,348.01
	Operating area (hour)	1,627.50	321.44	1,948.94
	Total (hour)	**2,779.13**	**3,517.82**	**6,296.95**
Total sick leave hours by type	General sick leave (hour)	2,779.13	3,517.82	6,296.95
	Work accident-related sick leave (hour)	0.00	0.00	0.00
	Work disease-related sick leave (hour)	0.00	0.00	0.00
Absentee Rate (AR) calculated from sick leave taken by employees only	Head Office	1.12	1.81	1.55
	Operating area	1.18	0.79	1.09
Number of work-related diseases		0	0	0
Occupational Disease Rate: ODR (person per one million hours worked)		**0**	**0**	**0**

Company's Employees									
	2021			2022			2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	51	93	144	48	82	130	44	85	129
	82	23	105	75	25	100	74	24	98
	133	**116**	**249**	**123**	**107**	**230**	**118**	**109**	**227**
	12,291	22,413	34,704	11,568.00	19,762.00	31,330.00	10,736	20,740	31,476
	19,762	5,543	25,305	18,075.00	6,025.00	24,100.00	18,056	5,856	23,912
	32,053.00	**27,956.00**	**60,009.00**	**29,643.00**	**25,787.00**	**55,430.00**	**28,792.00**	**26,596.00**	**55,388.00**
	95,350.00	170,038.00	265,388.00	86,009.62	159,558.46	245,568.08	84,015.76	152,839.50	236,855.26
	160,034.04	41,213.24	201,247.28	163,317.84	43,815.87	207,133.71	155,687.63	45,705.58	201,393.21
	255,384.04	**211,251.24**	**466,635.28**	**249,327.46**	**203,374.33**	**452,701.79**	**239,703.39**	**198,545.08**	**438,248.47**
	1	0	1	1	0	1	1	0	1
	0	0	0	1	0	1	1	0	1
	1	0	1	0	0	0	0	0	0
	0	0	0	1	0	1	1	0	1
	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	0	**0**	**0**	**23**	**0**	**23**	**5**	**0**	**5**
	3.92	0	2.14	4.01	0	2.21	4.17	0	2.28
	0	0	0	4.01	0	2.21	4.17	0	2.28
	0	0	0	4.01	0	2.21	4.17	0	2.28
	0	0	0	0	0	0	0	0	0
	0	0	0	92.25	0	50.81	20.86	0	11.41
	363.13	1,509.81	1872.94	1,730.00	3,680.50	5,410.50	929.50	2,094.50	3,024.00
	2,341.19	408.50	2,749.69	2,810.00	897.00	3,707.00	1,362.00	209.00	1,571.00
	2,704.32	**1,918.31**	**4,622.63**	**4,540.00**	**4,577.50**	**9,117.50**	**2,291.50**	**2,303.50**	**4,595.00**
	2,707.32	1,918.31	4,625.63	4,356.00	4,577.50	8,933.50	2,267.50	2,303.50	4,571.00
	0.00	0.00	0.00	184.00	0.00	184.00	24.00	0.00	24.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.37	0.84	0.67	1.87	2.33	2.16	1.08	1.26	1.20
	1.48	0.92	1.36	1.94	1.86	1.92	0.94	0.45	0.82
	0	0	0	0	0	0	0	0	0
	0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Number and Severity Levels of Accidents - Company's Contractors and Outsourced Workers

Scope of Reporting		2020		
		Male	Female	Total
Total hours worked of employees	Head Office (hour)	140,548.00	80,072.00	220,620.00
	Operating area construction project (hour)	1,868,395.49	39,572.00	1,907,967.49
	Total (hour/year)	**2,008,943.49**	**119,644.00**	**2,128,587.49**
Number of incidents with injured employees	Head Office (time/year)	0	0	0
	Operating area construction project (time/year)	1	0	1
	Total (time/year)	**1**	**0**	**1**
Number of incidents with injured employees to the point of losing work (including death)	Head Office (time/year)	0	0	0
	Operating area construction project (time/year)	1	0	1
	Total (time/year)	**1**	**0**	**1**
Number of injured employees by degrees of severity	• First Aids (person/year)	0	0	0
	• Recordable work-related injuries (person/year)	1	0	1
	• High-consequence (person/year)	0	0	0
	• The number of fatalities as a result of work-related injury (person/year)	0	0	0
	Total leave days taken by injured employees (day/year)	**30**	**0**	**30**
Accident rates	Injury Rate: IR (time per one million hours worked)	0.50	0	0.47
	Injury Frequency Rate: IFR (time per one million hours worked)	0.50	0	0.47
	Lost Time Injury Frequency Rate: LTIFR (person per one million hours worked)	0.50	0	0.47
	Rate of fatalities as a result of work-related injury (person per one million hours worked)	0	0	0
	Lost Day Injury Rate: LDIR (day per one million hours worked)	14.93	0	14.09

Company's Contractors and Outsourced Workers									
	2021			2022			2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	133,092.00	89,934.00	223,026.00	158,055.04	117,538.50	275,593.54	160,917.93	111,307.33	272,225.26
	1,878,700.42	91,101.08	1,969,801.50	1,855,738.25	93,314.58	1,949,052.83	1,623,489.50	145,912.50	1,769,402.00
	2,011,792.42	**181,035.08**	**2,192,827.50**	**2,013,793.29**	**210,853.08**	**2,224,646.37**	**1,784,407.43**	**257,219.83**	**2,041,627.26**
	0	0	0	1	0	1	0	0	0
	1	0	1	0	0	0	3	0	3
	1	**0**	**1**	**1**	**0**	**1**	**3**	**0**	**3**
	0	0	0	1	0	1	0	0	0
	1	0	1	0	0	0	3	0	3
	1	**0**	**1**	**1**	**0**	**1**	**3**	**0**	**3**
	0	0	0	0	0	0	0	0	0
	0	0	0	1	0	1	2	0	2
	0	0	0	0	0	0	0	0	0
	1	0	1	0	0	0	1	0	1
	6,000	**0**	**6,000**	**2**	**0**	**2**	**6,070**	**0**	**6,070**
	0.50	0	0.46	0.50	0	0.45	1.68	0	1.47
	0.50	0	0.46	0.50	0	0.45	1.68	0	1.47
	0.50	0	0.46	0.50	0	0.45	1.68	0	1.47
	0.50	0	0.46	0	0	0	0.56	0	0.49
	2,982.42	0	2,736.19	0.99	0	0.90	3,401.69	0	2,973.12

Total Accidents - UU PCL.'s Employees

	Scope of Reporting
Number of employees	Head Office (person)
	Operating area (person)
	Total (person)
Total normal working day of employees	Head Office (day)
	Operating area (day)
	Total (hour)
Total hours worked of employees	Head Office (hour)
	Operating area (hour)
	Total (hour)
Number of incidents with injured employees	**Total (time/year)**
Number of incidents with injured employees to the point of losing work (including death)	**Total (time/year)**
Number of injured employees by degrees of severity	• First Aids (person/year)
	• Recordable work-related injuries (person/year)
	• High-consequence (person/year)
	• The number of fatalities as a result of work-related injury (person/year)
	Total leave days taken by injured employees (day/year)
Accident rates	Injury Rate: IR (time per one million hours worked)
	Injury Frequency Rate: IFR (time per one million hours worked)
	Lost Time Injury Frequency Rate: LTIFR (person per one million hours worked)
	Rate of fatalities as a result of work-related injury (person per one million hours worked)
	Lost Day Injury Rate: LDIR (day per one million hours worked)
Total sick leave hours by location	Head Office (hour)
	Operating area (hour)
	Total (hour)
Total sick leave hours by type	General sick leave (hour)
	Work accident-related sick leave (hour)
	Work disease-related sick leave (hour)
Absentee Rate (AR) calculated from sick leave taken by employees only	Head Office
	Operating area
Number of work-related diseases	
Occupational Disease Rate: ODR (person per one million hours worked)	

	UU PCL.'s Employees								
	2021			2022			2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	25	30	55	24	30	54	27	30	57
	61	25	86	62	25	87	64	24	88
	86	**55**	**141**	**86**	**55**	**141**	**91**	**54**	**145**
	6,025	7,230	13,255	5,784	7,230	13,014	6,588	7,320	13,908
	14,701	6,025	20,726	14,942	6,025	20,967	15,616	5,856	21,472
	20,726	**13,255**	**33,981**	**20,726**	**13,255**	**33,981**	**22,204**	**13,176**	**35,380**
	46,742.70	52,691.40	99,434.10	45,611.70	55,241.60	100,853.30	48,285.20	53,745.80	102,031.00
	118,780.30	42,668.78	161,449.08	115,555.21	45,925.70	161,480.91	123,324.17	43,422.70	166,746.87
	165,523.00	**95,360.18**	**260,883.18**	**161,166.91**	**101,167.30**	**262,334.21**	**171,609.37**	**97,168.50**	**268,777.87**
	0	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**0**
	0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	0	0	0	0	0	0	0	0	0
	0	1	1	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	0	10.49	3.83	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	0	10.49	3.83	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	1,481.00	929.00	2,410.00	857.30	1,166.20	2,023.50	1,126.10	1,266.20	2,392.30
	72.00	0.00	72.00	2,813.10	1,711.80	4,524.90	2,089.80	1,397.40	3,487.20
	1,553.00	**929.00**	**2,482.00**	**3,670.40**	**2,878.00**	**6,548.40**	**3,215.90**	**2,663.60**	**5,879.50**
	1,553.00	929.00	2,482.00	3,670.40	2,878.00	6,548.40	3,215.90	2,663.60	5,879.50
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	3.07	1.61	2.27	1.85	2.02	1.94	2.33	2.36	2.34
	0.06	0.00	0.04	2.35	3.55	2.70	1.69	3.22	2.09
	0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Number and Severity Levels of Accidents - UU PCL.'s Contractors and Outsourced Workers

	Scope of Reporting
Total hours worked of employees	Head Office (hour)
	Operating area construction project (hour)
	Total (hour/year)
Number of incidents with injured employees	Head Office (time/year)
	Operating area construction project (time/year)
	Total (time/year)
Number of incidents with injured employees to the point of losing work (including death)	Head Office (time/year)
	Operating area construction project (time/year)
	Total (time/year)
Number of injured employees by degrees of severity	• First Aids (person/year)
	• Recordable work-related injuries (person/year)
	• High-consequence (person/year)
	• The number of fatalities as a result of work-related injury (person/year)
	Total leave days taken by injured employees (day/year)
Accident rates	Injury Rate: IR (time per one million hours worked)
	Injury Frequency Rate: IFR (time per one million hours worked)
	Lost Time Injury Frequency Rate: LTIFR (person per one million hours worked)
	Rate of fatalities as a result of work-related injury (person per one million hours worked)
	Lost Day Injury Rate: LDIR (day per one million hours worked)

	UU PCL.'s contractors and outsourced workers								
	2021			2022			2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	2,605.50	3,368.00	5,973.50	990.50	2,961.50	3,952.00	3,423.10	3,749.20	7,172.30
	467,013.99	41,448.00	508,461.99	457,077.10	41,249.70	498,326.80	61,470.98	8,274.20	69,745.18
	469,619.49	**44,816.00**	**514,435.49**	**458,067.60**	**44,211.20**	**502,278.80**	**64,894.08**	**12,023.40**	**76,917.48**
	0	0	0	0	0	0	0	0	0
	1	0	1	0	0	0	0	0	0
	1	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**
	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	0	0	0	0	0	0	0	0	0
	1	0	1	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	1	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**
	2.13	0	1.94	0	0	0	0	0	0
	2.13	0	1.94	0	0	0	0	0	0
	2.13	0	1.94	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
	2.13	0	1.94	0	0	0	0	0	0

GRI Content Index

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	2-30	Collective bargaining agreements		80			
Material Topics							
GRI 3 Material Topics 2021	3-1	Process to determine material topics		25			
	3-2	List of material topics		26-27			
Material Topics							
GRI 200 Economic Standard Series							
GRI 3 Material Topics 2021		**ECONOMIC PERFORMANCE**					
	3-3	Management of material topics		27, 29			
GRI 201 Economic Performance 2016	201-1	Direct economic value generated and distributed		29	Income and operating expenses of the East Water Group (EWG).		
	201-2	Financial implications and other risks and opportunities due to climate change	58	50			
	201-3	Defined benefit plan obligations and other retirement plans	88	29			
	201-4	Financial assistance received from government		10, 29			
GRI 3 Material Topics 2021		**INDIRECT ECONOMIC IMPACTS**					
	3-3	Management of material topics		27, 29			
GRI 203 Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported		29, 97	Public activities for the benefit of society, communities and the environment that are related to the Company's business operations.		
	203-2	Significant indirect economic impacts		38			

GRI Standard		Disclosure	Page number		Reporting Scope	Omission Note	External Assurance
			AR	SR			
	ANTI-CORRUPTION						
GRI 3 Material Topics 2021	3-3	Management of material topics		27, 29			
GRI 205 Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption		36			
	205-2	Communication and training about anti-corruption policies and procedures		30, 37	The East Water Group's Permanent employees and contracted employees as the policy takers, and the Group's suppliers as it is an important issue that more than one stakeholer groups are interested in.		
	205-3	Confirmed incidents of corruption and actions taken		30			
Material Topics							
GRI 300 Environmental Standard Series							
	ENERGY						
GRI 3 Material Topics 2021	3-3	Management of material topics		27, 49			
GRI 302 Energy 2016	302-1	Energy consumption within the organization		62			
	302-2	Energy consumption outside of the organization		62			
	302-3	Energy intensity		64	The operating areas in 3 provinces i.e., Rayong, Chonburi, and Chachoengsao because the Company's core processes cover those areas, including the use of electricity in the Head Office (East Water Building).	Request for omission of checking information of subsidiaries.	✓
	302-4	Reduction of energy consumption		63			
	302-5	Reductions in energy requirements of products and services		64			
	WATER						
GRI 3 Material Topics 2021	3-3	Management of material topics		27,49			
GRI 303 Water 2018	303-1	Interactions with water as a shared resource		50, 58, 110	Report only the operations in the EWG's operating areas.		
	303-2	Management of water discharge-related impacts		39			

GRI Standard		Disclosure	Page number AR	Page number SR	Reporting Scope	Omission Note	External Assurance
GRI 303 Water 2018	303-3	Water withdrawal		39, 54, 57, 110, 112	Wastewater treatment and Reclaimed water business (39), Raw water business (54, 110), Office building, Pumping Station, Staff residence (57), Tap water business (112)	Request for omission of checking information of tap water business, industrial water business, wastewater treatment business, and reclaimed water business.	✓
	303-4	Water discharge		39, 57	Report only for Wastewater treatment and Reclaimed water business, and Office building, Pumping Station, Staff residence.		
	303-5	Water consumption		39, 54, 57, 110	Report only for Wastewater treatment and Reclaimed water business, and Office building, Pumping Station, Staff residence.		
GRI 3 Material Topics 2021	EMISSIONS						
	3-3	Management of material topics		27, 49			
GRI 305 Emissions 2016	305-1	Direct (Scope 1) GHG emissions		65	Report only the operating areas including electricity energy usage of the EWG Head Office (East Water Building).		✓
	305-2	Energy indirect (Scope 2) GHG emissions		62-63, 65			
	305-3	Other indirect (Scope 3) GHG emissions		65			
	305-4	GHG emissions intensity		66			
	305-5	Reduction of GHG emissions		63			
	305-6	Emissions of ozone-depleting substances (ODS)		92			
	305-7	Nitrogen oxides (NO_x), sulfur oxides (SO_x), and other significant air emissions		95	The company has no operations that cause the emissions of Nitrogen oxides (NO_x), Sulfur oxides (SO_x)		
GRI 3 Material Topics 2021	EMISSIONS AND WASTE						
	3-3	Management of material topics		27, 49			
GRI 306 Effluents and Waste 2016	306-1	Water discharge by quality and destination		39			
	306-2	Waste by type and disposal method		67			
	306-3	Significant spills		67, 93			
	306-4	Transport of hazardous waste		67			
	306-5	Water bodies affected by water discharges and/or runof		67			

GRI Standard		Disclosure	Page number		Reporting Scope	Omission Note	External Assurance
			AR	SR			
Material Topics							
GRI 400 Social Standard Series							
	EMPLOYMENT						
GRI 3 Material Topics 2021	3-3	Management of material topics		27, 69			
GRI 401 EMPLOYMENT 2016	401-1	New employee hires and employee turnover		119, 123-124	Report of EWG's employees		
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		80	Report of only the Company's employees		
	401-3	Parental leave		120, 125	Report of EWG's employees		
	OCCUPATIONAL HEALTH AND SAFETY						
GRI 3 Material Topics 2021	3-3	Management of material topics		27, 69			
GRI 403 Occupational-health-and-safety 2018	403-1	Occupational health and safety management system		86			
	403-2	Hazard identification, risk assessment, and incident investigation		86			
	403-3	Occupational health services		89			
	403-4	Worker participation, consultation, and communication on occupational health and safety		88			
	403-5	Worker training on occupational health and safety		89			
	403-6	Promotion of worker health		89			
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		86, 89			
	403-8	Workers covered by an occupational health and safety management system		86, 128			
	403-9	Work-related injuries		86, 128	Permanent and contracted employees including subcontractor employees only for the projects with procurement contracts.	Request for omission of all subcontractors' absentee rate data set because it is not material to the business operation.	✓
	403-10	Work-related ill health		86, 89, 128			

GRI Standard		Disclosure	Page number AR	Page number SR	Reporting Scope	Omission Note	External Assurance
Material Topics							
GRI 400 Social Standard Series							
	TRAINING AND EDUCATION						
GRI 3 Material Topics 2021	3-3	Process to determine material topics		27, 69			
GRI 404 Training and Education 2016	404-1	Average hours of training per year per employee		76	Report of only the Company's Employees.		
	404-2	Programs for upgrading employee skills and transition assistance programs		73, 76			
	404-3	Percentage of employees receiving regular performance and career development reviews		70, 79			
	DIVERSITY AND EQUAL OPPORTUNITY						
GRI 3 Material Topics 2021	3-3	Process to determine material topics		27, 69			
GRI 405 Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees		118, 122			
	405-2	Ratio of basic salary and remuneration of women to men		120, 126			
	LOCAL COMMUNITIES						
GRI 3 Material Topics 2021	3-3	Management of material topics		27, 69			
GRI 413 Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs		95, 97			
	413-2	Operations with significant actual and potential negative impacts on local communities		95	Operations in the Company's construction projects.		
	CUSTOMER HEALTH AND SAFETY						
GRI 3 Material Topics 2021	3-3	Management of material topics		27, 69			
GRI 416 Local Communities 2016	416-1	Assessment of the health and safety impacts of product and service categories		43, 45-46			
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		44, 47			

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Independent limited assurance report

To the Directors of Eastern Water Resources Development and Management Public Company Limited ("East Water")

Conclusion

Based on the procedures performed, as described below, nothing has come to our attention that causes us to believe that the selected subject matters ("Subject Matters") identified below and included in the Sustainability Report 2023 (the "Report") for the year ended 31 December 2023, are not, in all material respects, prepared in compliance with the reporting criteria (the "Criteria").

Our Responsibilities

We have been engaged by East Water and are responsible for providing a limited assurance conclusion in respect of the Subject Matters for the year ended 31 December 2023 to be included in the Report below.

Our assurance engagement is conducted in accordance with the International Standard on Assurance Engagements ISAE 3000 *(Revised) Assurance Engagements other than Audits or Reviews of Historical Financial Information* and ISAE 3410 *Assurance on Greenhouse Gas Statements*. These standards require the assurance team to possess the specific knowledge, skills and professional competencies needed to provide assurance on sustainability information, and that we plan and perform the engagement to obtain limited assurance on whether the Subject Matters are prepared, in all material respects, in compliance with the Criteria.

Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards)* (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior. The firm applies International Standard on Quality Management 1 which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have not been engaged to provide an assurance conclusion on any other information disclosed within the Report.

Subject Matters

Subject Matters comprised of the following data expressed numerically or in descriptive text for the year ended 31 December 2023:

- GRI 302-3 Energy intensity (2016)
- GRI 303-3 Water withdrawal (2018)
- GRI 305-1 Direct (Scope 1) GHG emissions (2016)
- GRI 305-2 Energy indirect (Scope 2) GHG emission (2016)
- GRI 305-3 Other indirect (Scope 3) GHG emissions (2016)
- GRI 403-9 Work related injuries (2018)

Criteria

The Subject Matters were assessed according to the following criteria:

- The Sustainability Reporting Standards of the Global Reporting Initiative ("GRI Standards")

KPMG

Directors' and management's responsibilities

The directors and management of East Water are responsible for the preparation and presentation of the Subject Matters, specifically ensuring that in all material respects the Subject Matters are prepared and presented in accordance with the Criteria. This responsibility also includes the internal controls relevant to the preparation of the Report to ensure they are free from material misstatement whether due to fraud or error.

Procedure performed

In forming our limited assurance conclusion over the Subject Matters, our procedures consisted of making enquiries and applying analytical and other evidence gathering procedures including:

- Interviews with senior management and relevant staff at corporate and operating sites;
- Inquiries about the design and implementation of the systems and methods used to collect and process the information reported, including the aggregation of source data into the Subject Matters;
- Inquiries about managements practices and procedures related to identifying stakeholders and their expectations, determining material sustainability matters and implementing sustainability policies and guidelines;
- On-site visit at Head Quarter, Dokkrai, Nhong Plalai and Tabma Stations, which selected on the basis of risk analysis including the consideration of both quantitative and qualitative criteria;
- Agreeing the Subject Matters to relevant underlying sources on a sample basis to determine whether all the relevant information has been included in the Subject Matters and prepared in accordance with the Criteria.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement and consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion.

Inherent limitations

Due to the inherent limitations of any internal control structure, it is possible that errors or irregularities in the information presented in the Report may occur and not be detected. Our engagement is not designed to detect all weaknesses in the internal controls over the preparation and presentation of the Report, as the engagement has not been performed continuously throughout the period and the procedures performed were undertaken on a test basis.

Restriction of use of our report

Our report should not be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than East Water, for any purpose or in any other context. Any party other than East Water who obtains access to our report or a copy thereof and chooses to rely on our report (or any part thereof) will do so at its own risk. To the fullest extent permitted by law, we accept or assume no responsibility and deny any liability to any party other than East Water for our work, for this independent limited assurance report, or for the conclusions we have reached.

KPMG Phoomchai Audit Ltd.

KPMG Phoomchai Audit Ltd.

Bangkok

18 March 2024

eastwater

eastwater

EASTERN WATER RESOURCES DEVELOPMENT AND MANAGEMENT PCL.

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