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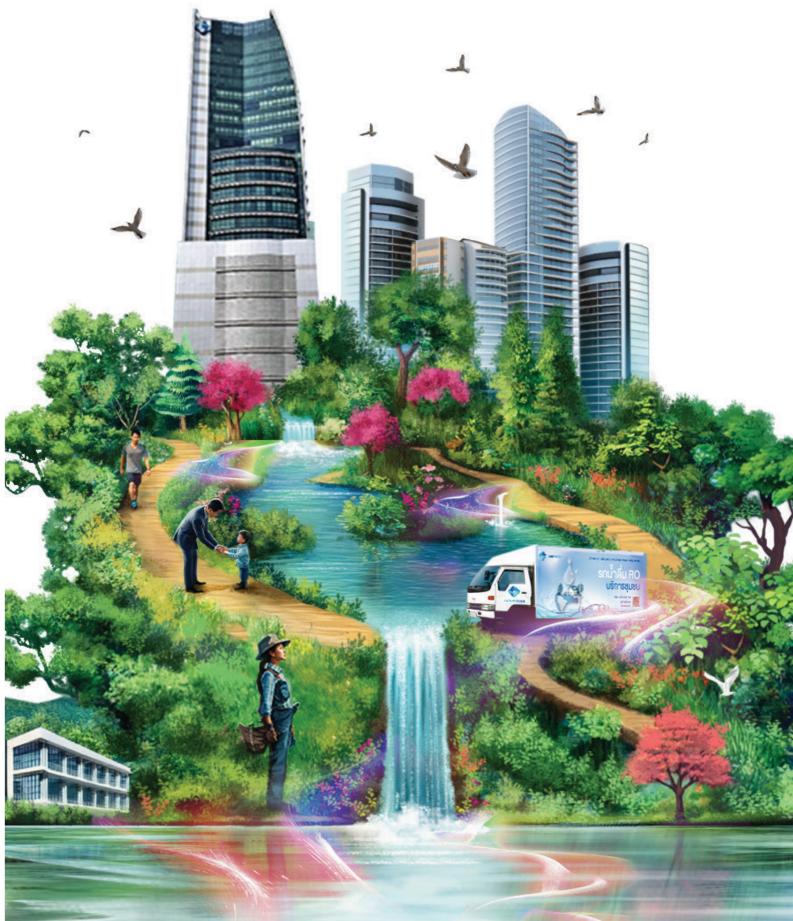
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# SUSTAINABLE LIVING BALANCED LIFE

SUSTAINABILITY REPORT 2024

EASTERN WATER RESOURCES DEVELOPMENT AND MANAGEMENT PCL.





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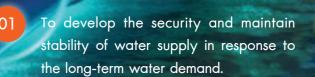
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## **Vision**

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



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



Holistic Thinking

Result Acceleration Proactive and Creative Thinking

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# WATER IS LIFE. CONSERVE IT

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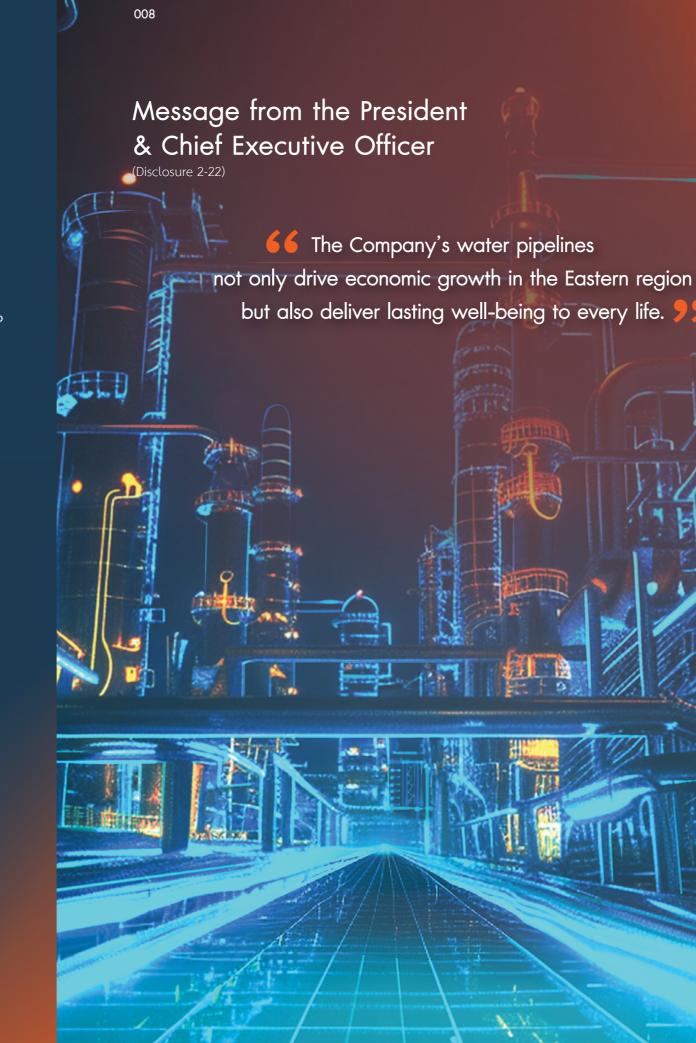
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Over the past year, the global average temperature has continued to rise, leading to noticeable climate fluctuations in Thailand. This was evident in the first half of the year, which was marked by "El Niño" conditions, characterized by lower-than-normal rainfall. Conversely, the latter half of the year experienced "La Niña," resulting in above-average precipitation. Given the increasing unpredictability of climate change, the Company, as to be the leader in ensuring security of the country's comprehensive water resource management and development through smart technology has embedded the principles of Environmental, Social, and Governance (ESG) into our business operations. Our goal is to generate positive impacts on communities, society, and the environment while upholding transparency and good governance as the foundation for sustainable economic and social value creation.



The Company was recognized as a company in the list of Sustainable Stock **SET ESG Ratings** for the 10<sup>th</sup> consecutive year

#### Climate Change Response Measures

In 2024, amidst increasing climate volatility and uncertainty, the company has developed comprehensive plans and strategies to effectively respond to these challenges, ensuring business continuity, operational efficiency, and sustainable growth. A key initiative includes the development of a water management plan for four major allocated reservoirs: Nong Kho and Bang Phra Reservoirs in • Chonburi Province, as well as Nong Pla Lai and Prasae Reservoirs in Rayong Province. Additionally, the Company has incorporated seasonal water sources such as • the Bang Pakong 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 collaboration with government and private agencies.

issues in Rayong Province.

#### Measures to Address Water Demand

The government's efforts to stimulate the tourism sector are expected to drive growth in both domestic consumption and related industries, leading to an increase in water demand. Therefore, ensuring water supply readiness is essential in the Eastern region. With extensive experience and expertise in water management, the Company is committed to providing reliable water supply services for both domestic and industrial users. The Company remains dedicated to integrating raw water

pipeline system management in the Eastern region, emphasizing stability through various projects covering the Eastern Economic Corridor (EEC) area, as follows:

- Construction of the Khlong Luang Rachalothorn Reservoir – Chonburi Raw Water Pipeline System to enhance water diversion capacity from Khlong Luang Rachalothorn Reservoir to Nong Kho Reservoir.
- Construction of the Nong Pla Lai-Nong Kho-Laem Chabang Pipeline System to provide a sustainable solution to drought issues.
- Construction of the Map Ta Phut–Sattahip Pipeline System to strengthen water supply capacity for domestic consumption.

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 Additionally, the Company has developed the Thap a provider of total water solution services. In the past Ma raw water pond in collaboration with the Rayong year, the Company was recognized as a company in Provincial Administrative Organization. With a capacity the list of "SET ESG Ratings Sustainable Stock" for of 12 million cubic meters, the reservoir helps mitigate the 10<sup>th</sup> consecutive year with the SET ESG Ratings at flooding and reduce impacts in Rayong City Municipality, AA Level. The Company also earned an excellent rating Choeng Noen Subdistrict, Thap Ma Subdistrict, and according to the Corporate Governance Report (CGR), Noen Phra Subdistrict in Mueang District, Rayong Province. the Sustainability Disclosure Award, and the Human It serves as a retention basin during the rainy season and Rights Model Organization Award at an outstanding functions as a backup water source to alleviate drought level. As the company enters its 33<sup>rd</sup> year, it remains committed to fostering sustainable growth alongside its stakeholders. By leveraging its expertise in comprehensive water management, the Company continues to drive national progress while ensuring long-term water securitywithout compromising the quality of people's lives in the community and society.

> "The Company's water pipelines not only drive economic growth in the Eastern region but also deliver lasting well-being to every life."

> > President & Chief Executive Officer

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## **Company Information**



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#### **About East Water**

East Water - Expert in Total Water Solution Services through Water Grid System

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. (The Company)

1, East Water Building, Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Rd., Chomphon Subdistrict, Chatuchak District, Bangkok 10900 (Thailand)

#### Universal Utilities PCL. (UU PCL.)

1, East Water Building, Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Rd., 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 2024 (Form 56-1 One Report) under the topic of Product and Service Information in page 32)





Surface tap water business

Wastewater treatment and reclaimed water business

Water system operations

and maintenance contracts (O&M)

Financial institutions/ Government agencies **Private agencies Retail Investors** and state enterprises 744.800.000 shares 22,828,124 shares 346,111,437 shares 549,985,588 shares 44.77% 1.37% 20.80% 33.06% **east**water Supply Co., Ltd. Bangpakong Water Supply Co., Ltd. Nakornsawan Water Supply Co., Ltd. Universal Utilities Egcom Tara Co., Ltd. solutions

As of the latest closing date, 30 December 2024

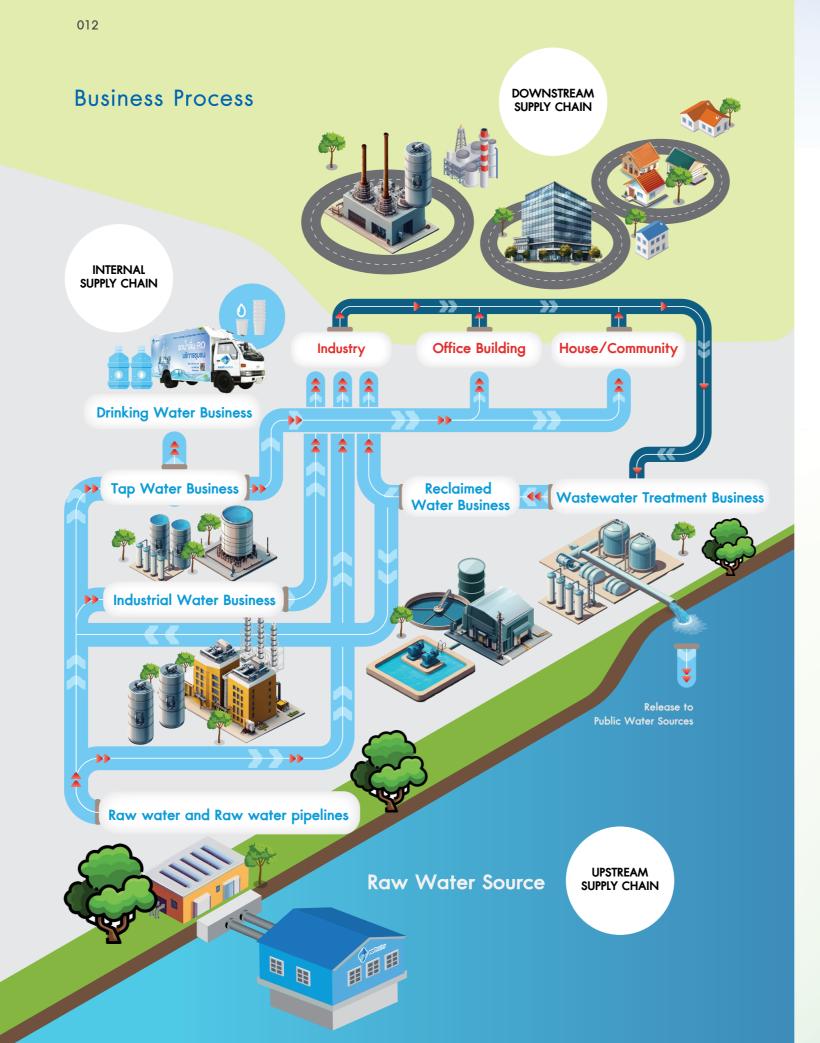
and Raw water

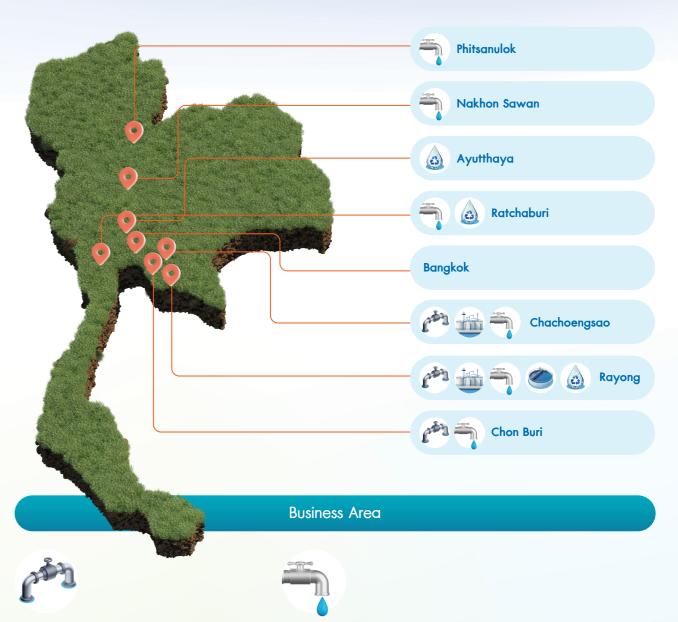
pipelines

business

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#### 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

#### **Wastewater Treatment Business**

Providing wastewater treatment system suitable for each business, controlling the quality of 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.



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Sustainability at Policy Level

The Company places great emphasis on the efficient use of resources across its business supply chain. By incorporating

the expectations and recommendations of key stakeholders, along with internationally recognized standards,

the Company establishes a framework to drive sustainability in all dimensions including economic and corporate

governance, environmental, and social dimensions. This approach aims to mitigate risks and potential business impacts

while addressing internal and external changes. The Company continuously enhances its operational processes to

The Company is well prepared to respond proactively to changing circumstances through a three-tiered sustainability

Policy framework, sustainable

development guidelines

and approval of Sustainability Report.

Determination of polices, indicators,

plans, guidelines and tools; follow-up

of operating results; and provision

of recommendations on operations;

approval the reported information

that is consistent with the material issues.

Preparation of indicators of

divisions to be aligned with plans;

implementation of sustainable

development plans; and reporting

of operating results to the Corporate

Governance and Sustainable

Development Committee.

ensure long-term sustainability, guided by the Corporate Governance and Sustainable Development Committee.

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

Corporate Governance

and Sustainable

**Development Committee** 

**Executives** and

Supervisors

Sustainability Report

Working Group Head

Sustainability Report

Working Group
(Operational Level)

Sustainability Report

Working Group members

(comprising members with

diverse qualifications)

management structure as follows:



The formulation of sustainability management policies and goals (Corporate governance, environmental and social targets) is overseen by the Corporate Governance and Sustainable Development Committee. The Sustainability Report Working Group is responsible for coordinating efforts, monitoring progress, and reporting updates to the executives and supervisors, as well as to the Corporate Governance and Sustainable Development Committee. Futher details can be found on the Company website (www.eastwater.com) as follows:



Sustainability

Management Policy



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## Supply Chain Management

(Disclosure 2-6, 2-29)

#### Sustainable Supply Chain Management Strategy

In 2024, 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.



- Raw Material Procurement **Process**
- Raw Water Sourcing
- Chemical Procurement
- Machinery Procurement
- Water Source Analysis and Development
- Material and Equipment Procurement
- Wastewater Sources
- Material and Equipment Procurement
- Chemical Procurement
- Machinery Procurement

Water **Production** Process

- Production Control to Meet Water Quality Standards
- Waste Management from the Production Process

# Manufacturing Process

- Raw Water Transmission Control System through Raw Water Pipeline Network
- Tap Water Transmission Control System through Pipeline Network Network
- Industrial Water Wastewater Transmission Control System Control System Before Discharge through Pipeline into Public Water Sources
  - Transmission Control System to Customers

Reclaimed Water

## Product Utilization

- After-Sales Service
- Customer Relations

#### Post-use Product Disposal

The Company's customers adhere to water production and wastewater treatment standards in compliance with the regulations set by the Department of Industrial Works and the Pollution Control Department

#### Green Governance

#### Stakeholder Groups 1. Customers

- Good corporate governance that 2. Regulatory bodies and government 5. Suppliers aims to manage all process that agencies relevant for business operations
- are environmentally friendly Shareholders, Institutional Investors, Securities Analysts, and Financial 7. Mass Media and deliver valuable products Institutions
- 4. Communities and local government agencies
- 6. Board of Directors, Executives and Employees

#### Green Development

to customers.

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

Green Innovation

business development by

applying green technologies

and innovations in its business

processes, such as clean energy,

environmentally friendly

innovation technologies, etc.

1. Analysis and development of water supply sources.

#### Stakeholder Groups

upply Chai 1. Customers

- 2. Regulatory bodies and government agencies relevant for business operations
- 3. Communities and local government agencies
- 4. Suppliers
- 5. Executives and employees

## 1. Internal management.

solutions system.

#### 1. Customers

The Company is committed to 2. Financial management. Management and development of water pumping and distribution system and innovation for 3. Shareholders, Institutional Investors, pumping and distribution of raw water and total water

#### Stakeholder Groups upply Chain

- 2. Regulatory bodies and government agencies relevant for business operations
- Securities Analysts, and Financial Institutions
- 4. Communities and local government agencies

Supply Chain

- 5. Suppliers
- 6. Executives and employees

#### Green Project

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

- 1. Contract management and customer relations. Management of raw water
- pipelines network construction projects and total water solutions.
- 3. Management and development 4. Suppliers of water pumping and distribution 5. Executives and employees system and innovation for pumping and distribution of raw water.

## **Stakeholder Groups**

- 1. Customers
- 2. Regulatory bodies and government agencies relevant for business operations
- 3. Communities and local government

#### 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 2024 (Form 56-1 One Report) under the topic of Business Structure and Operation in page 28)

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## Corporate Governance Structure

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

The Board of Directors is responsible for overseeing the Company's operations to ensure full compliance with laws, the Company's objectives and Articles of Associations, and shareholder resolutions. The Board consists of 12 directors with diverse qualifications in terms of skills, experiences, capabilities, and specific attributes, as well as diversity in gender, age, knowledge and expertise according to the Board Skills Matrix. To enhance corporate governance and compliance with legal and regulatory requirements, the Board has established five subcommittees to support its functions. The President & CEO is the Chief Officer of the management responsible for managing the business in accordance with the policies prescribed by the Board of Directors. For the corporate governance structure and important information about the Board of Directors, subcommittees, nomination, development, and performance evaluation of the Board of Directors (further details are available in Annual Report 2024 (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 94)

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 and 1 director with key duties

in 2 areas i.e., 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 3 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

As of the latest date, 28 February 2025

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

- 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.
- 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.
- Strategy and Risk Management Division under the Corporate Strategy Department is responsible 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 2024, the Company had 4 key risk issues affecting the Company's business operations. (Details are available in Annual Report 2024 (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 2024 is the 14<sup>th</sup> 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 2024 for publishing in April 2025.

The scope of this report presents business operation information in 2024 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 2023 as follows:

1. Incorporate Emerging Risk Factors under the section on Systematic Risk Management.

2. Enhance the Complaint Management Mechanism (Human Rights) to align with the 2024 Revised Edition of the Group's Business Code of Conduct.

3. Expand Environmental Innovation Reporting under the section on Environmental Management.

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 150)



#### Guidance for Determining Report Contents:

of representatives from all departments. The working group's brainstorming meetings were held to jointly Eastern Water Resources Development and Management review and analyze material sustainability topics; and Public Company Limited conclusions were proposed to the President & CEO 1, East Water Building, Soi Vibhavadi Rangsit 5, Vibhavadi to the Corporate Governance and Sustainable Bangkok 10900 Development Committee for acknowledgement before disclosure thereof in this Sustainability Report. E-mail





#### Channels for Further Enquiries

The Sustainability Report 2024 Working Group consists Ms. Chatkaew Poomarim, Vice President, Corporate Communication Department

for consideration and endorsement and for reporting Rangsit Road, Chomphon Subdistrict, Chatuchak District,

02-272-1600



This and previous Sustainability Reports can be downloaded from the Company's Website https://www.eastwater.com/en/download/sustainability-report

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#### Economic and Corporate Governance Dimension

- Good Corporate Governance Principles
- Complaint Management
- Systematic Risk Management
- Sustainable Supplier Management
- Sustainable Business Growth
- Service-mindedness and Product Quality Standards

#### **Environmental Dimension**

- Climate Change Response Towards Integrated Water Management
- Care for Water Quality in Water Sources
- **Environmental Project**

#### Social Dimension

- Human Rights Management
- **Human Resources Management**
- Care for Employee's Well-being and Personnel Development Towards
  - a Sustainable Water Organization
- Sharing Knowledge with Society
- Safety, Occupational Health, and Working Environment
- Construction Impact Responsibility
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# 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, 9 groups of stakeholders were categorized as follows: 1. Customers 2. Regulatory bodies and government agencies relevant for business operations 3. Shareholders, Institutional Investors, Securities Analysts 4. Financial Institutions 5. Communities and local government agencies 6. Suppliers 7. Board of Directors, Executives and Employees 8. Tenant and 9. Mass Media. 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
- Water Usage Planning Survey
- Daily Water Quantity and Quality Report

#### Monthly

- Water War Room Keyman 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. Timely, Continuous, and Consistent Information Undates
- 2. Customer Satisfaction in Service Quality
- 3. Climate Change Adaptation Measures
- 4. Progress of Construction Projects
- 5. Water Quality in Water Sources
- 6. Service Performance of Company Employees
- 7. Quality of Water Supply and Maintenance Services
- 8. Engagement and Relationship-Building Activities

## 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.

#### . 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

Impact on Stakeholders

(UU PCL.'s customers)

- 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. Maintain Stable Water Pressure in Distribution
- 2. Tap water quality
- 3. Enhance Communication Efficiency
- 4. Company Staff Service and Responsiveness to Customer Needs

#### 2. Regulatory bodies and government agencies relevant for business operations

of life of UU PCL.'s customers

#### Method of Participation/Frequency

#### Annually

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

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

**Impacts** 

#### More than 1 time/year or quarterly

- Meetings with government agencies and water users
- Engagement and Relationship-Building Activities

#### Monthly

- Water War Room Keyman meetings
- Meetings with government agencies

#### At any time or throughout the year

Tap water quality control and responding to customers' needs affect quality

- 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

#### Implement Measures to Control Construction Project Expectations/Recommendations/Issues for improvement

- 1. Construction Project Control Standards
- 2. Social Contribution and Environmental Responsibility
- 3. Collaborative Water Management
- 4. Compliance with Laws and Regulations
- Control Measures to Prevent and Mitigate Environmental
- 6. Project Planning Alignment with Government Construction Initiatives
- 7. Public-Private Collaboration in Line with Government Policies
- 8. Climate Change Adaptation Measures
- 9. Progress of Construction Projects
- 10. Water Quality in Water Sources

#### 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.

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#### Economic and Corporate Governance Dimension

- Good Corporate Governance Principles
- Complaint Management
- Systematic Risk Management
- Sustainable Supplier Management
- Sustainable Business Growth
- Service-mindedness and Product Quality Standards

#### **Environmental Dimension**

- Climate Change Response Towards Integrated Water Management
- Care for Water Quality in Water Sources
- Environmental Project

#### Social Dimension

- Human Rights Management
- Human Resources Management
- Care for Employee's Well-being and Personnel Development Towards
  - a Sustainable Water Organization
- Sharing Knowledge with Society
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#### 3. Shareholders, Institutional Investors, Securities Analysts, and Financial Institutions

#### Method of Participation/Frequency

#### Annually

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- 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 7. Corporate Information for Investment Decisioninvestors/shareholders such as Roadshow, Company visits, Conference calls, etc.
- Q&A sessions via telephone, Line Official Account and E-mail

#### Impact on Stakeholders

(Shareholders, Institutional Investors, Securities Analysts, and Financial Institutions)

Risk management and supervision of construction projects in accordance with the plan to promote sustainable business operations affect investment decisions of shareholders, institutional investors, securities analysts, and financial institutions.

**Emerging Risks** 

Strategies

Projects

Market Rivals

#### 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

- Public relation activities for projects
- Follow-up meetings on community-related issues and Communications and public relations via social solutions
- CSR activity assessments

#### More than 1 time/year or quarterly

- Meetings with government agencies and groups of water
- Engagement and Relationship-Building Activities
- Site visit activities

#### Monthly

Life quality and environmental improvement activities for communities

**Expectations/Recommendations/Issues for improvement** 

2. Progress of Construction Projects to Address

3. Future Sustainable Business Development

4. Progress of Pipeline Replacement Construction

5. Business Operation Problem-Solving Strategies

6. Competitive Measures Against Current and Future

8. Engagement and Relationship-Building Activities

1. Company's Energy Cost Reduction Strategies

#### At any time or throughout the year

- Studies and compliance with requirements, rules, regulations, and laws
- 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. Company's Social Responsibility Activity Updates
- 2. CSR Activities in Water Management (Domestic Water Supply)
- 3. Increase Frequency of Engagement Activities
- 4. Efficiency in Service Delivery, Problem Resolution, and Complaint Handling

#### 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.
- Engagement and Relationship-Building 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

- Engagement and Relationship-Building Activities
- Satisfaction surveys (by external agencies)
- Site visit activities

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

- Supplier/Contractor Meetings for Complaint Resolution and Follow-Up
- Meeting on special day occasions

#### Monthly

• Weekly Supplier/Contractor Meetings to Track Progress, Challenges, and Complaint Resolution

#### 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. Communication and Collaboration in Operations
- 2. Efficiency in Service Delivery and Employee Performance
- 3. Social Contribution and Environmental Responsibility
- 4. Engagement and Relationship-Building Activities

Impact on Stakeholders (Suppliers)

The provision of information, as well as procedures and processes in procurement, affect the operations of the suppliers.

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Complaint Management

Systematic Risk Management

Sustainable Business Growth

Sustainable Supplier Management

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#### 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

ater Group

• Board of Directors and Subcommittees' 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. Climate Change Adaptation Measures
- 8. Changes in Water Quality in Water Sources
- 9. Environmental Management
- 10. Human Rights and Fair Labor Practices
- 11. Personnel care and development towards national water organization
- 12. Safety, occupational health, and working environment
- 13. Progress of Construction Projects
- 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 Guidelines for Personal Data Protection of Employees (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 Town Hall with Employees
- Engagement and Relationship-Building Activities

#### Monthly

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

#### At any time or throughout the year

- Receipt of employee complaints
- and Job Applicants

#### **Expectations/Recommendations/Issues for improvement**

- 1. Direction of the Company's operations, Inter-division workflow and scope of work
- 2. Efficiency in Internal Communication and Information Dissemination
- 3. Career Advancement and Equal Growth Opportunities
- 4. Work-Life Balance
- 5. Employee welfare
- 6. Engagement and Relationship-Building Activities
- 7. 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 Employee capacity development, remuneration and safety affect (Executives and employees (UU PCL.)) the quality of life of executives and employees (UU PCL.)

#### 7. Mass Media

#### Method of Participation/Frequency

#### Annually

• Satisfaction surveys (by external agencies)

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

- Press Conference
- Media Appreciation
- Engagement and Relationship-Building Activities

#### More than 1 time/year or quarterly

- Site Visit Activities
- Executive Interviews

#### At any time or throughout the year

- Press Release
- Communications and public relations via social media platforms such as the Company's Website, Facebook, Line Official Account, and Line group
- Congratulatory Participation on the Anniversary Celebration
- Special Occasion Media Engagement Activities

#### **Expectations/Recommendations/Issues for improvement**

- 1. Adequacy and Presentation of Information
- 2. Communication Efficiency
- 3. Knowledge and Ability to Provide Clear and Relevant
- 4. Image as an Expert in Comprehensive Water Management of the country
- 5. Engagement and Relationship-Building Activities

Impact on Stakeholders (Mass Media)

The accuracy and completeness of information impact the media's ability to present news effectively.



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## 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 2. Prioritization

- Internal Information (policies, strategies, targets, based on the internal and external factors, the ratings via workshops, prepare strategies and enterprise risks which was divided into 2 axes. 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), Global Reporting Initiative (GRI) Standards, Stock Exchange of Thailand (SET) ESG Ratings, 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.

After the material sustainability topics were identified business plans, and risks): To identify key issues and priorities were given based on 2 evaluation criteria through the brainstorming of ideas from executives by specifying those topics in the Materiality Matrix

- with possible short- and long-term impacts on Horizontal axis: Potential impacts 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.

SUSTAINABILITY REPORT 2024



# eastwater 027

## Material Sustainability Topics Assessment Results 2024

(Disclosure 3-2)



#### 1. Economic and Corporate **Governance Dimension**

- 1.1 Good Corporate Governance
- 1.2 Complaint Management and Communication Channels
- 1.3 Risk and Crisis Management
- 1.4 Sustainable Supplier Management
- 1.5 Sustainable Business Growth
- 1.6 Customer Relationship Management



#### 2. Environmental Dimension

- 2.1 Water Management
- 2.2 Biodiversity
- 2.3 Energy Management
- 2.4 Climate Management
- 2.5 General and hazardous waste management

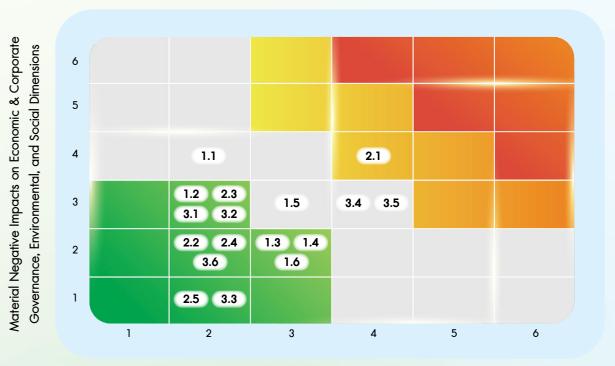


3. Social Dimension

- 3.1 Respect for Human Rights and Fair Labor Practices
- 3.2 Employee Capacity Development
- 3.3 Employee Motivation and Retention
- 3.4 Safety, occupational health, and working environment
- 3.5 Progress of construction projects and standards for supervision of construction projects
- 3.6 Community well-being improvement projects

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

## **Materiality Matrix**



Likelihood



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## Materiality Matrix

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

			G	iroup of Stake	holders				The Company		The Company			
Topic Group	Material Topics considered by the Company/Stakeholders	Customers	Regulatory bodies and government agencies relevant for business operations	Shareholders, Investors, Securities analysts and Financial Institutions	Communities and local government agencies	Suppliers	Executives, and Employees	Mass Media		Risks, Opportunities, and Business Impacts	Meeting expectations/ Sustainability issues	GRI Standard Title	Alignment with SDGs	
e c	1. Good Corporate Governance		•							Stakeholder Interest in Governance and Sustainability – With increasing legal requirements and regulations from government	Good Corporate     Governance principles	General Disclosures (2-23) Anti-Corruption	6 contacts of the contact of the con	
Economic and Corporate Governance Dimension	Complaint Management and     Communication Channels	•			•		•			agencies, businesses must operate with good governance, transparency, and accountability. Effective risk management, robust complaint-handling mechanisms, and appropriate	Complaint management     Systematic risk     management	(205-1, 205-2, 205-3) Economic Performance (201-1)	6.3	
nd O	3. Risk and Crisis Management			•						communication channels with stakeholders are essential to building trust. These factors influence investment decisions	Sustainable supplier management	General Disclosures (2-29) Customer Health and Safety (416-1, 416-2)	9.1, 9.4	
nic a rnane	4. Sustainable Supplier Management					•				-	5. Sustainable business growth		12.5, 12.7	
conor	5. Sustainable Business Growth			•			•			supplier management, the company can seize opportunities to grow its business and broaden its customer base.	Service-mindedness and product quality standards		16.5	
Ö O	6. Customer Relationship Management													
uo	1. Water Management	•	•		•			•		Government Policies on Climate Change – The increasing focus on climate change policies requires businesses to invest in	Climate Change Response towards Integrated Joint	Economic Performance (201-2)	6 CHAMBER OF THE PROPERTY OF T	
Insion	2. Biodiversity	•	•							reducing greenhouse gas emissions to comply with future legal regulations. Additionally, businesses must address stakeholder	Water Management  2. Care for water quality in	Energy (302-3) Emissions (305-2)	6.1, 6.4, 6.5	
Dime	3. Energy Management		•	•						expectations and demands regarding environmental responsibility.	water sources 3. Environmental	Water and Effluents (303-1, 303-3, 303-5)	12.2, 12.3, 12.5	
ental	4. Climate Management		•							Climate change impacts pose a significant risk of water shortages.	management		13 555	
Environmental Dimension	5. General and hazardous waste management		•							<ul> <li>Opportunity for Collaborative Water Management with the Government – Ensuring sufficient water supply for all sectors.</li> <li>Replacing oil and electricity with alternative energy may lead to increased investment costs for the company. However, it also presents an opportunity to explore alternative energy sources that could reduce energy expenses.</li> </ul>			13 55 15.3	
	Respect for Human Rights and Fair Labor     Practices						•			Respect for Human Rights as a Global Trend – Conducting business with a strong commitment to human rights enhances the Company of the light strong control and statistical strong control and	Human Rights Management     Human Resources	General Disclosures (2-23) Employment (401-1) Training And Education	2.1, 2.4	
ر	2. Employee Capacity Development	•					•	•		the Company's ability to attract and retain talented individuals, fostering a sustainable and thriving organization.  • Safety as the Foundation of Supply Chain Operations –	Management  3. Quality of life care and human resources	(404-1, 404-2, 404-3) General Disclosures	4 mant	
ension	3. Employee Motivation and Retention						•			Prioritizing safety throughout the supply chain builds stakeholder confidence, ensuring business continuity and	development towards sustainable water organization	(2-25, 2-29, 2-30) Occupational Health And	4.3, 4.4, 4.5	
Social Dimension	Safety, occupational health, and working environment						•			maintaining the quality of products and services.  • Community Quality of Life Development – As a core mission of the company, this initiative ensures sustainable growth		Safety (403-1, 403-5, 403-9) Local Communities (413-2)	5.1 6 mmm	
Soci	5. Progress of construction projects and standards for supervision of construction projects	•	•	•							Responsibilities for construction impacts     Community sustainability	Economic Performance (201-1, 201-3) Indirect Economic Impacts (203-1)	6.3, 6.6 ***********************************	
	6. Community well-being improvement projects		•	•	•	•		•			projects	(205-1)	15.1, 15.2	

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# **ECONOMIC AND CORPORATE GOVERNANCE DIMENSION**

Operational targets of the Company only, not include UU PCL.

Community development investment



Income tax to government





### Targets for 2024

#### **Good Corporate Governance**

The Company to maintain its SET ESG Ratings continuously

The Company to receive an "Excellent" rating in the Corporate Governance Report (CGR)



## **Business Growth and Product** Quality Standards and Services

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

Total net profit for 2024 compares with budget for 2023 to be higher than 5.00%

## Performance results for 2024

#### Good Corporate Governance

The Company was 1 of 228 listed companies listed in the SET ESG Ratings from the Stock Exchange of Thailand for the 10<sup>th</sup> consecutive year.



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

The Company received a 100% score from the Thai Investors Association's quality assessment of the 2024 Annual General Meeting of Shareholders.



The Company received honorary Sustainability Disclosure Award from

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

Thaipat Institute.



## 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

satisfaction score of 90.88%

Stakeholders'



Revenue 4,172,694,575 Baht<sup>1</sup> (Sales and Service Revenue 97.36%, other revenue 2.64%)

Net profit 57.760.380 Baht



Income tax to government 104,543,424 Baht<sup>2</sup>

Increased deductible expenses 14,146,373 Baht



505,247,817 Baht

Interim dividends to shareholders 0.01 Baht<sup>3</sup>



337,143,404 Baht

Community development

investment 24,076,434

## Targets for 2024-2026

#### **Good Corporate Governance**

In 2026, 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 2026

1 Consolidated financial statements of East Water Group (Detail in Annual Report 2024 (Form 56-1 One Report) under Consolidated Financial Statements and Separate Financial Statements topic in page 120)

Refer to income tax of East Water Group for 2024

1 In 2024, 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. 9/2024 dated 29 August 2024 at the rate of 0.01 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 2024 on 25 April 2025.

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## Good Corporate Governance Principles

(Disclosure 205-2)

032

2017 Corporate Governance Code for Listed Companies. and all employees for acknowledgement. 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 (Disclosure 2-17) by applicable institutions and international practices before submission thereof to the Board of Directors for The Company has continuously organized activities to consideration and approval

The East Water Group's CG Code and Code of Conduct the test results were as follows:

The Board of Directors formulated the Good Corporate were published in electronic forms via the Company's Governance (CG) policy in writing in 2003, and the Company website at www.eastwater.com and Web Portal to later revised the CG policy according to the Office facilitate convenience of searching. The relevant of the Securities and Exchange Commission (SEC)'s documents were also distributed to the Board of Directors

## **Promotion of Good Corporate Governance** and Anti-Corruption

promote good corporate governance and anti-corruption every year. It has also prepared a test form to measure The Board of Directors has adhered to the East Water the level of knowledge and understanding of all Group's CG Code which contains 8 principles (Further employees and used it to develop communication to details in Annual Report 2024 (Form 56-1 One Report) raise awareness of their duties with ethics and transparency, Good Corporate Governance topic in page 71). leading to sustainable business operations. In 2024,



Remark: Total number of employee 233 people

partners to acknowledge, understand, and comply with 205-3) the Company's anti-corruption policies and practices.

The Company attaches great importance to In 2024, the Company received 2 complaints and anti-corruption in all forms, whether directly or indirectly. whistleblowing regarding breaching of the Group's Code The Company is a member of the Thai Private Sector of Conduct. The Company has completed the complaint Collective Action Against Corruption (CAC) continuously handling process and determined that the reported issues organized by the Thai Institute of Directors. In addition, were not found to be in violation as alleged. (Further the Company has communicated to related parties details in Annual Report 2024 (Form 56-1 One Report), such as suppliers, tenants, customers, and business under the Whistleblowing topic, page 103) (Disclosure



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.



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

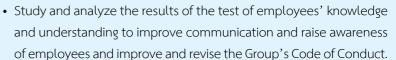
Review the policies and practices of good corporate governance, internal anti-corruption, and the East Water Group's Code of Conduct to be up to date at least once a year, by comparing with laws, international practices, and leading companies as well as recommendations of institutions. In case of amendments,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

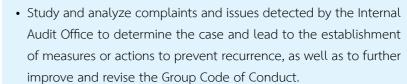
#### 2. Monitor and Audit by the Company's Internal Audit Office

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







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## Complaint Management

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

034

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**

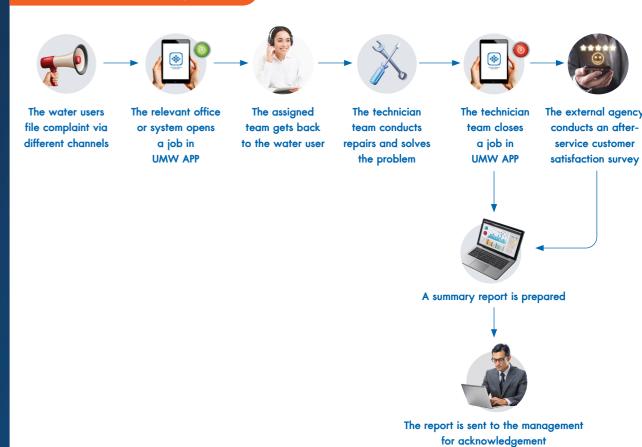
Complaint Channels		Key Stakeholders								
		UU PCL.'s customers	Regulatory bodies and government agencies relevant for business operations	Shareholders, investors, Securities Analysts and Financial Institutions	Communities and local government agencies	Suppliers	Board of Directors, executives, and employees			
The Company's website: www.eastwater.com	•	•	•	•	•	•	•			
<ol><li>The Company's Web Portal The system for receiving suggestions, whistleblowing, and complaints.</li></ol>							•			
<ul> <li>3. Emails:</li> <li>Chairman: Chairman@eastwater.com</li> <li>Audit Committee: AC_EW@eastwater.com</li> <li>President &amp; CEO: CEO@eastwater.com</li> <li>Company Secretary: Whistleblowing@eastwater.com</li> </ul>	•	•	•	•	•	•	•			
<ol> <li>Regular mails:         Eastern Water Resources Development and Management Pcl.         1, East Water Building, 25<sup>th</sup> Floor, Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chomphon Subdistrict, Chatuchak District, Bangkok 10900     </li> </ol>	•	•	•	•	•	•	•			
5. LINE Official Account (Eastwater CSR)					•					
6. The Company's Facebook (@eastwfanpage)	•	•	•	•	•	•	•			
7. LINE Group	•	•	•	•	•	•	•			
8. Hotline or Call Center		•								
9. Meetings or relationship building activities	•	•	•	•	•					
Number of complaints	0*	26,525**	0	0	2***	0	2****			
Number of complaints that have been resolved	0	26,525	0	0	2	0	2			
Number of pending complaints	0	0	0	0	0	0	0			
Measures to prevent recurrence (completed)	0	0	0	0	2	0	2			
Measures to prevent recurrence (ongoing)	0	0	0	0	0	0	0			

- \* Further details available under Measures to prevent customer complaints (raw water) in page 47
- \*\* Further details available under Measures to prevent customer complaints (tap water) in page 51
- \*\*\* Further details available under Construction impact responsibilities in page 103 \*\*\*\* Further details availabe in Annual Report 2024 (Form 56-1 One Report) under Whistleblowing topic in page 103

## Complaint Handling Process (Services)







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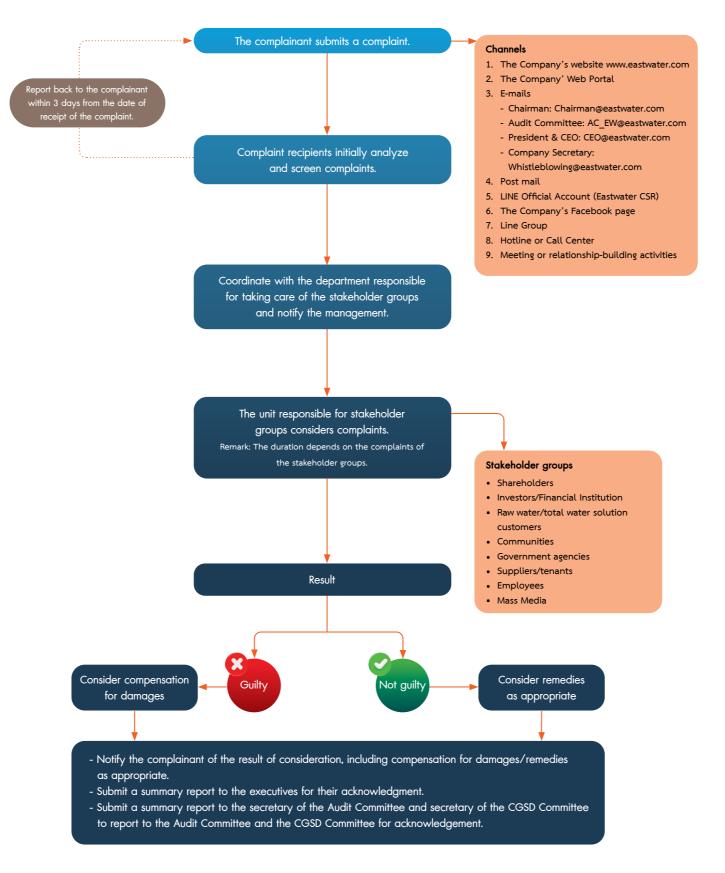
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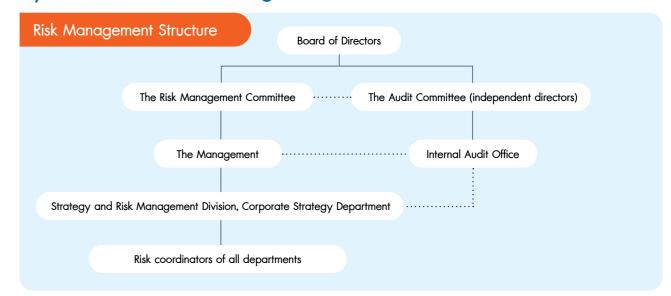
## Complaint Handling Process (Human Rights)

036



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

## Systematic Risk Management



corrective measures, and effective management effectiveness. guidelines can be identified. These factors are then incorporated into the Company's risk assessments and The Company developed its Business Continuity business opportunity evaluations.

corporate governance policy that enhances operational connecting all agencies across the organization. efficiency, supporting the company's sustainable growth in alignment with quality management system. The climate variability caused by global climate change requirements. This approach ensures a thorough includes natural oceanic phenomena such as El Niño and understanding of the organizational context and La Niña, which significantly influence temperature and objectives while also addressing the needs and rainfall patterns. These two phenomena typically occur expectations of stakeholders. The Company required risk in alternation—El Niño generally appears every 5–6 years, identification to cover 6 types of risks, namely 1. Strategic lasting 12–18 months, while La Niña occurs every Risk, 2. Operational Risk, 3. Financial Risk, 4. Compliance 2–3 years, lasting 9–12 months, though in some cases, Risk, 5. Environmental, Social, and Community Risk, and it can persist for up to 2 years. 6. Information Technology Risk. Further details are available in Annual Report 2024 (Form 56-1 One Report) Given these phenomena, the Company has assessed under Risk Management topic in page 46 and Internal that if El Niño persists for 3 consecutive years or if Control topic in page 111) (Disclosure 205-1)

conduct corruption risk assessments, applying CAC water management in collaboration with relevant agencies. principles to identify activities or processes prone to This scenario could escalate into a severe drought crisis, corruption, such as requesting or renewing licenses with resulting in water shortages. government agencies and bidding for public and private

The Company manages risks on a sustainability-driven sector projects. The Company also requires identifying foundation, incorporating environmental, social, and root causes of potential corruption, categorized into 3 governance (ESG) dimensions to prevent and mitigate types: (1) Facilitation Payments, (2) Bribery to Evade potential business risks. This is achieved through a risk Regulations, and (3) Bribery for Business Opportunities. management framework aligned with the Committee of Once the likelihood and impact are assessed based on Sponsoring Organizations of the Treadway Commission the Company's criteria, control measures must be (COSO) standards, along with analyzing and anticipating implemented to reduce risks to an acceptable level. potential events from internal and external factors that Additionally, the Internal Audit Office conducts monitoring may arise. Thus, operational priority, preventive and and random inspections to ensure compliance and

Management (BCM) by laying down a holistic management system covering crisis management plan, crisis Enterprise Risk Management is a core management and communication plan, and business continuity plan

Thailand experiences three consecutive years of drought (an emerging risk), it could lead to a problem in water In addition, the Company requires all departments to sources, impacting water stability and the efficiency of

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## Measures to Address Emerging Risks

The Company recognizes an opportunity to expand its business from raw water business to a total water solution business, aiming to mitigate climate-related impacts on natural water sources while diversifying its product offerings to meet the varying needs of different customer segments. Additionally, the Company has developed measures to address emerging risks, as follows:

Long-term

development plan and pipeline transmission network

based on projected future demand in alignment with

the National Economic and Social Development Plan.

This ensures the capacity to support national development

initiatives and meet water demands across all sectors.

#### Short-term

038

The Company collaborates with relevant government The Company has developed a long-term water resource and private sector agencies involved in water management through regular meetings to monitor water availability. If potential issues arise, joint management measures will be implemented.

The Company manages water resources by continuously monitoring inflow and outflow of water sources in The Company continuously develops technology and collaboration with relevant government agencies. innovations to enhance its business operations, focusing Additionally, it utilizes key data, such as weather forecasts on improving system efficiency, expanding related and water source conditions, to develop water businesses, and reducing operational costs. These management plans. These plans consider available water advancements are designed to create overall benefits resources and customer demand to ensure sufficient for all stakeholders across all sectors. water supply across all areas. The Company's water management strategy also accounts for all water users and aims to minimize environmental impacts.

The Company prioritizes reducing greenhouse gas emissions, a key contributor to climate change, by enhancing water transmission efficiency, optimizing water management to reduce electricity consumption, and maintaining pumping systems for maximum performance. In addition, the Company integrates alternative energy sources and eco-friendly innovations into its raw water transmission processes.



## Sustainable Supplier Management

(Disclosure 205-2)

The East Water Group is committed to sustainable supply chain management, aiming to develop and strengthen its suppliers for mutual growth. The company adheres to procurement regulations, best practices, and the Supplier Code of Conduct, ensuring compliance with key sustainability principles while fostering relationships with its suppliers. The Company regularly engages with its suppliers through annual engagement activities. In 2024, the Company introduced a Supply Chain Management Handbook (detailed on the company's website under Risk Management in Procurement topic), outlining supplier selection and evaluation criteria that encompass economic, social, and environmental dimensions. This ensures that the Company's suppliers operate ethically and align with sustainable development goals.



Risk Management in Procurement

#### Supplier Assessment and Evaluation



1. On-Site Visit to the Industrial Waste Management Center of Better World Green Public Company Limited, Saraburi Province, on 27 September 2024, which is an important supplier that does not conduct direct business (Critical Non-Tier 1 Supplier) in hazardous industrial waste disposal services. The assessment focused on ESG compliance, legal and regulatory adherence, covering quality, environmental management, occupational health and safety, and community impact, as well as

the company's supplier requirements. The visit also highlighted the supplier's strong commitment to environmental and social responsibility, reinforcing stakeholder confidence in the company's operations and contributing to supply chain sustainability.



2. An operational assessment was conducted at Ton-Or Engineering Co., Ltd., located in Chachoengsao Province, on 19 December 2024. This supplier is listed in the Approved Vendor List (AVL) and classified as a Critical Tier 1 Supplier. The evaluation focused on compliance with the Supplier Code of Conduct, alongside knowledge sharing and awareness-building on key topics, including personal data protection laws, human rights and labor rights, safety and occupational health, environmental

management, legal compliance ethics, and community engagement. This initiative fostered knowledge exchange and collaboration, reinforcing the Company's commitment to mutual sustainable growth with its suppliers.



## Supplier Relationship Development

The Company organized the ESG Social Walk: Entering the 33<sup>rd</sup> year with Confidence in East Water on 22 November 2024 at Thap Ma Raw Water Reservoir, Rayong Province. The event aimed to strengthen relationships with stakeholders and

raise awareness of environmental, social and governance (ESG) principles through a 3.30-kilometer health walk and Route Check (RC) activities around the Thap Ma Raw Water Reservoir. This event followed the "Low Impact, High Value" concept by choosing an open-air venue with natural airflow, reducing reliance on air conditioning, and utilizing green spaces for cooling. Participants were encouraged to bring personal water bottles, with refill stations provided. Food was sourced from local community vendors, avoiding plastic containers and excessive packaging, which supported local businesses and reduced waste. Waste segregation stations were also set up to ensure proper waste management. The event received strong participation from over 50 business suppliers, with 90.00% satisfaction according to the survey results.

**Payment** period to suppliers in 2024

The Company has set the payment term of 30 days for its suppliers, while the actual average payment period is 10 days.

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#### Sustainable Business Growth

(Disclosure 203-2)

040

In 2024, the global economy is expected to recover Exchange Commission (SEC) has revised fund criteria simultaneously, led by major economies such as under the Thai ESG framework to support investments the United States, Europe, and Asia, primarily driven by in companies with outstanding environmental and a rebound in manufacturing sectors. Additionally, China's sustainability performance. This initiative aims to enhance economy is experiencing growth, supported by fiscal and capital accessibility for ESG-driven businesses through monetary stimulus measures and efforts to stabilize its capital markets, financial institutions, and digital tokens real estate sector, which had faced prolonged challenges. efficiently. Inflation is expected to slow down, leading to interest rate cuts in the Q3, further supporting global economic Amid economic impacts on the industrial sector and tensions between China and European countries.

expand at a similar pace to the previous year, driven by sectors such as Data Centers and Al.

Q4 2024. In terms of investment, the Securities and maximize water utilization efficiency.

recovery. However, risks remain, particularly from trade the expansion of private sector investment, the Company has prepared for infrastructure investments by developing a water distribution network and securing water sources Private sector investment in Thailand is expected to to support the growing demand from both existing customers and newly established industrial estates export-oriented manufacturing growth, supported by investing in the country. Additionally, the company has recovering global trade partners and economic conditions. enhanced its services for consumers and households to Additionally, private investment shows positive accommodate the growing number of households and momentum, particularly in automotive electronics, the expansion of the tourism sector in 2024. In line with high-value technology industries, and the relocation the ESG investment approach, the Company collaborates of production bases from Singapore and China in with its suppliers to enhance competitiveness and improve service quality, ensuring economic, social, and environmental sustainability. This approach Current ESG Policies in Thailand: On 17 January 2024, addresses stakeholder expectations while promoting the House of Representative approved the principle of a comprehensive and sustainable water management Clean Air Management Act, along with six other related system. The Company actively explores technologies bills. The bills were under section-by-section review and such as solar energy and tap water production innovation drafting, focusing on pollution control measures across to reduce production costs, minimize environmental industrial, agricultural, and transportation sectors, as well impact, and develop a comprehensive water production as border areas. They were expected to take effect in and distribution process to reduce water loss and

#### Industrial Water Business

The Company has implemented industrial water production technology utilizing a Solid Contact Clarifier with External Sludge Return. This system is designed to recirculate sludge within the clarification process (Sludge Return), enhancing sedimentation efficiency. By reintroducing sludge into the system, the process achieves faster settling, reducing the required sedimentation time compared to clarifiers without sludge recirculation, so it requires less space to produce the same volume of water compared to conventional clarifiers (Small Footprint). This method, commonly known as a High-Rate Clarification System.

In addition, the Company manages chemical storage by using large storage tanks and procuring chemicals through tank car transportation, thus eliminates hazardous waste from chemical packaging.

In 2024, the Company provided industrial water services in Chachoengsao and Rayong area with the total maximum production capacity of 106,500.00 cubic meter per day.

		Chachoengsac		Rayong			
<b>A</b>	Volume of influe	ent to the production	system (cubic meter)	Volume of influent to the production system (cubic meter			
	<b>2022</b> 540,026.80	<b>2023</b> 1,090,581.00	<b>2024</b> 1,755,800.00	<b>2022</b> 4,083,182.20	<b>2023</b> 18,470,666.00	<b>2024</b> 23,806,481.72	
	Volume of efflue	ent (cubic meter)		Volume of effluent (cubic meter)			
	<b>2022</b> 538,227.80	<b>2023</b> 1,043,394.00	<b>2024</b> 1,744,176.00	<b>2022</b> 4,051,351.85	<b>2023</b> 18,045,113.00	<b>2024</b> 23,153,480.00	
<b>8</b>	Volume of wate	er loss (cubic meter)		Volume of water	r loss (cubic meter)		
	<b>2022</b> 1,799.00	<b>2023</b> 47,187.00	<b>2024</b> 11,624.00	<b>2022</b> 31,830.35	<b>2023</b> 425,553.00	<b>2024</b> 653,001.72	

#### Wastewater Treatment and Reclaimed Water Business

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

2023

public water sources.

334,515.00

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

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 2024, East Water Group operated in 3 areas as follows:

		Ratchaburi		Ayutthaya			
	Wastewater infl treatment system	low volume into the m (cubic meter)	wastewater	Wastewater inflow volume into the wastewater treatment system (cubic meter)			
	<b>2022</b> 141,500.00	<b>2023</b> 142,500.00	<b>2024</b> 125,900.00	<b>2022</b> 815,297.86	<b>2023</b> 781,747.00	<b>2024</b> 832,576.80	
<b>(</b>	Volume of efflue	ent for reclaiming (cu	bic meter)	Remark: Calculate volume of water intake from meter of produced water (water loss in the system 8.00%)			
	125,396.00	121,903.00	108,694.00	Volume of efflu	ent for reclaiming (cu	oic meter)	
	Remark: Reclain	ned water sent back t	to the factory for use	<b>2022</b> 805,327.00	<b>2023</b> 734,879.00	<b>2024</b> 765,244.00	
8	Water loss volume in the wastewater treatment system (cubic meter)			Remark: Reclaimed water sent back to the factory for use			
	2022 16,104.00	<b>2023</b> 20,597.00	2024 17,206.00	Water loss volu (cubic meter)	Water loss volume in the wastewater treatment syst cubic meter)		
		Rayong		<b>2022</b> 9,970.56	<b>2023</b> 46,868.00	<b>2024</b> 67,332.80	
<b>A</b>	Wastewater inflo	ow volume into the w	vastewater treatment				

2024

473,829.00



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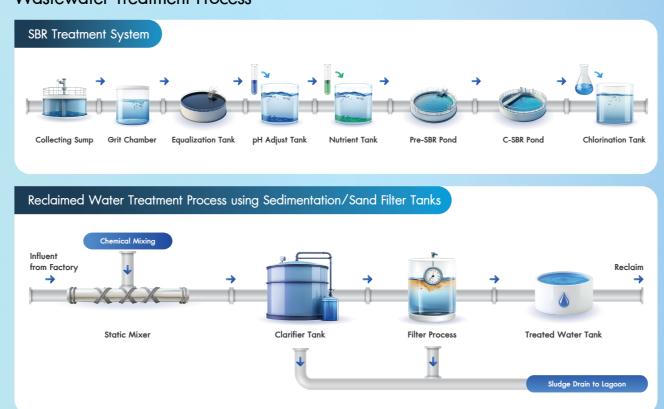
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#### 042

#### Wastewater Treatment Process



#### Projection of Water Demand categorized by service group

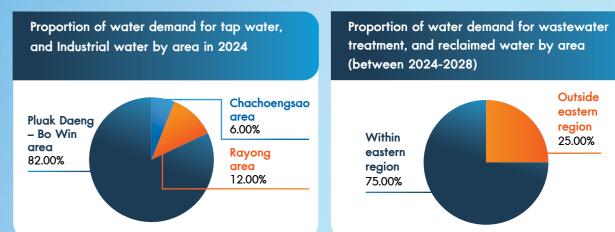


Remark: This information is the customer's future water demand projection, which may change according to the customer's investment plan.

#### SUSTAINABILITY REPORT 2024



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





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044

Raw Water Business Segment

of local entrepreneurs at present and in the future.

Ban Chang and Sattahip area

11.00%

38.00%

Map Ta Phut area

Service-mindedness and Product Quality Standards

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 domestic 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

In 2024, 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,

Overall proportion of raw water distribution by service area

Chachoengsao area

Pluak Daeng - Bo Win area

Chonburi area

8.00%

21.00%

secure water sources, and comprehensive water grid system covering the area in the eastern region.

In 2024, the overall proportion of raw water distribution by service area was as follows:

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

#### SUSTAINABILITY REPORT 2024



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 2024 as follows:

Activity	Target Group	Project Objectives/Details	Outcome Summary
1. Company Visit	Existing     Customers	To introduce the Company to water users especially new customers or water users	Welcoming the visiting delegation from government agencies and private sectors.
2. Festival/	Customers	who are interested in visiting	
Occasion events  3. Entertain	in industrial estate (End Users)	the Company to study and have insight in overall picture of Company such as pumping, services, water management,	<ol> <li>Presenting Gifts on Key Festive Occasions, such as New Year, Chinese New Year, Songkran, and Mid-Autumn Festival, among others.</li> </ol>
& Lifestyle		future project investment,	
activities		and various risk prevention measures.	<ol> <li>Relationship activities such as Thai Water Expo 2024 Exhibition activity, Community Development, Tree Planting, Building</li> </ol>
		2. To use cultural occasions to	an Elephant Kitchen Project, Mother's
		build good relationships to show care and consideration for water users, affecting emotional values and collective actions.	Day Celebration Activity, and Bowling activity for 2024 among water users.
		3. To express gratitude through a form of social gatherings according to the priority of water users.	



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#### **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 (2023 customer satisfaction survey)

Performance results for 2024

- 1. Improve water quality
- 2. Information to be updated/ notified faster
- 3. Improve delayed maintenance period
- 1. The company collected water quality samples from source points and increased sampling points along the pipeline network, conducting random sampling at multiple locations to ensure effective water quality control while meeting customer expectations. If any changes in water quality are detected, the company can promptly notify customers, allowing them to prepare their systems and facilitating improvements to water sources for enhanced 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 - Laem Chabang 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.



(For further details regarding the satisfaction level for each topic for 2022-2024, please refer to Annex in page 118)

The 2024 customer satisfaction survey showed an overall decrease of 0.52 points compared to the previous year. This decline was primarily due to the Company's ongoing infrastructure investments to enhance its water pipeline network, which impacted customer water demand as follows:

by customers, affecting the consistency of raw water availability.

Issue 2: Raw Water Quality - At certain times, the water quality did not meet the specified standards.

Given these issues contributing to the decline in customer satisfaction scores, the company is fully committed to enhancing service stability. Customer feedback is being actively incorporated into service improvements to increase efficiency and ensure continuous enhancement of customer satisfaction levels. In 2025, the Company will implement a comprehensive water resource management plan, covering both primary and backup water sources to ensure sufficient water supply for all customer demands. The company will also invest in water resource development projects to increase available water capacity in the system while continuously improving service efficiency. The Company is accelerating the construction of raw water pipelines to meet rising water demand, drive growth, and enhance water management efficiency in the eastern region to connect key water sources, including reservoirs and other water Issue 1: Water Supply Stability – The distribution system resources from both government and company-operated was unable to maintain the continuous flow as expected sources, ensuring long-term stability and sustainability.





management  Enhance Maintenance Service  Reservoir to supply customers in Pluak Daeng, Bo Win, and Chonbur areas. The Company diverts water from high-quality sources to ensure both quality and quantity meet customer expectations.  2. The company manages and evaluates pipeline maintenance operations by analyzing historical repair data and conducting pre-assessment and planning meetings before initiating repairs and restoring the systems.	Expectations and recommendations (2024 customer satisfaction survey)	2025 Annual Action Plan
	management Enhance Maintenance Service	been completed and is now capable of transmitting water from Prasae Reservoir to supply customers in Pluak Daeng, Bo Win, and Chonburi areas. The Company diverts water from high-quality sources to ensure both quality and quantity meet customer expectations.  2. The company manages and evaluates pipeline maintenance operations by analyzing historical repair data and conducting pre-assessment and planning meetings before initiating repairs and restoring the system, ensuring that water supply disruptions are minimized, reinforcing

#### Customer Complaint Prevention Measures (Raw Water)

(Disclosure 416-2)

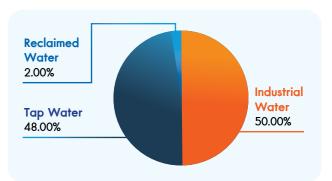
In 2024, the company received no customer complaints. However, it remains committed to proactive complaint prevention measures each year. A dedicated team is assigned to analyze root causes, develop solutions, and implement preventive actions while ensuring compliance with the agreed Service Level Agreement (SLA). The Company follows a structured internal control system for complaint resolution and prevention, requiring customer satisfaction assessments after each resolution. Monthly reports are presented to executives for ongoing process improvement and efficiency enhancement.

## Other Water Business Segment (Industrial water, wastewater treatment, and reclaimed water)

(Disclosure 416-1)

The Company is committed to conducting business with environmental responsibility, ensuring water security in the Eastern region to meet essential water demand. By leveraging innovation and advanced water management technologies, combined with optimal system design, the Company aims to maximize benefits for all water users across sectors.

In 2024, the overall water service distribution is summarized based on water type proportions as follows:



#### SUSTAINABILITY REPORT 2024

## eastwater 049

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#### Expectations and recommendations (2023 customer satisfaction survey)

## Performance results for 2024

in the contract.

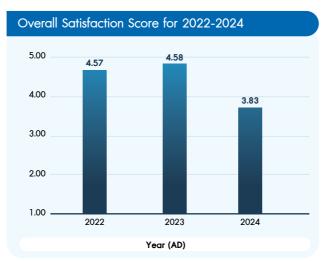
1. Enhance Service Speed and Maintenance Efficiency

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- 2. Expand Customer Engagement and Service Activities
- 3. Improve Overall Responsiveness to Customer Needs

## 1. The Company conducted calibration of water meters, quality analysis tools for transparency in the implementation of standards specified

- 2. The Company coordinated/communicated maintenance plans, ensuring timely completion.
- 3. The Company held meetings and discussions to follow up, address operational issues, and collaborate on related plans.
- 4. The Company supported and advised customers on their water quality improvements.
- 5. The Company supports relationship activities and ensures compliance with relevant regulations in the management of other water business in collaboration with its customers.



The 2024 customer satisfaction survey for other water services showed an overall decrease of 0.75 points compared to the previous year due to challenges in water production and communication regarding raw water management in the eastern region.

The company is highly committed to maintaining customer satisfaction and continuously improving service quality to better meet customer needs. Efforts focus on ensuring sufficient water supply, maintaining quality standards, enhancing maintenance efficiency, providing consultation on water usage, strengthening customer relationships, and complying with relevant regulations in water management in collaboration with customers.

#### Expectations and recommendations (2024 customer satisfaction survey)

#### 2025 Annual Action Plan

- 1. Problem Management and Service Delivery
- 2. Information Sharing and Communication
- 3. Service Standard Maintenance
- 1. The Company continuously enhances production efficiency by improving employee knowledge and skills, conducting regular performance monitoring, optimizing machinery, listening to customer feedback and responding effectively to their needs.
- 2. The Company organizes meetings with customers and provides information on water management and quality control to foster transparency and understanding in operations.
- 3. 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)

Tap water is essential for human life, serving both domestic consumption and industrial use. Therefore, raw water sources are a critical component of the tap water management system. UU Public Company Limited utilizes raw water sources such as rivers, canals, and reservoirs for its surface tap water production.

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:





















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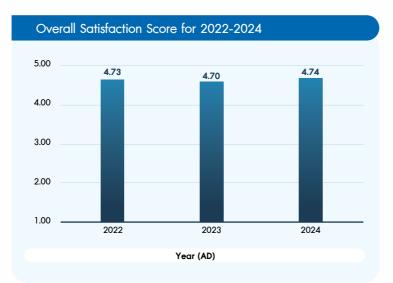
According to the annual tap water user satisfaction survey, another issue that captured attention of the tap water users was the quality of tap water, especially in terms of cleanliness, clarity, and sedimentation. This was because turbidity and clarity of tap water were physical characteristics easily 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.



(Please refer to the details of the satisfaction level for each aspect for 2022-2024 in Annex in page 119)

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 2024 customer satisfaction survey, the satisfaction level increased from that of 2023. UU PCL. realized the importance of maintaining the satisfaction level and was committed to constantly improving data provision services.



## **Customer Complaint Prevention Measures (Tap Water)**

(Disclosure 416-2)

In 2024, the complaint handling for tap water business segment has been improved and provided services to tap water users in total of 26,525 transactions where all of them have been completely resolved according to the Service Level Agreement of Subsidiary (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 pipeline locations 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. Additionally, in some areas, UU PCL. has identified pipeline leaks and deterioration due to aging infrastructure. It has therefore initiated repairs and pipeline improvements to address these issues.



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# **ENVIRONMENTAL DIMENSION**

Operational targets of the Company only, not include UU PCL.

Amount of recycled waste at East Water Building was

**14,577.20** or 24.81% of total waste

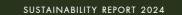
Amount of carbon dioxide emissions from the total energy consumption of pumped water per unit of pumped water was

202.20 tonCO<sub>2</sub>eq/million cubic meter

4.65% decrease compared to the past 3-year average

Increased in green area about

Rai per year and help absorb carbon dioxide 164-275 tons/year







#### Targets for 2024

#### 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 total energy

consumption per unit of pumped water by 1.00% compared to the past 3-year average (0.42 kWh/cubic meter)

#### General waste, hazardous waste aspect

Amount of recycled waste at East Water Building at 10.00% of total waste (kg/year).

Reduce amount of non-hazardous waste by 5.00%, compared to the past 3-year average (kg/year).

of hazardous waste by 1.00%, compared to the past 3-year average (kg/year).

# natural resource)

Reduce carbon dioxide emissions from total energy consumption of pumped water per unit of pumped water by 1.00%, compared to the past 3-year average (tonCO<sub>2</sub>eq/million cubic meter).

No complaints regarding PM dust emissions from the Company's construction projects (PM 2.5 not over 37.5 microgram/cubic meter and PM 10 not over 120 microgram/cubic meter)

## Performance results for 2024

#### Water aspect



NRW Control: %NRW equals 1.33%.

Amount of recycled water inside East Water Building at 3.22% of the total amount of the Company's central water consumption.

## Energy aspect



to the 3-year average.

The East Water Building received the MEA ENERGY AWARDS - Premium Gold Level for energy-efficient building standards from the Metropolitan Electricity Authority (MEA).

# Other aspects (Air pollution, natural resource)

Amount of carbon dioxide emissions from the total energy consumption of pumped water per unit of pumped water was 202.20 tonCO eq/million cubic meter, 4.65% decrease compared to the past 3-years average.

from the Company's construction projects.

## General waste, hazardous waste aspect

Amount of recycled waste at East Water Building was 14,577.20 kg or 24.81% of total waste.

Total hazardous waste generated in the East Water Building and operational areas amounted to 8,157.30 kg.



No complaints received regarding PM dust emissions

Increased in green area about 45 Rai per year (calculating green area of 400 trees/Rai) and help absorb carbon dioxide about 164-275 tons/year (1 tree can absorb carbon dioxide on average 9-15 kg/year.

## Targets for 2024-2026

#### Water aspect

In 2026, develop water management technology to increase the use of alternative energy at 2 stations.

In 2026, reduce %NRW to be less than 2.50%

In 2026, amount of recycled water inside East Water Building at 10.00% of the total amount of the Company's central water consumption.

## Energy aspect

In 2026, Reduce total energy consumption per unit of pumped water by 1.00%, compared to the past 3-year average (kWh/cubic meter).

In 2026, renewable energy consumption is targeted to account for 0.50% of total electricity usage.

#### General waste, hazardous waste aspect

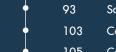
In 2026, amount of recycled waste at East Water Building at 10.00% of total waste (kg/year).

In 2026, reduce amount non-hazardous waste by 5.00%, compared to the past 3-year average (kg/year).

In 2026, reduce amount of hazardous waste by 1.00%, compared to the past 3-year average (kg/year).

#### Other aspects (Air pollution, natural resource)

In 2026, reduce carbon dioxide emissions from total energy consumption of pumped water per unit of pumped water by 1.00%, compared to the past 3-year average (tonCO\_eq/million cubic meter).



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## Climate Change Response Towards Integrated Water

(Disclosure 416-1)

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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.

Over the past year, the Company has implemented measures to effectively respond to challenges, ensuring business continuity and efficiency. This has been achieved by strengthening the stability of the water pipeline network, reinforcing confidence in water management across all sectors to ensure sufficient water supply. The key initiatives include:

## Enhancing the Stability of the Water Pipeline Network

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 553 kilometers. They are connected to each other and connect 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 develop 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



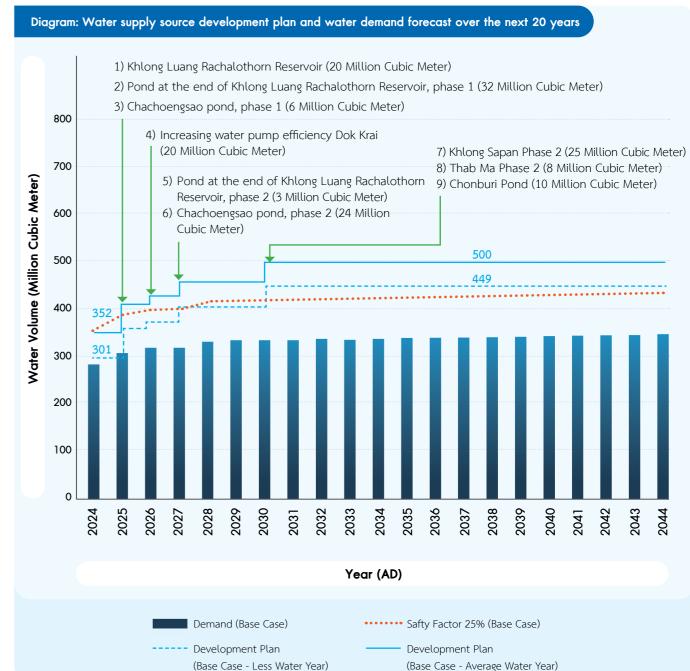
Developing the water pipeline network system (Water Grid)



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 25.00% 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:



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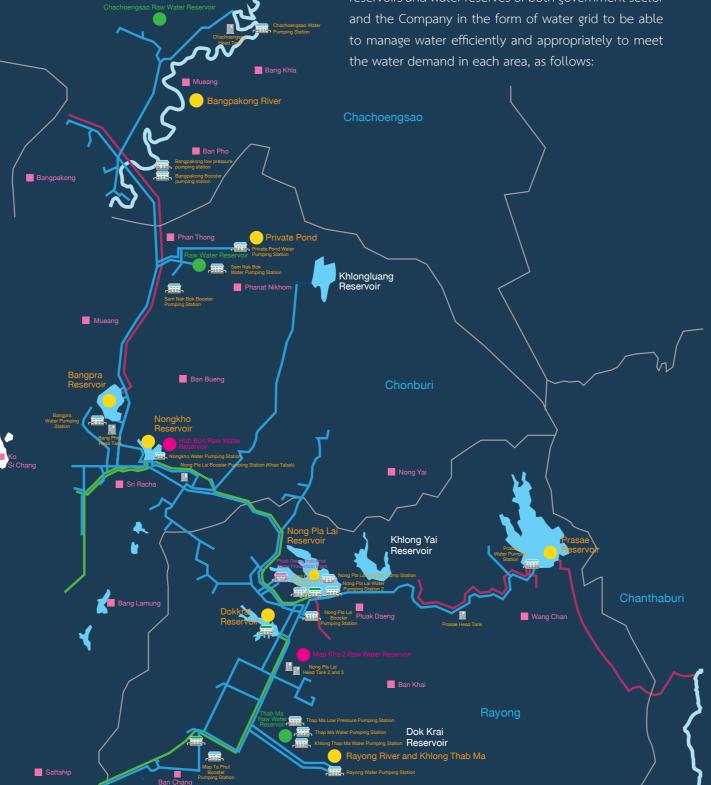
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#### Developing the water pipeline network system (Water

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 the water demand in each area, as follows:



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#### Construction of Khlong Luang 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 Chon Buri 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. The progress is 93.00%. The system now allows for reverse water flow through the pipeline network.

#### 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 Chon Buri area to be able to manage water and increase the water supply source for Chon Buri 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. Water can now be supplied through the pipeline to the Laem Chabang area, with construction expected to be fully completed within Q1 2025.

#### Construction of Map Ta Phut – Sattahip Water Pipeline system

To increase water distribution capacity from Rayong area as well as expand the production capacity of the Sattahip Water Supply business. The system can now distribute an additional 135,000 cubic meters of water per day, supporting both current and future customers in the Sattahip area. Construction has been completed, and water distribution to customers has been operational since April 2024.

#### Raw Water Pipeling (EW)

Current Grid **Under Construction** Main Water Source

Raw Water Pool

Water Pumping Station Water Tank

Reserve Water Source

#### Raw Water Pipeling (The Treasury Department)

**Current Grid** 

Water Pumping Station

**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.

Raw Water Pipeling (The Royal Irrigation Department)



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## 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 Plalai, Prasae, and Bang Phra reservoirs. Currently, Nong Kho and Dok Krai Reservoirs are undergoing renovation and the construction of new pumping stations to replace assets returned to the Treasury Department.

Natural water sources that the Company can pump water each year with amount of water supply as seasonal runoff including Bang Pakong 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.

Volume of water from main water sources

# Table: Volumes of water from main water sources used by the Company in 2022-2024 (Disclosure 303-3:2018, 303-5:2018)

		water		used by t	022-2024	
	Water Source	(per written permit) Billion liters	Total soluble solid	Pumped water in 2022 (Billion liters)	Pumped water in 2023 (Billion liters)	Pumped water in 2024 (Billion liters)
1.	Prasae Reservoir	110.00	(≤ 1,000 mg/liter)	11.94	51.48	60.82
			(> 1,000mg/liter)	0	0	0
2.	Nong Plalai Reservoir *	120.00	(≤ 1,000 mg/liter)	141.73	99.75	143.32
			(> 1,000mg/liter)	0	0	0
3.	Dok Krai Reservoir	116.00	(≤ 1,000 mg/liter)	82.78	69.99	7.71
			(> 1,000mg/liter)	0	0	0
4.	Bang Phra Reservoir	8.00	(≤ 1,000 mg/liter)	7.30	6.12	3.88
	_		(> 1,000mg/liter)	0	0	0
5.	Nong Kho Reservoir	16.70	(≤ 1,000 mg/liter)	6.93	9.71	1.11
			(> 1,000mg/liter)	0	0	0
6.	Bang Pakong River	50.00	(≤ 1,000 mg/liter)	7.29	28.45	27.55
	(Water Stress)		(> 1,000mg/liter)	0	0	0
7.	Khlong Thab Ma,	0	(≤ 1,000 mg/liter)	9.29	8.27	4.55
	Rayong River		(> 1,000mg/liter)	0	0	0
8.	Private Water Sources	12.00	(≤ 1,000 mg/liter)	8.21	13.01	7.95
	(Water Stress)		(> 1,000mg/liter)	0	0	0
9.	Rainwater from Samnak Bok	0	(≤ 1,000 mg/liter)	0.23	0.35	0
	Pond (Water Stress)		(> 1,000mg/liter)	0	0	0
Tot	al	432.70		275.70	287.13	256.89

Remarks: \* Nong Pla Lai Reservoir – The company pumps 101.09 billion liters as per the written permit and purchases 42.23 Billion liters through the Treasury Department's pipeline

(Further details of the table showing volumes of water from main water sources used by the Company in 2023-2024 are in the Annex in page 120)







<sup>\*\*</sup> Dok Krai Reservoir – The company purchases 7.71 billion liters through the Treasury Department's pipeline

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The main water sources are allocated by the Royal and stored in Bang Phra Reservoir as a reserve supply for October of the following year. Each year, the RID through the 2024 dry season. relevant projects would inform the non-agricultural water users (household consumer and industrial sectors) about Water Management in 2024 the Company faced 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 water uses from water sources.

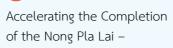
2024, primarily to supply domestic and industrial users has implemented the followings measures: in Chachoengsao Province with part of it being diverted

Irrigation Department (RID) from November through water users in Chachoengsao and Chonburi during

challenges in water management within the Eastern Economic Corridor (EEC) due to the handover of assets to the Ministry of Finance while only partial completion of the Nong Pla Lai – Nong Kho – Laem Chabang pipeline project at the beginning of the year necessitated the purchase of raw water from the Treasury Department's pipeline network to supply various customer areas. To mitigate the impact, the company procured raw water from Dok Krai Reservoir to supply Rayong and from Nong Pla Lai Reservoir to supply Pluak Daeng, Bo Win, and the reservoir within the limits in the written permits for Chonburi, while also accelerating the completion of the Nong Pla Lai - Nong Kho - Laem Chabang pipeline project. During early 2024, rainfall levels in the Eastern In terms of pumping water from the Bang Pakong River, region were slightly above average, with water inflow into in 2024, the Company organized a meeting with Bang Chonburi reservoirs remaining close to the average, while Pakong River Basin water users and relevant stakeholders Rayong reservoirs recorded below-average inflow, except to obtain a resolution for water pumping operations. for Prasae Reservoir, which saw higher-than-average Water pumping was conducted from August to November inflow. To ensure water security in 2025, the Company



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Nong Kho Pipeline Project.

Expediting the Pumping and Diverting of Water from the Bang Pakong River for Storage in Bang Phra Reservoir and the Samnak Bok Raw Water Reserve.



Coordinating Water Transfer with the Royal Irrigation Department and the Provincial Waterworks Authority under the Agreement to Integrate the Prasae – Khlong Yai Pumping System, Including the Prasae – Khlong Yai and Khlong Saphan – Prasae Pumping Operations.



Maximizing the Utilization of the Prasae - Nong Pla Lai Pumping System to Supply Pluak Daeng, Bo Win, and Chonburi.



Pumping Water under the Wat Lahan Rai Reverse Pumping Agreement to Replenish the Nong Pla Lai Reservoir



The total volume of water pumped and managed by the Company in 2024 was 256.89 million cubic meters, reflecting a slight decrease from 2023. This decline was primarily due to alternative water sources becoming available for users in the Map Ta Phut area, leading to a reduced reliance on the Company's supply. Additionally, some users opted to source water from the Treasury Department's pipeline system, while economic slowdowns in certain industrial sectors resulted in lower production capacity and decreased water consumption.

## Overall Water Consumption by Service Area

#### Map Ta Phut, Ban Chang, and Sattahip

#### Most customers in this area are industrial users, accounting for 72.00%, while household consumption makes up 28.00%. Water is sourced from 3 main reservoirs in Rayong Province: Nong Pla Lai Reservoir, Prasae Reservoir, and the Company's reserved water sources, including the Thap Ma Raw Water Pond and Dok Krai Reservoir via the Treasury

## Chonburi and Pluak Daeng – Bo Win

Most customers in this area are household consumers, accounting for 51.00%, while industrial users make up 49.00%. This region is considered a new strategic corridor for national development, but due to its limited large-scale water storage capacity according to the geographical condition, with only 2 main reservoirs-Nong Kho and Bang Phra, it relies on raw water from Rayong Province, specifically Nong Pla Lai Reservoir and Prasae Reservoir. Water is diverted through the Company's pipeline system and Nong Pla Lai Reservoir via the Treasury Department's pipeline.

## Chachoengsao

Department's pipeline system.

Most customers in this area are household consumers, accounting for 86.00%, while industrial users make up 14.00%, with the Bang Pakong River as the main source of water. However, Chachoengsao Province faces saltwater intrusion issues, causing freshwater shortages during the dry season in certain areas. To ensure a year-round water supply, the company purchases raw water from private sources to strengthen water security during the dry season. Additionally, water is pumped from the Bang Pakong River during the flood season and stored in Bang Phra Reservoir for use during 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 employee residence through campaigns to encourage employees to use water sparingly and appreciate its value. In 2024, the East Water Group's tap water usage averaged 2,041.83 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:

Average Water Usage Amount (cubic meter/month)			Water Usage Amount ic meter) (Disclosure 303-3)		Effluent Amount (cubic meter) <sup>5</sup> (Disclosure 303-4)			Water Usage Amount (cubic meter) (Disclosure 303-5)			
2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
East Wa	ter Building	y <sup>1</sup> M	WA								
1,351.25	1,547.17	1,571.08	16,215.00	18,566.00	18,853.00	12,972.00	14,852.80	15,082.40	3,243.00	3,713.20	3,770.60
Operation Office <sup>2</sup> PWA											
33.08	45.67	39.67	397.00	548.00	476.00	317.60	438.40	380.80	79.40	109.60	95.20
20 Wate	er Pump Sto	itions <sup>3</sup> PV	WA								
271.92	405.42	429.75	3,263.00	4,865.00	5,157.00	2,610.40	3,892.00	4,125.60	652.60	973.00	1,031.40
Employe	e Residenc	e <sup>4</sup> P\	WA								
25.17	17.33	1.33	302.00	208.00	16.00	241.60	166.40	12.80	60.40	41.60	3.20
Total											
1,681.42	2,015.58	2,041.83	20,177.00	24,187.00	24,502.00	16,141.60	19,349.60	19,601.60	4,035.40	4,837.40	4,900.40

- Refers to water usage in the Head Office (18th and 22nd -26th floor) and all common area of 18,853.00 cubic meters (The Company 18,639.00 cubic meters, UU PCL. 214.00 cubic meters). In addition, East Water Building has used reclaimed water from the building wastewater treatment in the volume of 601.00 cubic meters
- Refers to the water usage at Thab Ma Office. The water meters are shared between Chachoengsao Office and Chachoengsao Head Tank and between Nong Pla Lai Office
- Refers to water usage at 13 pump stations supplied by PWA. The Company produced tap water at 4 pump stations by using raw water considered as NRW. These pump stations were Nong Kho Station, Prasae Station 2, Nong Pla Lai Station 3, and Hub Bon Water Storage Station, The remaining 4 stations did not have tap water supply.
- Refers to water usage at Executive Residence at Rayong Operations Center and Employee 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.
- 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.)

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## Care for Water Quality in Water Sources

(Disclosure 303-1:2018)

As the Company engaged in water resource business, 2. Water quality monitoring through online tools at 20 it prioritizes efficient water use, ecosystem balance, and biodiversity conservation. The Company has continuously monitored water quality changes to assess potential impacts from raw water transmission through its pipeline network on aquatic life. To provide customer confidence and prevent disruptions to their production processes, the Company has established a water quality monitoring 
The Company compares water quality test results from system, categorized into 2 methods, as follows:

- main and reserve water sources of the Company were monitored. The physical and chemical properties of concerned. Relevant reports were produced and at a fair level. submitted to relevant agencies and the customers through the Customer Relations Division.
- 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

various sources against 8 years of historical raw water 1. Water quality monitoring by external agencies: 13 quality data to monitor trends and detect changes in water quality. Based on this monitoring and surveillance, the Water Quality Index (WQI) for 2024, as referenced the water were measured monthly. The results were from the Pollution Control Department, indicates that further analyzed to identify trends, causes, and factors the average water quality in most major reservoirs remains



Based on the Water Quality Index (WQI) 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:



any irregularities other than from the source of water, but to the water distribution system, the parameters from the online the customer finds irregularities from the Company will notify customers monitoring from the source of water, the water received into the production in advance about potential impacts. it will inform the customer so that process, the customer will notify All distribution adjustments will the customer can be vigilant and the Company so that the Company always be made with consideration prepare to improve the water quality can take steps to improve the system of customer water demand. before entering the production to restore the water quality to normal.

In case that the Company finds In case that no irregularities are found In the event of any adjustments

In addition to the activities mentioned above, the Company also conducts initiatives to promote biodiversity, as follows:



Collaborating with government Supporting the Chachoengsao Natural Resource and Water Source agencies and local communities on Environmental Conservation Restoration Activities – More details an agreement to pump water from Association by participating in can be found in the Watershed the Bang Pakong River during reforestation initiatives for upstream Conservation Activities topic on page the flood season. Water pumping will watershed conservation and releasing 110. commence when salinity levels drop aquatic species into the Bang Pakong below 1 g/L at the Ban Pho monitoring River. station to minimize the impact of salinity on aquatic life.





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## **Environmental Management**

#### **Environmental Innovation**

1. AIR LEAK TEST KITS Project

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program to enhance engineering innovation capabilities 9-month training initiative aimed to empower company innovative solutions using Agile and Design Thinking innovation concepts. methodologies. The program focused on enhancing engineering, and providing business management perspectives through a combination of hands-on training, The initiative sought to improve operational efficiency, reduce costs, and create added business value, while also identifying high-potential engineers for future expert as follows:

and temperature readings on an indicator within

the monitoring device (mobile device). The system is also

whenever measured values deviate from the predefined

thresholds. This innovation reduces the workload for

supervisors, eliminating the need for frequent travel to

conduct inspections and record data. Additionally,

contractors can proceed with work seamlessly without

having to pause and wait for a supervisor to participate

in testing. By implementing this technology,

the company can shorten pipeline construction and

maintenance timelines, enhance the efficiency of

the water distribution network, and help reduce water

loss in the pipeline system

development The Company also launched the Quick Win Improvement 2023 project, aimed at encouraging In 2023, the Company launched a specialized training employee participation in innovation development. The project's success was established as a Corporate KPIs under the Engineering Improvement Program (EIP). This and a Common KPIs under knowledge management. This initiative served as an extension of the EIP training engineers to demonstrate their potential and develop program, translating classroom knowledge into practical

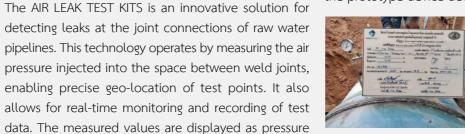
employee competencies, fostering professional ethics in In 2024, the Company selected 3 outstanding innovation projects from the Quick Win Improvement 2023 initiative. These projects were chosen based on their impact coaching, and innovation development projects. on operational efficiency, cost-effectiveness, and environmental sustainability. The selected innovations are being implemented in a tangible and practical manner,

#### Alignment with the Corporate's Strategy:

- S2.1 Enhancing efficiency and reducing costs
- S3.1 Improving operations through technology and data utilization

#### Installation Areas and Implementation Plan:

The project is expected to be completed and the prototype device delivered within January 2025.





#### Project Outcomes:

- equipped with an alarm function that triggers an alert 1. The Company reduced costs by approximately 500,000 Baht per project per year through the installation of the AIR LEAK TEST KITS, representing a 32.00% cost savings per project annually.
  - 2. The AIR LEAK TEST KITS innovation contributes to environmental sustainability by reducing fuel consumption required for inspection travel. Additionally, it enhances construction quality control, minimizing pipeline leaks and breakages, which in turn reduces water loss within the company's distribution system.

#### 2. IoT Datalogger (EW logger)



The Company identified challenges related to installing monitoring and control systems within the raw water pipeline network, including corrosion mitigation systems for underground steel pipes. These systems are crucial for analyzing water distribution efficiency and optimizing pipeline maintenance. To address these challenges, the company developed the IoT Datalogger (EW Logger) as an alternative to traditional communication devices in customer stations. This innovation helps reduce construction costs associated with Supervisory Control and Data Acquisition (SCADA) communication systems at customer sites. Additionally, by developing in-house equipment, the Company can tailor functionality to meet specific operational needs while reducing procurement costs for sensor-based data logging equipment by more than 4 times.

#### Alignment with the Corporate's Strategy:

S2.1 Enhancing efficiency and reducing costs S2.2 Advancing toward Operations Automation

#### Installation Areas and Implementation Plan:

The Company has tested the system and installed prototype devices along its water pipeline network at 5 locations.

#### **Project Outcomes:**

- 1. The IoT Datalogger (EW Logger) completely eliminates (100%) the need for customer station construction for installing control and monitoring systems within the raw water pipeline network.
- 2. The Company reduced costs by approximately 150,000 Baht through the installation of the IoT Datalogger (EW Logger), achieving a 75.00% cost reduction compared to the construction of traditional monitoring stations along the pipeline network.
- 3. The IoT Datalogger (EW Logger) contributes to environmental sustainability by reducing dust pollution from construction activities and lowering electricity consumption.

#### 3. Smart Metering Project



The Company has installed equipment for branch water pipelines supplying customers, including control cabinets and various monitoring devices. Therefore, the Company developed the Smart Metering innovation, a new communication system designed to replace traditional Programmable Logic Controller (PLC) systems, which are costly and complex. This innovation helps reduce the space required for installing control cabinets. It also equipped with a Flow Meter with a backup battery, reducing unnecessary equipment at monitoring stations. 3. The use of solar energy in both projects generates 665.28 Additionally, the Smart Metering innovation consumes





less electricity than traditional systems, enabling the use of solar energy as an alternative

#### Alignment with the Corporate's Strategy:

S1 Expanding revenue from new customer segments S2 Enhancing efficiency and reducing costs

#### Installation Areas and Implementation Plan:

Raw Water Branch Pipeline Project - Nong Lalok Subdistrict, Ban Khai District, Rayong Province, serving 2 customers

#### Project Outcomes:

- 1. The Smart Metering innovation in both projects reduces the construction area for branch pipeline stations by
- 2. The Company reduced costs from the installation of Smart Metering system in both projects by approximately 1,000,000 Baht, representing a 27.00% cost reduction in the machinery control system.
- kWh/month, resulting in a reduction of greenhouse gas emissions by 332.57 kgCO\_eq/year.



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#### Non-Revenue Water Control

environmental objectives.

Therefore, Non-Revenue Water (NRW) refers to water that does not generate revenue within the system, leading to Water is another that is crucial to the sustainable waste in both pumping energy and water resources during development of global community. Such sustainability transmission before reaching customers. As a leader in involves ensuring that there are sufficient resources for integrated water management in Thailand, particularly in present and future generations. However, the ever- the Eastern region, which serves as a hub for major increasing water scarcity that is insufficient for industries and the Eastern Economic Corridor (EEC), the agricultural, consumer, and industrial sectors is one the Company has consistently recognized and prioritized of the major obstacles to water sustainability. Therefore, the importance of NRW management. This can be seen the United Nations has announced a global action plan from the approach to formulate policy for non-revenue for the years 2018-2028 called "Water for Sustainable" water control to be at 2.50% of the pumped water for Development", with a combination of water resources direct distribution into the system. Not only studying management to achieve economical, social, and 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 2024, the Company was able to control non-revenue water in the pipeline to be at 1.33% of total pumped volume (direct distribution). This was driven by careful management of activities and operations that pose a risk of water loss, with a strong emphasis on minimizing impacts on water users. As a result, the Company reduced Non-Revenue Water (NRW) to a lower level than in 2023.

	Non-revenue water: NRW	
w	Pipeline length (k	cm.)
3.4	3.50 491.80 491.80 491.80 512 523 523 533 2.69 378 394.50 3.28 491.80 3.00 2.90 2.93 1.69	600.00 500.00 400.00 300.00 200.00
201		0
0 90 9	Target (2024-2026)  Non-revenue water (NRW)  not over 2.50%	
ormula culation NRW	((Vol.of pumped water (directly pumped into the system) –  Vol.of distributed water to customers – Vol.of stored water))  **NRW = x 100  (Vol.of pumped water (directly pumped into the system))	

## Table: The Company's volume of pumped water in 2022-2024

Year	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)
2022	284,865,822	263,692,366	16,355,523	4,817,933	1.69
2023	299,251,262	260,592,055	33,122,633	5,536,574	1.85
2024	275,052,991	243,150,509	28,236,390	3,666,092	1.33

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



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#### **Electricity Consumption and Energy Conservation Measures**

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

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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 19 pumping stations and 55 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.

#### 19 Pump Stations Chachoengsao Reserve Pond Chachoengsao Pumping Station Pumping Station Bang Pakong Pumping Station O Bang Pakong Low Pressure Pumping Station Private Pond Pumping Station Samnak Bok Booster Pumping Station Samnak Bok Pumping Station Nong Kho Reservoir Pumping Station Bang Phra Reservoir Pumping O Nong Pla Lai Pumping Station 2 Station Nong Pla Lai Pumping Station 3 Nong Pla Lai Booster Pumping Station Maptaphut Booster Pumping Prasae Pumping Station • Thab Ma Pond High Pressure • Thab Ma Pond Low Pressure Pumping Station Pumping Station • Khlong Thab Ma Pumping Station • Rayong River Pumping Station • Industrial Water Production 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. 11 pumping stations registered as controlled factories, including:

Nong Pla Lai Pumping Stations (2-3), Bang Pakong 2. 1 controlled building Pumping Station / Bang Pakong Low-Pressure Pumping Station, Chachoengsao Pumping Station, Bang Phra Reservoir Pumping Station, Samnak Bok Booster Pumping Station, Prasae Pumping Station, Nong Kho Pumping Station, Thab Ma Pond High Pressure Pumping Station/Thab Ma Pond Low Pressure Pumping Station, Khlong Tabma Pumping Station, Rayong River Pumping Station, and Industrial Water Production Pumping Station. Additionally, 2 more 3. 55 power sub-stations stations are under the registration process as 4. 11 entities of tap water production station of UU PCL.

controlled factories: Nong Pla Lai Booster Pumping Station, Maptaphut Booster Pumping Station.

i.e., Head Office Building. 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

## Summary of Operations of Energy Consumption Efficiency Enhancement Projects in 2024

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

#### **Electricity-Saving Measures for 2024**

remises		Projects	Before Improvement (kWh/y)	After Improvement (kWh/y)	Electricity saving (kWh/y)
Head Office		Managing the Chiller Plant system with the Chiller Plant Management System (CPMS)	623,562.54	589,332.05	34,230.49
	2.	Cleaning condensers of chiller units	512,573.16	497,195.96	15,377.20
	3.	Replacing water pumps with high-efficiency models	86,629.40	63,534.92	23,094.48
		Enhancing cooling tower heat dissipation	34,122.61	17,061.30	17,061.31
	5.	Maintaining split-type air conditioning units	205,059.29	198,907.51	6,151.78
	6.	Adjusting the set point temperature of the MDB room air conditioning system for optimal usage	53,666.93	34,883.51	18,783.42
	7.	Eliminating the use of ventilation fans in the MDB air-conditioned room	9,082.49	0	9,082.49
	То	tal	1,524,696.42	1,400,915.25	123,781.17
	CC	o <sub>2</sub> emissions (kg-CO <sub>2</sub> eq)	762,195.74	700,317.53	Reduction in CO emission 61,878.21 kg-CO <sub>2</sub> ec
Operating sites	1.	Maintenance of air conditioning systems.	1,245,508.82	1,195,519.88	49,988.94
Nong Pla Lai Pumping Stations (2-3, Chachoengsao Pumping Station, Bang Pakong Pumping Station,		Replacing air conditioning units with high-efficiency models.	68,720.50	22,426.48	46,294.01
Prasae Pumping Station, Thab Ma Pond High Pressure Pumping Station,	То	tal	1,314,299.32	1,217,946.36	96,282.95
Bang Phra Reservoir Pumping Station, Samnak Bok Booster Pumping Station, Samnak Bok Booster Pumping Station, Khlong Thab Ma Pumping Station, Rayong River Pumping Station and Industrial Water Production Pumping Station. one station, Nong Kho Pumping Station, has been exempted from implementing mandatory energy conservation measures as required by law		) <sub>2</sub> emissions (kg-CO <sub>2</sub> eq)	656,983.24	608,851.39	Reduction in CO emission. 48,131.85 kg-CO <sub>2</sub> ec
UU PCL.	1. F	Replacing High Efficiency Motor	2,122,645.39	1,988,812.61	133,832.78
Head Office,	2. F	Replacing Fluorescent Lighting Bulbs with LED	125,675.76	56,455.59	69,220.17
Rangoakong Water Supply Co. Ltd		mproving Pump Suction Tube to Reduce Motor Load	140,819.29	119,853.64	20,965.65
Rayong Water Supply Business, Sattahip Water Supply Business,	4. li	nstalling Inverter at Water Pump	3,019,466.24	1,637,241.82	1,382,224.42
Bo Win Water Supply Business, Hua Ro Water Supply Business, Chon Buri Water Supply Business,		nstalling VSD System with High Pressure Water Pump	1,682,309.38	1,124,711	557,598.38
Mongkam Water Supply Rusiness		l	7,090,916.06	4,927,074.66	2,163,841.40
,	CO <sub>2</sub>	emissions (kg-CO <sub>2</sub> eq)	3,544,748.94	2,463,044.62	Reduction in CO emissions

Based on energy-saving measures in 2024, all of the facilities achieved a total reduction in  $CO_0$  emissions 1,191.75 tons. The calculation was based on the Thailand Greenhouse Gas Management Organization (TGO)'s Emission Factor (www.tgo.or.th)

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The Company has continuously formulated an energy conservation and innovation development plan in 2025 as follows:

- 1. Replacing water pumps with high-efficiency models.
- 2. Optimizing the cooling water flow rate to match operational requirements.
- 3. Implementing an ozone system in cooling towers.
- 4. Maintenance of Split Type Air Conditioner

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

#### Measures of Solar Energy as an Alternative to Electricity for 2022-2024

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. This has resulted in a total reduction of 122.30 tons of CO<sub>2</sub> equivalent emissions. The details are as follows:

070

The Con	npany	UU PCL.			
SOLAR ROOFTOP	SYSTEM (kWh/y)	SOLAR ROOFTOP SYSTEM (kWh/y)			
Operation Perio	od (Jan - Dec)	Operation Period (Jan - Dec)			
Head Office	Operation area	Pang Puay Water Production Station, Ratchaburi Waterworks			
2021: 11,893.70	2021: 26,601.00	2021: 544,789.27			
2022: 26,955.00	2022: 0	2022: 302,503.86			
2023: 25,621.00	2023: 0	2023: 209,362.60			
2024: 25,482.00	2024: 6,970.58	2024: 209,362.00			

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

In 2024, the Company promoted the use of solar energy to replace electricity consumption, which is a key contributor to greenhouse gas emissions and global warming. A total of five stations have adopted solar energy, as follows:

У	Pluak Daeng Industrial Water	
ar	Production Station	
У	Production Capacity 364.56 Kilowatts	
ey.	2 Nong Pla Lai Booster Pumping Station	
e	Production Capacity 210.80 Kilowatts	
al e	3 Nong Pla Lai Booster Pumping Station Office	
ar	Production Capacity 124.02 Kilowatts	
	Currently in the process of obtaining approval for grid connection.	

Bang Phra Pumping Station
 Production Capacity 116.42
 Kilowatts

 Prasae Power Station
 Production Capacity 3,032.64
 Kilowatts

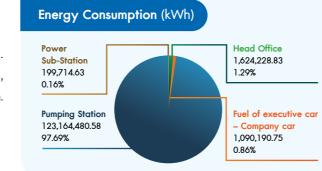
 Currently in the process of obtaining approval for

construction site usage

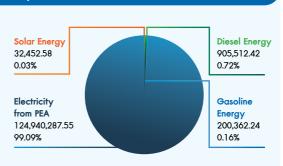
It is expected that all stations will be able to generate electricity from solar energy by 2025. Once fully implemented, this initiative will reduce carbon dioxide emissions by 15,390.68 kg-CO<sub>2</sub>eq.

In summary, the Company's electricity and fuel consumption in 2024 in 3 main forms i.e., electric energy, solar energy, fuel energy (diesel and gasoline) accounted for 126,078,614.79 kWh. The calculation was based on:

- 1) Pumping Station 123,164,480.58 kWh.
- 2) East Water Building Head Office 1,624,228.83 kWh.
- 3) Power Sub-stations along the pipeline 199,714.63 kWh.
- 4) Fuel of executive car Company car 108,776.39 Liters, equivalent to 3,921,549.45 mega Joules or 1,090,190.75 kWh.



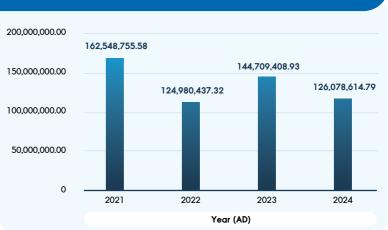




In 2024, the economic slowdown in the industrial sector led to a decrease in customer production capacity, resulting in lower water demand compared to 2023. As a result, the company's electricity and fuel consumption decreased by 21,630,794.14 kWh, representing a 14.95% reduction in total energy consumption from 2023.

Additionally, the company has initiated a project to enhance the capacity of the water pipeline network to accommodate future water demand. However, it has maintained energy efficiency in water pumping, with energy consumption at 0.40 kWh/cubic meter, energy consumption per unit of water decreased by 2.44% from 2023. (Disclosure 302-3, 302-5)







The Company's Electricity Consumption

**Remark:** This was calculated from the energy consumption in the pump station compared to the total amount of pumped water in the system of 304,973,676.00 cubic meters.

## Table: The Company's Greenhouse Gas Emissions

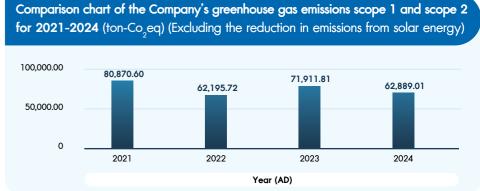
(Disclosure 305-1, 305-2, 305-3)

Amount of greenhouse gas emission	2021	2022	2023	2024
Amount of direct greenhouse gas emission scope 1 (ton-CO <sub>2</sub> eq)	418.22	296.46	648.51	431.36
Amount of indirect greenhouse gas emission scope 2 (ton-CO <sub>2</sub> eq)	80,452.38	61,899.27	71,263.30	62,457.65
Amount of indirect greenhouse gas emission scope 3 (ton-CO <sub>2</sub> eq)	* The Company has not yet collected any information.		14,096.02	12,356.98

Remark: \* In 2021-2022, the Company has not yet assessed significant indirect greenhouse gas emission in scope 3.

In 2024, the Company assessed significant indirect greenhouse gas emission in scope 3 (paper usage, tap water usage, obtaining fuel to produce electricity) of 12,356.35 ton-Co<sub>2</sub>eq

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



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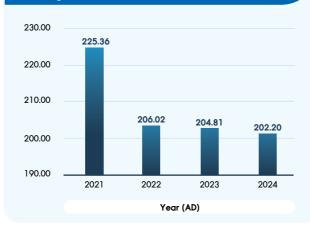
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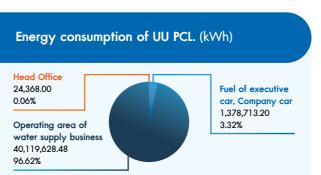
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Comparison chart of the Company's greenhouse gas emission per volume of water pumped in the entire system for 2021-2024 (ton-Co\_eg/cubic meter) (Disclosure 305-4)

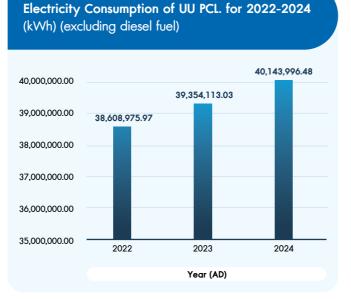
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Remark: Calculated based on energy consumption at pumping stations compared to the total pumped water volume of 304,973,676.00 cubic meters



Therefore, when comparing the amount of the electricity consumption, there was an increase of 2.12% of energy consumed in 2023 due to an increase in production capacity and increase the pressure in the pipeline to be consistent from source to destination.



In 2024, UU PCL. has used solar energy as an alternative to electricity totaling 209,362.00 kWh, hence the reduction of CO emissions of 104.66 ton-CO<sub>2</sub>eq. Therefore, UU PCL.'s energy consumption (electricity and diesel energy) was equivalent to the release of CO of 23,741.83 tons, hence the increase in CO<sub>2</sub> emissions of 19.17% from 2023.

Volume of GHG emissions in the water pumping system

per total water pumped average 3 years (2022-2024)

In summary, UU PCL. energy consumption in 2024 in

3 forms namely electric energy, solar energy, and fuel

energy (diesel) accounted for 41,522,709.68 kWh.

1) Electricity consumption in operating areas of water

2) Electricity consumption in Head Office areas of

3) Solar Energy Usage in operating areas of water supply

4) Fuel of Company car 136,194.87 Liters, equivalent to

UU PCL. Energy Consumption Proportion in 2024

1,378,713.20

3.32%

4,959,400.00 mega Joules or 1,378,713.20 kWh.

equals 204.34 tonCO<sub>2</sub>eq/million cubic meters.

supply business of 39,908,978.48 kWh.

The calculation was based on:

business of 209,362.00 kWh.

24,368.00 kWh.

(kWh)

Solar Energy

Electricity from PEA

39.934.634.48

209.362.00

0.50%

96.18%



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 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 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:

General	Hazardous	Recycled  Head Office	Organic	Infectious
		Amount (Ton/year)		
<b>2022:</b> 28.73	<b>2022:</b> 0.25	<b>2022:</b> 4.50	<b>2022:</b> 2.33	<b>2022:</b> 0.13
<b>2023:</b> 35.78	<b>2023:</b> 0.83	<b>2023:</b> 3.40	<b>2023:</b> 2.34	<b>2023:</b> 0.17
<b>2024:</b> 43.30	<b>2024:</b> 0.75	<b>2024:</b> 8.13	<b>2024:</b> 6.44	<b>2024:</b> 0.11
	Reduced	GHG emission (ton-CO	geq/year)	
<b>2022:</b> 0	<b>2022:</b> 0	<b>2022:</b> 22.86	<b>2022:</b> 1.08	<b>2022:</b> 0
<b>2023:</b> 0	<b>2023:</b> 0	<b>2023:</b> 16.06	<b>2023:</b> 1.09	<b>2023:</b> 0
<b>2024:</b> 0	<b>2024:</b> 0	<b>2024:</b> 41.57	<b>2024:</b> 3.00	<b>2024:</b> 0

				Operatir	ng areas				
				Amount (	Ton/year)				
2022: 2023: 2024:	1.06 1.22 0.94	2022: 2023: 2024:	0.73	2022: 2023: 2024:	0.40	2022: 2023: 2024:	0.45 0.60 1.53	2022: 2023: 2024:	0 0 0
			Reduced	GHG emiss	ion (ton-CC	o <sub>2</sub> eq/year)			
2022: 2023: 2024:	-	2022: 2023: 2024:	0	2022: 2023: 2024:	0		0 0 0		0 0 0

Remark: Information as at 31 December 2024

the Company has implemented nonhazardous waste as follows:

In addition, Organic Fertilizer Production Project: 6,443.10 kg of organic waste was processed into 1,370.00 kg of organic fertilizer, which was distributed to employees and building tenants.

reduction projects 2 Waste Sorting Project: The company successfully sorted 8,134.10 kg of recyclable waste.

Through these initiatives, the Company reduced landfill waste by

**14,577.20** kg

accounting for 24.81% of total non-hazardous waste.

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### **SOCIAL DIMENSION**

Operational targets of the Company only, not include UU PCL.

Took care of communities along the Water Grid in



28 districts, 44 municipalities 56 sub-district

administrations with community satisfaction score at 89.32%

Delivered clean water to the community for consumption (service vehicle for drinking water, cup water, bottled water)



amounting to

for consumption and agriculture

**Employee corporate** 

(increased from 2023)





## eastwater 075

### Targets for 2024

#### Safety

decreased by 0.90%, based on the 3-year average (person per one million hours worked)

# **Employee**

40 hours/person/ year (Online, Onsite, E-Learning)

#### Stakeholders and Human Rights

Number of human rights complaints resolved at 100%.

At least 2 people with disabilities working in the establishment.

Stakeholder satisfaction score more than 85.00%.

### Performance results of 2024

#### Safety

LTIFR of employee = 0.00 (person per 1 million hours worked)

LTIFR of contractor and outsourced worker = 0.00 (person per 1 million hours worked)

LTIFR of employee, contractor, and outsourced worker = 0.00 (person per 1 million hours worked)



East Water Building received Platinum Award for high/big building in BSA Building Safety Awards 2024 from the Building Inspectors Association

East Water Building received FM Gold Award in "Building with Sustainability Management" 2024 from Thailand Facility Management Association (TFMA)

East Water Building received a Certificate of Recognition for being an Outstanding Model Establishment in Safety, Occupational Health, and Working Environment at the provincial level for 2024, awarded by the Department of Labor Protection and Welfare

21 prototype schools



Human Rights Award 2024, Large Enterprise Outstanding Level from Rights and Liberties Protection Department.

#### **Employee**

Community

No complaints about human rights and employment.

Employee training 53.27 hours/person/ year (Online, Onsite, E-Learning)

Employee satisfaction score at 76.83%

Employee corporate engagement averaged 80.86%

#### with canteen wastewater treatment system resulting in 2,241 cubic meters of treated water, and 1,098 cubic meters of reclaimed

water. (increased from 2023). Delivered clean water to the community for consumption

> water, cup water, bottled water) amounting to 394,710 liters; for consumption and agriculture through the water tube amounting to 852 cubic meters and through 21 raw water distribution points to village tap water amounting to 2,962,733 cubic meters.

Improved and repaired the community water supply system to provide access to clean water for 9 communities, benefiting 1,620 households

resulted in

the Company's

cessation of operations.

There were no complaints from (service vehicle for drinking communities affected by the Company's operations that

## Targets for 2024-2026

Took care of communities alona

44 municipalities, 56 sub-district

administrations with community

satisfaction score at 89.32%

the Water Grid in 28 districts,



In 2026, Zero Accident (LTIFR\*) (person/ 1 million hours worked)

#### **Employee**



In 2026, employee training 40 hours/person/year (Online, Onsite, E-Learning)

#### Stakeholders and Human Rights



In 2026, no complaints on human rights.

In 2026, promote employment opportunities of 10 underprivileged and persons with

In 2026, stakeholders satisfaction score more than 90.00%.



**Human Rights Policy** 

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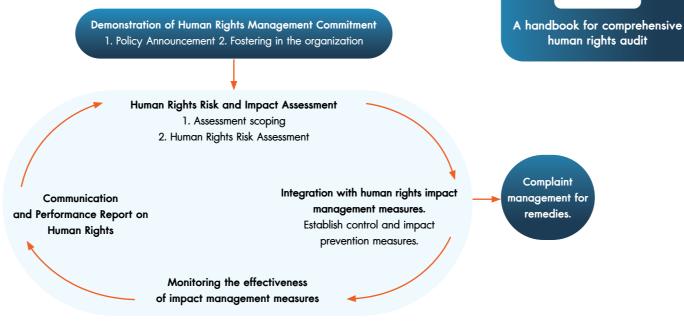
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### Human Rights Management

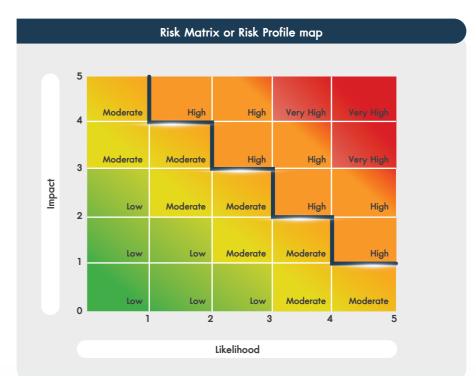
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The Company conducts water resource management business along with improving the quality of life of stakeholders throughout the supply chain for sustainable growth. The Company has determined to be Good Citizen Company, and organization that grows 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:



In 2024, the Company conducted a human rights risk assessment in accordance with the criterial in the handbook of comprehensive human rights audit. The assessment was carried out by all relevant departments, evaluating each operational process that may impact human rights across all stakeholder groups.

Labor rights		Community rig	phts	Supplier rights
1. Labor employment		1 Standard of	f living and quality of life	1. Supplier engagement
2. Freedom of negotiation		2. Health & Sa	afety	2. Supplier Code of Conduct
3. Forced labor and conscrip	otion	3. Community	/ engagement	3. Supplier Health and Safety
4. Discrimination against wor	kers	4. Cultural he	ritage	4. Data Privacy
5. Gendor Equality		5. Ethnic mind	prities and indigenous communities	
6. Child Labor		6. Relocation,	community land encroachment	
7. Safe and hygienic working	conditions	7. Creating en	vironmental impacts on communities	
8. Sexual harassment and/o	r bullying	8. Adequate v	vater management for all sectors	
and/or harassment		9. Water scard	city for consumption	
Shareholders and Investors rights	Customer ri	ghts	Natural Resources and Environment	Mass Media
	1. Discrimir	nation	1. Equitable Water Management	1. Discrimination
1. Discrimination	2. Custome	er Health	2. Managing the effects of pollution	2. Data Privacy
2. Data privacy	and Safe	ety	3. Energy consumption	
. ,	3. Data pri	vacy	4. Conservation of natural resources	
		Cover	ing vulnerable groups	



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 2024, the Company received no human rights-related complaints and has published a summary report on human rights performance on the Company website.

In 2024, East Water Group has hired 2 persons with disabilities out of a total of 233 employees, accounting for 0.86% and remit contribution to the Fund for Empowerment of Persons with Disabilities for 1 person. The 2 employees with disabilities have been working with the company for over 5 years. They are treated equally, assigned tasks based on their skills and abilities, and receive fair wages and appropriate benefits to support their cost of living. Additionally, they are provided with opportunities for skill development to enhance their work performance and career growth in alignment with their job roles.

career growth in augmnent with their job roles.	
The Company	UU PCL.
Section 33 Hiring persons with disabilities	Section 33 Hiring persons with disabilities
Number of People with 2021: 3 2023: 2 Disabilities Supported 2022: 3 2024: 2	Number of People with 2021: - 2023: - Disabilities Supported 2022: - 2024: -
Section 34 Remitting contributions to the Fund for Empowerment of Persons with Disabilities	Section 34 Remitting contributions to the Fund for Empowerment of Persons with Disabilities
Number of People with 2021: - 2023: - 2024: -	Number of People with 2021: 1 2023: 1 Disabilities Supported 2022: 1 2024: 1
Section 35 Concessions for places to sell goods and services	Section 35 Concessions for places to sell goods and services
Number of People with 2021: - 2023: - 2024: -	Number of People with 2021: - 2023: - Disabilities Supported 2022: - 2024: -

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### **Human Resources Management**

In 2024, the Company faced a challenging year as it fully entered a competitive market environment, with new players emerging in the total water solutions market. This shift impacted employee morale, requiring a rapid adaptation to navigate the evolving landscape and move forward steadily. As a result, clear and transparent communication, along with strong leadership support, became a top priority in the Company's human resource management strategy. The Company focused on enhancing employee engagement, retaining high-performing talent, and providing career advancement opportunities through development programs. Additionally, initiatives were implemented to foster a sense of pride among employees, reinforcing their role as key contributors to the company's growth and success.

The Company has consistently implemented various human resource management initiatives, including the following:

### **Human Resources Management Process Improvement**

#### 1. Performance Management System

The Company has established a clear and structured Performance Management System that aligns with its Corporate KPIs and overall organizational goals. The evaluation criteria and performance measurement methods are communicated annually to ensure all employees have a shared understanding. Performance indicators are categorized based on employee levels 7. Working Quality - Measure the quality of work as follows:

- 1. Corporate KPIs Measure the overall performance of the Company compared to its defined objectives.
- 2. Strategic KPIs Assess the success of key activities or projects undertaken in a given year.
- based on their specific job responsibilities.

#### Summary of Performance Evaluation Results in **2024** (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:



Executives 6.44%



**Supervisors** 15.02%



78.54%

Remark: Excluding employees in probationary periods

- 4. Common KPIs Track critical performance outcomes where all employees share accountability.
- 5. Core Competency (CC) Assess the desired work behaviors that employees should demonstrate, with expectations varying by job level.
- 6. Managerial Competency (MC) Evaluate leadership and management skills for senior employees.
- delivered to internal departments and the organization

For managers and above with direct reports, Core Competency (CC) and Managerial Competency (MC) evaluations are conducted using a 180-degree assessment. 3. Individual KPIs – Evaluate employees' performance This includes feedback from both supervisors and subordinates to ensure the most accurate and reliable competency assessment. The results from these evaluations are then used to develop personalized competency improvement plans, helping employees enhance their skills in areas that require further development.

#### 2. Review of Work Regulations and Employee Welfare Handbook 2024

The Company has expanded the flexible benefits program to help employees manage their cost of living by tailoring support to different individual needs, beyond legally mandated benefits. New reimbursement categories now include housing assistance and vehicle loan payments. The Company has made work regulations, employee welfare guidelines, and benefits handbooks accessible through the Water Library, a centralized knowledge hub that enables employees to access essential information anytime, anywhere, aligning with the Company's mission to promote self-learning and information accessibility.



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

(Disclosure 404-2)

### 1. Personnel Capacity Development

a learning organization by focusing on providing opportunities in order to achieve the goals whether Personal Goals, for employees to demonstrate their potential and Department Goals, and Organization Goals, be ready to co-create innovation to drive the organization towards deal with changing circumstances and have potential to business targets based on S-H-A-R-P concept which is work in higher positions according to career path set by the organization's core value. The Company also the organization. encourages self-learning and continuous development to equip employees with the skills needed to adapt to The Company's personnel development approach aligns current challenges and drive sustainable growth.

The Company is committed to developing towards competencies according to the specified job standards

with its business strategy for organization development (OD) by enhancing employee excellence through Employees' skill development starts from the first day competency-based development programs following of work until the day of retirement. It is divided into the 70:20:10 model. These programs cover core courses 3 phases: the beginning of learning, the development for (Core Course), specialized professional training (Specialty growth, and the retirement preparation. The objective is Course), and leadership development (Managerial to create a good employee experience to employees at Course). The Company also integrates employee all levels with an Individual Development Plan (IDP) using development with its knowledge management system, a variety of development tools as an approach to develop ensuring systematic development and a solid foundation.



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



20.00% interactions with other

learning from feedback from

coach, mentor, or supervisor



10.00% formal training

learning through training or reading

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#### Development program in 2024 can be categorized as follows:

#### 1) Onboarding for New Employees

This course is to enable new employees to get to know the organization 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 parts as follows:



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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 2024

new employees

have passed

representing

this course

100%.

#### 2) Cultivating Knowledge for Sustainable Growth with International Standards

To establish a strong foundation for a sustainability-focused corporate culture, the Company collaborates with relevant organizations to systematically plan its annual training programs. These programs cover a wide range of skill and knowledge development areas, enabling employees to apply their learnings effectively and generate long-term value for the organization. The training initiatives include:

3 International Standard Quality Management Systems	ement for Sustainable Corporate Governance		Safety, Occupational Health, and Energy Conservation
Training Proportions	Training Proportions	Training Proportions	Training Proportions
Number 2 Course	Number 25 Course	Number 3 Course	Number 31 Course
Number 43 Person	Number 202 Person	Number 206 Person	Number 197 Person
18.45% of total employees	86.70% of total employees	88.41% of total employees	84.55% of total employees

The Company has enhanced its commitment to employee The success of the training program not only enhances DNA: A Comprehensive Knowledge Set on Sustainability the mandatory SET-certified course and received official in the long term. certification.

knowledge development at all levels through the "ESG" employees' knowledge and understanding but also enables them to apply these principles in real operations, for Employees at All Levels in the Organization" program, ensuring compliance with international standards. an E-Learning initiative by the Stock Exchange of Thailand As a result, the Company has been certified in all 3 ISO (SET). This training provides a foundational understanding management systems (ISO 9001:2015, ISO 14001:2015, of ESG principles, embedding sustainability values (ESG and ISO 45001:2018) and has demonstrated outstanding DNA) within employees so they can integrate these safety performance. This is reflected in achieving a full concepts into their daily work and contribute to the long-score of 5 in the Common KPIs under the Goal Zero term growth of the organization. The Company also category, which measures work performance without offers a financial planning course, equipping employees lost-time accidents. This achievement highlights with essential financial management skills. All executives the company's commitment to maintaining high-quality and employees have successfully completed operations that are transparent and socially responsible

#### 3) Competency-based Potential Development Course

Soft Skill **Development Course** 

**Training Proportions** 

Number 24 Course Number 97 Person

41.63% of total employees

Technical Skill Development Course

**Training Proportions** 

Number 72 Course

Number 126 Person

54.08% of total employees

Other Essential Skills / Future Skil **Development Courses** 

**Training Proportions** 

Number 12 Course

Number 155 Person

66.52% of total employees

strategic plan, the development and upgrading of the organization is one of the strategic plans that will help drive the organization to sustainable growth.

with its business strategy by enhancing employee Operational & Service Excellence. excellence, aiming to transform the Company into a high-performance organization, focusing on 4 key areas The success of training programs in key courses, such as of development:

- (1) Developing skills and work techniques (Functional machine vibration analysis. This enables employees Excellence Program)
- (2) Enhancing expertise with professional standards (Specialist Development)
- (3) Establishing a system for managing high-potential employees and key position succession (Talent & Succession Planning Management)
- (Knowledge Management)

Development Plan to ensure employees achieve their the department and the Company.

4) Special Course for Innovation Capability Development

The Special Course for Innovation Capability Development is

part of the Effective Improvement Program (EIP#2). This year,

the program has expanded its scope to include employees at

all levels, from operational staff to executives, aiming to provide

equal opportunities for everyone to showcase their potential

and contribute to meaningful innovations. The program

continues to follow Agile and Design Thinking principles as key

frameworks for driving and developing innovations that

effectively align with the Company's goals and needs.

The program duration is 6 months.

With the rapidly changing context of technology, work designated Individual, Common, and Corporate KPIs while styles, and business expansion, as well as the corporate supporting career growth. Each year, supervisors assess employees' Competency Gaps in Core Competency, Managerial Competency, and Functional Competency to identify strengths and areas for improvement. This assessment forms the basis for creating an Individual Therefore, in 2024, the Company has adjusted its long- Development Plan (IDP) for the following year, aiming to term learning and personnel development plan to align enhance employees' skills and elevate them toward

> the Vibration Analyst CAT II course, has equipped participants with in-depth knowledge and skills in to independently assess machine conditions within the Company, significantly reducing reliance on outsourcing.

This outcome not only enhances the efficiency of maintenance planning for core machinery, which is (4) Developing a Knowledge Management system a critical component of business operations, but also strengthens expertise and professional skills among employees. This leads to the elevation of workforce The Company has established an Employee Potential capabilities and creates long-term value for both

#### Effective Improvement program (EIP#2)

#### Training Proportions

Number 1 Course

Number 61 Person

East Water Group's employees participated, accounting for 26.18% of the total East Water Group's employees

Remark: For more details, please refer to "Enhancing and Integrating Knowledge for Operational Excellence through the Knowledge Management Process" on page 85.

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#### 5) Leadership Development

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is a crucial factor influencing the Company's success and sustainability. High-potential leaders can drive change effectively while setting the Company's direction toward sustainable goals with efficiency.

Program (EDP) to enhance leadership skills among executives, equipping them to navigate challenges The leadership development in this program not only effectively. The program aims to empower leaders to drive the Company toward sustainable growth while maintaining social and environmental responsibility. It focuses on developing key management competencies, including strategic decision-making, inspirational leadership, effective communication, and the ability to cultivate a strong and sustainable corporate culture.

members from Mahidol University, who are experts in achieve long-term stability.

national-level leadership development. They bring real-The development of leadership among senior executives world experience and in-depth knowledge relevant to modern leadership. A key component of the program is the 360-Degree Feedback assessment, which enables executives to gain a comprehensive understanding of their strengths and areas for improvement. This approach ensures that leaders can enhance their capabilities and The Company has initiated the Executive Development confidently drive the organization forward in the future.

strengthens the current executive team but also lays a solid foundation for future leaders who will drive the Company towards sustainable growth in all dimensions. Furthermore, this initiative aligns with the Company's sustainability strategy, which emphasizes a balance between business growth and creating value for society and the environment. The program aims to generate a positive impact across all sectors, ensuring that This program has been designed by distinguished faculty the company's operations remain sustainable and

#### Executive Development Program (2 months period) :: The Company 1 Course **Training Proportions** Course UU PCL. East Water Group The Company Number 16 Person 9 Person 25 Person 6.87 6.57 % of total employees 6.75

#### 6) Preparation for Retirement (Disclosure 404-2)

The Company places great importance on retirement preparation for employees aged 55 and above, aiming to ensure they lead a high-quality and secure life post-retirement. This is achieved through training programs that provide essential knowledge and skill enhancement to help employees transition smoothly. Key topics include financial management after retirement, enabling employees to plan their finances effectively, and understanding social security benefits they will receive. Additionally, the program covers healthcare, well-being, and psychological readiness. This initiative reflects the Company's commitment to employee well-being throughout the entire employee life cycle.

#### E-Learning

With advancing technology and evolving lifestyles, the Company has enhanced learning within the organization by introducing a Digital Platform. This allows employees to learn anytime, anywhere, and explore courses beyond the mandatory training programs based on their interests. In 2024, the Company has developed a total of 13 internal E-Learning courses.

Number of E-Learning Cou	urses in the Online Library
2023 : 11	2024 : 13
Average usage rate	(hours/person/year)
2023 : 1.24	2024 : 0.36

#### **Summary of Development and Training Results 2024** (Disclosure 404-1)

The total number of training hours of all employees was 12,412.68 hours, representing an average of 53.27 training hours/person/year.

		Training hours			
By employee lev	vel	By gender		By type of w	ork
Management (16 person)	1,560.00	Male (116 person)	4,824.55	Front (106 person)	4,183.35
Supervision (37 person)	1,569.20	Female (117 person)	4,299.15	Back (127 person)	4,940.35
Operation (180 person)	5,994.50				
Management (16 person)	42.00	Male (116 person)	959.30	Front (106 person)	917.58
Supervision (37 person)	190.00	Female (117 person)	850.28	Back (127 person)	892.00
Operation (180 person)	1,577.58				
Management (16 person)	83.43	Male (116 person)	753.49	Front (106 person)	606.40
Supervision (37 person)	179.87	Female (117 person)	725.91	Back (127 person)	873.00
Operation (180 person)	1,216.10				
Management (16 person)	1,685.43	Male (116 person)	6,537.34	Front (106 person)	5,707.33
Supervision (37 person)	1,939.07	Female (117 person)	5,875.34	Back (127 person)	6,705.35
Operation (180 person)	8,788.18				
Management (16 person)	105.34	Male (116 person)	56.36	Front (106 person)	53.84
Supervision (37 person)	52.41	Female (117 person)	50.22	Back (127 person)	52.80
Operation (180 person)	48.82				
	Management (16 person) Supervision (37 person) Operation (180 person) Management (16 person) Supervision (37 person) Operation (180 person) Management (16 person) Supervision (37 person) Operation (180 person) Management (16 person) Supervision (37 person) Operation (180 person) Operation (180 person) Supervision (37 person) Operation (180 person)	Supervision (37 person)       1,569.20         Operation (180 person)       5,994.50         Management (16 person)       42.00         Supervision (37 person)       190.00         Operation (180 person)       1,577.58         Management (16 person)       83.43         Supervision (37 person)       179.87         Operation (180 person)       1,216.10         Management (16 person)       1,685.43         Supervision (37 person)       1,939.07         Operation (180 person)       8,788.18         Management (16 person)       105.34         Supervision (37 person)       52.41	By employee levelBy genderManagement (16 person)1,560.00Male (116 person)Supervision (37 person)1,569.20Female (117 person)Operation (180 person)5,994.50Male (116 person)Management (16 person)42.00Male (116 person)Supervision (37 person)190.00Female (117 person)Operation (180 person)1,577.58Male (116 person)Supervision (37 person)179.87Female (117 person)Operation (180 person)1,216.10Management (16 person)Male (116 person)Supervision (37 person)1,939.07Female (117 person)Operation (180 person)8,788.18Management (16 person)105.34Male (116 person)Supervision (37 person)105.34Male (116 person)Supervision (37 person)52.41Female (117 person)	By employee level         By gender           Management (16 person)         1,560.00         Male (116 person)         4,824.55           Supervision (37 person)         1,569.20         Female (117 person)         4,299.15           Operation (180 person)         5,994.50         Male (116 person)         959.30           Management (16 person)         190.00         Female (117 person)         850.28           Operation (180 person)         1,577.58         Male (116 person)         753.49           Supervision (37 person)         179.87         Female (117 person)         725.91           Operation (180 person)         1,216.10         Male (116 person)         6,537.34           Supervision (37 person)         1,939.07         Female (117 person)         5,875.34           Operation (180 person)         8,788.18         Male (116 person)         56.36           Management (16 person)         105.34         Male (116 person)         56.36           Supervision (37 person)         105.34         Male (116 person)         50.22	By employee level         By gender         By type of was a supervision (16 person)         1,560.00         Male (116 person)         4,824.55         Front (106 person)         Front (106 person)           Supervision (37 person)         1,569.20         Female (117 person)         4,299.15         Back (127 person)           Operation (180 person)         5,994.50         Male (116 person)         959.30         Front (106 person)           Supervision (37 person)         190.00         Female (117 person)         850.28         Back (127 person)           Operation (180 person)         1,577.58         Male (116 person)         753.49         Front (106 person)           Supervision (37 person)         179.87         Female (117 person)         725.91         Back (127 person)           Operation (180 person)         1,216.10         Male (116 person)         6,537.34         Front (106 person)           Supervision (37 person)         1,939.07         Female (117 person)         5,875.34         Back (127 person)           Operation (180 person)         8,788.18         Male (116 person)         56.36         Front (106 person)           Management (16 person)         105.34         Male (116 person)         56.36         Front (106 person)           Supervision (37 person)         105.34         Female (117 person)         <

Remark: The calculation of training hours is based on a 24-hour time frame.

Onboarding for New Employees	Cultivating Knowledge for Sustainable Growth with International Standards	Competency-based Potential  Development Course
Number 4 Course	Number 61 Course	Number 108 Course
2.27%	34.66%	61.36%
Total training hours 78.47	Total training hours 5,264.28	Total training hours 4,664.93
C		
Special Course for Innovation Capability Development	Leadership Development	Preparation for Retirement
Capability Development	Leadership Development  Number 1 Course	Preparation for Retirement  Number 1 Course
Capability Development		
Capability Development  Number 1 Course	Number 1 Course	Number 1 Course



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### **Training Effectivenes Assessment**

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

Assessmen	t Level	Development Achievements in 2024
Immediate evaluation	Level (1) Satisfaction Level (2) Learning Level	It is an assessment of training satisfaction.  • The overall assessment results for all courses averaged 83.00%  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 focusing on important courses and practical applications, as well as behavioral changes by following up feedback from participants and supervisors during the evaluation period within 3-6 months.  • The average development assessment result is 89.33%, categorized as follows:  1) Work behavior changes - 75.56%  2) Knowledge transfer within the department – 86.67%  3) Providing guidance/advice on training-related issues – 86.67%  4) Ability to improve assigned tasks – 95.56%  5) Application of knowledge to actual work assignments – 93.33%
Long-term evaluation	Level (4) Results for the Organization	It is a training evaluation based on Performance and Competency. The Company conducts this evaluation once a year as follows:  • Performance evaluation (KPIs) for 2024 – 93.20%  • The average employee competency assessment score in 2024 was 81.60%  The results of the assessment will be used to determine the employee's annual pay and remuneration, and the supervisor will use the competency assessment result to develop the Individual Development Plan (IDP) for their team members. This process also provides employees with direct feedback and the opportunity to exchange experiences with their supervisors, ensuring continuous development in the following year.

SUSTAINABILITY REPORT 2024

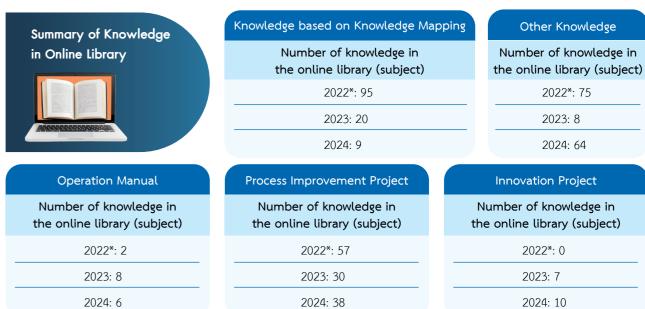


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#### Enhancing and Integrating Knowledge for Operational Excellence through the Knowledge Management **Process**

The Company remains committed to systematic knowledge management through the KM Journey, establishing a knowledge exchange system to drive process improvement, enhance operational efficiency and effectiveness, and develop employees' potential. This initiative aims to foster enterprise-level innovation in the future through the EWG Knowledge Camp program.

The Company has developed an online library system to enable employees to exchange and share knowledge, work experiences, and lessons learned, as well as work Tips and Tricks. This initiative helps preserve critical business knowledge and provides employees with a readily accessible learning resource anytime, anywhere. By leveraging this knowledge, employees can enhance work efficiency and create opportunities for innovation and new ideas, reinforcing the Company's commitment to being a learning organization as part of its human resource development policy. In 2024, the Company launched initiatives to encourage knowledge sharing through Micro Learning, offering short, practical, and easy-to-understand content via the KM Creators: #JustWannaShare project. Additionally, the Company organized Guru Talks sessions under two key themes: "Innovation and Survival in the Digital Era" and "Change! Transform Your Mindset, Transform Your Life with Growth Mindset"



Remark: \*2022 Starting year to collect and import data.

Usage rates in online libraries								
View Share*								
Usage rates in online libraries			Usage rates in online libraries					
2022: 59 person 256 Number of usages			2022:	17 person	0 Number of usages			
2023: 118 person	1,286 Number of usages		2023:	26 person	215 Number of usages			
2024: 231 person	3,307 Number of usages		2024:	33 person	342 Number of usages			

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

The Company has continued the Effective Improvement Program: Makes an Innovation IDEA under the EWG Knowledge Camp – Level 3: KM to Innovation for the second consecutive year. The primary objective is to develop and elevate knowledge toward operational excellence, focusing on innovation ideas aligned with the Company's strategic plans and Corporate KPIs for 2024. This program fosters the development of innovative thinking, business acumen, leadership skills, teamwork, and relevant technical skills. It also serves as a platform for knowledge enhancement across various fields and provides employees with the opportunity to exchange insights and showcase their potential to senior executives.

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This year, the Effective Improvement Program has been designed in the format of an Innovation Hackathon & Bootcamp, focusing on enhancing skills and knowledge essential for the innovation development process. The program aims to enable participants to create value-driven innovations that contribute to the Company's sustainable growth. The key processes in the program include:

#### Innovation Sprint for Executives Workshop:

Brainstorming among senior executives to identify problematic issues or challenges in developing innovative ideas that can drive the organization in a sustainable direction

#### **Innovation Competency Assessment:**

An assessment of individual abilities and personality using the SEEN Ability platform, which combines technology to assess through behavioral tests and psychological assessments to group innovation development teams that are diverse in both abilities and personality dimensions.

#### Innovation Hackathon:

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Intensive brainstorming and development of innovative ideas.

#### Innovation Project Execution and Mentoring:

Consultation from professional Innovation Mentors and Technical Mentors during the project implementation to help strengthen skills and provide guidance on the systematic development of ideas.

#### Innovation Demo Day:

Presentation of innovative ideas to senior executives to listen to opinions and suggestions on developing innovations that can be implemented in the Company.

#### Innovation sprint for Impactful innovation bootcamp (2.5-mth) executives (1-day) Phase 1: Recruitment Phase 2: Phase 3: & Selection Bootcamp & Hackathon **Project Execution** Corporate innovation 19 Jul 24 - 26 lul Design thinking for Opening day Innovation driving the business Hackathon with bonding & Online Mentoring **Tech Enabler** 45-min / session strategy Inspiring (1-day) (3-day) Innovation strategy Internal Mentors from BASE Simulation Recruitment Inspiring talk and Team fit algorithm strategic focus by Innovation 101 & Playhouse Cracking goals & criteria for One page innovation Innovation project through Disruption trend Innovation mentorship Innovation mgt team strategy simulation Opening program Problem cracking • Session 1-2 competency workshop Industry landscape with data thinking Conceptual Assessment Session 3-4 Protype Idea matching Design thinking Teambuilding & test process Enroll 150 ppl Customer/User (45-min/session/team) workshop Selection 90 ppl Team mingle centric mindset The prototype Expert/Technical mindset mentors Feasibility analysis Technology mentorship (45-min/session/team) Outcomes • Problem statement for Selection of Team grouping • 15 innovation 15 innovation project 90 Participants Innovation hackathon focus Team alignment projects with protype with revised Innovation project criteria Conceptual Hackathon and feasibility analysis prototype from & measurement innovation KM on innovation testing with users direction setting KM on innovation ideas from Set program process from 90 participants expectations learning reflection process from learning reflection

their strengths and limitations, as well as identify pathways efficient manner for further development and career growth. The Company has also rewarded employees who actively contributed Summary of 10 innovative ideas as part of the 2024 to innovation ideation, reinforcing their commitment and Corporate KPIs encouraging the continuous creation of valuable innovations that can be practically applied within the Company.

The implementation of the SEEN Ability platform for This program not only fosters the long-term development assessing employee competencies and personality traits of employees but also drives the company toward serves as a crucial tool in helping employees understand sustainability across all dimensions in a stable and



#### Category: Impact to East Water

#### **TEAM EW Pioneers**

Developing communication channels to report leaks in pipes, including pipe fittings through Line Official Account, which can notify photos and coordinates instantly, conveniently and quickly and easy access to user groups.

#### Category: **Excellence in Presentation Style** and Media

#### TEAM Boo Noi Rak Nam

Developing a centralized data platform using AI technology, allowing everyone in the organization to access information seamlessly (Data Centralize)

### Category: Creative Idea

#### **TEAM Shark Lice**

Developing a platform to locate all pipe fittings within a single system using GPS, with the capability to update the status of each component.



#### **TEAM DD: Data Driven**

Developing a platform focused on data governance to ensure accurate and reliable data accessibility, supporting the organization's transition toward a sustainable, data-driven enterprise.

### **TEAM Pla Mor Kang Dam**

Developed an Executive Report that enables rapid identification of costs in each area through a Dashboard format, supporting sustainable business planning and decision-making.

#### **TEAM Connect the dot**

Developing a platform that consolidates all operational cost data into a Dashboard, enabling insightful data correlations for accurate business decision-making.

#### **TEAM 1-Click**

Installing real-time data collection sensors to monitor, analyze, and recommend operational status for the water pumping station transformer system.

#### **TEAM EWG Heroes Games**

Developing a Gamified Learning Platform to enhance employees' understanding of water management and cost efficiency, incorporating simulated scenarios for strategic planning to foster skills and drive the Company's longterm sustainable development.

#### **TEAM EWG Data Center**

Smart project management through a platform that calculates preliminary customer cost assessments to support the marketing team.

#### **TEAM Big 4**

Developing a WebApp in the form of Knowledge Management to consolidate business management information, aiding in decisionmaking and business planning.

Remark: The total number of employees participating in the project is 47, accounting for approximately 20.17% of the total 233 employees.

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The total investment in employee

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for 2024 Amounts to

(average 26,744.25 Baht/ person/year), divided into

Development and **Training Cost Amount** to 4,370,000.00 Baht (Average 18,940.06 Baht/ person/year)

**Knowledge Management Administration Cost** Amount to 1,800,000.00 Baht (Average 7,804.18 Baht/ person/year)

As the Company prioritizes employee capacity development, employees have opportunities for career growth. According to statistics from 2019 to 2024, it was found that employees were promoted or advanced within the company at a rate of no less than 10.00% per year, demonstrating the company's commitment to employee development and career progression (Disclosure 404-3) as follows:

2022	2023
Total employee 230 person	Total employee 227 person
Level/Position Promotion 13.05%	Level/Position Promotion 18.50%
Male 8.70%	Male 7.49%
Female 4.35%	Female 11.01%

2024
Total employee 233 person
Level/Position Promotion 10.73%
Male 5.15%
Female 5.58%

### 2. Employee Welfare Management and Supervision

Employees are the key driving force behind the Company's strength and sustainability. Therefore, the extent to which the Company can move forward depends on the ability of its employees to drive innovation and create new opportunities.

#### **2.1 Employee Welfare** (Disclosure 401-2)

The Company offers a flexible welfare program designed to accommodate the diverse needs of employees across different genders and age groups, with a variety of benefits available, as detailed below.





**Sports Center Members** 

and Recreational Travel













Child allowance



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 3 workplace welfare committees (welfare committee)

- 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 4.29% of the total employees.
- The welfare committee of UU PCL. comprises 8 members representing 5.93% of the total employees.

ne Company's w (Head	The Com	
Operation	5 person	Operat
Supervision	0 person	Superv
Male	1 person	Male
Female	4 person	Female
Central	5 person	Central
Eastern	0 person	Eastern

The Company's we (Rayong Operat	
Operation	5 person
Supervision	0 person
Male	3 person
Female	2 person
Central	0 person
Eastern	5 person

The UU PCL.'s welfare committee					
Operation	6 person				
Supervision	2 person				
Male	3 person				
Female	5 person				
Central	5 person				
Eastern	3 person				

#### 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.

#### 2.4 Gathering Opinions Through Various Channels for Further Improvement in 2024

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

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 feedback from the Workplace Welfare Committee and the diverse nature of employees in the East Water Group, including differences in age, gender, and status, the Company has revised various welfare benefits to better align with current social conditions. Adjustments include expanding reimbursement options for housing assistance and vehicle installment payments, as well as recognizing gender diversity LGBTQ. Additionally, the Company is in the process of studying further rights for LGBTQ employees to align with government social policies

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#### Employee Satisfaction and Engagement Survey Results

### Employee Engagement to EW (Unit: Average 1-6) 4.00 3.00 2.00 1.00 2023 Year (AD)

2023

Year (AD)

2024

Employee Satisfaction with EW

2022

(Unit: Average 1-6)

6.00

5.00

4.00

3.00

2.00

#### **Employee Engagement**

Engagement with the organization is an important factor that reflects the relationship between employees and the Company. Employee engagement was assessed using a 6-point scale, and the results for 2024 showed an overall engagement score of 4.84 which is considered high and has continued to increase compared to the past 2 years. The enhancement of engagement strategies and the improvement of the work environment have contributed to the rising engagement scores over the past 3 years.

#### **Employee Satisfaction**

The overall employee satisfaction survey for 2024 recorded a score of 4.61 out of 6. While this is still at a good level, it showed a slight decline compared to the previous year. This decrease in satisfaction may reflect various factors influencing employees' satisfaction in the Company.

# Sharing Knowledge with Society

#### 1. Student Internship Program The number of interns from 2020-2024

	Voor	Bachelor's Degree Level Year		Diploma Level		Total (pe
The Company launched a project for students to gain	real	Male	Female	Male	Female	ioidi (pe
on-the-job training experience so they can build up their capabilities. The number of participants can be summarized as follows:	2020	0	4	3	1	8
	2021	4	2	0	0	6
	2022	3	5	4	1	13
	2023	4	2	3	1	10
	2024	3	2	4	0	9

The 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 2024, the Company conducted a satisfaction survey of the interns, and the average satisfaction score is 100%. The feedback from the interns can be summarized as follows:

Evaluation factors	2020	2021	2022	2023	2024
1. The interns received internship facilities	100	97.00	98.00	97.50	100
The interns received good guidance and mentorship from mentors who teach the job.	93.00	97.00	96.00	96.25	100
3. The location and work atmosphere during the internship were appropriate.	93.00	87.00	96.00	95.00	100
4. The interns received great attention from mentors and in overall satisfied throughout the internship.	93.00	93.00	96.00	93.75	100
Average satisfaction (%)	96.00	92.00	94.00	93.50	100

#### 2. Cooperation with Educational Institutions in the East

In 2024, the Company extended its Memorandum of Understanding (MOU) with the Eastern Institute of Vocational Technology, the Office of the Vocational Education Commission for another 5 years to continuously support the management of education in the Eastern Institute of Vocational Technology. Recognizing the importance of collaborating with the public sector, the Company remains committed to human resource development as a means of driving social and national progress. This reflects the Company's dedication to being a responsible corporate citizen. The MOU outlines key agreements, including fulfilling special investment promotion conditions set by the Board of Investment (BOI) for workforce development within the Eastern Economic Corridor (EEC). It also includes provisions for offering students hands-on professional experience, fostering knowledge exchange, and preparing students for careers within the Eastern Economic Corridor (EEC) development projects.



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#### 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 to achieve the organization's goals:

FSG Social Walk: Stepping into the 33rd Year

CEO Townhall			ESG Social Walk: Stepping into the 33 <sup>rd</sup> Year with Confidence with East Water		
Objective	To communicate organizational from management to employee mutual understanding, including a employees to try new types of activities as a team.	s for	Objective	<ul> <li>To encourage employees within the group to engage in physical exercise together.</li> <li>To provide knowledge about ESG to employees while also taking care of all stakeholders and promoting</li> </ul>	
Activity	technology – Together, we embrace the digital era."  • "Afternoon Tea with CEO" – An exclusive tea session with the CEO.  employees, supplied a longside sustain  employees, supplied a longside sustain  alongside sustain  Organize the event		ethical business practices among employees, suppliers, and tenants, alongside sustainable development.		
			Organize the event in a Walk Rally format, providing ESG knowledge at		
Number of times	2 times			different stations around the Thab Ma raw water pond, Rayong Province.	
Event Results	Satisfaction scores were 80.33% and 82.50%, respectively.)		Number of times	s 1 time	
	New Year's Party			Setting up clubs	
Objective	To allow executives and employ of the Group to meet and social and build good relationships with other to create collaborative at	llize th each	Objective	<ul> <li>To support employees' sports, health, and recreational activities.</li> <li>To build relationships among employees.</li> </ul>	
Activity	The Company organized activities under the theme of EWG Winter Wonderland Party 2025 to thank and reward employees for their work throughout the year.		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	1 time		Event Results	The Group employees participated accounting for 56.16% of total	
Event Results	The Group employees participal accounting for 83.56% of total employees.	ted		employees.	
Charity activity	Objective To foster a sharing society.	calenda is a proj	rs to produce Braill	activities, as well as the donation of old e media for the visually impaired which any operates in collaboration with Authority.	



### Safety, Occupational Health, and Working Environment

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

The East Water Group has developed and announced operational regulations, an occupational health, safety, and workplace environment management manual, and other related documents to ensure compliance with the Occupational Health and Safety Management System standard (ISO 45001:2018). Additionally, the East Water Group has set the goal of achieving "zero workplace accident" to create a safe working environment, enhance the quality of work life for employees, suppliers, and contractors, and ensure compliance with relevant laws and standards.

In 2024, the East Water Group has revised the Work Instruction document to be convenience for the usage, and improved the performance record document to be in line with nature of actual operation and be in line with relevant laws.

In 2024, there were no reported accidents involving employees, contractors, or outsourced personnel within the Group.

Statistics of the Company's Workplace Safety (employees, contractors, and outsourced workers) for 2024:





(For more details on summary Table of Total Accidents – Company Employees, Contractors, and Outsource Workers for 2024, see Appendix, Page 136)

- Injury Rate: IR = (Total number of injury cases X 1,000,000)/ Total hours worked, disaggregated by gender
- Injury Frequency Rate: IFR = (Total number of lost-time injury cases X 1,000,000)/ Total hours worked, disaggregated
- Lost Time Injury Frequency Rate: LTIFR = (Total number of employees with lost-time injuries X 1,000,000)/ Total hours worked, disaggregated by gender
- Rate of fatalities as a result of work-related injury = (Total number of work-related fatalities X 1,000,000)/ Total hours worked, disaggregated by gender
- Lost Day Injury Rate: LDIR = (Total number of lost workdays due to injury X 1,000,000)/ Total hours worked, disaggregated by gender

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In 2024, the East Water Group 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	Operating Area	UU PCL.
Chairman	1	1	1
Members representing the employer at supervisory level	2	6	7
Members representing the employees	3	7	8
Workplace safety office at professional level (serving as member and secretary)	er 1	1	1

Roles and responsibilities of the 3 working groups cover:



**Health Management** 

Safe Weight Limit

Construction

Site Safety











**Work-Related Injuries** 

and Illnesses









Workplace Welfare

**Building Control** 

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 2024

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, 2. Safety Communications psychosocial, biological (communicable diseases), A monthly journal on safety, health, and environment examination programs according to risk factors of safety, good health, and environmental care. such as hearing test, visual inspection, etc. In 2024, the Company's employees did not find 3. Safety Training the incidence of occupational diseases.
- 1.2 Contractors and Outsourced workers: The Company environment was established for each target group communicable diseases, diabetes, high blood pressure, abnormal blood lipid, that may affect

cardiovascular disease, as we 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 2024, contractors and outsourced workers of the Company did not find the incidence of occupational diseases

heat, dust, and security threats, etc. In addition, (SHE News) was distributed to the employees to share the Company has organized additional health news and information as well as create awareness

A training plan on safety, occupational health, and working required that its contractors and outsourced workers of employees. There were 21 training courses facilitated have an annual health check to monitor chronic in the past year (Disclosure 403-5: 2018) as follows:

Target Group	The Company Performance	UU PCL. Performance		
3.1 Safety, Occupational Health, and W	orking Environment Course for Gen	eral and New Employees for 2024		
East Water Group employees	Training conducted: 10 times  No. of Participants: 25 people  Format: Internal (Online)	Training conducted: 5 times  No. of Participants: 8 people  Format: Internal (Online)		
3.2 Courses for Safety Officers at Managerial and Supervisory Levels for 2024				
East Water Group employees (Managerial and Supervisory levels)	Training conducted: 14 times  No. of Participants: 17 people  Format: External (On Site)	Training conducted: 6 times No. of Participants: 6 people Format: External (On Site)		
3.3 Courses on Workplace Safety, Occu	upational Health, and Working Envir	onment (SHE) Committee		
<ul> <li>Members representing the employer at supervisory level</li> <li>Members representing the employees</li> <li>Safety, Occupational Health, and Working Environment Committee</li> </ul>	Training conducted: 2 times  No. of Participants: 2 people  Format: External (On Site)	Training conducted: 2 times  No. of Participants: 21 people  Format: Internal and External  (Online/On Site)		



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Target Group	The Company Performance	UU PCL. Performance
3.4 Courses on Basic Fire Fighting and F	ire Evacuation Drill for 2024	
EWG employees including new employees and those who have taken training more than 5 years ago	Training conducted: 2 times  No. of Participants: 23 people  Format: Internal and External  (On Site)	-
3.5 Courses on Work Safety Procedures	for Chemicals Handling for 2024	
EWG employees working with chemicals	Training conducted: 1 time  No. of Participants: 25 people  Format: Internal and External  (On Site/Online)	-
3.6 Courses on Hazardous Incident Con	trol and Response for Hazardous En	nergencies
EWG employees working with chemicals	-	Training conducted: 1 time No. of Participants: 29 people Format: Internal (On Site)
3.7 Accident Prevention Driving Course		
Employees required to drive vehicles for work duties.	Training conducted: 1 time No. of Participants: 20 people Format: Internal (On Site)	-
3.8 Courses on Safety in Working with	Electricity for employees who perfor	rm electrical work
EWG employees who work with electricity	Training conducted: 1 time  No. of Participants: 22 people  Format: Internal (On Site)	Training conducted: 1 time  No. of Participants: 4 people  Format: External (On Site)
3.9 Basic First Aid and Resuscitation Cou	ırse	
EWG employees including new employees and those who have taken training more than 5 years ago	Training conducted: 2 times No. of Participants: 72 people Format: Internal (On Site)	Training conducted: 1 time No. of Participants: 14 people Format: Internal (On Site)
3.10 Courses for Crane Operator, Signa	ll provider to Crane Operator, Mate	rial Holder, or Crane Controller
EWG employees who operate cranes	Training conducted: 1 time No. of Participants: 3 people Format: External (On Site)	Training conducted: 2 times No. of Participants: 3 people Format: External (On Site)
3.11 Crane Operation Safety Refresher	Course	
EWG employees who have completed the train operation training course for 2 years and are required to operate cranes	Training conducted: 2 times  No. of Participants: 32 people  Format: Internal and External  (On Site)	Training conducted: 2 times  No. of Participants: 12 people  Format: External (On Site)



Target Group	The Company Performance	UU PCL. Performance				
3.12 Courses for Authorizer, Supervisor,	Assistant, and Operator in Confined	l Space				
East Water Group employees who work in confined space	Training conducted: 2 times  No. of Participants: 6 people  Format: External (On Site)	Training conducted: 1 time  No. of Participants: 1 person  Format: External (On Site)				
3.13 Safety in Confined Space Work Re	fresher Course					
East Water Group employees who have completed confined space safety training as required by law before the 5-year expiration period	Training conducted: 1 time  No. of Participants: 3 people  Format: External (On Site)	Training conducted: 1 time No. of Participants: 2 people Format: External (On Site)				
3.14 Training courses or knowledge dev	velopment about narcotics					
East Water Group employees	-	Training conducted: 1 time  No. of Participants: 96 people  Format: Internal (Online)				
3.15 Occupational and environmental d	liseases					
All East Water Group employees	Training conducted: 1 time  No. of Participants: 150 people  Format: Internal (Online)	Training conducted: 1 time  No. of Participants: 66 people  Format: Internal (Online)				
3.16 Log out Tag out System Usage	.16 Log out Tag out System Usage					
Company employees working with machinery	Training conducted: 1 time  No. of Participants: 21 people  Format: Internal (On Site)	-				
3.17 Job Safety Analysis						
All employees of the Company	Training conducted: 1 time  No. of Participants: 54 people  Format: Internal and External  (Online)	-				
3.18 Hearing Conservation Program						
The Company's employees working in high-noise area	Training conducted: 1 time  No. of Participants: 68 people  Format: Internal (Online)	-				
3.19 Work safety along the shoreline a	nd water rescue					
The Company's employees working near water sources	Training conducted: 1 time  No. of Participants: 78 people  Format: Internal (On Site/Online)	-				

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**Remark:** "On Site" refers to training conducted in a designated training room, while "Online" refers to training conducted via intranet network systems such as Microsoft Teams, Cisco Webex, Zoom, etc.

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The East Water Group has been implementing the Health Promotion and Office Syndrome Prevention Program for the 4<sup>th</sup> consecutive year, aiming to prevent work-related illnesses commonly found among office workers, such as back pain, neck and shoulder pain, and headaches. These issues often result from improper posture and prolonged screen time without changing positions. The program includes the following activities:

- 4.1 Physical massage activities to relieve office syndrome
- 4.2 The training activity provided employees with knowledge under the topic "Say Goodbye to Neck, Shoulder, and Back Pain from Office Syndrome with Simple Massage Tips for Office Workers."

#### 5. Safety Month Event

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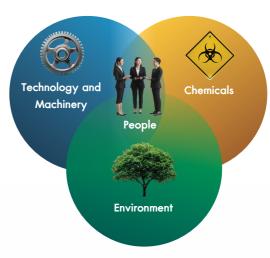
The East Water Group hosted an online Safety Month Event at the East Water Building. The goals and objectives were stress. to instill awareness of work safety in employees to know how to work safely and can prevent dangers and accidents 6. Accident Predictive Techniques: APT's correctly. It was also to create unity within the organization and to create a happy working atmosphere, Happy Work 
The activity focused on creating safety behaviors for Place, and employees who pay attention to safety will have good health and reduce work-related stress. It was 4 activities namely:

- 5.1 Organizing exhibition to disseminate safety the benefits of hazard search activity to create employee Poster.
- Criminal Records Division. Office of Police Forensic measures before accidents occur. Science.

- 4. Health Promotion and Office Syndrome Prevention 5.3 The educational game activity on basic safety, occupational health, and environmental awareness serving as a refresher to reinforce knowledge and understanding while promoting awareness among executives and employees at all levels about the importance of workplace safety, focusing on minimizing workplace accidents.
  - The "Chill Afternoon with Safety" activity providing an opportunity for employees to engage in discussions and exchange knowledge with professional safety officers, featuring expert speakers who are occupational safety professionals from

Through these activities, employees have reviewed their knowledge and understanding of safety, occupational health, and environment. It also encouraged both executives and employees at all levels to recognize the importance of workplace safety while focusing on reducing workplace accidents. It also promotes better health, while employee work happily and reduce work

employees leading to the creation and improvement of the organization's safety culture. The activity was also to convey the executives' intention to place organized with employees in the Company's operating importance on work safety to employees. There were 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 knowledge and Activities to answer questions on engagement. In the work of each day, regular inspections knowledge of safety, occupational health, and were planned, starting from the operational method, environment through Yammer, Line, E-mail and machine conditions, chemicals, and work-related environment as well as the operator. There was a system 5.2 Safety Talk on the topic of "Cybersecurity and to follow up and take corrective action in a timely Information Technology Crime Prevention" by manner, making employees aware about safety including Inspector of Criminal Records Sub-division 5, identifying unsafe behaviors leading to preventive 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 98.82% 7.2 Appoint a committee for the Behavior-Based Safety of employees in the operation function were continuously involved in the activities and achieved the set goals, with 7.3 Conduct a survey on the SHE mindset within 1.18% of employees in the operational function failed to meet the set goals.



### 7. Behavior-Based Safety (BBS) Project and Building Safety, Health, and Environment (SHE) Mindset Initiative

The Company places great importance on and actively promotes a safety-oriented organizational culture. As part of this commitment, it has implemented the Behavior-Based Safety (BBS) Project and the Building Safety, Health, and Environment (SHE) Mindset Initiative to establish a mental framework or attitude that influences feelings, actions, and behaviors, ultimately driving positive outcomes. The objective is to instill in employees a strong mindset towards Safety (S), Health (H), and Environment (E). Executives emphasize fostering a safety culture that stems from employees' safety attitudes and awareness, which are fundamental principles of good safety behavior. The activities were divided into 5 key components:

- In 2024, the goals and KPIs have been determined. 7.1 Conduct training on "Building SHE in the Organization" to enhance employees' understanding and foster a SHE mindset at all levels.
  - (BBS) initiative at the headquarters.
  - the organization.
  - 7.4 Provide training on "Volunteer for Behavior-Based Safety" to employee representatives from each department.
  - 7.5 Implement Job Safety Analysis (JSA) activities to observe and ensure safe work practices.

#### 8. Mental Health Promotion Project

The Company has continued its Mental Health Promotion Project for the second consecutive year, emphasizing the importance of mental health as a key factor in assessing employee happiness at work when working under the same organization. By fostering a Happy Workplace environment, the initiative encourages employees to prioritize both physical and mental well-being, enabling them to adapt, solve problems, and perform their tasks effectively. The program aims to enhance self-perception, emotional stability, and social adaptability in an ever-changing environment. As part of this initiative, the company provides access to psychiatric or psychological counseling services.

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#### 9. Workplace Safety Audit

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

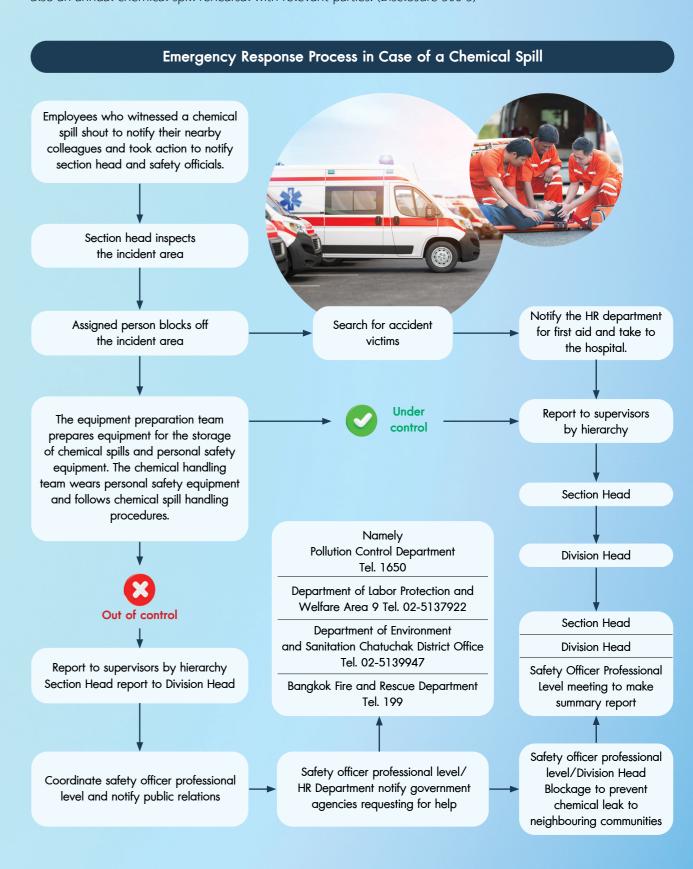
			Spotting-or	Inspection	n					
		- Day	- Daytime		nttime	Day	/time	Nighttime		
		Passed Standard	Not Passed Standard							
0	Head Office	238 area	23 area	N/A	N/A	157 area	0 area	N/A	N/A	
0	Chachoengsao	63 area	6 area	60 area	9 area	7 area	0 area	7 area	0 area	
0	Chonburi	16 area	1 area	11 area	6 area	3 area	0 area	3 area	0 area	
0	Rayong	24 area	0 area	19 area 5 area		7 area	0 area	6 area	1 area	

Following an inspection of workplace lighting conditions, the Company implemented improvements by installing LED High Bay lighting systems to ensure full coverage of the work area. After completing the installation, a subsequent light measurement was conducted, confirming that all areas met the required standard levels.

- 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.
- 9.3 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 exit 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.

- 9.2 Working equipment: The Company has checked the 9.4 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
  - 9.5 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.1), 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 he responsibility of the Department of Industrial Works (Wor Or. Or Kor 7) as required by law. (Disclosure 305-6)

In 2024, 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)



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### **Emergency Management**

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properties, the Company took relevant actions in 2024 Plan to achieve effective and fast communication as follows:

1. The Company has revised the Business Continuity were divided into 2 areas as follows: Management (BCM) Manual and updated the Business Continuity Planning (BCP) while also conducting a business • Head Office area, East Water Building The drills were continuity drill at the Head Office at East Water Building by simulating a fire incident, and in the operating area simulating a scenario involving a rupture and leakage of the raw water reservoir, leading to flooding on roads, agricultural areas, and nearby communities.

between the employees working from home, internal the objectives of the drills were accomplished. units, and external agencies

incidents or temporary situations to be able to cope with accordance with the Ministerial Regulations.

The Company placed emergency management as one various situations that may occur in the future to reduce of its priorities. To prepare for any incidents and mitigate damage that may occur to the Company and stakeholders. any potential impact on the Company's employees and This included the preparation of a Crisis Communication

- 2. The Company's annual firefighting and evacuation drills
- divided into 2 sessions i.e., firefighting and evacuation drill at night and during business hours
- The operating area drills were conducted at stations and offices covering Rayong, Chonburi, and Chachoengsao provinces

The Company tested the completeness of the BCP as 
These were to prepare for evacuation practice, fire well as the knowledge and understanding of functional protection system testing in case of an incident, duties and responsibilities. The Company ensured with government agencies, fire stations, police stations, the readiness of its information system and operating hospitals, training agencies, and neighboring systems, alternate workplace, and the communications buildings cooperated and supported the drills, in which

3. The Company's annual chemical spill emergency drills In addition, Crisis Management Plan (CMP) has been were conducted to prepare for hazardous chemical or created to ensure preparedness for managing unexpected fuel spill operations, as well as waste management in



### 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 2024, the Company carried out 4 construction projects as follows:

Project	Objective	Duration	Details	Complaints and Remedie
The construction of the raw water pipeline     Khlong Luang     Ratchalothorn     reservoir –	To add an additional water supply source in the service area of the Company with the capacity of not less than 20 million cubic	The project is approximately 93.00% complete, with the remaining work focused on construction within government agency areas, currently awaiting permits	1.1 The construction of a floating pump station in the Khlong Luang Rachalothorn reservoir at a government agency's site	No complaints
Chon Buri.	meters per year as part of the support for the government policy on the Eastern Economic Corridor	for pipeline installation and the construction of a floating pump station at Khlong Luang Rachalothorn Reservoir	1.2 The construction of a pressure booster station and an elevated water tank in the Company's site.	
	(EEC).	Neservoir	1.3 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.	
2. The construction of 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, Chon Buri, including current and new customers in the future.	Completed	2.1 The construction of raw water pipeline phase 1 with diameters of 1,600 mm., 1,400 mm., with a total length of approximately 23.70 km.	There were complaints regarding the restoration work along the pipeline route from the Highway District. The area has now been successfully handed over.

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Project	Objective	Duration	Details	Complaints and Remedie				
		The project is expected to be completed in Q1/2025.	2.2 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 35 km.	There were complaints regarding the restoration work along the pipeline route from the Highway District. Currently under inspection and acceptance process for handing over the area.				
		Completed	2.3 The construction of pressure booster station.	No complaints				
		Completed	2.4 The construction of electrical and control systems.	No complaints				
		Completed	2.5 The construction of Head Tank.	No complaints				
of Map Ta Phut - Sattahip	To support water demand in the Map Ta Phut - Sattahip area,	Completed	3.1 The construction of pump station.	No complaints				
pipeline	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.		3.2 The construction of raw water pipeline with diameters of 1,200 mm., 900 mm., and 500 mm., with a total length of approximately 28 km.	No complaints				
to project to provide total water solution service to U-Tapao	To provide utility services within the area of the EECa U-Tapao International Airport, Rayong.	Completed	4.1 The construction of tap water reserve tank with a capacity of 30,000 cubic meters.	No complaints				
International Airport area.	nayong.	The project is expected to be completed in Q1/2025.	4.2 The construction of tap water production system.					
		Q11 EVES.	4.3 The construction of electrical and control systems.					
			4.4 The construction of wastewater treatment system.					



### Community Sustainability Projects

(Disclosure 203-1, 413-1)

#### Community Development Strategy towards Sustainability

#### Year 1994

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

#### 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
   Improve water utilities and the environment
- Create stability

### 3 Improve

- Create shared value
   Improve economy and communities' well-being
  - Improve learning

#### 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 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
- 2. Strengthen relationships with stakeholders.
- 3. Government relations.
- 4. Social and Environmental Responsibility.
- 5. Sustainable Development.

#### Year 2023

Analysis of communities and local government agencies based on SWOT and TOWS principles and Stakeholder Mapping to create consistency between sustainable business operations in accordance with ESG principles and the community well-being along the pipeline. The company has established a CSR and sustainable development strategy focusing on four key areas:

- 1. Advancing towards sustainability
- 2. Demonstrating social and environmental responsibility
- 3. Strengthening relationships with stakeholders.
- 4. Promoting accurate understanding and lifelong

The Company's sustainability efforts aim to enhance the well-being of communities along the pipeline routes and around the Company's water sources, including access to water utility, education and lifelong learning, health and well-being, employment, and environmental preservation, while also maintaining local traditions and cultural heritage. These initiatives are carried out through various activities in collaboration with local administrative organizations, community leaders, government agencies, and private sector entities. This approach aligns with the Company's business strategy, which focuses on fostering economic growth in the Eastern region and other provinces where the company operates. These efforts are implemented through projects and activities that directly connect to the Company's core mission, as outlined below.

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#### Engagement channels to collect information on the needs and expectations of communities and local

government agencies to be

used to plan the project.

#### Community Relations Activities

- 1. Organizing a public relations forum for the Company's new construction projects (Public Hearing),
- 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.



#### Mission

- 1. To develop the security and maintain stability of water supply in response to long-term water demand
- 2. To expand investment in water business comprehensively for continuous and sustainable growth both domestically and internationally
- 3. To increase competitive advantage through technologies and innovations
- 4. To develop human resources and improve management efficiency
- 5. To be socially and environmentally responsible and establish good relationships with all stakeholders

in accordance with corporate governance principles



Project

### 1. Advancing towards sustainability

Strategy

2. Demonstrating social and

environmental

responsibility

## Resource Restoration

### • East Water Conservation Network

Water Utility Promotion and Environmental Conservation Projects

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

#### Downstream

- Canteen wastewater treatment system model school
- 3. Strengthening relationships with stakeholders

### Well-being Promotion Projects

- Vocational trainings (reducing expenses and increasing income according to the sufficiency economy philosophy)
- Networking sports activities
- Annual Buddhist robe offering ceremonies
- 4. Promoting accurate understanding and lifelong learning

#### Learning Promotion Projects

- Innovation projects for the community
- Lifelong Learning Promotion Activities for People with Disabilities
- The East Water Sufficiency Economy Learning Center in Khlong Kuen District



#### Goal

Satisfaction of communities and local government agencies more than 85.00%

The Company has established sustainability goals through a 4-pronged strategic approach, incorporating a participatory process with stakeholders at all levels, including students, the public, community leaders, and local leaders. This participation spans from awareness and information-sharing to collaborative planning, project implementation, and evaluation between the Company and the community. The Company has determined the method of measuring the project results through a stakeholder survey.

community and local Evaluation result 2022 satisfaction target > 85.00%

government agency 98.69

Evaluation result 2023

Evaluation result 2024 89 32

#### Benefits Derived from Implementing Projects Under the Sustainable Development Strategy

#### 1. Advancing towards sustainability 2. Demonstrating social and environmental responsibility

#### Water Utility Promotion and Environmental Conservation Projects

#### Upstream

- Natural Resource and Water
- East Water Conservation Network

#### Midstream

- Community tap water system production Canteen wastewater treatment control and maintenance (integrated system model school with the Fix it Center project)
- CSR activities for communities along the raw water pipeline and community water distribution points

#### Downstream

#### **Project Goals**

- upstream forest by 25.00% of the community forest
- To monitor changes in raw water quality in the Company's water sources
- To establish the East Water conservation network with 150 members per year
- be sufficient for all sectors
- To promote quality of water for consumption
- To increase green zones of To integrate water management to To reduce water pollution by treating wastewater from school canteen (maintaining dissolved oxygen levels above 4 mg/L)
  - To establish 35 model schools with canteen wastewater treatment systems by 2027

#### **Project Benefits**

#### The Company

- Reducing risks in raw water management, enabling the company to pump over 60 million cubic meters from Prasae Reservoir, generating sales revenue of over 600 million Baht.
- Monitoring the water quality in raw water water supply
- Business growth towards creating shared value with the community.
- Reducing wastewater discharge from school canteens that could impact the quality of the Company's raw water sources.
- 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 and increase opportunities for recruiting and selecting knowledgeable and capable students to join the Company.

#### 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 sector.
- Produced 150 water conservation children to receive knowledge about water quality testing and scholarships (150 children participated).
- sources, which serve as the Company's 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 (1,620 households)
  - The community has access to raw water sources to produce water supply to 21 villages, representing more than 3.27 million cubic meters
  - Built 21 canteen wastewater treatment system model schools. The children, 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
  - Reclaimed water is reused at the model schools, with more than 50.00% of the treated wastewater being reused from the total volume
  - The youth at vocational level learned professional repairs skills for the tap water systems of 9 villages communities per year.



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#### 3. Strengthening relationships with stakeholders

#### Well-being Promotion Projects

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

Networking sports activities

Annual Buddhist robe offering ceremonies

#### Project Goals

24 times per year, with 1,512 annually. participants.

To Support local administrative To organize sports activities with To organize Buddhist robe offering organizations in providing provincial and district government ceremonies in the local area. vocational training for women's agencies at least 12 times per year, groups and housewives at least with approximately 600 participants

#### **Project Benefits**

#### The Company

- Fostering good relationships between the community and local administrative organizations along the water pipeline.
- Enabling the Company to better understand the context and needs of the community, leading to collaboration in improving the communities' well-being.

#### Community and environment

- Creating jobs and career opportunities for local community members.
- Reducing expenses and increasing income for the community.
- Receiving training on waste management during vocational training, contributing to the well-being of the community.

#### The Company

- Fostering good relationships Participating in religious preservation between the community and local administrative organizations along the water pipeline route.
- Exchanging information and collaborating on work initiatives.

#### Community and environment

- Promoting health and well-being.
- Receiving information and clarifying any doubts regarding the Company's operations.

#### The Company

activities with community leaders and local residents, fostering and strengthening good relationships.

#### Community and environment

• Receiving budget allocation for temple maintenance, serving as a center of faith and a spiritual hub for the local community.



#### 4. Promoting accurate understanding and lifelong learning.

#### **Learning Promotion Projects**

SUSTAINABILITY REPORT 2024

the community

for People with Disabilities

Innovation projects for Lifelong Learning Promotion Activities The East Water Sufficiency Economy Learning Center in Khlong Kuen District

#### **Project Goals**

technical colleges.

support themselves more than the Sufficiency Economy Philosophy 80.00%.

To promote innovation learning for Students with disabilities are able to Establish a learning center on for the community.

#### **Project Benefits**

 Knowledge regarding water management innovation and new innovations.

The Company

#### Community and environment

• Youth gain knowledge about water management innovations and new innovations.

### The Company

- Recognized by government agencies
   Gained community recognition and the public as an organization that benefits society.
- Opportunity to employ persons with disabilities in accordance with Section 35.

#### Community and environment

• The Company, in collaboration with the Office of Learning Encouragement, Chachoengsao Province, organized vocational training courses for students with disabilities, resulting in more than 80.00% of participants securing employment and generating income to support themselves and their families.

### The Company

- by utilizing the Company's land for community benefits.
- Transforming non-revenuegenerating areas into valuable resources for the community.

#### Community and environment

 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.

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#### Driving economic, social, and environmental sustainability from upstream to downstream through water utility promotion and environmental conservation projects

If the comprehensive water management business is compared to an industrial process, the Company implements social and environmental initiatives from the upstream areas, which refer to water sources or the Company's water resources, through the midstream, where water is pumped and transported via the water pipeline network in the eastern region, to the downstream, which refer to all water users (raw water, tap water, industrial water, wastewater treatment and reclaimed water) in the categories of upstream, midstream, and downstream as follows:



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 3 activities in collaboration with local communities as follows:

#### 1. Natural Resource and Water Resource Restoration

#### Targets

- To distribute 15,000 seedlings.
- To increase green zones in the five provinces bordering community forest in the eastern region by growing additional trees at 25.00% of the community forest annually.
- To absorb carbon dioxide.
- 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 2024

The Company cooperated with network of the 5 provinces bordering community forest in the eastern region to maintain community forest in 2 areas i.e. Ban Khlong Yai Thai community forest, Khun Song Subdistrict, Kaeng Hang Maeo District, Chanthaburi (2021-2024) with the area of 39-1-61 Rai to plant additional forests with 1,950 trees and 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 with the area of 27-1-27 Rai to plant additional forests with 1,350 trees. Activities include making a survey path around community forests, creating firebreaks to prevent wildfires, maintaining forest areas, and organizing reforestation initiatives. The Company also gave away 15,000 seedlings and 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 164-275 tons of carbon dioxide per year (1 tree absorbs 9-15 kg of carbon dioxide per year on average).

Support SDG Goals SDG 13.3, 15.1, 15.2







#### 2. East Water Conservation Network

#### Targets

- To develop 150 young leaders annually under East Water Conservation Network in Rayong, Chonburi, and Chachoengsao
- 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 2024

- 1. 17 schools in Rayong, Chonburi and Chachoengsao provinces participated in the youth camp and received scholarships for 150 children.
- The Environmental Warriors/Water Detectives team conducted water quality inspections at 6 locations in Ban Pho District, assessing both physical water properties and aquatic life as indicators of water quality. Additionally, environmental activities were organized, including Zero-Waste Schools, energy conservation, and environmental preservation initiatives.
- 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. The inspections covered both physical and chemical water quality parameters.

Support SDG Goals 4 QUALITY 6 AND SANITATION SDG 4.4, 6.3, 6.6





#### 3. Elephant Food Plantation Activity ("Elephant Kitchen")

#### **Targets**

- To enhance abundance and restore ecological balance
- To serve as an environmentally friendly food source for wild elephants



Implementation Period 2024

#### Performance in 2024

The Company, in collaboration with the United Birth Foundation, Khao Ang Rue Nai Wildlife Sanctuary, and local communities, has established food crops for feeding elephants within the Khao Ang Rue Nai Wildlife Sanctuary. This initiative aims to restore and enhance the efficiency of water sources to ensure sufficient resources for wild elephants while also promoting the conservation of natural resources and the environment. The project spans 350 rai within the Khao Ang Rue Nai Wildlife Sanctuary in Tha Takiap District, Chachoengsao Province



Support SDG Goals SDG 15.4, 15.5



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**Activities in** 

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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 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 MOU 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:

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







- To make 9 communities per year have access to clean water source for consumption.
- Communities gain knowledge on sustainable community waterworks management.

#### Implementation Period 2018 Present

#### Performance in 2024

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 Centre 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 1,620 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 SDG 4.4, 6.3, 6.4, 6.6





#### 2. CSR activities for communities along the raw water pipeline

- 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.
- To provide budget support to help communities along the raw water pipeline to have access to clean water sources for consumption.
- To have no objection to the amount of raw water allocated by the government.

#### Implementation Period 2015 - Present

#### Performance in 2024

- 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 2,962,733
- 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 CSR Budget Support Project: "Kon Wang Chan Mai Ting Kan" in Chum Saeng Subdistrict, Wang Chan District, Rayong Province.
  - 2.2 Overflow Weir Improvement Project at Khlong Takad, near Mab Chan Road, Moo 4, Payub Nai Subdistrict, Wang Chan District, Rayong Province.
  - 2.3 Water Management Support Project for Prasae Reservoir in Chum Saeng Subdistrict, Wang Chan District, Rayong Province.
  - 2.4 Water Pipeline Repair Project, Zone 2, Phase 2, in Phlong Ta lam Subdistrict, Wang Chan District, Rayong Province.

Support SDG Goals 4 QUALITY EDUCATION SDG 4.4, 6.3, 6.4, 6.6





#### 3. Water for Communities

- To support community activities by providing clean water for consumption.
- To relieve community difficulties from local droughts.

#### Implementation Period 2000 – Present

#### Performance in 2024

- 1. The Company supported drinking water for communities and government agencies to organize public activities in the amount of 394,710 liters serving communities for 500,746 people.
- 2. The Company supported 851,500 liters of water for consumption through its water tubes to alleviate suffering during the drought situation.

Support SDG Goals SDG 6.3, 6.4, 6.6



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Activities downstream

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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 children and nearby communities to conserve water resources. There was 1 activities to help alleviate pollution problems, and optimize water usage as follows:

#### Wastewater treatment systems in pilot school canteens

#### Targets

- The Dissolved Oxygen (DO) in the treated water shall be higher than 4.00 mg/liter.
- The school shall be able to reuse the treated water from their canteen at 40.00% of wastewater.
- The school shall integrate wastewater treatment system knowledge as part of more than three core subjects.
- To have 35 pilot schools at diamond level (5 schools per area) by 2027

Implemented Period 2014 – 2027

#### Performance in 2024

- 1. The 21 pilot schools for the canteen wastewater treatment system continued to operate and maintain the wastewater treatment system and extended their knowledge to develop wastewater treatment system. The amount of wastewater treated was 2,241 cubic meters per year and over 1,098 cubic meters of treated water per year can be reused in schools, accounting for 48.97% of treated wastewater.
- 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. These schools will undergo evaluation in 2025.
- Decrease of expenses of 21 schools by more than 120,000 Baht.
- Increase of income of 14 schools to develop and empower students by 49,000 Baht.
- Mitigation of water pollution from the discharge of effluent into natural water sources.
- Social Return on Investment (SROI) is 0.30 of the Social Return Analysis.

Support SDG Goals 2.1, 4.4, 6.3, 6.6







#### **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 3 main activities as follows:



#### 1. Innovation projects for the community

#### Targets

- To promote the technical college's innovative inventions on water management to help farmers and communities by 4 projects per year.
- To ensure that 4 water-air aerator prototypes installed for the communities can work efficiently.

Implementation Period 2022 - Present

#### Performance in 2024

The Company, in collaboration with UU PCL., organized a seminar on the "Innovation and Comprehensive Water Technology" course to provide guidance and enhance knowledge in water innovation for students and faculty members from 4 technical colleges: Chachoengsao Technical College, Pattaya Technical College, Ban Khai Technical College, and Rayong Technical College. The seminar was held at the Holiday Inn & Suites Hotel in Si Racha, Chonburi Province.

Support SDG Goals 4.4, 6.3, 6.6





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

#### **Targets**

• The Sufficiency Economy Learning Center has applied the science of water management to agricultural practices based on the New Theory Agriculture model, enhancing agricultural productivity through integrated farming in accordance with the Sufficiency Economy Philosophy. It also serves as a local tourist attraction for the district.



• To have more than 100 visitors/year

#### Implementation Period 2012 - Present

#### Performance in 2024

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









#### 3. Lifelong Learning Promotion Activities for People with Disabilities

#### **Targets**

- 80.00% of persons with disabilities have gained knowledge and understanding according to the Lifelong Learning Promotion Program for Persons with Disabilities.
- 80.00% of persons with disabilities are able to pursue a career and support themselves and their families based on the Lifelong Learning Promotion Program for Persons with Disabilities.



Implementation Period 2012 - Present

#### Performance in 2024

- 1. A total of 88 students with disabilities participated in the training program.
- 2. The Company conducted follow-ups on students with disabilities who completed the training in 2024 and found a 100% success rate in learning skills, a 96.60% success rate in career establishment, and an 88.60% success rate in employment within business establishments.

Support SDG Goals SDG 2.1, 4.4, 8.9







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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 2024

• Total of 24 trainings were facilitated in Rayong, Chonburi, and Chachoengsao with 1,512 participants.

#### 2. Annual Buddhist robe offering ceremonies

#### Performance in 2024

Nong Rai Temple, Pluak Daeng District, Rayong Province

#### **UU PCL.'s CSR Activities**

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 (CSR) focusing on supporting local organizations, communities, the environment, and education through active participation. This approach aims to foster strong relationships between local communities, stakeholders, and the environment in a sustainable manner, in alignment with the following operational 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.



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



#### Operational Approach

It operates under 4 key programs:



#### Education Program:

Water Detectives" with a focus on building the youth's promoting students and learners' knowledge about water and environment through class and outside class

Education Program: This was part of the "Non-Revenue" and environmental conservation. Additionally, the "Career Guidance" project provides students with career counseling awareness about the environmental conservation and through expertise shared by professionals, helping them explore educational and career paths. Water supply entities in the areas were ready to be a local water learning center. activities. The students and learners would learn from This helped build up good relationships between hands-on practices and gained awareness about water communities and UU PCL. In 2024, there were activities in collaboration with different local schools as follows:

### • Ban Wang Takhian School, Muang District, Chachoengsao

- Wat Tha Sa-An "Buranasin Anusorn" School, Bang Pakong District, Chachoengsao
- Chumchon Ban Chong Samaesan School, Sattahip There were many dimensions of activities with the aim District, Chonburi
- Wat Sra Klo (Wat Makham Tia) School, Muang District, Phitsanulok
- Ban Phan Sadet Nork School, Bo Win District, Chonburi
- Wat Koh Loy School, Muang District, Rayong
- Wat Banrai School, Muang District, Nakhon Sawan
- Wat Mai Si Muen School, Damnoen Saduak District, Ratchaburi
- Ban Khai School, Ban Khai District, Rayong
- Phra Bang Wittaya School, Muang District, Nakhon Sawan



#### 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 2024, activities were held with schools in different areas as follows:

- Wat Thep Nimit School, Muang District, Chachoengsao
- Bang Pakong "Bowon Witthayayon" School, Bang Pakong District, Chachoengsao
- Sattahip Subdistrict Health Promoting Hospital, Chonburi



#### Environmental Program

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.

- UU Sang Pa Rak Ton Nam (Building and Conserving) Upstream Forest) Project for 2024 at Noen Phra Sub-District, Rayong.
- PWA Volunteer Project in Honor of His Majesty the King in Muang District, Ratchaburi
- Tree Planting Project in Honor of His Majesty the King in Muang District, Rayong
- Reforestation Project in Honor of His Majesty the King in Bo Win Sub-District, Si Racha District, Chonburi



### 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 UU PCL. and the principles of good corporate governance.

In addition, UU PCL. places great importance on policies that support public activities, including community and • Chumchon Wat Thap Ma School, Muang District, social support aimed at developing communities, protecting the environment, fostering creativity, and conserving natural resources. The company also supports youth education, community welfare initiatives, and local activities. Furthermore, it encourages executives and employees to actively participate in volunteer activities that benefit society, promoting good deeds and fostering a strong sense of social and community responsibility while adhering to corporate governance principles and best practices.



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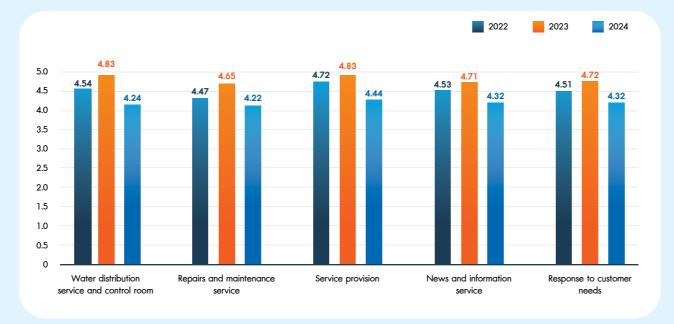
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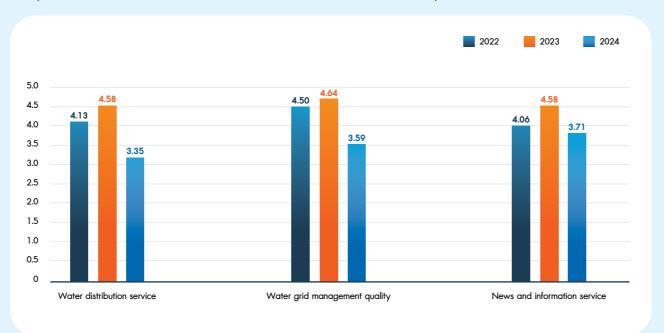


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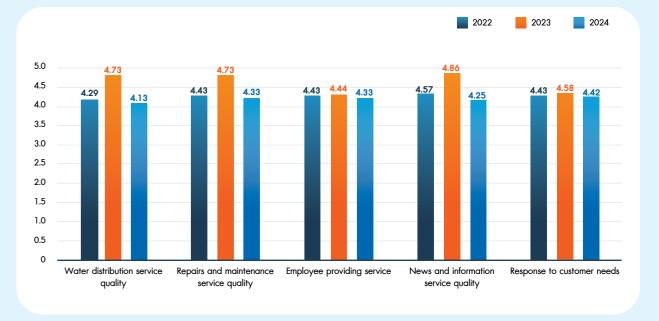
Comparison of satisfaction level of direct raw water customers in each aspect for 2022-2024



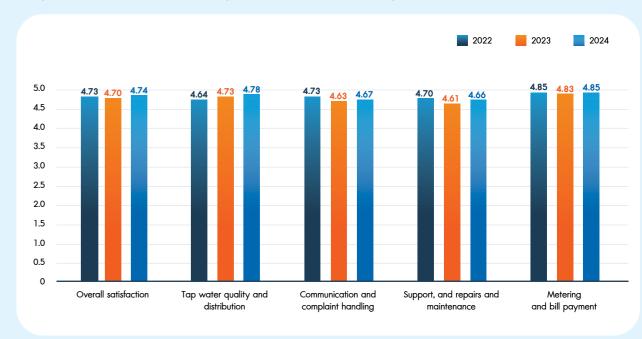
Comparison of satisfaction level of indirect raw water customers in each aspect for 2022-2024



Comparison of satisfaction level of total water solution customers in each aspect for 2022-2024



Comparison of satisfaction level of tap water customers in each aspect for 2022-2024





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### Table of Main Water Sources Utilized by the Company in 2022-2024

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

									Туре	of Wa	ter Sou	ırces					
Type of Business	Area	Importance of Water Sources to Local Communities	Unit	Total Dissolved	Sur	face W	ater	Under	ground	Water	S	ea Wate	er		r from ( Produce		Remarks
Dasiriess				Solids	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	
		Raw Water and Industrial Water Business															
@	Rayong																
Raw Water	Prasae Reservoir	<ul> <li>To supply water to plantation areas in Prasae project</li> <li>To prevent saltwater intrusion</li> <li>To prevent floods in Klang District, Rayong</li> <li>To reserve raw water for eastern seaboard industrial estate</li> </ul>	Billion liters	TDS ≤1,000 mg/l TDS >1,000 mg/l	11.94	51.48	60.82	0	0	0	0	0	0	0	0	0	During 2023-2024 (November 2023 - October 2024) the Company used water from Prasae-Khlong Yai pipeline of 25.35 million cubic meters and
and Industrial Water		Inflow volume into the reservoir: 203.46 million cubic meters     (Source: Prasae Water Distribution and Maintenance Project)		123 > 1,000 mg/ C													from Prasae-Nong Pla Lai pipeline of 38.81 million cubic meters.
Business	Nong Pla Lai Reservoir	<ul> <li>To supply water to plantation areas in the Ban Khai Irrigation project</li> <li>To prevent floods in Rayong</li> <li>To supply water for consumption and industrial purposes with a future plan</li> </ul>	Billion liters	TDS ≤1,000 mg/l	141.73		143.32	0	0	0	0	0	0	0	0	0	During 2023-2024 (November 2023 - October 2024) the Company pumped water from Nong Pla Lai Reservoir
		to supply water to Sattahip areas for industrial area expansion projects  To serve as fish breeding grounds and areas for tourism and recreation  Inflow volume into the reservoir: 279.62 million cubic meters.  (Source: Royal Irrigation Department)		TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	83.17 million cubic meters and purchased 42.36 million cubic meters of water from the Treasury Department's pipeline.
	Dok Krai Reservoir	117	Billion liters	TDS ≤1,000 mg/l	82.78	66.99	7.71	0	0	0	0	0	0	0	0	0	It is the volume of water purchased by the Company from the Treasury Department's pipeline.
				TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
	Khlong Thab Ma, Rayong River		Billion liters	TDS ≤1,000 mg/l	9.29	8.27	4.55	0	0	0	0	0	0	0	0	0	
	,,			TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
	Chonburi																
	Bang Phra Reservoir		Billion liters	TDS ≤1,000 mg/l	7.30	6.12	3.88	0	0	0	0	0	0	0	0	0	The Company obtained a written permit for water consumption from Bang Phra reservoir for 8.00 million
		Inflow volume into the reservoir was 55.40 million cubic meters.  (Source: Royal Irrigation Department)		TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	cubic meters. The Company also used water deposited in Bang Pakong River.
	Nong Kho Reservoir	<ul> <li>To supply water to current creeks for agriculture in 7,500 Rai of land</li> <li>To supply water for consumption and industrial purposes</li> <li>To serve as fish breeding grounds and areas for tourism and recreation</li> </ul>	Billion liters	TDS ≤1,000 mg/l	6.93	9.71	1.11	0	0	0	0	0	0	0	0	0	
		Inflow volume into the reservoir was 30.46 million cubic meters.  (Source: Royal Irrigation Department)		TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
	Private Water Source (Water Stress)		Billion liters	TDS ≤1,000 mg/l	8.21	13.01	7.95	0	0	0	0	0	0	0	0	0	The Company supplies water from private water sources to Chachoengsao and Chonburi areas
	(	(Water Stress)		TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	during the dry season in 2024, totaling 7.95 million cubic meters.
	Rainfall from Samnakbok Raw Water	Samnakbok		TDS ≤1,000 mg/l	0.23	0.35	0	0	0	0	0	0	0	0	0	0	In 2024, no water was drawn from the Samnakbok water source.
	Reserve Pond (Water Stress)			TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	



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									Турє	e of Wa	ter Sou	rces					
Type of Business	Area	Importance of Water Sources to Local Communities	Unit	Total Dissolved	Sur	face Wa	ater	Under	ground	Water	S	ea Wate	er		from (		Remarks
2 431233				Solids	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	
		Raw Water and Industrial Water Business															
	Chachoengsao		,										1				
Raw Water and Industrial Water Business	Bangpakong River (Water Stress)	<ul> <li>To maintain ecosystems</li> <li>To deter the flow of saltwater</li> <li>To serve as a water source for consumption, agricultural, and industrial purposes</li> <li>Average volume of natural water for the whole year was 3,344 million cubic meters. (Source: Large Scale Project Office, Royal Irrigation Department)</li> </ul>	Billion liters	TDS <1,000 mg/l TDS >1,000 mg/l	7.29	0	27.55	0	0	0	0	0	0	0	0	0	The Company had water pumping operations only in the rainy seasor according to criteria as mutually agreed upon by water users and Chachoengsad provincial authorities. A portion of water was diverted to Bang Phragreservoir for use during the dry seasor for Chachoengsao and Chonburi areas In 2024, the Company pumped water from Bangpakong River totaling of 27.55 million cubic meters for distribution to Chachoengsao and reserved the remaining water of 22.17 million cubic meters in Bang Phragreservoir and 1.52 million cubic meters in Samnakbol Raw Water Reserve Pond.
		Wastewater Treatment and Reclaimed Water Business															
	Ratchaburi											l					
	Industrial Plant (Reclaimed Water Project)	-	Billion liters	TDS ≤1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
Wastewater Treatment				TDS >1,000 mg/l	0.14	0.14	0.13	0	0	0	0	0	0	0	0	0	
and Reclaimed	Ayutthaya																
Water Business	Industrial Plant (Reclaimed Water	-	Billion liters	TDS ≤1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
	Project)			TDS >1,000 mg/l	0.82	0.78	0.84	0	0	0	0	0	0	0	0	0	
	Rayong																
	Industrial Plant (Wastewater	-	Billion liters	TDS ≤1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
	Treatment Project)			TDS >1,000 mg/l	0.24	0.33	0.47	0	0	0	0	0	0	0	0	0	
		Tap Water Business															
	Chonburi Nong Kham	To supply water to current creeks for agriculture in 7,500 Rai of land	Billion liters	TDS ≤1,000 mg/l	0.38	0.42	0.42	0	0	0	0	0	0	0	0	0	
	Waterworks 1. Nong Kho Reservoir	<ul> <li>To supply water for consumption and industrial purposes</li> <li>To serve as fish breeding grounds and areas for tourism and recreation</li> </ul>		_		, <del>.</del>	V				~				~		
Tap Water Business (Supplied by UU PCL.)		Inflow volume into the reservoir was 30.46 million cubic meters.  (Source: Royal Irrigation Department)		TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	



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									Туре	e of Wa	iter Sou	rces _					
Type of Business	Area	Importance of Water Sources to Local Communities	Unit	Total Dissolved	Surf	face Wa	ater	Under				ea Wate	er	Water from Other Producer			Remarks
business				Solids	2022	2023	2024	2022	2023	2024	2022	2023	2024				
		Tap Water Business															
~	Ratchaburi																
p Water siness upplied	Ratchaburi Waterworks- Samut Songkhram 1. Mae Klong River	<ul> <li>To supply water for agriculture 6,400 million cubic meters/year</li> <li>To supply water for consumption and tourism purposes 35.57 million cubic meters/year</li> <li>To serve as fish breeding ground and maintain ecosystem.</li> <li>Average annual runoff volume of 18,823 million cubic meters. (Source: National Water Data Archive)</li> </ul>	1	TDS ≤1,000 mg/l TDS >1,000 mg/l	12.32	13.15	13.05	0	0			0	0		0	0	
.)	Phitsanulok																
	Hua Ro Waterworks 1. Nan River	<ul> <li>To supply water for agriculture 6,266.32 million cubic meters/year</li> <li>To supply water for consumption and tourism purposes 22.50 million cubic meters/year</li> <li>To supply water for industrial and livestock</li> </ul>	Billion liters	TDS ≤1,000 mg/l TDS >1,000 mg/l	0.83	1.03	1.15	0	0	-	0	0	0		0	0	
		<ul> <li>Average annual runoff volume of 11,955 million cubic meters.</li> <li>(Source: National Water Data Archive)</li> </ul>		, 3													
D=0	Chachoengsao																
Tap Water Business (Supplied by contract	Chachoengsao Waterworks 1. Phra Ong Chao	<ul> <li>To supply water for consumption and industrial</li> <li>To serve as fish breeding grounds and areas for tourism and</li> </ul>	Billion liters	TDS ≤1,000 mg/l	14.67	14.30	13.77	0	0	0	0	0	0	0	0	0	
	Chaiyanuchit Canal 2. Tha Khai Canal			TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
y)	Bang Pakong Waterworks	For agriculture 8,500 Rai     To supply water for consumption and industrial	Billion liters	TDS ≤1,000 mg/l	15.71	15.94	16.20	0	0	0	0	0	0	0	0	0	
	1. Phra Ong Chao Chaiyanuchit Canal	<ul> <li>To serve as fish breeding grounds and areas for tourism and recreation</li> <li>Inflow volume into the reservoir was 55.40 million cubic meters. (Source: Royal Irrigation Department)</li> </ul>		TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
	Chonburi		<u>'</u>		,												
	Chon Buri Waterworks 1. Water sources	-	Billion liters	TDS ≤1,000 mg/l	10.08	10.10	10.25	0	0	0	0	0	0	0	0	0	
	from private ponds			TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
	Bo Win Waterworks	-	Billion liters	TDS ≤1,000 mg/l	9.07	9.83	11.00	0	0	0	0	0	0	0	0	0	
				TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	
	Sattahip Waterworks	-	Billion liters	TDS ≤1,000 mg/l	16.22	17.35	17.70	0	0	0	0	0	0	0	0	0	
				TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	



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(Source: National Water Data Archive)



									Тур	e of Wa	ter Sou	rces					
Type of Business	Area	Importance of Water Sources to Local Communities	Unit	Total Dissolved	Sur	face Wa	ater	Under	ground	Water	S	ea Wate	er		r from ( Produce		Remarks
				Solids	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	
		Tap Water Business															
	Rayong																
	Rayong Waterworks	-	Billion liters	TDS ≤1,000 mg/l	23.56	23.37	23.61	0	0	0	0	0	0	0 0 0	0	The Company supplies water to Rayong Waterworks from 3 sources as follows:	
Tap Water Business (Supplied by contract				TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	1. Dok Krai Reservoir 2. Nong Pla Lai Reservoir 3. Khlong Yai Reservoir
party)	Wang Chan Valley Project Waterworks	-	Billion liters	TDS ≤1,000 mg/l	0.06	0.11	0.15	0	0	0	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	0	0	0	0	waterworks from Prasae Reservoir
	Lakchai Muangyang Waterworks	-	Billion liters	TDS ≤1,000 mg/l	0.99	0.34	1.78	0	0	0	0	0	0	0	0	0	Lakchai Muangyang Industrial Estate supplies water to Lakchai Muangyang Waterworks from
				TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	the pond of the Industrial Estate.
	Nakhonsawan																
	Nakhonsawan Waterworks 1. Chao Phraya	<ol> <li>Chao Phraya River</li> <li>To supply water for agriculture 7,787.60 million cubic meters/year.</li> <li>To supply water for industrial 931.95 million cubic meters/year.</li> </ol>	Billion liters	TDS ≤1,000 mg/l	6.96	7.24	7.43	0	0	0	0	0	0	0	0	0	
	River 2. Ping River	<ul> <li>To supply water for consumption and tourism purposes 236.42 million cubic meters/year.</li> <li>To maintain ecosystems 2,386.41 million cubic meters/year.</li> <li>Average annual runoff volume of 3,917 million cubic meters. (Source: National Water Data Archive)</li> <li>2. Ping River</li> <li>To supply water for agriculture 4,603.56 million cubic meters/year</li> <li>To supply water for industrial</li> <li>To supply water for livestock, consumption and tourism purposes</li> <li>To maintain ecosystems 1,046.66 million cubic meters/year.</li> </ul>		TDS >1,000 mg/l	0	0	0	0	0	0	0	0	0	0	0	0	



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Company's Employee Information

employee, daily employee, and part-time employee are hired.

Number

(person)

249

245

133

116

22

12

10

32

15

17

195

106

89

38

N/A

N/A

182

N/A

N/A

29

N/A

N/A

144

105

Remark: N/A means the company does not collect the data.

4

100

98.39

1.61

53.41

46.59

8.84

4.82

4.02

12.85

6.02

6.83

78.31

42.57

35.74

15.26

N/A

N/A

73.09

N/A

N/A

11.65

N/A

N/A

57.83

42.17

Employee means a person who is employed by the Company as a permanent and contract employee. No temporary

(person)

227

223

118

109

17

35

20

15

175

90

85

23

13

10

168

83

85

22

14

129

98

4

100

98.24

1.76

51.98

48.02

7.49

3.52

3.69

15.42

8.81

6.61

77.09

39.65

37.44

10.13

5.73

4.41

74.01

36.56

37.44

15.86

9.69

6.17

56.83

43.17

(person)

230

227

123

107

18

10

34

20

14

178

93

85

25

N/A

175

N/A

N/A

30

N/A

N/A

130

100

100

98.70

1.30

53.48

46.52

7.83

4.35

3.48

14.78

8.70

6.09

77.39

40.43

36.96

10.87

N/A

N/A

76.09

N/A

N/A

13.04

N/A

N/A

56.52

43.48

Number

233

230

116

117

17

34

17

17

182

90

92

24

12

12

174

83

91

35

21

14

140

93

100

98.71

1.29

49.79

50.21

7.30

3.86

3.43

14.59

7.30

7.30

78.11

38.63

39.48

10.30

5.15

5.15

74.68

35.62

39.06

15.02

9.01

6.01

60.09

39.91

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

Details

By type of employment

Total employees

By gender

Executive

Supervisory

Operational

By position level

Permanent

Contract

Male

Female

Male

Male

Female

Male

Male

Male

Male

Female

By region

Central (Bangkok)

Eastern (Rayong,

Chonburi, Chachoengsao)

• Female

• Female

Female

By age

Less than 30 years

Between 30-50 years

More than 50 years

Female

#### SUSTAINABILITY REPORT 2024



### Employment Rates of New Hires

(Disclosure 401-1:2016)

Details	2021		2022		2023		2024			
Details	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%		
Total New Hire Rate	31	12.45	15	6.52	22	9.69	23	9.87		
By gender										
• Male	25	10.04	10	4.35	6	2.64	9	3.86		
• Female	6	2.41	5	2.17	16	7.05	14	6.01		
By age										
Less than 30 years	18	7.23	2	0.87	6	2.64	4	1.72		
Between 30-50 years	12	4.82	10	4.35	15	6.61	16	6.87		
More than 50 years	1	0.40	3	1.30	1	0.44	3	1.29		
By region										
Central (Bangkok)	13	5.22	10	4.35	20	8.81	18	7.73		
Eastern (Rayong, Chonburi, Chachoengsao)	18	7.23	5	2.17	2	0.88	5	2.15		

#### **Employee Attrition Rates**

(Disclosure 401-1:2016)

Deteile	2021		2022		2023		2024	
Details	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total attrition rate	18	7.23	34	14.78	26	11.45	16	6.87
Retirement	N/A	N/A	N/A	N/A	0	0	3	1.29
Staff voluntary turnover	N/A	N/A	N/A	N/A	26	11.45	13	5.58
Death	N/A	N/A	N/A	N/A	0	0	0	0
By gender				'				
• Male	14	5.62	20	8.70	12	5.29	10	4.29
• Female	4	1.61	14	6.09	14	6.17	6	2.58
By age				'				
Less than 30 years	3	1.20	8	3.48	1	0.44	14	6.01
Between 30-50 years	13	5.22	19	8.26	21	9.25	2	0.86
More than 50 years	2	0.80	7	3.04	4	1.76	0	0
By region								
Central (Bangkok)	11	4.66	22	9.57	19	8.37	6	2.58
Eastern (Rayong, Chonburi, Chachoengsao)	2	0.85	12	5.22	7	3.08	10	4.29

Remark: N/A means the Company does not collect data on the attrition rate categorized by type of separation (retirement, staff voluntary turnover, death).



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### Maternity Leave Rates

(Disclosure 401-3:2016)

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	2021		2022		2023		2024	
Details	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total number of entitled employees	N/A	N/A	107	100	109	100	117	100
Employees taking maternity leave	N/A	N/A	4	3.74	2	1.83	0	0
* Employees returning to work after taking maternity leave	N/A	N/A	4	100	2	100	0	0
** Total number of employees returning to work after taking maternity leave and worked with the Company for 12 months	N/A	N/A	4	100	2	100	0	0

Remark: \* Employees returning to work after taking maternity leave



Number of employees returning to work

= Total number of employees returning to work after taking maternity leave

Total number of employees due to returning to work after taking maternity leave

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



Total number of employees returning to work for 12 months

Total number of employees returning to work for 12 months after taking maternity leave

Total number of employees returning to work after taking maternity leave

### Employee Remuneration Proportion (Female:Male)

(Disclosure 405-2:2016)

Details	20	21	20	22	20:	23	2024		
Details	Female	Male	Female	Male	Female	Male	Female	Male	
By age									
Less than 30 years	N/A	N/A	1.00	0.79	1.00	0.76	1.00	0.59	
Between 30-50 years	N/A	N/A	1.00	1.05	1.00	1.04	1.00	1.02	
More than 50 years	N/A	N/A	1.00	0.69	1.00	1.56	1.00	1.63	
By position level							·		
Executive	N/A	N/A	1.00	0.73	1.00	1.44	1.00	1.70	
Supervisory	N/A	N/A	1.00	0.90	1.00	1.19	1.00	1.13	
Operation	N/A	N/A	1.00	1.00	1.00	1.07	1.00	0.96	
By region							·		
Central (Bangkok)	N/A	N/A	1.00	1.52	1.00	0.76	1.00	0.75	
Eastern (Rayong, Chonburi, Chachoengsao)	N/A	N/A	1.00	0.24	1.00	3.62	1.00	3.59	

Remark: N/A means the Company does not collect data on the proportion of employee remuneration.



### The Company's Outsourced Worker

(Disclosure 2-8:2021)

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

2024	Total	Male	Female	Contract Type
Total outsourced workers				
Labor contractor	'			
Central (Bangkok)	16	6	10	Annual Contract
Eastern (Rayong, Chonburi, Chachoengsao)	52	49	3	Annual Contract
Maid				
Central (Bangkok)	21	2	19	2-year contract
Eastern (Rayong, Chonburi, Chachoengsao)	9	0	9	2-year contract
Gardener	'			'
Central (Bangkok)	1	1	0	2-year contract
Eastern (Rayong, Chonburi, Chachoengsao)	9	2	7	2-year contract
Security guard				
Central (Bangkok)	28	25	3	2-year contract
Eastern (Rayong, Chonburi, Chachoengsao)	62	62	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	80	80	0	Project contract
Cathodic Protection System Procurement and Installation Contract Project (for Steel Pipelines)	20	20	0	Project contract
Nong Pla Lai Booster Pumping Station Construction Project (Procurement and Installation of Pumps and Motors)				
Nong Pla Lai Booster Pumping Station Construction Project (Construction of 115 kV Power Substation)				
Nong Pla Lai Booster Pumping Station Construction Project (Construction of Booster Pumping Station)	15	15	0	Project contract
Nong Pla Lai – Nong Kho – Laem Chabang Water Pipeline System Construction Project (Construction of Water Elevation/Regulation Station)				
Samnakbok Pond Improvement Project	15	15	0	Project contract



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

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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	Tap V Busi		Waste Treatme Reclaime Busir	ent and ed Water	Tap V Busi		Wastewater Treatment and Reclaimed Water Business		Tap V Busi	Water ness	Wastewater Treatment and Reclaimed Wate Business		
	2022					2023				20	)24		
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	
Total UU PCL.'s employee	141	99.30	1	0.70	144	97.96	1	0.68	135	99.26	1	0.74	
By type of employment													
Permanent	141	99.30	1	0.70	144	97.96	1	0.68	135	99.26	1	0.74	
Contract	0	0	0	0	0	0	0	0	0	0	0	0	
By gender													
Male	86	60.56	1	0.70	90	61.22	1	0.68	92	67.65	0	0	
Female	55	38.73	0	0	54	36.73	0	0	43	31.61	1	0.74	
By position level													
Executive	9	6.34	0	0	10	6.80	0	0	10	7.35	0	0	
Male	5	3.52	0	0	6	4.08	0	0	7	5.15	0	0	
Female	4	2.82	0	0	4	2.27	0	0	3	2.20	0	0	
Supervisory	20	14.08	0	0	20	13.61	0	0	19	13.97	0	0	
Male	11	7.75	0	0	12	8.16	0	0	12	8.82	0	0	
Female	9	6.34	0	0	8	5.44	0	0	7	5.15	0	0	
Operational	112	78.87	1	0.70	114	77.55	1	0.68	106	77.94	1	0.74	
Male	70	49.30	1	0.70	72	48.98	1	0.68	73	53.68	0	0	
Female	42	29.58	0	0	42	28.57	0	0	33	24.26	1	0.74	
By age													
Less than 30 years	20	14.08	0	0	19	12.93	0	0	17	12.50	0	0	
Male	N/A	N/A	N/A	N/A	14	9.52	0	0	12	8.82	0	0	
Female	N/A	N/A	N/A	N/A	5	3.40	0	0	5	3.68	0	0	
Between 30-50 years	110	77.46	1	0.70	109	74.15	1	0.68	99	72.79	1	0.74	
Male	N/A	N/A	N/A	N/A	64	43.54	1	0.68	64	47.06	0	0	
Female	N/A	N/A	N/A	N/A	45	30.61	0	0	35	25.74	1	0.74	
More than 50 years	11	7.75	0	0	16	10.88	0	0	19	13.97	0	0	
Male	N/A	N/A	N/A	N/A	12	8.16	0	0	16	11.76	0	0	
Female	N/A	N/A	N/A	N/A	4	2.72	0	0	3	2.21	0	0	
By region													
Central (Bangkok, Nakhon Sawan, Ayutthaya, Phitsanulok)	65	45.77	0	0	67	45.58	0	0	57	41.91	0	0	
Western (Ratchaburi)	5	3.52	1	0.70	7	4.76	0	0	7	5.15	0	0	
Eastern (Rayong, Chonburi, Chachoengsao)	71	50.00	0	0	70	47.62	1	0.68	71	52.21	1	0.74	



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	<b>east</b> water
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1 /					`		·					
Details	Tap Water Business		Wastewater Treatment and Reclaimed Water Business		Tap Water Business		Wastewater Treatment and Reclaimed Water Business		Tap V Busi		Wastewater Treatment and Reclaimed Wate Business	
		20	)22		2023					20	24	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
mployment rates of new ires	13	9.15	0	0	10	6.90	0	0	6	4.41	0	0
By gender									'			
1ale	11	7.75	0	0	8	5.52	0	0	4	2.94	0	0
emale	2	1.41	0	0	2	1.38	0	0	2	1.47	0	0
By age												
ess than 30 years	10	7.04	0	0	7	4.83	0	0	4	2.94	0	0
etween 30-50 years	3	2.11	0	0	3	2.07	0	0	2	1.47	0	0
Nore than 50 years	0	0	0	0	0	0	0	0	0	0	0	0
By region												
entral (Bangkok, Nakhon Sawan, yutthaya, Phitsanulok)	6	4.23	0	0	6	4.14	0	0	1	0.73	0	0
Vestern (Ratchaburi)	0	0	0	0	0	0	0	0	0	0	0	0
astern (Rayong, Chonburi, hachoengsao)	7	4.93	0	0	4	2.76	0	0	5	3.68	0	0

### UU PCL.'s Employee Attrition Rates (Disclosure 401-1:2016)

Details	Wastewater Tap Water Treatment and Business Reclaimed Water Business			Tap \ Busi		Wastewater Treatment and Reclaimed Water Business		Tap V Busi		Wastewater Treatment and Reclaimed Water Business		
		20	022			20	023			2	024	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total attrition rate	12	8.45	0	0	8	5.52	0	0	17	12.50	0	0
Retirement	N/A	N/A	N/A	N/A	0	0	N/A	N/A	1	0.74	0	0
Staff voluntary turnover	N/A	N/A	N/A	N/A	8	5.52	N/A	N/A	16	11.76	0	0
Death	N/A	N/A	N/A	N/A	0	0	N/A	N/A	0	0	0	0
By gender												
Male	10	7.04	0	0	4	2.76	0	0	5	3.68	0	0
Female	2	1.41	0	0	4	2.76	0	0	12	8.82	0	0
By age												
Less than 30 years	4	2.82	0	0	3	2.07	0	0	1	0.74	0	0
Between 30-50 years	6	4.23	0	0	5	35.71	0	0	14	10.29	0	0
More than 50 years	2	1.41	0	0	0	0	0	0	2	1.47	0	0
By region	·						'					
Central (Bangkok, Nakhon Sawan, Ayutthaya, Phitsanulok)	6	4.23	0	0	4	2.76	0	0	13	9.56	0	0
Western (Ratchaburi)	0	0	0	0	0	0	0	0	0	0	0	0
Eastern (Rayong, Chonburi, Chachoengsao)	6	4.23	0	0	4	2.76	0	0	4	2.94	0	0

Remark: N/A means UU PCL. does not collect the data.



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### **UU PCL.'s Maternity Leave Rates**

(Disclosure 401-3:2016)

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	2022		2023		2024		
Details	Number (Person)	%	Number (Person)	%	Number (Person)	%	
Total number of entitled employees	55	100	54	100	44	100	
Employees taking maternity leave	2	3.64	2	3.70	0	0	
Employees returning to work after taking maternity leave	2	100	2	100	0	0	
Total number of employees returning to work after taking maternity leave and worked with the Company for 12 months	2	100	2	100	0	0	

Remark: \* Employees returning to work after taking maternity leave



Number of employees returning to work

Total number of employees returning to work after taking maternity leave

x 100 Total number of employees due to returning to work after taking maternity leave

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



Total number of employees returning to work for 12 months after taking maternity leave Total number of employees returning to work after taking maternity leave

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

(Disclosure 405-2:2016)

	20	2021		2022		2023		24			
Details	Ratio										
	Female	Male	Female	Male	Female	Male	Female	Male			
By age											
Less than 30 years	N/A	N/A	1	0.89	1	1.18	1	1.11			
Between 30-50 years	N/A	N/A	1	0.92	1	0.46	1	0.80			
More than 50 years	N/A	N/A	1	0.38	1	0.93	1	0.83			
By position level											
Executive	N/A	N/A	1	0.96	1	0.95	1	0.81			
Supervisory	N/A	N/A	1	0.85	1	0.80	1	0.86			
Operational	N/A	N/A	1	0.96	1	0.87	1	0.89			
By region											
Central (Bangkok, Nakhon Sawan, Ayutthaya, Phitsanulok)	N/A	N/A	1	0.96	1	0.84	1	0.82			
Western (Ratchaburi)	N/A	N/A	1	0.84	1	1.90	1	1.85			
Eastern (Rayong, Chonburi, Chachoengsao)	N/A	N/A	1	1.26	1	0.90	1	0.89			

Remark: N/A means the UU PCL. does not collect data on the proportion of employee remuneration.

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#### **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.

2024	Total	Male	Female	Contract Type
Total outsourced workers				
Labor contractor				
Central (Bangkok, Nakhon Sawan, 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 (Nakhon Sawan, 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 (Nakhon Sawan)	1	1	0	2-year contract
Security guard				
Central (Nakhon Sawan)	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 Bang Pakong	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



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

					Ine	Company's E	nployees						
Reporting Scope		2021				2022			2023			2024	
		Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
umber of Employees	Head Office (person)	51	93	144	48	82	130	44	85	129	46	94	14
	Operating area (person)	82	23	105	75	25	100	74	24	98	70	23	
	Total (person)	133	116	249	123	107	230	118	109	227	116	117	2
otal normal working days of employees	Head Office (day)	12,291	22,413	34,704	11,568	19,762	31,330	10,736	20,740	31,476	11,178	22,842	34,0
	Operating area (day)	19,762	5,543	25,305	18,075	6,025	24,100	18,056	5,856	23,912	17,010	5,589	22,
	Total (day)	32,053	27,956	60,009	29,643	25,787	55,430	28,792	26,596	55,388	28,188	28,431	56,
tal hours worked of employees	Head Office (hour)	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	82,397.71	161,397.56	243,79
	Operating area (hour)	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	147,348.91	43,720.51	191,069
	Total (hour)	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	210,078.83	205,118.07	415,196
umber of incidents causing employee juries	Total (time/year)	1	0	1	1	0	1	1	0	1	0	0	
umber of incidents resulting in employee st time injuries (including fatalities)	Total (time/year)	0	0	0	1	0	1	1	0	1	0	0	
umber of employees injured from	First Aids (person/year)	1	0	1	0	0	0	0	0	0	0	0	
ork-related incidents, classified by verity level:	Recordable work-related injuries     (person/year)	0	0	0	1	0	1	1	0	1	0	0	
	High-consequence (person/year)	0	0	0	0	0	0	0	0	0	0	0	
	The number of fatalities as a result of work-related injury (person/year)	0	0	0	0	0	0	0	0	0	0	0	
	Total leave days taken by injured employees (day/year)	0	0	0	23	0	23	5	0	5	0	0	
cident rates	Injury Rate: IR (Time per million hours worked)	3.92	0	2.14	4.01	0	2.21	4.17	0	2.28	0	0	
	Injury Frequency Rate: IFR (Time per million hours worked)	0	0	0	4.01	0	2.21	4.17	0	2.28	0	0	
	Lost Time Injury Frequency Rate: LTIFR (Person per million hours worked)	0	0	0	4.01	0	2.21	4.17	0	2.28	0	0	
	Rate of fatalities as a result of work-related injury (Person per million hours worked)	0	0	0	0	0	0	0	0	0	0	0	
	Lost Day Injury Rate: LDIR (Day per million hours worked)	0	0	0	92.25	0	50.81	20.86	0	11.41	0	0	
tal sick leave hours by location	Head Office (hour)	363.13	1,509.81	1872.94	1,730.00	3,680.50	5,410.50	929.50	2,094.50	3,024.00	1,637.00	3,507.50	5,14
	Operating area (hour)	2,341.19	408.50	2,749.69	2,810.00	897.00	3,707.00	1,362.00	209.00	1,571.00	2,066.00	423.00	2,489
	Total (hour)	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	3,703.00	3,930.50	7,633
tal sick leave hours by type	General sick leave (hour)	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	3,703.00	3,930.50	7,63
	Sick leave due to work-related injury (hours)	0	0	0	184.00	0	184.00	24.00	0	24.00	0	0	
	Sick leave due to occupational disease (hours)	0	0	0	0	0	0	0	0	0	0	0	
sentee Rate (AR) calculated from sick	Head Office (%)	0.37	0.84	0.67	1.87	2.33	2.16	1.08	1.26	1.20	1.83	1.92	
ave taken by employees only	Operating area (%)	1.48	0.92	1.36	1.94	1.86	1.92	0.94	0.45	0.82	1.52	0.95	
lumber of occupational diseases		0	0	0	0	0	0	0	0	0	0	0	
Occupational Disease Rate: ODR (perso	n per one million hours worked)	0	0	0	0	0	0	0	0	0	0	0	



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# Number and Severity Levels of Accidents – The Company's Contractors and Outsourced Workers

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					The Company's C	ontractors an	d Outsourced	Workers					
F	Reporting Scope		2021			2022			2023			2024	
		Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total hours worked of employees	Head Office (hour)	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	164,542.56	103,007.55	267,550.11
	Operating area construction project (hour)	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	1,441,255.36	47,122.02	1,488,377.38
	Total (hour/year)	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	1,605,797.92	150,129.57	1,755,927.49
Number of incidents causing	Head Office (time/year)	0	0	0	1	0	1	0	0	0	0	0	0
employee injuries	Operating area construction project (time/year)	1	0	1	0	0	0	3	0	3	0	0	0
Number of incidents resulting	Total (time/year)	1	0	1	1	0	1	3	0	3	0	0	0
Number of incidents resulting	Head Office (time/year)	0	0	0	1	0	1	0	0	0	0	0	5 267,550.11 2 1,488,377.38 7 1,755,927.49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
in employee lost time injuries (including fatalities)	Operating area construction project (time/year)	1	0	1	0	0	0	3	0	3	0	0	0
(including ratadices)	Total (time/year)	1	0	1	1	0	1	3	0	3	0	0	0
Number of employees injured from work-related incidents,	First Aids     (person/year)	0	0	0	0	0	0	0	0	0	0	0	0
classified by severity level:	Recordable work-related injuries     (person/year)	0	0	0	1	0	1	2	0	2	0	0	0
	High-consequence     (person/year)	0	0	0	0	0	0	0	0	0	0	0	267,550.11 1,488,377.38 1,755,927.49 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	The number of fatalities as a result of work-related injury (person/year)	1	0	1	0	0	0	1	0	1	0	0	0
	Total leave days taken by injured employees (day/year)	6,000	0	6,000	2	0	2	6,070	0	6,070	0	0	0
Accident rates	Injury Rate: IR (time per one million hours worked)	0.50	0	0.46	0.50	0	0.45	1.68	0	1.47	0	0	0
	Injury Frequency Rate: IFR (time per one million hours worked)	0.50	0	0.46	0.50	0	0.45	1.68	0	1.47	0	0	0
	Lost Time Injury Frequency Rate: LTIFR (person per one million hours worked)	0.50	0	0.46	0.50	0	0.45	1.68	0	1.47	0	0	0
	Rate of fatalities as a result of work-related injury (person per one million hours worked)	0.50	0	0.46	0	0	0	0.56	0	0.49	0	0	0
	Lost Day Injury Rate: LDIR (day per one million hours worked)	2,982.42	0	2,736.19	0.99	0	0.90	3,401.69	0	2,973.12	0	0	0



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### Total Accidents - UU PCL.'s Employees

								UU PCL.'s	Employees				
	Reporting Scope		2021			2022			2023			2024	
		Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Number of Employees	Head Office (person)	25	30	55	24	30	54	27	30	57	27	21	48
	Operating area (person)	61	25	86	62	25	87	64	24	88	65	24	89
	Total (person)	86	55	141	86	55	141	91	54	145	92	45	137
Total hours worked of	Head Office (hour)	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	47,541.10	46,625.40	94,166.50
employees	Operating area (hour)	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	125,256.53	42,759.33	168,015.86
	Total (hour)	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	172,797.63	89,384.73	262,182.36
Number of incidents causing employee injuries	Total (time/year)	0	1	1	0	0	0	0	0	0	0	0	С
Number of incidents resulting in employee lost time injuries (including fatalities)	Total (time/year)	0	0	0	0	0	0	0	0	0	0	0	0
Number of employees injured	First Aids (person/year)	0	0	0	0	0	0	0	0	0	0	0	0
from work-related incidents, classified by severity level:	Recordable work-related injuries (person/year)	0	1	1	0	0	0	0	0	0	0	0	0
classified by severity level:	High-consequence (person/year)	0	0	0	0	0	0	0	0	0	0	0	0
	The number of fatalities as a result of work-related injury (person/year)	0	0	0	0	0	0	0	0	0	0	0	0
	Total leave days taken by injured employees (day/year)	0	0	0	0	0	0	0	0	0	0	0	0
Accident rates	Injury Rate: IR (time per one million hours worked)	0	10.49	3.83	0	0	0	0	0	0	0	0	0
	Injury Frequency Rate: IFR (time per one million hours worked)	0	0	0	0	0	0	0	0	0	0	0	0
	Lost Time Injury Frequency Rate: LTIFR (person per one million hours worked)	0	10.49	3.83	0	0	0	0	0	0	0	0	0
	Rate of fatalities as a result of work-related injury (person per one million hours worked)	0	0	0	0	0	0	0	0	0	0	0	0
	Lost Day Injury Rate: LDIR (day per one million hours worked)	0	0	0	0	0	0	0	0	0	0	0	0
Total sick leave hours by	Head Office (hour)	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	1,569.00	944.00	2,513.00
location	Operating area (hour)	72.00	0	72.00	2,813.10	1,711.80	4,524.90	2,089.80	1,397.40	3,487.20	2,156.00	1,079.30	3,235.30
	Total (hour)	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	3,725.00	2,023.30	5,748.30
Total sick leave hours by type	General sick leave (hour)	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	3,725.00	2,023.30	5,748.30
	Sick leave due to work-related injury (hours)	0	0	0	0	0	0	0	0	0	0	0	0
	Sick leave due to occupational disease (hours)	0	0	0	0	0	0	0	0	0	0	0	0
Absentee Rate (AR)	Head Office (%)	3.07	1.61	2.27	1.85	2.02	1.94	2.33	2.36	2.34	3.00	2.32	2.70
calculated from sick leave taken by employees only	Operating area (%)	0.06	0	0.04	2.35	3.55	2.70	1.69	3.22	2.09	17.10	2.32	1.88
Number of occupational dise	rases	0	0	0	0	0	0	0	0	0	0	0	0
-	DR (person per one million hours worked)	0	0	0	0	0	0	0	0	0	0	0	0



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

							UU PCL.	's contractors a	and outsource	ed workers			
	Reporting Scope		2021		2022			2023			2024		
		Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total hours worked of	Head Office (hour)	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	256.50	0	256.50
employees	Operating area construction project (hour)	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	631,686.26	60,053.47	691,739.73
	Total (hour/year)	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	631,942.76	60,053.47	691,996.23
Number of incidents causing	Head Office (time/year)	0	0	0	0	0	0	0	0	0	0	0	0
employee injuries	Operating area construction project (time/year)	1	0	1	0	0	0	0	0	0	0	0	0
	Total (time/year)	1	0	1	0	0	0	0	0	0	0	0	0
Number of incidents resulting	Head Office (time/year)	0	0	0	0	0	0	0	0	0	0	0	0
in employee lost time injuries (including fatalities)	Operating area construction project (time/year)	0	0	0	0	0	0	0	0	0	0	0	0
(including ratatities)	Total (time/year)	0	0	0	0	0	0	0	0	0	0	0	0
Number of employees injured	First Aids (person/year)	0	0	0	0	0	0	0	0	0	0	0	0
from work-related incidents, classified by severity level:	Recordable work-related injuries (person/year)	1	0	1	0	0	0	0	0	0	0	0	0
etassified by severity tevet.	High-consequence (person/year)	0	0	0	0	0	0	0	0	0	0	0	0
	The number of fatalities as a result of work-related injury (person/year)	0	0	0	0	0	0	0	0	0	0	0	0
	Total leave days taken by injured employees (day/year)	1	0	1	0	0	0	0	0	0	0	0	0
Accident rates	Injury Rate: IR (time per one million hours worked)	2.13	0	1.94	0	0	0	0	0	0	0	0	0
	Injury Frequency Rate: IFR (time per one million hours worked)	0	0	0	0	0	0	0	0	0	0	0	0
	Lost Time Injury Frequency Rate: LTIFR (person per one million hours worked)	2.13	0	1.94	0	0	0	0	0	0	0	0	0
	Rate of fatalities as a result of work-related injury (person per one million hours worked)	0	0	0	0	0	0	0	0	0	0	0	0
	Lost Day Injury Rate: LDIR (day per one million hours worked)	0	0	0	0	0	0	0	0	0	0	0	0



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isclo:	2-11	Chair of the highest governance body	78						
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GRI Star	ndard	Disclosure	AR	SR	Reporting Scope	Omission Note	External Assurance
	Stra	ategy, policies and practices					
	2-22	Strategy, policies and practices	109	8			
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es 2021	2-25	Processes to remediate negative impacts		34			
GRI 2 Disclosures 2021	2-26	Mechanisms for seeking advice and raising concerns		34			
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	2-29	Approach to stakeholder engagement		16, 20			
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	3-1	Process to determine material topics		26			
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oics	Eco	nomic performance					
פאט Material Topics 2021	3-3	Management of material topics		28-29			
	201-1	Direct economic value generated and distributed		31	Income and operating expenses of the East Water Group (EWG).		
GRI 201 Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	59				
GRI 20 Perforr	201-3	Defined benefit plan obligations and other retirement plans	91, 92	31			
	201-4	Financial assistance received from government		10, 31			
oics	Indi	irect economic impacts				1	1
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29			
GRI 203 Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported  Significant indirect economic impacts		31, 105	Public activities for the benefit of society, communities and the environment that are related to the Company's business operations.		
Ш	205-2	3/3/micant maneet economic impacts		40			



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GRI Stan	ndard			SR	Reporting Scope	Omission Note	Assurance				
SS	Ant	Anti-corruption									
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29							
	205-1	Operations assessed for risks related to corruption		37							
GRI 205 Anti-Corruption 2016	205-2	Communication and training about anti-corruption policies and procedures		32, 39	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		32							
Mater	erial Topics										
GRI 30	00 Environmental Standard Series										
oics	Ene	rgy									
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29							
	302-1	Energy consumption within the organization		68							
	302-2	Energy consumption outside of the organization		68							
SS	302-3	Energy intensity		71	The operating areas in	Request for	1				
GRI 302 Energy 2016	302-4	Reduction of energy consumption		69	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).	information of UU PCL.					
	302-5	Reductions in energy requirements of products and services		71							
ics	Wat	er									
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29							
GRI 303 Water 2018	303-1	Interactions with water as a shared resource		62, 120	Report only the operations in the EWG's operating areas.						
RI 30.	303-2	Management of water discharge-related impacts		41							



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GRI Star	ndard	Disclosure	AR	SR	Reporting Scope	Omission Note
ater	303-3	Water withdrawal		41, 58, 61, 120	Wastewater treatment and Reclaimed water business (41), Raw water business (58, 120), Office building, Pump Station, Employee residence (61), Tap water business (122)	Request for omission of checking information of tap water business, industrial water business, wastewater treatement business, and reclaimed water business.
GRI 303 Water 2018	303-4	Water discharge		41, 61	Report only for Wastewater treatment and Reclaimed water business, and Office building, Pump Station, Staff residence.	
	303-5	Water consumption		41, 58, 61, 120	Report only for Wastewater treatment and Reclaimed water business, Raw water business, Office building, Pump Station, Staff residence.	
ics	Emi	ssions				'
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29		
	305-1	Direct (Scope 1) GHG emissions		71	Report only the operating	
	305-2	Energy indirect (Scope 2) GHG emissions		68-69, 71	areas including electricity energy usage of the EWG Head Office (East Water Building).	
GRI 305 Emissions 2016	305-3	Other indirect (Scope 3) GHG emissions		71		
305	305-4	GHG emissions intensity		72		
GRI	305-5	Reduction of GHG emissions		69		
	305-6	Emissions of ozone-depleting substances (ODS)		100		
	305-7	Nitrogen oxides $(NO_{\chi})$ , sulfur oxides $(SO_{\chi})$ , and other significant air emissions		103	The Company has no operations that cause the emissions of nitrogen oxides (NO <sub>X</sub> ), sulfur oxides (SO <sub>X</sub> ).	
pics	Emi	ssions and waste		ı		
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29		
GRI 306 Effluents and Waste 2016	306-1	Water discharge by quality and destination		41		
and	306-2	Waste by type and disposal method		73		
uents 2016	306-3	Significant spills		73, 101		
6 Effl.	306-4	Transport of hazardous waste		73		
GRI 30	306-5	Water bodies affected by water discharges and/or runof		73		-



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GRI 40	00 Socia	al Standard Series					
oics	Emp	oloyment		,			
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29			
MENT	401-1	New employee hires and employee turnover		129, 133	Report of EWG's employees		
GRI 401 EMPLOYMENT 2016	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		88	Report of EWG's employees		
GRI	401-3	Parental leave		130, 134	Report of EWG's employees		
oics	Occ	upational health and safety					
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29			
	403-1	Occupational health and safety management system		93			
	403-2	Hazard identification, risk assessment, and incident investigation		93			
	403-3	Occupational health services		95			
	403-4	Worker participation, consultation, and communication on occupational health and safety		94			
fety 2018	403-5	Worker training on occupational health and safety		94-95			
nd-sal	403-6	Promotion of worker health		95			
GRI 403 Occupational-health-and-safety	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		93, 95			
Occupa	403-8	Workers covered by an occupational health and safety management system		93, 136			
GRI 403	403-9	Work-related injuries		93, 136	Permanent and contract 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.	1
	403-10	Work-related ill health		93, 95, 136			



GRI Star	odard -	Disclosure	Page number		Reporting Scope	Omission Note	External
GNI Stai	iuaiu	Disclosure	AR	SR	neporting scope	Offingsion Note	Assurance
Mater	ial Top	ics					
GRI 40	1	al Standard Series					
GRI 3 Material Topics 2021	3-3	ning and education  Process to determine material topics		28-29			
	404-1	Average hours of training per year per employee		83			
aining an on 2016	404-2	Programs for upgrading employee skills and transition assistance programs		79, 82	Report of only the Company's Employees		
GRI 404 Training and Education 2016	404-3	Percentage of employees receiving regular performance and career development reviews		78, 88	Company 3 Employees		
S	Dive	ersity and equal opportunity					
GRI 3 Material Topics 2021	3-3	Process to determine material topics		28-29			
ty and ity 2016	405-1	Diversity of governance bodies and employees		128, 132			
GRI 405 Diversity and Equal Opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men		130, 134			
	Loc	al communities		ı			
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29			
Local ties 2016	413-1	Operations with local community engagement, impact assessments, and development programs		103, 105			
GRI 413 Local Communities 2016	413-2	Operations with significant actual and potential negative impacts on local communities		103	Operations in the Company's construction projects.		
ics	Cu	stomer health and safety					
GRI 3 Material Topics 2021	3-3	Management of material topics		28-29			
cal : 2016	416-1	Assessment of the health and safety impacts of product and service categories		46-47, 49, 54			
GRI 416 Local Communities 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		47, 51			



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#### **INDEPENDENT ASSURANCE OPINION STATEMENT**

2024 - Eastern Water Resources Development and Management Public Company Limited - Sustainability Report.

The British Standards Institution is independent to Eastern Water Resources Development and Management Public Company Limited (hereafter referred to as EASTW in this statement) and has no financial interest in the operation of EASTW other than for the assessment and verification of the sustainability statements contained in this report.

This Independent assurance opinion statement has been prepared for the stakeholders of EASTW only for the purposes of verifying its statements relating to its environmental, social and governance (ESG), more particularly described in the Scope, below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this Independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the Independent assurance opinion statement may be read.

This Independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by EASTW. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this Independent assurance opinion statement or matters relating to it should be addressed to EASTW only.

#### Scope

The scope of engagement agreed upon with EASTW includes the following: The assurance covers the whole report and focuses on systems and activities during the 2024 calendar year at EASTW with the following materiality:

- 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 emissions 2016
- GRI 305-3: Other indirect (Scope 3) GHG emissions 2016
- GRI 403-9: Works-related injuries 2018 edition

Page: 1 of 4 ...making excellence a habit.™ AccountAbility Principles and the reliability of specified sustainability performance information in this report as conducted in accordance with type 2 of AA1000AS v3 sustainability assurance engagement.

The evaluation of the nature and extent of the EASTW's adherence to all four AA1000

#### **Opinion Statement**

We conclude that the Sustainability Report Review provides a fair view of Sustainability Report programmes and performances during 2024. We believe that the Sustainability Report economic, social and environment performance indicators are accurate and are supported by robust internal verification processes.

Our work was carried out by a team of sustainability report assurors in accordance with the AA1000 Assurance Standard v3. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that EASTW 's description of their approach to AA1000 Assurance Standard and their self-declaration of compliance with the GRI standards were fairly stated.

#### Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- a top level review of issues raised by external parties that could be relevant to EASTW's policies to provide a check on the appropriateness of statements made in the report.
- discussion with managers and staffs on EASTW's approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- interviews with staffs involved in sustainability management, report preparation and provision of report information were carried out.
- review of key organizational development.
- review of the findings of internal audits.
- review of supporting evidence for claims made in the reports.
- an assessment of the company's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness and Impact as described in the AA1000 AccountAbility Principles Standard (2018).

#### Conclusions

A detailed review against the AA1000 AccountAbility Principles of Inclusivity, Materiality, Responsiveness and Impact and the GRI Standards is set out below:

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#### Inclusivity

This report has reflected a fact that EASTW is seeking the engagement of its stakeholders. The participation of stakeholders has been initiated in developing and achieving an accountable and strategic response to sustainability. The reporting systems are being developed to deliver the required information. There are fair reporting and disclosures for economic, social and environmental information in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers EASTW 's inclusivity issues.

#### Materiality

EASTW publishes sustainability information that enables its stakeholders to make informed judgments about the company's management and performance. In our professional opinion the report covers the EASTW 's material issues.

#### Responsiveness

EASTW has implemented the practice to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for EASTW is developed and provides the opportunity to further enhance EASTW 's responsiveness to stakeholder concerns. In our professional opinion the report covers the EASTW 's responsiveness issues.

#### **Impact**

EASTW has demonstrated a process on identify impacts that encompass a range of environmental, social and governance topics, and fairly represented the impacts in the report. In our professional opinion the report covers the EASTW 's impacts.

#### **GRI-reporting**

EASTW provided us with their self-declaration of compliance within GRI Standards (Comprehensive). Based on our review, we confirm that social responsibility and sustainable development indicators with reference to the GRI Index are reported, partially reported or omitted. In our professional opinion the self-declaration covers the EASTW's social responsibility and sustainability issues.

#### **Assurance level**

The moderate level assurance provided is in accordance with AA1000 Assurance Standard v3 in our review, as defined by the scope and methodology described in this statement.

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#### Responsibility

This Sustainability report is the responsibility of the EASTW 's CEO as declared in his responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

#### **Competency and Independence**

The assurance team was composed of Lead Auditors and Carbon Footprint Verifiers experienced in industrial sector, and trained in a range of sustainability, environmental and social standards including AA1000 AS, ISO14001, ISO14064 and ISO 9001.In additional, has Certified Sustainability Assurance Practitioner (CSAP) licenses. BSI is a leading global standards and assessment body founded in 1901.

For and on behalf of BSI:

Natthaneth Daidum

Natthaneth Daidum, Lead Assurer

For and on behalf of BSI:

Kuldhaj Bunbongkarn, Managing Director Assurance, Thailand



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Statement No: SRA 812199 21 March 2025 ...making excellence a habit."

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