

The COVID-19 pandemic has changed how humans live in many ways. We have become accustomed to the new word "New Normal" where we learn to work and do activities from home. As our home becomes our office, we continue to see growing levels of water use. Changing our behavior of using water will help us save water and contribute to our secure water future.



In provincial areas, one person uses 50 liters/ person/day

If we reduce our water use to

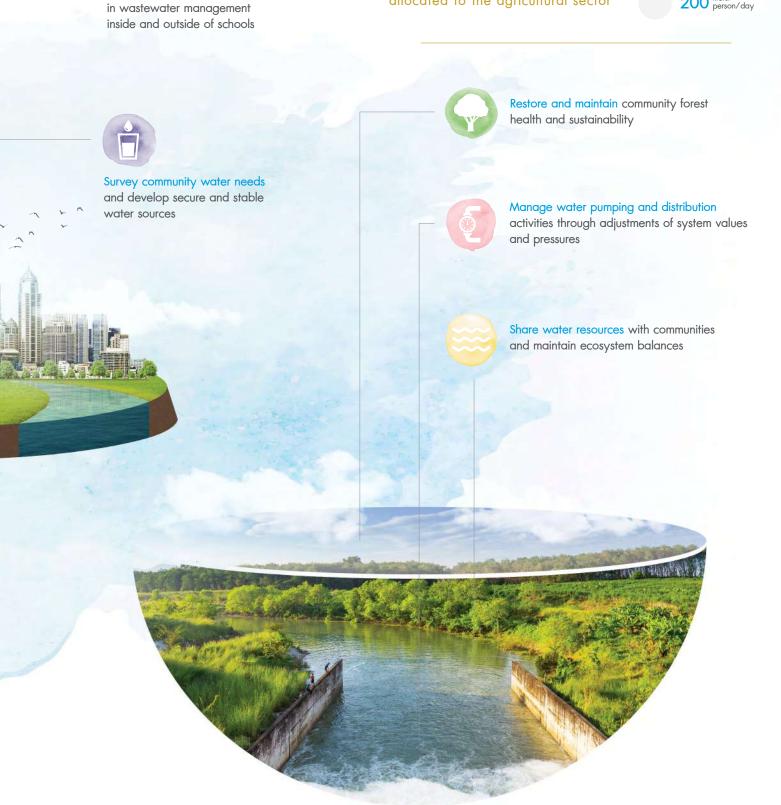
70 liters/ person/day Thais will save water by up to

idis Wili save Waler by up to

1,300 million liters/day, and

the remaining water can be allocated to the agricultural sector

In urban areas, one person uses 200 liters/ person/day



Disseminate knowledge

Vision for sustainable growth

To be the leader in total water solutions of the country

Missions towards stakeholders



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



To expand the investment in water related business for continuous and sustainable growth



To increase competitive advantages through technologies and innovations



To develop human resources and improve management efficiency



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



Stakeholder Focus



Holistic Thinking









Result Acceleration



Proactive and Creative Thinking

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Sustainability Report 2020

Investors can study information of additionally issued securities from the Annual Registration Statements (56-1 Form) of the Company as shown in www.sec.or.th or www.eastwater.com





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Message from the President and Chief Executive Officer

(Disclosure 102-14)

2020 was a very challenging year for the Company's business operations due to the climate change, the drought crisis resulting in the lower levels of rainfall and the water shortages in a wider range of areas, and the COVID-19 pandemic. The latter affected the economies worldwide, causing a disruption to business activities. Facing the above situation, the Company realized its role and duties as "the leader in total water solutions of the country" and took preparatory steps to cope with the situation.

In 2020, with the Company's systematic water management through the integration of a number of major water sources in the eastern region, via its water pipeline network, and the measures to prevent and solve the drought problem; the water demand across all sectors in the eastern region was met. With its strong commitment to developing its services, the Company continued to provide total water solution services, including raw water, industrial water, tap water, drinking water, wastewater treatment, and recycled water, with a view to transforming water management of the industry and the household consumption sectors to achieve greater efficiency. The Company's efforts also contributed to more energy saving, less non-revenue water loss, and less system maintenance costs with more eco-friendliness and sustainable economic and social value. The Company was ready to grow together with the national economy.

The Company's operations and stakeholders were affected by the COVID-19 pandemic. In handling the situation, the employees were required to adopt the new normal work practices; and the Company's IT systems were in place to support the work from home policy, to promote learning and new types of training, and to communicate with the stakeholders through the use of social media for organizational administration. Moreover, the Company initiated the "flexible workplace" project with a view to fostering a modern corporate culture to embrace the digital age.

With its strong commitment to do business, the Company earned an "excellent" rating according to the Corporate Governance Reporting of Thai Listed Company (CGR) assessment, the Sustainability Disclosure award, and the recognition as a company in the Thailand Sustainability Investment (THSI) stock list for the 6th consecutive year. These prestigious awards were a testament to the determination and contribution of the Board of Directors, the executives, and the employees of the Company to economic, social, and environmental advancement for a better living community and a sustainable society, without lowering the standard of living and the overall social environment.

8000

(Mr. Jirayut Rungsrithong)
President and Chief Executive Officer











About

East Water



East Water - An expert in total water solution services with its water pipeline network system (Disclosure 102-1) Eastern Water Resources Development and Management Public Company Limited or East Water





Registered capital:
Baht 1,663.73 million

The Company is a provider of total water management solutions which include: (Disclosure 102-2)

Raw water



Industrial water



Tap water



Supply of raw water sources, investment in water pipeline installation, and raw water management to meet the annual water demand of water users.

industrial water

Installation of industrial water production systems, and control of the quality of water distributed to meet water users' needs of each industry, such as clarified water, reverse osmosis water, demineralized water, and reverse osmosis seawater.

This business is operated under Universal Utilities PLC. which is a provider of tap water system management services, both from surface water and seawater systems. Advanced technologies are fully integrated into the production system, maintenance works, and tap water distribution system, as well as other engineering services.

Drinking water



Wastewater treatment



Recycled water



Supply of clean and safe alkaline drinking water.

Installation of wastewater management systems specific to each business to control the quality of discharged wastewater, such as activated sludge system and membrane bioreactor system.

Installation of recycled water systems to generate recycled water for use in industrial systems.

Head Office (Disclosure 102-3, 102-4)

Eastern Water Resources Development and Management PLC. East Water Building, 1 Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chom Phon Subdistrict, Chatuchak District, Bangkok 10900 (Thailand)

Universal Utilities PLC.

East Water Building, 1 Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chom Phon Subdistrict, Chatuchak District, Bangkok 10900 (Thailand)









Business Structure of East Water Group

(Disclosure 102-5)

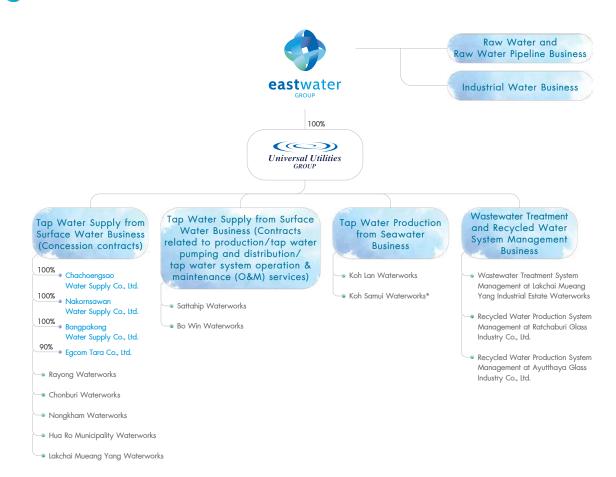
The Company is mainly engaged in the provision of total water solution services while Universal Utilities PLC. (UU), the Company's subsidiary, principally operates the tap water supply business and total wastewater management solution services. The business goals are to enable people to have comprehensive access to tap water for consumption and to raise the quality of lives and the well-being of the people.

Currently, Universal Utilities PLC. has a total of 4 subsidiaries as follows:

- Nakornsawan Water Supply Co., Ltd. (100% shareholding)
- Bangpakong Water Supply Co., Ltd. (100% shareholding)
- Chachoengsao Water Supply Co., Ltd. (100% shareholding)
- Egcom Tara Co., Ltd. (90% shareholding)

The East Water Group's diversified forms of contracts and services can be classified as follows:

- ①1 Tap Water Supply from Surface Water Business: Long-term concession contracts from government and private agencies
- Tap Water Supply from Surface Water Business: Contracts related to production/tap water pumping and distribution/tap water system operation & maintenance (O&M) services
- OB Tap Water Production from Seawater Business
- Wastewater Treatment and Recycled Water System Management Business



Remark: * Koh Samui Waterworks' contract under the tap water production from seawater business expired on 11 May 2020.









Operating Sites

(Disclosure 102-6)



Raw Water and Raw Water Pipeline Business

Eastern Water Resources Development and Management PLC. provides services relating to supply of raw water sources, investment in water pipeline network installation, and raw water management to accommodate annual consumption demand



Industrial Water Business

Eastern Water Resources Development and Management PLC. provides services relating to installation of industrial water production system and control the quality of water distributed such as clarified water, reverse osmosis water, demineralized water, and reverse osmosis seawater, according to the water users in each industry.





Surface Tap Water Production Business with long-term concession contracts from government and private agencies

Universal Utilities PLC. is a provider of surface tap water production system management services with advanced technologies fully integrated into the production system, maintenance, tap water distribution system, and other engineering services.



Surface Tap Water Production Business with contracts related to production/tap water pumping and distribution/tap water system operation & maintenance (O&M) services

Universal Utilities PLC. is a provider of surface tap water production system management services with advanced technologies fully integrated into the production system, maintenance, tap water distribution system, and other engineering services.



Tap Water Production from Seawater Business

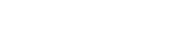
Universal Utilities PLC. is a provider of seawater tap water production system management services with advanced technologies fully integrated into the production system, maintenance, tap water distribution system, and other engineering services.



Wastewater Treatment and Recycled Water System Management Business:

Universal Utilities PLC. is a provider of wastewater treatment system installation services according to business needs, such as activated sludge system and membrane bioreactor system, with quality control of discharged wastewater for reuse in industrial systems.

Remark: Koh Samui Waterworks' contract under the tap water production from seawater business expired on 11 May 2020.











"EASTW" Shareholders

(Disclosure 102-5)

The top 10 major shareholders of EASTW as at the book-closing date 30 December 2020 were as follows:

Rank	Shareholder's Name	Number of Shares	Proportion (%)
1	Provincial Waterworks Authority	668,800,000	40.20%
2	Manila Water (Thailand) Company Limited	311,443,190	18.72%
3	Industrial Estate Authority of Thailand	76,000,000	4.57%
4	Thai NVDR Company Limited	43,162,700	2.59%
5	Mr. Min Tieanworn	34,460,100	2.07%
6	Aberdeen Standard Long-Term Equity Fund	22,275,000	1.34%
7	AIA Company Limited-EQDP-D Fund 1	13,501,600	0.81%
8	Aberdeen Standard Small Cap Fund	13,141,500	0.79%
9	Aberdeen Standard Growth Fund	11,159,800	0.67%
10	Thanachart Low Beta Fund	10,537,200	0.63%
	Other shareholders	459,244,059	27.61%
	Total	1,663,725,149	100.00%

Source : Thailand Securities Depository Company Limited

Remark : The first and the third shareholders were the major shareholders from the government sector, while the second shareholder was a juristic person. All these 3 shareholders had a role in determining management policies and their representatives were proposed for appointment as directors at the Company's shareholders' meeting.





Supply Chain Management

(Disclosure 102-9, 102-10)

In 2020, the Company's end-to-end business processes were as follows:

TAP WATER

Analysis-Development of Water Supply Sources and New Businesses

- Regulatory bodies and government agencies relating to business undertakings
- Employees 3. Customers 4. Suppliers
 Communities and government agencies

The Company, together with the government and private agencies, shall analyze weather conditions and water status in different areas, and find ways to develop the potential of water supply sources to increase water reserve capacity. There shall be total water solution business plans to embrace climate change issues and to diversify products to meet customer needs for sustainable business operations.

ement Annual Control of the Control

Construction Project Management

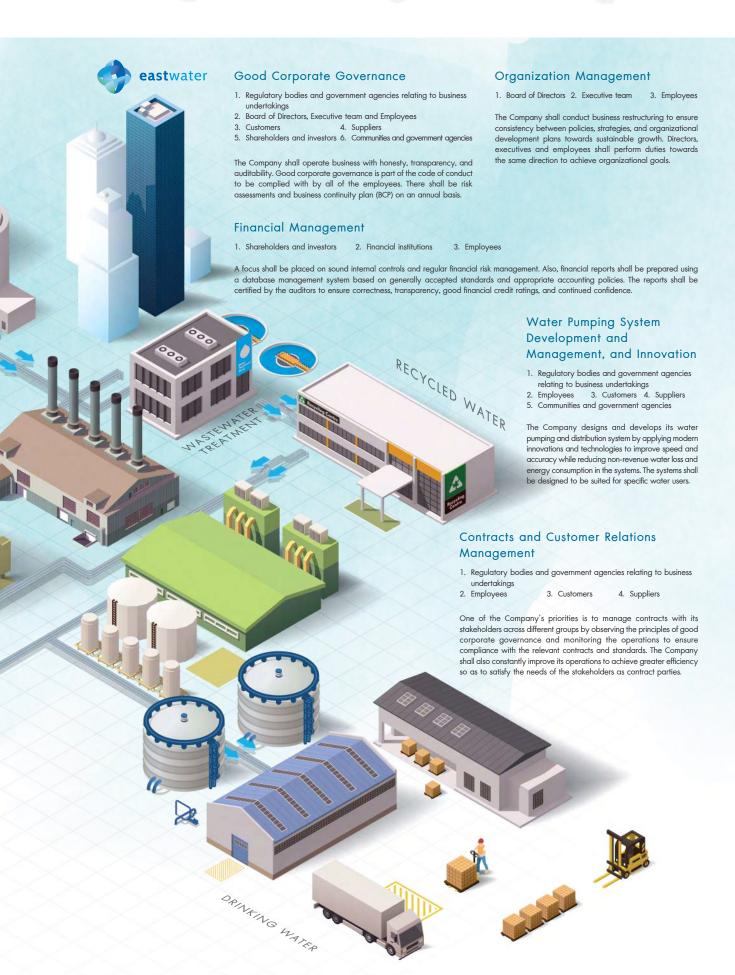
- Regulatory bodies and government agencies relating to business undertakings
- 2. Employees 3. Customers 4. Suppliers
- 5. Communities and government agencies

Construction is a key process affecting almost all groups of stakeholders. Thus, the Company lays down a set of standards for working with its stakeholders participating in the process, especially suppliers and surrounding communities. The Company also brings technologies and innovations as part of project management to improve work efficiency and prevent possible impacts.

Community Affairs and Corporate Image Management

- Regulatory bodies and government agencies relating to business undertakings
- 2. Employees
- 3. Communities and government agencies
- 4. Mass media

The Company's water management to satisfy business needs must take into account the principles of sharing water resources and ensuring sufficient water supply for all sectors. The standard of living of the water users in the sectors outside of the Company's business shall not be compromised. Also, collaborative efforts shall be made to improve the well-being of the people in the communities or societies along the water grid of 491.80 km., through the three development projects, namely the water utility and environmental conservation promotion, the community well-being promotion, and the learning promotion projects.









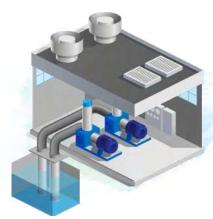


Achievements and Sustainability Awards in 2020



Economic and Governance (Disclosure 102-7, 201-1)

- Revenue: Baht 4,248.30 million¹ (sales and service revenue: 98.96%; other income: 1.04%)
- Net profit: Baht 776.43 million
- Income tax contributed to the government: Baht 207.88 million²
- Community development investment: Baht 19.57 million
- Operating expenses (OPEX): Baht 526.37 million
- Interim dividends payable to shareholders: Baht 266.20 million (Baht 0.16 per share³)
- Salary and employee benefits of the East Water Group: 376.18 million



Remarks: ¹ The financial statements of the Company and its subsidiaries. (The Company's sales and service revenue totaled Baht 2,975.43 million; the subsidiaries' sales and service revenue totaled Baht 1,509.24 million; the Company's other income totaled Baht 192.27 million; and the subsidiaries' other income totaled Baht 29.16 million.)

² Refers to the East Water Group's income tax for 2020.

³ The 2020 interim dividends were paid from the first-half operating results in accordance with the resolution passed by the Board of Directors at its Meeting No. 13 held on 20 August 2020 at the rate of Baht 0.16 per share. The final dividends from the operating results from July-December 2020 will be proposed by the Board of Directors to the 2021 Annual General Meeting of Shareholders (AGM) on 26 April 2021.



Society and Environment

- Care for the communities along the water grid of 491.80 km., covering 23 districts, 41 municipalities, and 54 subdistrict administrative organizations.
- Distribution of clean water to communities for consumption totaling 464,031 liters (drinking water supplied by trucks, water cups, and water bottles), for consumption and agriculture totaling 6,527 CBM, and for agriculture totaling 1,496,768.70 CBM.
- Increase in green zones through growing 9,330 trees and distributing 20,000 seedlings, covering the total area of 73.33 rai (based on the ratio of 400 trees per rai).
- Wastewater treatment for canteens in seven schools with the dissolved oxygen (DO) value of more than 4 mg/L.
- Employee engagement: 84.52 percent (higher than last year)





Governance and Sustainability

- The Company was chosen as 1 of the 124 companies in Thailand Sustainability Investment: THSI list for the 6th consecutive year.
- The Company earned the Sustainability Disclosure award.
- The Company received an "excellent" rating according to the Corporate Governance Reporting of Thai Listed Company (CGR) assessment (96 percent).
- The Company's 2020 AGM received a score of 97 percent for its quality assessment according to the Thai Investors Association.







(Disclosure 102-7, 102-18, 102-20, 102-22, 102-23, 102-24)

In 2020, the five subcommittees assigned by the Board of Directors to closely monitor and supervise the operations and to regularly report to the Board of Directors were as follows: 1) Audit Committee, 2) Investment Committee, 3) Risk Management Committee, 4) Corporate Governance and Sustainable Development Committee, and 5) Nomination and Remuneration Committee. The subcommittees performed duties within the scope of laws and the Company's objectives, Articles of Association, and resolutions of the shareholders' meetings; and had authority to take any actions as specified in the Company's objectives and applicable laws.



The Board of Directors consisted of the directors with diversified qualifications in terms of skills, experiences, capabilities, expertise, gender, and age. Details of their qualifications were as shown in the board skills matrix. (Further details are available in the section regarding the Board of Directors' composition and duties in the Annual Report 2020.)

The subcommittees with the key role in corporate governance were: (Disclosure 102-32)

- 1. The Corporate Governance and Sustainable Development Committee consists of four independent directors with the 2 main duties as follows:
- 1) Corporate Governance: To consider policies and practices regarding corporate governance, anti-corruption and business ethics of the East Water Group to ensure alignment with requirements of the Stock Exchange of Thailand (SET) and the Office

of the Securities and Exchange Commission (SEC). The Committee shall review such policies and practices at least once per year, assign the President and CEO to disseminate and communicate the said policies and practices, and exercise supervision and monitoring to ensure the implementation thereof regardless of whether it is required by law.









2) Sustainable Development: To determine sustainable development policies to ensure compliance with the economic, social, and environmental aspects of business operations. The Committee shall promote and advocate all the activities of the Company to achieve the targets according to the sustainable development policies. The Committee shall also supervise, review, and follow up on the progress of operations as well as assess the effectiveness of the policy implementation. In addition, the Committee shall consider and endorse the Sustainability Report before dissemination thereof (Further details are available in the Company's website at www.eastwater.com).

Reporting directly to the Legal Affairs and Corporate Governance Office, the Compliance Division is responsible for supervising the group-wide compliance and coordinating with all entities in assessing the compliance with applicable rules, regulations, requirements and laws by using the law compliance checklist. The Compliance Division has also communicated good corporate governance practices to all employees and coordinated with the SEC and the SET in disclosing all required information.

In 2020, the Company reviewed the good corporate governance principles, the East Water Group's code of conduct, and the anti-corruption policy to ensure that they were updated regularly by referring to new laws and international practices. In addition, the Company joined hands with relevant agencies in developing advisor hiring practices separate from general procurement practices, to be used as guidelines for hiring different types of advisors as part of the Company's system. (Disclosure 102-17)

Moreover, the Company's public relations and CSR function was established to be responsible for community, social and environmental activities in operating sites to ensure sustainable business operations.

2. The Risk Management Committee consists of four members and is responsible for formulating and reviewing risk management policies to ensure alignment with the objectives, goals, strategies, and risk appetites. The Committee shall also supervise and support risk

management activities that are aligned with the risk management policies. The risk management process covers the setting of objectives, scope, and environment, risk assessment and management, risk monitoring and review, communications or providing advice regarding risk management on a consistent basis, and providing recommendations and endorsing risk management plans according to the risk management process. (Further details are available in the Company's website at www.eastwater.com).

The Company's Risk Management Division, under the Corporate Strategy Department, is responsible for preparing risk management manuals, analyzing and reviewing risk factors and their impacts on the Company's successful business plan execution. The division shall also propose suitable risk management guidelines which form a part of the Company's risk management plan. Moreover, the division shall be in charge of tracking progress of enterprise-wide risk management practices implemented by different functions for regular reporting to the Risk Management Committee. (Further details are shown in Page 46 in the risk management section in the Annual Report 2020.) (Disclosure 102-11, 102-15).

The Audit Committee consists of three independent directors responsible for reviewing correctness and adequate disclosure of the Company's financial reports. The Committee shall also review adequacy of IT systems regarding financial reports and internal controls, as well as efficiency and effectiveness of the corporate governance, risk management, and internal control processes. In addition, the Committee shall review adequacy of internal controls based on management and internal audit reviews. Furthermore, the Company shall review the Company's compliance with the Securities and Exchange Act, and other relevant laws, rules, and regulations. The Committee's other duties also include considering related party transactions or transactions with possible conflicts of interest to ensure correctness, completeness, and transparency; reviewing the anti-corruption process to be in line with supervisory guidelines; reviewing the process of handling of leads or tips and complaints; and selecting auditors and fixing audit fees. (Further details are available in the Company's website at www.eastwater.com).









(Disclosure 102-10, 102-45, 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56)

This Sustainability Report 2020 is the 10th in a series of the Company's annual sustainability reports and is intended as a means to disclose policies, strategies, impact management, and corporate performance to reflect the Company's responsibility towards its stakeholders in economic and governance, social and environmental aspects as they are significant to the Company's sustainable development. The contents are categorized based on the approaches to managing impact on stakeholders in all key processes of business operation which are known as the 6 sustainability approaches. This report is developed in accordance with the core option of the sustainability reporting framework of the Global Reporting Initiative (GRI) Standard at the limited assurance level. Information contained herein is for the reporting period of 1 January to 31 December 2020.

This report presents business operation information in 2020 covering the raw water and industrial water business operations of Eastern Water Resources Development and Management Public Company Limited, as well as the tap water, wastewater treatment, and recycled water business operations in Thailand of Universal Utilities Public Company Limited.

This report contains information, subject to material changes from 2019, as follows:



Reporting of use of clean energy instead of electricity energy at the Head Office building and the Bangpakong Riverwater pump station (first year)



Reporting of additional use of fuel energy (March-July 2020) for pumping raw water from private water sources to the Company's water grid due to this year's drought situation

This Sustainability Report was certified at the limited assurance level by a third-party assurance practitioner with expertise in validating and assuring accuracy and reliability of information disclosed according to the Global Reporting Initiative (GRI) Standard. High-level executives were involved in the selection process in compliance with the Company's procurement regulations.

Guidance for Determining Report Contents: The 2020 Sustainability Report Working Group consists of representatives across all departments. The working group's brainstorming meetings were held to jointly consider, review and analyze material sustainability topics; and conclusions were proposed to the President and CEO for consideration and endorsement and for reporting to the Corporate Governance and Sustainable Development Committee for acknowledgment before disclosure in the Sustainability Report.



In case of inquiry, please contact:

Miss Chatkaew Poomarin, Vice President, Corporate Communication Department Eastern Water Resources Development and Management Public Company Limited East Water Building, 1, Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chom Phon Subdistrict, Chatuchak District, Bangkok 10900 (Thailand)



Telephone : 02-272-1600



E-mail: pr@eastwater.com

This Sustainability Report and previous years' sustainability reports are available for downloading on the East Water's website at 🗯 www.eastwater.com







Guidance for Determining Key Sustainability Issues of East Water Group

Key Stakeholder Involvement

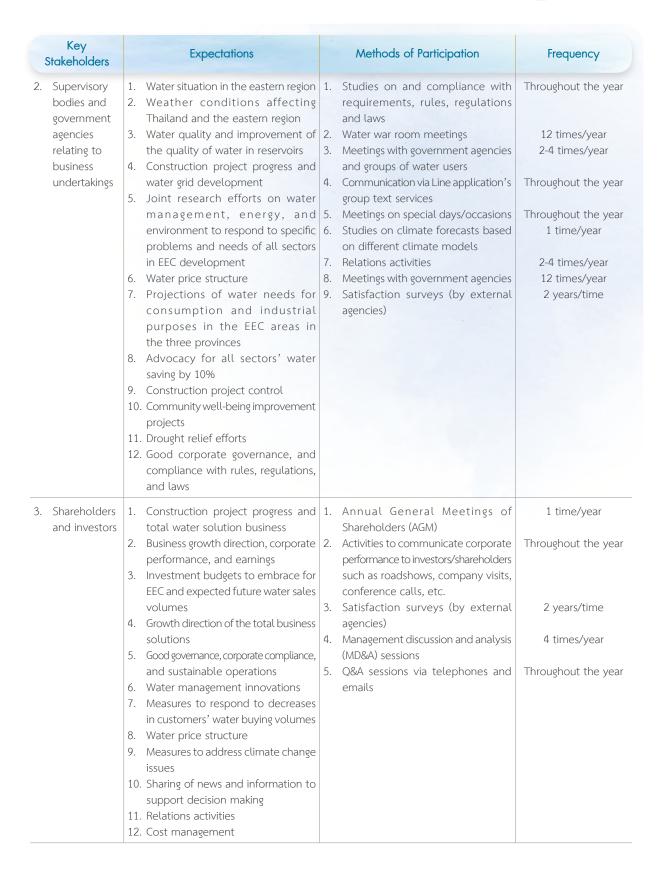
(Disclosure 102-40, 102-42, 102-43, 102-44)

The Company analyzed its groups of stakeholders from its work processes and prioritized them based on two factors, stakeholders' influence on the Company and impacts from the Company's operations on its stakeholders. Thus, there were six groups of stakeholders as follows: 1) customers, 2) supervisory bodies and government agencies relating to business undertakings, 3) shareholders and investors, 4) communities and government agencies, 5) suppliers, and 6) executives and employees. Relevant functions responsible for communication channels as well as strategic planning and action plans to meet specific expectations of key stakeholder groups were as follows:

Key Stakeholders Expectations		Methods of Participation	Frequency		
1. Customers					
1.1 Company's customers	 Water situation in the eastern region Weather conditions affecting Thailand and the eastern region Water quality and improvement of the quality of water distributed to customers Construction project progress and water grid development Joint research efforts on water management, energy, and environment to respond to specific problems and needs of all sectors in EEC development Price structure adjustments and water buying/selling contracts Projections of water needs for consumption and industrial purposes in the EEC areas in the three provinces Advocacy for all sectors' water saving by 10% Efficiency and stability of the water pumping and distribution system Quality of repairs and maintenance 		12 times/year 1 time/year 2 times/year 1 time/year 1 time/year Based on the Company's projects Throughout the year Throughout the year Based on the Company's projects		
1.2 Subsidiaries' customers	services 1. Water quality and improvement of the quality of water distributed to customers 2. Quality of repairs and maintenance services 3. Communication channels	Post-service satisfaction surveys (by external agencies) Annual satisfaction surveys (by external agencies)	Based on the Company's projects Per each service 1 time/year		
		4. Customer complaint channels5. Communications via Line application's group text services6. Meetings on special days/occasions	Throughout the year Throughout the year Throughout the year		

Contents











7. Data protection practices for

employees and job applicants

Throughout the year

system



(Disclosure 102-33, 102-47)

The Company identified material sustainability topics by taking into account internal and external factors. Internal factors included corporate governance principles adopted in its operations, policies, strategies, targets, and business plans. External factors included national or global interests and trends, complaints and wants, expectations, and consistent recommendations of the stakeholders. Then, the Company prioritized material sustainability topics based on three dimensions, economic and governance, social, and environmental, according to the following procedures.

1. Collection of Material Sustainability Information and Issues

- Internal information (policies, strategies, targets, business plans, and risk factors) To identify key issues through the brainstorming of ideas from executives via workshops, preparing strategies, and determining enterprise risks with possible impacts on organizational sustainability in short- and long-terms.
- External information (national or global trends and interests) To review national or global trends and interests in alignment with the sustainable development goals (SDGs) and expectations of the stakeholders through formal and informal opinion surveys such as meetings, seminars, interviews, or dialogues as well as opinion and satisfaction surveys with each group of stakeholders.





2. Prioritization

After the material sustainability topics were identified based on the internal and external factors, the ratings and priorities were given according to two criteria. Then, those topics were specified in the materiality matrix according to 2 axes.

- Horizontal axis: Those were the key topics considered by the Company based on possible impacts on its operations in terms of economic and governance, social, and environmental aspects. Consideration was also given to business opportunities and risks, legal provisions, and interests of the different groups of stakeholders.
- Vertical axis: Those were the key topics considered by the stakeholders based on possible impacts of the Company's operations on the stakeholders in terms of economic and governance, social, and environmental aspects. Consideration was also given to factors that influenced the positive and negative decisions of the stakeholders and might affect the Company.

3. Review of Report Contents (Disclosure 102-32)

The key topics obtained from the analysis by the Sustainability Report Working Group of the East Water Group were proposed to the high-level executives for consideration and endorsement. The said topics were also endorsed by the Corporate Governance and Sustainable Development Committee. Then, the topics were used as guidelines to specify the scope of contents to cover 3 dimensions, namely economic and governance, social, and environmental.

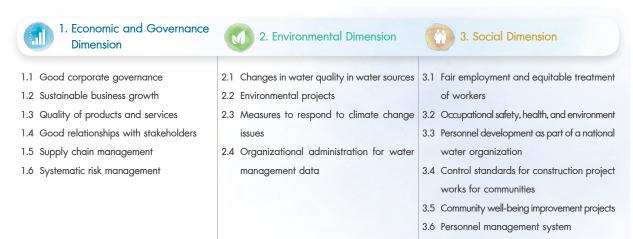








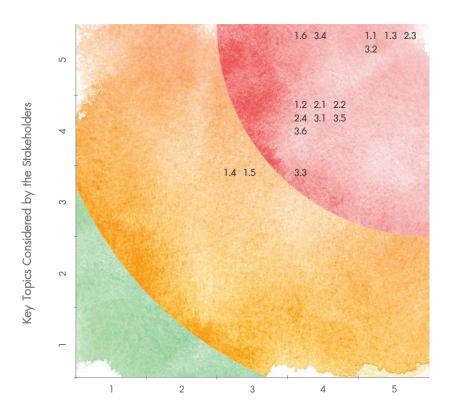
Material Sustainability Topic Assessment Results 2020



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

Materiality Matrix

(Disclosure 102-28)



Key Topics Considered by the Company



Summary of 16 topics and 17 indicators

		Groups of Stakeholders										
Sustainability Topics	Key Topics Considered by the Company/ Stakeholders		Shareholders and investors	Supervisory bodies and government agencies relating to business undertakings	Communities and government agencies	Suppliers	Directors, executives and employees		EWG Sustainability Aspects	GRI Standard Title	Alignment with SDGs	
sion	Good corporate governance		1	1	1	1	1	1.	Good corporate	General Disclosures	12.7, 16.5	
Economic and Governance Dimension	2. Sustainable business growth	1	1			1	1	2.	governance principles Systematic risk management	(102-16, 102-17) Anti-Corruption (205-2) Economic Performance		
overnan	3. Quality of products and services	1					1	3.	Sustainable supplier management Sustainable business	(201-1, 201-2) General Disclosures (102-43, 102-44)	6.3, 9.1, 9.4	
c and G	4. Good relationships with stakeholders	1	1	1	1	1	1	5.	growth Service-mindedness and product quality	Evaluation of the management approach (103-3)	12.5	
onomi	5. Supply chain management					1	1		standards			
R	6. Systematic risk management	1	1	1	1		1					
uo	Measures to respond to climate change issues	1	1	1	1		1	1.	Responding to climate change	Energy (302-3) Emissions (305-2)	13	
Environmental Dimension	Changes in water quality in water sources	1		1	1		1	2.	Changes in water quality in water sources Environmental projects	Water and Effluents (303-1, 303-3, 303-5 : 2018) Effluents and Waste (306-1)	6.1, 6.4, 6.5 12.2, 15.3	
nental	3. Environmental projects	1	1	1	1		1	3.			12.3, 12.5	
Environm	4. Organizational administration for water management data	1		1			1	4.	Organizational administration for water management data			
	Fair employment and equitable treatment of workers						1	1.	Core values as part of human resource management strategies	General Disclosures (102-16) Employment (401-1) Training And Education	4.3, 4.5, 5.1, 8.5	
	Personnel management system						1	2.	Development towards a national water organization	(404-1, 404-2) General Disclosures (102-41,102-43,102-44)		
Social Dimension	Personnel development as part of a national water organization	1					1	4. 5. 6. 7.		Employee well-being protection Sharing of knowledge with society	Occupational Health And Safety (403-1, 403-5, 403-9: 2018) Management Approach	8.8
Social	4. Occupational safety, health, and environment			1			1		Occupational safety, health, and environment	(103-2) Local Communities	2.1, 2.4,	
	5. Control standards for construction project works for communities		1	1	1		1				Responsibility for construction impacts Community sustainability projects	
	6. Community well-being improvement projects		1	1	1	1	1			Impacts (203-1)		



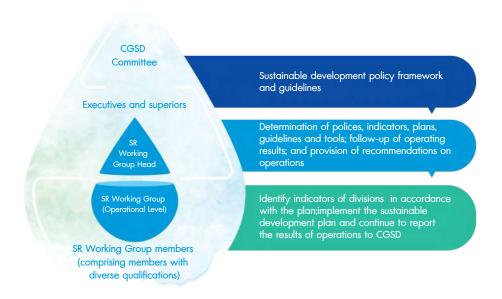






Sustainability at Policy Level

The Company managed its organizational sustainability across all dimensions including economic and governance, social, and environmental based on internal and external factors through the Corporate Governance and Sustainable Development Committee. This enabled the Company to be prepared and ready to embrace for any changes in a timely manner. The sustainability management structure is divided into 3 levels as follows: (Disclosure 102-19, 102-20)



Policy Level:

The Corporate Governance and Sustainability Development (CGSD) Committee identified policies in line with economic, social, and environmental aspects of the Company's business operations (Disclosure 102-26).

Strategy and Plan Level: The executives and superiors implemented the policies and achieve the targets; brainstormed ideas to lay down strategies, plans, indicators, and goals to ensure alignment with the policies from the CGSD Committee; and assessed and reported progress of sustainability operations to the CGSD Committee.

Operational Level:

The SR Working Group consisted of the representatives across all functions of the Company, in order to implement the specific strategies and plans and to report progress and results of the operations to the management for acknowledgement on a regular basis. Furthermore, the Company set up sub-working groups to support sustainability operations, such as the Energy Conservation Committee, the Occupational Safety, Health, and Environment Committee, and the Welfare Committee.

The Company's operations have been focused on the efficient use of resources and the management of occupational safety, health, and environment. In so doing, the Company adopted international requirements and standards for use in its operations to drive sustainability. Such standards included ISO 9001:2015, ISO 14001:2015, World Resource Institute's Organizational Greenhouse Gas Inventory, and Ministry of Energy's Energy Policy and Planning Office's Standards of Greenhouse Gas Emission Calculation. These standards played an important role in driving sustainable development in line with the Company's sustainable management policy (Disclosure 102-12).

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Apart from the adoption of the aforesaid requirements and standards, the Company also became members of the networks of a number of agencies to drive strong and sustainable collaboration.

Membership in Sustainable Development Networks (Disclosure 102-13)

	Agency/Organization	Benefits
1.	Thailand's Private Sector Collective Action Coalition Against Corruption (CAC) by the Thai Institute of Directors Association, the Thai Chamber of Commerce, the International Chamber of Commerce Thailand, the Thai Listed Companies Association, Thai Bankers' Association, the Federation of Thai Capital Market Organizations, the Federation of Thai Industries (FTI), and the Tourism Council of Thailand	Building trust and confidence in business operations with transparency which is a key issue for all sectors
2.	Public-Private Partnership Working Group on Water Resource Management in Eastern Region established by the FTI	Networking with business operators in the industry who are the Company's customers
3.	Eastern Region Water War Room Working Group: Members are business operators in the industrial sector, the Industrial Estate Authority of Thailand, the Water Institute for Sustainability, and the Royal Irrigation Department	Closely and jointly monitoring and solving water issues in the eastern region
4.	Member and a technical expert of the Thai Waterwork Association	Academic networking in water management at national level
5.	Advisory member of the Eastern Forest Complex Conservation Committee: This is a joint effort between the National Park Innovation Institute and the National Park Office of the National Park, Wildlife and Plant Conservation Department	Joining forces in the preservation of forest resources which are the upstreams of the Company's major water sources
6.	Member of the Vibhavadi Zero Waste project by the Office of the Securities and Exchange Commission (SEC)	Jointly raising public awareness about the importance of environment and efficient waste management
7.	The Water Management Subcommittee in the Eastern Economic Corridor (EEC) by the Office of the National Water Resources	Jointly formulating plans for the development and management of water allocation, including risk management plans to response to crisis situations such as droughts and floods in the EEC
8.	The Water Mangement Working Group in the EEC Water Grid by the National Water Resources Committee	Jointly formulating plans for the development and management of water allocation in Rayong, Chonburi, and Chachoengsao, to meet the demand for the implementation of the EEC policy
9.		Jointly determining guidelines for the creation of mechanisms and functions responsible for identifying water prices in the EEC areas
10.	The Eastern Water Resources Management Guideline Study Subcommittee by the Bureau of Committee 3 of the Secretariat of the House of Representatives	Jointly studying and analyzing the problems of water resources management in the eastern region; proposing guidelines for steering the water resources management master plan; and proposing policy and location-based solutions to the problems in the eastern region
11.	The Rayong Water Resources Subcommittee's Support Working Group	Jointly formulating plans and action plans for water resources management, and measures to prevent and solve problems related to water, according to the policy of the Rayong Water Resources Subcommittee



Economic and Governance Dimension



Reserve, allocate, and anticipate sufficient and adequate amounts of water supply







Detect or constantly observe one's own water usage behavior











Good Corporate Governance

(Disclosure 205-2)

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

The Company complied with its CG Code which contains 8 principles. (Further details are available in Page 62 in the Corporate Governance Policy section of the Annual Report 2020.) The East Water Group's CG Code and Code of Conduct were published in electronic forms via the Company's website at www.eastwater.com and internal website for easy searching. The relevant documents were also distributed to the Board of Directors and all employees for acknowledgement.

Good Corporate Governance and Anti-Corruption Advocacy Activities for 2020

In 2020, the Company conducted a number of activities and enabled the access to internal and external seminars to advocate the good corporate governance and anti-corruption principles for the executives and employees of the East Water Group as follows:

			% of all employees (%)	Employee level			Region			Type of employment	
Date	Courses/Activities	Total participants (persons)		Executives (persons)	1	Operating employees (persons)	Central (persons)	Eastern (persons)	Western (persons)		Contract employees (persons)
21 Jan. 2020	Improving AGM's scores to 100	1	0.42	-	1	-	1	-	-	1	-
12 Feb. 2020	Personal Data Protection Act B.E. 2562 (A.D. 2019) and Personnel Management Hands-On Training	2	0.83		1	1	2	<u>-</u>	-	2	-
20-21 Feb. 2020, 15-16 Jun. 2020, 20-21 Jul. 2020	, , ,	3	1.27	2	1	-	3	- 10	-	3	-
24 Feb. 2020, 16 Nov. 2020	Corruption Risk & Control: Technical Update (CRC)	2	0.83	1	-	1	2	_	-	2	-
6 Mar. 2020	TDPG 2: Personal Data Protection Practical Training (Class 4)	2	0.83	1	1	-	2	-	-	2	-
13 Mar. 2020	Workshop: Calculation of Land and Property Taxes	1	0.42	-	-	1	1	-	-	1	-
14 May 2020	Personal Data Protection Act (one class)	29*	7.67	3	4	22	24	5	-	29	-





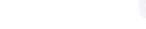


				Em	ployee le	evel		Region			e of yment
Date	Courses/Activities	Total participants (persons)	% of all employees (%)		Superiors (persons)	Operating employees (persons)	Central (persons)	Eastern (persons)	Western (persons)		Contract employees (persons)
16 Jun. 2020	Personal Data Protection Act (two classes)	14*	3.70	14	- :	-	13	1	-	14	-
19 Jun. 2020	Road to Join with Thai CAC: Immunity against Corruption for Sustainable Business	1	0.42	-	_	1	1	-	-	1	-
3 Jul. 2020	Road to Certify with Thai CAC	1	0.42	-	-	1	1		-	1	-
7 Jul. 2020	Personal Data Protection Act (three classes)	37*	9.78	2	31	4	26	11	-	37	-
9 Jul. – 6 Aug. 2020	Director Certificate Program (DCP)	1	0.42	1	-	-	1	-	-	1	-
16-17 Jul. 2020	Basic Laws: Business Contracts and Techniques for Contract Drafting and Negotiation	1	0.42	1	-	-	1	-	-	1	-
21 Jul. 2020	Techniques for Auditing Accounting Transactions – Finance for Internal Fraud Prevention and Management	1	0.42	1	-	-	1	-	-	1	-
27 Aug. 2020	Internal Anti-Corruption: Transparency and Sustainable Development	78*	20.63	6	14	58	60	18	-	78	-
19-20 Sep. 2020	Land and Property Taxes: Accounting Guidance for Real Estate Investment	1	0.42	-	_	1	1	-	-	1	-
23 Sep. 2020	Personal Data Protection Act (four classes)	32	13.55	2	1	29	-	32	-	31	1
15 Oct. 2020	Roundtable Discussion on EWG Love CG Day: CG Leads to a Sustainable Organization	200*	52.91	15	34	151	167	33	-	200	-
3-5 Nov. 2020	Fundamental for Corporate Secretaries	1	0.42	-	-	1	1	-	-	1	-
27 Nov. 2020	Auditing of Corporate Governance Practices	1	0.42	1	-	-	1	-	-	1	-
4 Dec. 2020	Techniques for Preparation of Documents and Forms under Personal Data Protection Act	1	0.42	-	-	1	1	-	-	1	-

Remarks: The total number of employees of the East Water Group as at 31 December 2020 was 378 (The Company's employees: 236; and the subsidiary's employees: 142).

 $[\]ensuremath{^{*}}$ This refers to employees of the East Water Group.









To ensure that all the employees had knowledge and understanding regarding the East Water Group's code of conduct and the anti-corruption policy, the Company provided online tests and developed common KPIs as criteria to measure levels of knowledge and understanding of the employees. The assessment results would be used for improving the employees' communication skills and increasing their awareness about performing work with ethics and transparency, which will lead to sustainable business operations.

In 2020, the Board of Directors endorsed an amendment to the complaint handling process to be in line with the ISO 9001:2015 requirements, and to cover various types of complaints including 1) quality of productions and services, 2) work processes, and 3) solid internal controls. This was to ensure the compliance with laws, organizational rules and regulations, and requirements concerned, such as corporate governance and anti-corruption principles of the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand (SET). The Company's channels for filing leads or complaints were adjusted as follows:

- 101 The Company's website: www.eastwater.com
- The Company's internal web: The system to accept recommendations, leads, or complaints.
- 03 Emails:
 - Audit Committee: AC EW@eastwater.com
 - President and CEO: CEO@eastwater.com
 - Corporate Secretary: Whistleblowing@ eastwater.com

03 Regular mails:

Eastern Water Resources Development and Management Public Company Limited

East Water Building, 25th Floor, 1 Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chom Phon Subdistrict, Chatuchak District, Bangkok 10900

The Company received one complaint in December 2019. The issue was subjected to the fact-finding process in 2020. It was found that the issue was groundless. The results were reported to the complainant and the complainee. In 2020, there were neither leads reported nor wrongdoers or fraudsters found.

Risk Management

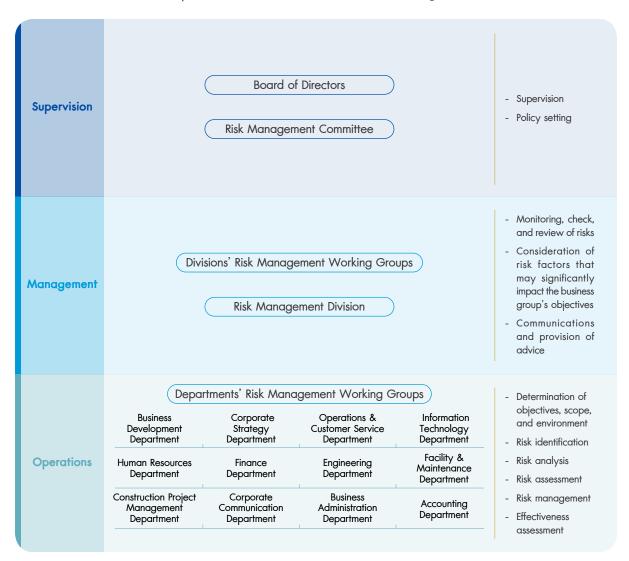
Risk management is a policy to manage and supervise an organization to achieve higher efficiency. Risk management involves the creation of a process in which people across the organization take a part in sharing ideas, analyzing, and anticipating potential events or risks from internal and external factors that may affect the Company. Thus, preventive and corrective measures can be created to manage risks through mitigating the chances or consequences. Moreover, opportunities amid crises are assessed for the Company's sustainable growth. The Company determines risk management strategies and systems that are aligned with the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and risk management standards. In so doing, the Company is required to understand its contexts surrounding its objectives, as well as wants and expectations of the stakeholders, before assessing risks and business opportunities.







Corporate Governance Structure and Risk Management



Creation of Risk Management Culture

With its commitment to promoting a risk management culture, "Risk Coordinator" is created to supervise risk management at a functional level to ensure consistency. The risk coordinator must report to the division's risk management working group and the Risk Management Committee. The Company's strategic planning also covers the risk management process such that the risks are reviewed and analyzed upon the completion of the setting of strategies, targets and indicators. Emerging risks that may affect the achievement of the objectives or goals are expected.

There were six types of risks identified by the Company, namely 1) Strategic Risk, 2) Operational Risk, 3) Financial Risk, 4) Compliance Risk, 5) IT Risk, and 6) Environmental, Social, and Community Risk.

In 2020, the Company's risk factors and risk management guidelines were specified in the Annual Report 2020. (Further details are available in Page 46 in the Risk Management section, and in Page 92 in the Internal Control section of the Annual Report 2020.) (Disclosure 102-11, 102-15)



Suppliers are a group of stakeholders who share value creation and growth with the Company. In 2020, the Company developed the Supplier Code of Conduct for Sustainable Business Development as per the link https://investor.eastwater.com/storage/company-subsidiary/corporate-governance/20200903-eastw-supplier-coc-th.pdf. The aim was to promote and encourage the suppliers to conduct business in alignment with the Company's business practices. The document contains various topics,



The suppliers are expected to express their intent to conduct business in alignment with this code of conduct as a foundation for sustainable growth.

Additionally, the Company prepared a statement of intent to combat corruption to be jointly signed by the East Water Group's suppliers to support the Company's continued membership of the Collective Action Coalition against Corruption (CAC). The Company's channels for whistleblowing and accepting complaints are also in place. This is to convey the Company's expectations regarding transparency, fairness, and professionalism as part of its business practices to its suppliers.

Apart from the news regarding biddings and other news posted in the website, the Company also promoted its EWG Supplier Day 2020 seminar event. The activity was aimed at promoting good relationships with the suppliers, sharing the East Water Group's business direction and policies in 2021, and exchanging ideas and recommendations with the suppliers for shared sustainable growth. The seminar was conducted virtually using "Virtual Conference" under the theme of "EWG Supplier Day 2020: Stay Sustainability Together". The event's rating was very good with the score of 75.17 percent.



In 2020, the Company visited its suppliers' business premises and factories including the operators of the water pumping and distribution systems for the Company and its subsidiaries. These included the producer of steel pipelines and equipment for pipeline installation, the producer and importer of chemicals used in tap water production, and the producer of valves used in pipelines from Germany. The site visits involved discussions, exchanges of information, and creation of mutual understanding about developing and growing business together with the suppliers.









Sustainable Business Growth

(Disclosure 201-1, 201-2)

In 2020, the Eastern Economic Corridor (EEC) Policy Committee took steps to drive the development and promotion of investment in the three pilot provinces, namely Chachoengsao, Chonburi, and Rayong. As such, a number of key infrastructure projects were pushed forward, such as the high-speed railway line connecting the three major airports, the Laem Chabang Seaport Phase 3, the Maptaphut Industrial Port Phase 3, etc. Furthermore, the Company joined the three promoted zones for specific industries in the EEC as follows:

EECd: Digital Park Thailand



EECd plays an important role as a center of investment in and development of digital people to drive Thailand towards becoming the ASEAN's digital innovation hub. This zone serves as a world-class information center, a testbed for digital innovations, and a showcase of Internet of Things (IoT) and state-of-the-art technologies. The 708-rai park is located in Sriracha District, Chonburi, operated by the Office of the National Broadcasting and Telecommunications Commission (NBTC). The Company signed an MOU to study the possibility of developing a water total solution system in the form of "Smart Water". Currently, the Company is in the process of gathering feedback about the project.

EECi c

EECi: Eastern Economic Corridor of Innovation

EECi offers a full-scale innovation ecosystem to support investment, research, and innovation. It also helps prepare manpower for Thailand's target industries with the collaboration of the public, private, and educational institute sectors. The 3,000-rai zone is located in Wangchan Valley, Rayong. Currently, the Company has signed a contract to provide tap water to the project, with the scheduled completion and the expected start of services in 2021 and an estimated water consumption volume of up to 3,000 CBM per day.



EECa: Aerotropolis

This 6,500-rai zone comprises businesses and facilities in the U-Tapao International Airport, including a commercial center for cargo transportation and logistical services, a center for aviation personnel training, an RTO facility, and a free trade area. The Company received a letter of intent for the execution of the tap water system and wastewater treatment project for the U-Tapao International Airport. The project will accommodate a tap water usage volume of up to 20,000 CBM per day and a wastewater treatment volume of up to 16,000 CBM per day. Parts of the treated water, up to 5,000 CBM per day, will be reused in the project area. The contract period is 29 years and 6 months, with the start of operations in 2022.

In 2020, as a trustworthy service provider, the Company continued to engage in a comprehensive range of total water solutions. The number of additional projects in operation was as follows:

Tap Water Business

The Company signed a contract to buy-sell tap water with a private company, principally engaged in the EECi project, with a maximum water usage volume of 3,000 CBM per day, and a contract period of 28 years and 8.5 months. Currently, the Company's project is in the construction stage, with the start of services in April 2021.

Industrial Water Business

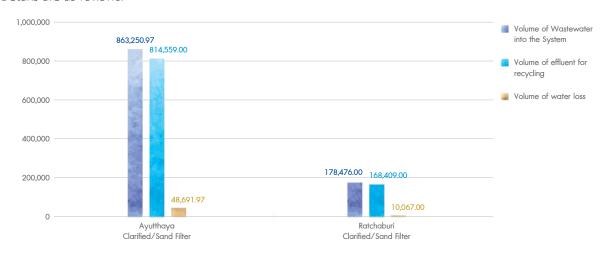
- The Company signed a contract to buy/sell industrial water with a private company, principally engaged in the production and distribution of power drinks in Chachoengsao, with a maximum water usage volume of 4,000 CBM per day, and a contract period of 20 years and 8.5 months. Currently, the Company's project is in the construction stage, with the start of services in April 2021.
- O The Company received a confirmation letter for the provision of industrial water services to a private company, principally engaged in the production of steel bars, structural steel, and steel plate in Rayong, with a maximum water usage volume of 33,000 CBM per day, and a contract period of 30 years. The start of services is scheduled for 2022.

Toron of Total Winter Column Comition	Number of Projects						
Types of Total Water Solution Services	Eastern Region	Outside of Eastern Region	Total				
Tap Water/Industrial Water	3	-	3				

Wastewater Treatment and Recycled Water (Disclosure 306-1)

In respect of the wastewater treatment and recycled water business, the East Water Group offers wastewater treatment and water recycling methods that are suited for the properties of water in the system. The treated water quality shall meet standards specified in contracts as well as standards for the release of water from origins such as factories and industrial estates as announced by Ministry of Science, Technology and Environment.

In 2020, the East Water Group operated this business in the three areas. For example, in Rayong, the Sequencing Batch Reactor (SBR) system was used to treat water at a level of 163,300.00 CBM per year. The treated water was kept in the polishing pond of an industrial estate and was not released to a public water source. Regarding the other two areas, the treated water was reused in other appropriate industrial activities. Details are as follows:



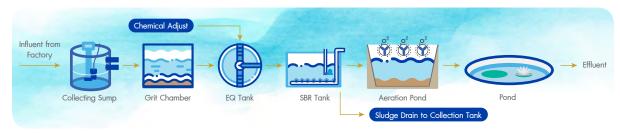




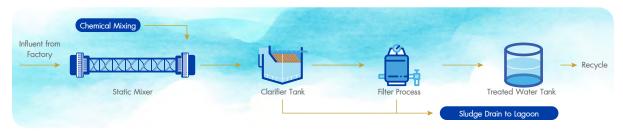




SBR Treatment System

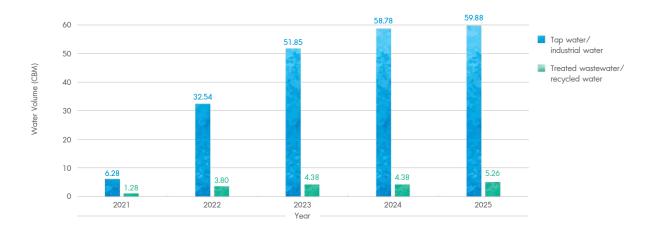


Clarified/Sand Filter Treatment System

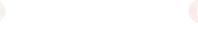


Despite the effects of the COVID-19 pandemic on some industries with some delays in activities, the government policy on the EEC is expected to continue to drive the water demand. The water demand projection by type of water and the water usage level by location based on customers' plans from 2021-2025 are as follows:

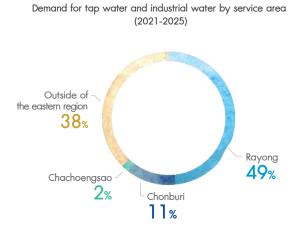
1) Customers' water demand by type of service

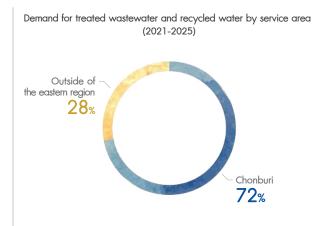


Remark: Such information is projected water demand of customers in the future, subject to changes depending on the customers' investment plans.

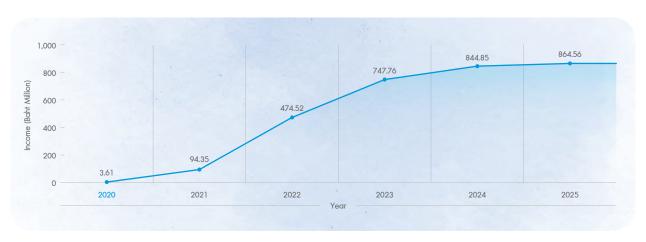








3) Projected income growth from total water solution business



Remark : Such information is projected operating results in the future, subject to changes depending on the customers' water usage plans.

Service-Mindedness and Product Quality Standards – Raw Water Business Segment

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

(Disclosure 102-6, 102-43, 102-44)

The Company is engaged in the management and development of large, comprehensive, modern, and efficient water pipeline networks for the industrial and consumer sectors in the three provinces in the eastern coast region. The Company has the capacity to supply water to meet the local operators' demand at present and in the future. The raw water business direction in the eastern seaboard area continues to see a growing trend thanks to the expansion of

the industrial sector in the area and the government's EEC policy to promote and transform the eastern seaboard region into an advanced industrial hub for Thailand's industrial sector's enhanced competitiveness. As for its competiveness, the Company is considered a well-established market player with the wealth of investments, secure water sources, and water pipeline networks covering the three provinces.





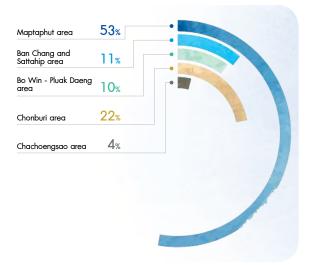




Customer Satisfaction Management

With many years of experience and expertise in large water pipeline network management, the Company continues to live up to its corporate values of service-mindedness and customer satisfaction through constantly improving customer services and listening to complaints and the voice of customers via various channels including telephone, email, the Company's website, site visits on important occasions, and annual satisfaction surveys. The Company gathers all the feedback for analysis and consideration at the meetings of the Operations & 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.

In 2020, the proportion of raw water distribution by service area was as follows:



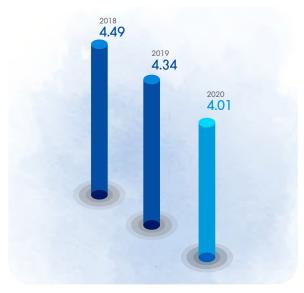
The customer satisfaction survey results in each service area revealed that the outstanding corporate image was supported by the Company's stability and trustworthiness and its expertise in water management.

Regarding service expectations, the areas with high customer expectations included the employee services, followed by the quality of repairs and maintenance services, and the disclosure of news and information. In 2020, realizing the importance of maintaining customer satisfaction, the Company was committed to constantly improving customer services. The Company also upgraded other areas of services. For example, the Company adjusted the format of system installation for water users, from the water users investing in

the system by themselves, to the Company's expansion of scope of services, so as to help reduce the water users' burden of costs and expenses from maintaining the water pipeline system. The Company also enhanced the channels of information and news services by, for example, upgrading its online metering system and developing a mobile application to facilitate water users' monitoring of incoming water levels in a consistent and timely manner.

Overall Customer Satisfaction Score: 2018-2020

According to the 2020 customer satisfaction survey results, there was a slight drop in customer satisfaction. The topic of "Water stability and adequate supply for users" received the lowest average satisfaction score, followed by "Fulfillment of customer needs". This resulted in the decreasing overall score. The Companies and its related parties took the voice of the customers seriously and were committed to improving services to maintain customer satisfaction. In 2021, the Company had plans to manage major and secondary water supply sources to meet the demand of the customers in normal and peak periods. The Company also invested in a number of projects to develop water sources to increase its water supply levels in the system, such as the project to buy additional raw water from private ponds, and the project to scale up the capacity of the water pumping and distribution system in Nong Plalai-Nongkho from 78 million CBM per year to 96 million CBM per year. (Please refer to the details of the satisfaction level for each aspect (2018-2020) in Page 91 of the Annex.)















Complaint Preventive Measures

In 2020, the Company did not receive any complaints. Nonetheless, the Company paid attention to and realized the importance of the complaint preventive measures. As such, the Company established responsible working teams to analyze and identify causes and lay down solutions and preventive guidelines. The whole process must be completed within the specified timeframe agreed upon with the customer (Service Level Agreement: SLA) as part of the internal control system regarding correction and prevention of a complaint. Customer satisfaction surveys must be conducted after the complaints were resolved. Summary reports shall be submitted to the management for acknowledgement on a monthly basis for consideration and improvement of the complaint handling process to achieve greater efficiency on a continuous basis.

Apart from conducting customer satisfaction surveys and addressing complaints, the Company held annual meetings with its customers to exchange ideas and opinions for further service improvement.

In 2020, the Company held a number of meetings with its customers to foster their mutual understanding and confidence as follows:

Activity	Target Group	Project Objectives/Details
East Water Open House	 New accounts Future customers (New opportunities) Interested current customers Customers within industrial estates (end users) 	To introduce the Company to all new accounts/future customers as well as interested persons; to be a channel to disseminate knowledge about management and control of water pumping and distribution with modern technologies; and to foster confidence among future water users
Education Seminar	 Current customers Customers within industrial estates (end users) 	To report the current water source situation and future trends/situations, the water source quality situation, and the management and resolution/preventive guidelines to create trust among water users

In 2020, the Company announced its new water pricing structure consisting of fixed unit rates and upper surcharges, depending upon service areas. These water service rates were based on principles and aimed at helping the water users to plan water usage and management based on their specific water demand each year. The ultimate goal was to maintain a balance in overall water management and to join the efforts in sustainable resource development with the stakeholders.







Service-Mindedness and Product Quality Standards – Tap Water Business Segment

The subsidiaries designed tap water production systems 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 meet specific quality standards as follows:

- Conventional Water Treatment Plant
- Mobile Plant
- Advanced Water Treatment Plant with Ultra-Filtration (UF) and Reverse Osmosis (RO) filters using Membrane technology in the tap water filtering process

Summary of Tap Water Production Systems in Different Waterworks Service Providers



Moreover, the subsidiaries realized the importance of maximizing water user satisfaction and taking responsibility for products and services. Therefore, samples of tap water were randomly collected and sent to outside laboratories registered and certified according to the standards of the Ministry of Public Health, the Department of Industrial Works, and the Department of Science Service so as to check the quality of tap water based on criteria and standards specified in the tap water trading contracts with the counterparties, details as follows:

Table of Tap Water Standards Specified by Different Waterworks Service Providers



According to the annual tap water user satisfaction survey, another issue that received high attention was the quality of tap water, especially in terms of cleanliness, clarity, and sedimentation. This is because turbidity and clarity of tap water are physical characteristics that can be easily observed by water users. Therefore, the Company adopted a management approach to handling risks of substandard water quality which can be divided into 2 parts as follows:

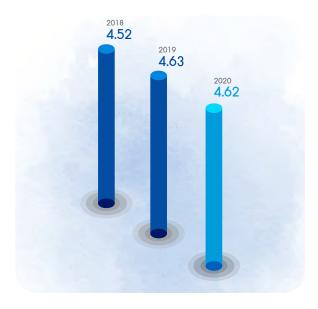




Production System: Normally, the employee controlling the production system will monitor the turbidity value of raw water every 2 hours. The chemical dispenser device will automatically be controlled as information of appropriate amounts of chemicals to be dispensed is entered into the computer system. Or, in the case of a high turbidity value of raw water due to a high water season or a dry season, the turbidity value might exceed a standard level that can be handled by the production system. In this case, the controller will decrease the production capacity such that the turbidity value meets the specified quality criteria.

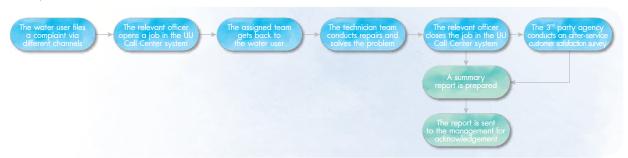
Water Distribution Pipeline System: Normally, to maintain the consistent quality of water in the pipeline according to standard requirements, the employee in charge of the water distribution system must regularly remove sediments according to scheduled times or whenever a high value of turbidity is detected, which may be due to pipeline repair works or sediments deposited inside the pipeline. Also, the Company developed an automated water distribution system and expeditiously installed the equipment to cover all the sediment release points in the water distribution system in order to better control turbidity values of tap water in the pipeline. As the quality of services is one of the top priorities of the subsidiaries, a third-party agency is hired to conduct customer satisfaction surveys with tap water users on an annual basis. The opinions and recommendations gathered from the tap water users will be used as guidelines for further improvement of the quality of services in all aspects to achieve greater efficiency.

According to the 2020 customer satisfaction survey, the satisfaction level slightly dropped compared to that of 2019. The average satisfaction level of the past 3 years was 4.59. The subsidiaries realized the importance of maintaining the satisfaction level and were committed to constantly improving data provision services (Please refer to the details of the satisfaction level for each aspect (2018-2020) in Page 91 in the Annex.)



Complaint Handling Process of the Subsidiaries

The handling of complaints in the waterworks business segment is available through many channels. Consumers can file complaints or problems relating to tap water uses through, for example, the Head Office's UU Call Center and the Line application. After receiving the complaint, the company will reach out to the water user to resolve the problem according to the specified criteria. An after-service customer satisfaction survey will also be conducted.



From 1 January - 31 December 2020, there were a total of 22,986 transactions relating to the provision of services to tap water users. All these transactions were completely resolved. From 1 January 2020 onwards, the UU Service Level Agreement (UU SLA) has been adopted and communicated to all of the employees for acknowledgement and compliance. This is to ensure the customers' maximum satisfaction with the company's services.







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

In 2020, the Company had a number of measures to respond to climate change through ensuring the stability of its water pipeline network system for the increased confidence of all sectors in water management and sufficient water supply to meet their needs.

Creation of Stability of the Water Pipeline Network System

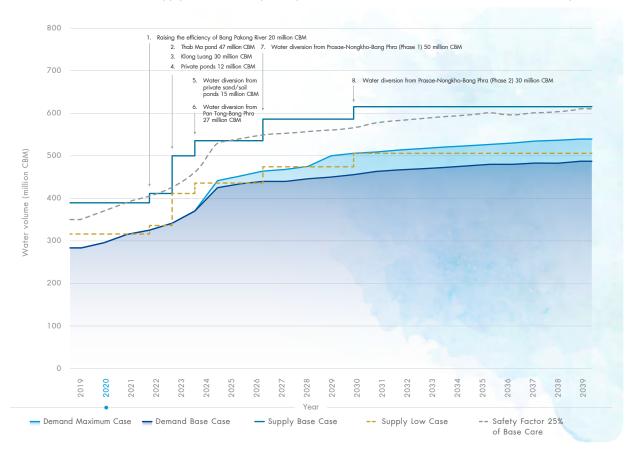
In creating the stability of the water pipeline network system (water grid) to ensure sufficient water supply in the long term, the Company referred to the study on climate forecast in the eastern region by the Office of Natural Resources and Environmental Policy and Planning (ONEP) using Japan's Meteorological Research Institute (MRI)'s Global Circulation Models (GCM) and the climate change data sets obtained from the climate change model. The historical data of daily rainfall and temperature from the Thai Meteorological Department and the Royal Irrigation Department (1979-2006) and the daily rainfall, temperature, and wind speed from the model (1979-2006, 2015-2039, and 2075-2099) were used to analyze the locations subject to climate change (Source:http://www.onep.go.th/climatechange/index.php/about-east-5). Thus, the Company developed a plan to create the stability of its water grid so as to address the risk of droughts in the eastern region. The plan consists of three parts as follows:



M

1. Raising the capability of water supply sources: The Company prepared short-, medium-, and long-term development plans for its water supply sources to ensure the stability of its raw water sources and build customer confidence in the next 20 years. Adjustments were made to the previous year's water source development plans to keep up with the current situation and to ensure that water users would not be affected. Details of the plans are as shown below.

Diagram showing water supply source development plans and water demand forecasts over the next 20 years



2. Developing the Raw Water Pipeline Network System (Water Grid): The Company continuously enhanced the capability of its water grid. In 2020, the Company continued its efforts in a number of projects carried on from 2019 and the progress was as follows:

(1) Construction of the 2^{nd} Nong Plalai - Nong Kho raw water pipeline

To respond to the industrial water demand in Pluak Daeng - Bo Win areas at present and in the future. The pipeline has the transmission capacity of about 37 million CBM per year. The project was now completed.

(2) Enhancement of the pumping capacity from the Bang Pakong river

To increase the efficiency of the water pumping system to pump water from the Bang Pakong

river to the Bang Phra reservoir from 27 million CBM to 50 million CBM per year. This is to prepare for the water demand in Chachoengsao and Chonburi in the future. The project was now completed.

(3) Construction of the raw water pipeline in the Khlong Luang reservoir-Chonburi

To accommodate the water demand in Chonburi and Pluak Daeng – Bo Win and to address possible water shortages in the future. The pipeline has the transmission capacity of around 20 million CBM per year. In 2020, permission was sought from relevant authorities for the construction and installation of the pipeline. Currently, the pipeline is under construction and the project is expected to be completed in 2021.

Contents



Joint Water Management

The water sources under the Company's management were surface water sources and can be divided into two types: main and reserved water sources. Regarding the water sources allocated by the Royal Irrigation Department, each year the Irrigation Office 9 holds a meeting with non-agricultural water users (household and industrial consumers) to agree on the allocation of water quotas for permitted users. During each water allocation period, meetings will be held to monitor volumes of water consumption which vary according to the water situation and to allocate water quotas that match the levels of water flow into the reservoirs.

The Company pumps water from the Bang Pakong river only in the rainy season. During the past year, the Company pumped water from August - November





2020 for distribution mainly to household and industrial consumers in Chachoengsao with part of it being diverted to the Bang Phra reservoir and the Samnak Bok pond as reserved supply for water users in Chachoengsao and Chonburi areas in the dry season.

Water management in 2020 The Company experienced the drought crisis at the beginning of the year. The drought affected the water supply in the major reservoirs of the Royal Irrigation Department, the key water supply sources of the Company. Hence, the Company implemented various measures to prevent and solve the drought crisis, including 1) seeking collaboration from all sectors to reduce water usage levels by 10%, 2) acquiring additional water sources from private soil in Chonburi and Chachoengsao, and 3) linking the pipelines between the Prasae reservoir-Khlong Yai reservoir and the Prasae reservoir-Nong Plalai reservoir. These measures enabled the Company and all sectors to overcome the drought crisis together.

Despite the improving water situation in Rayong at the end of the year, the water volumes in Chonburi continued to be short of the demand. Therefore, the Company has implemented additional measures to prevent droughts in 2021, such as the project to increase levels of water distributed from the Nong Plalai-Nong Kho pipeline, the project to pump water from the Rayong river to the Thab Ma pond, the project to seek additional water sources from private soil ponds, etc.

In conclusion, the total amount of water pumped up for management in 2020 (for use in 2019-2020) was 270.50 CBM, slightly lower than that of the previous year, due to the drought crisis and the economic slowdown caused by the COVID-19 pandemic. The total volume of water pumped from the main water sources could be categorized as follows:

Overall Water Consumption by Service Area



Main water sources refer to water sources that are allocated by the Royal Irrigation Department including the Nong Kho, Dok Krai, Nong Plalai, Prasae, and Bang Phra reservoirs. This also includes other sources of water that can be pumped out for use each year. The water supply comes from seasonal runoff water at sources like the Bang Pakong river and private water sources.

Reserved water sources refer to 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 or water shortages in the main sources. The reserved water sources include the Samnak Bok pond, Chachoengsao pond, and Bang Phra reservoir.

Overall	water Hisk			
Low	Low -	Medium-	High	Extremely
(0-1)	Medium (1-2)	high (2-3)	(3-4)	high (4-5)

Source: Overall water risk at

https://www.wri.org/our-work/project/aqueduct/

Chachoengsao area

Most water users in the area were in the household consumption sector and represented more than 83.00 percent, while the industrial water users represented 17.00 percent, with the Bang Pakong river as the main source of water. However, as Chachoengsao faced saltwater intrusion, some areas suffered from freshwater shortages in the dry season. To ensure year-round water supply, raw water must be purchased from private water sources in the dry season, while, in the rainy season, water must be pumped from the Bang Pakong river and kept in the Bang Phra reservoir for use in the dry season.

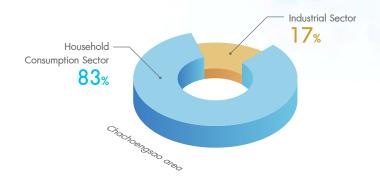


Table showing volumes of water from main water sources managed by the Company in 2020

(Disclosure 303-3: 2018)

	Water Source	Allocated water (as per permit) 10 ³ Million liters	Pumped Water (2020) 10 ³ Million liters	Total Dissolved Solids (≤ 1,000 mg/liter) 10³ Million liters	Total Dissolved Solids (> 1,000 mg/liter) 10 ³ Million liters
1.	Prasae Reservoir	110.00	34.67	34.67	-
2.	Nong Plalai Reservoir*	120.00	136.72	136.72	-
3.	Dok Krai Reservoir	116.00	59.86	59.86	-
4.	Bang Phra Reservoir	8.00	4.57	4.57	-
5.	Nong Kho Reservoir	16.70	3.33	3.33	-
6.	Bang Pakong River (Water Stress)	27.00	18.81	18.81	-
7.	Private Water Sources (Water Stress)	-	12.31	12.31	-
8.	Rainwater from Samnak Bok Pond (Water Stress)	-	0.23	0.23	-
	Total	397.70	270.50	270.50	-

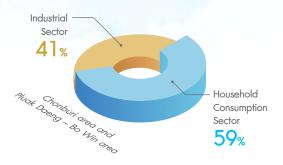
Remark: * The volume of water pumped from the Nong Plalai reservoir exceeded the permitted limit due to the low water levels in the Dok Krai reservoir, hence the need to reduce the volumes of water used there and increase the levels of water in the Nong Plalai reservoir instead.

However, the total amount of pumped water in 2020 did not exceed the permitted limit.

(Details of the table showing volumes of water from main water sources managed by the Company in 2019-2020 are in Page 92 of the Annex.)

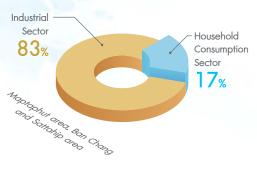
Chonburi and Pluak Daeng - Bo Win area

The area was the country's new strategic line. Most water users in the area were in the household consumption sector and represented more than 59.00 percent, while the industrial water users represented 41.00 percent. However, according to the geographical condition, there were only two large water reservoirs, i.e. Nong Kho and Bang Phra, leading to the need to rely on the raw water pumped and diverted from the Nong Plalai and Prasae reservoirs in Rayong through the Company's pipeline network.



Maptaphut, Ban Chang, and Sattahip area

Most water users in these areas were in the industrial sector and represented more than 83.00 percent, while the water users in the household consumption sector represented 17.00 percent. The water came from the three major reservoirs in Rayong, i.e. Dok Krai, Nong Plalai, and Prasae.











Tap Water Consumption at the Company

(Disclosure 303-5 : 2018)

The East Water Group placed the importance on economical use of water in its office buildings through the campaigns to encourage employees to make good use of water and appreciate its value. In 2020, the Company's average monthly consumption amount of tap water was 1,991.25 CBM. The main sources of water were from the Metropolitan Waterworks Authority (MWA) and the Provincial Waterworks Authority (PWA). Details of water consumption by geographical location are as follows:

Location	Water Supplier	Average Water Usage Amount (CBM/month)	Total Water Usage Amount (CBM)
East Water Head Office ¹	MWA	1,708.16	20,498.00
Operations Office ²	PWA	45.92	551.00
20 Water Pump Stations ³	PWA	232.75	2,793.00
Staff Residence ⁴	PWA	4.42	53.00
Total		1,991.25	23,895.00

Remarks: 1 Refers to water usage in the Head Office (18th and 22nd - 26th floors) and all common areas.

Responsibility for changes in water source quality

(Disclosure 303-2: 2018)

At present, the water supply sources in Rayong consist of Dok Krai, Nong Plalai, Khlong Yai, and Prasae reservoirs with the total water storage capacity of 613.13 million CBM (temporarily enhanced storage capacity). Those reservoirs serve as major water supply sources for the development of the EEC. The Company uses water from both natural run-off water in the reservoirs and the nearby water sources with systematic water management.

In addition, the quality of water sources is at the heart of the Company's quality of products and services, and the Company has been monitoring and ensuring that its business operations will not have any environmental impact. As such, the Company has in place two water quality monitoring processes as follows: 1. Water quality monitoring by external agencies: 13 major and reserved water sources of the Company are monitored. The physical and chemical properties of the water will be measured on a monthly basis. The results will be further analyzed to identify trends, causes, and conditions. Reports will be produced and submitted to relevant agencies and the customers.

2. Water quality monitoring through online tools: 20 spots will be monitored by the Company using the Supervisory Control and Data Acquisition (SCADA) system. Reports of the water quality results will be sent to the customers three times a day (every eight hours).

² Refers to water usage at Rayong Operations Center and Laem Chabang Office. The water meter at Chachoengsao Office was shared with Chachoengsao Pump Station and other offices in the area.

³ Refers to water usage at six pump stations supplied by PWA. The Company produced tap water at eight pump stations by using raw water considered as NRW. These pump stations were Nong Kho Station, Prasae Station 2, Nong Plalai Stations 1-3, Hup Bon Water Storage Station, and Nong Plalai Pressure Boosting Station. The remaining six stations did not have tap water supply.

⁴ Refers to water usage at Executive Residence at Rayong Operations Center. The residence at Chachoengsao Lift Station shared the water meter with Chachoengsao Pump Station. For other residences, the Company produced tap water by using raw water considered as NRW.



Environmental Projects

Water loss control

Water loss control is always one of the priorities of the Company as the pumping of water requires both energy and water resources and it is our goal to deliver water to our customers with efficiency and maximum benefits.

With that goal in mind, in 2020, the Company was able to control non-revenue water (NRW) loss at 3.00 percent (Disclosure 306-1) of the total amount of water pumped directly to the system. According to a survey, it was found that the Company's new meters helped provide more accurate readings. The size of the meters matched the amount of the water received by the customers, enabling the range of water readings with the water speed in the pipeline of not lower than 0.3 meter/second. The new meter is also self-powered battery-operated, hence reducing the problem of water volume calculation in times of power outage. In addition, the turbine water meter was no longer in use and replaced by

the ultrasonic water meter with high accuracy. The data submitted through the Modbus RTU system to the database accurately reflected the data at the meter. However, due to the drought crisis in 2020, the Company needed to divert water from its reserved sources which were located far away from its major sources and a number of private ponds, hence the difficulties to control this ad-hoc water transportation system.

Moreover, in 2020, the Company entered into contracts with eight parties to adopt a new water pricing structure with fixed unit rates and upper surcharges based on service areas. This way allowed the Company to reserve water to meet the water users' needs each year and reduced the problem of water oversupply and deficiencies in water management in terms of water resource allocation and administration.

The formula for calculation of non-revenue water (NRW) loss is as follows:

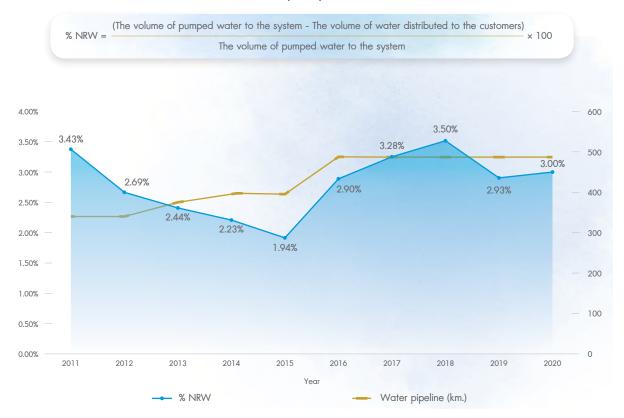










Table showing volume of pumped water in 2020

Month	The volume of pumped water to the system (CBM)	The volume of water distributed to the customers (CBM)	The volume of water loss from the water directly pumped to the system (CBM)	% NRW (of the water directly pumped to the system)
January	26,979,534	25,903,273	1,076,261	3.99%
February	22,999,096	22,525,512	473,584	2.06%
March	23,404,953	23,155,438	249,515	1.07%
April	22,253,979	21,086,757	1,167,222	5.25%
May	20,815,542	20,681,444	134,098	0.64%
June	18,812,046	18,269,043	543,003	2.89%
July	18,984,794	18,620,663	364,131	1.92%
August	20,220,300	19,728,589	491,711	2.43%
September	19,664,937	19,635,449	29,488	0.15%
October	21,936,806	20,216,537	1,720,269	7.84%
November	23,005,412	21,832,570	1,172,842	5.10%
December	24,980,945	24,488,047	492,898	1.97%
Total	264,058,344	256,143,323	7,915,020	3.00%

Remark: The volume of pumped water to the system = the volume of water distributed to the customers + the volume of water loss from the water directly pumped to the system.

Electricity Consumption and Energy Conservation Measures

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 related to the volume of water pumped through the Company's 491.80-km. water grid covering 15 major Water pump stations and 66 power 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 pumping and distribution activities caused by the damage to machines and devices, or no disruptions to the water distribution from the main water grid. Nonetheless, 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.



- Khlong Kuen Reserved Pond Pump Station
- Chachoengsao Pump Station
- Bang Pakong Pump Station
- Private Pond Pump Station
- Samnak Bok Pressure Boosting
 Station
- Samnak Bok Pump Station
- Nong Kho Pump Station
- Bang Phra Pump Station
- Dok Krai Pump Station
- Maptaphut Pump Station
- Nong Plalai 1 Pump Station
- Nong Plalai 2 Pump Station
- Nong Plalai 3 Pump Station
- Prasae Pump Station
- Nong Plalai Pressure Boosting 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 setup of the Energy Management Working Group. This not only helped manage costs and expenses for the organization, but also served as another way to reduce the "global warming" problem. The energy conservation efforts covered the following operating sites:

1. Eight pump stations registered as controlled factories: Nong Plalai Pump Stations (1-3), Dok Krai Pump Station, Nong Plalai Pressure Boosting Station, Bang Pakong Pump Station, Chachoengsao Pump Station, Bang Phra Pump Station, Maptaphut Pump Station, and Samnak Bok Pressure Boosting Station

2. One controlled building: The building refers to the head office. In this regard, 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 a further reduction in the energy consumption at organization, production or service, and device levels. The factors to be considered shall include levels of energy loss realized and improvement possibilities.

66 power stations

4. 13 tap water production stations of Universal Utilities PLC. (UU)

Remark: The contract of the Koh Samui Waterworks (engaged in the tap water production from seawater business) ended on 11 May 2020.

Summary of Operations of Energy Consumption Efficiency Enhancement Projects in 2020 (Disclosure 302-3, 302-4, 305-2)

Electricity-Saving Measures for 2020 Head office











Operating sites

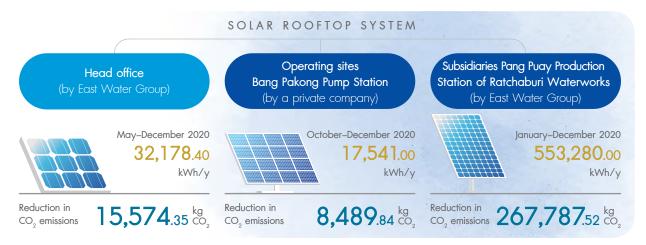
(Nong Plalai Pressure Boosting Station, Dok Krai Pump Station, Nong Plalai Pump Stations (1-3), Chachoengsao Pump Station, Bang Pakong Pump Station, Bang Phra Pump Station, Samnak Bok Pressure Boosting Station, and Maptaphut Pump Station)



Based on the energy-saving measures in 2020, the Company was able to achieve a total reduction in CO_2 emissions of 24.76 tons. This calculation was based on the emission factor = 0.484 kg- CO_2 /kWh by the Ministry of Energy's Energy Policy and Planning Office (EPPO) in http://www.eppo.go.th/index.php/en/en-energystatistics/co2-statistic?orders[publishUp]=publishUp]=publishUp&issearch=1

The consumption of solar energy Measures instead of electricity energy for 2020

The Company had plans to use alternative energies to power its water pumping and distribution activities at its pump stations, the Head Office, and some stations of the subsidiaries. This was aimed at preserving the environment and reducing electricity costs of the Company. In 2020, the Company used the solar energy to replace electricity through the options of floating or land-based photovoltaic sources depending on area conditions and local laws. There were two investment options: the Company's own installation of the solar energy system in its locations and the Company's purchases of solar energy from private companies.



Based on the solar energy usage measure in 2020, the Company was able to achieve a total reduction in CO_2 emissions of 291.85 tons. This calculation was based on the emission factor = 0.484 kg- CO_2 /kWh by the Ministry of Energy's Energy Policy and Planning Office (EPPO) in http://www.eppo.go.th/index.php/en/en-energystatistics/co2-statistic?orders[publishUp]=publishUp]&issearch=1

The Company's three main efficient water management measures were as follows:

1. Future water demand of customers is assessed through a monthly rolling plan which specifies the water demand in the next 12 months. The information from the plan will be used for water allocation planning as appropriate. In 2021, the Company will announce a new water pricing structure. The new structure is expected to lead to the customers' more consistent patterns of water usage. This will result in more energy consumption efficiency and less peak demand for electricity.

2. In terms of water source management, once the information on water demand from the rolling plan is received, the Company will be able to plan uses of water from relevant water sources to ensure maximum benefits.

3. Regarding water pumping management, systems and pressures shall be adjusted or tuned to appropriate levels to attain maximum efficiency of pump stations.

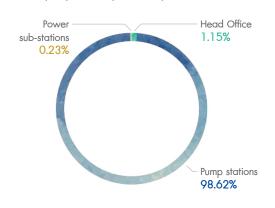




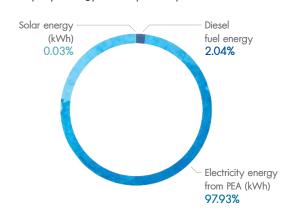
In 2021, the Company has a series of energy conservation and innovation plans as follows:

- 1. The measure to upgrade and maintain the air conditioning system (split type) at the East Water building
- 2. The measure to change cool tower fills at the rooftop of the East Water building
- 3. The measure to change humidity-control air conditioners in the server room on the 23rd floor of the East Water building

The Company's Energy Consumption in 2020 (kWh)

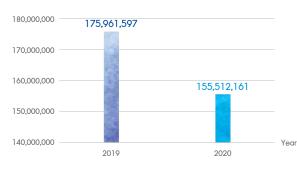


The Company's Energy Consumption Proportions in 2020 (kWh)

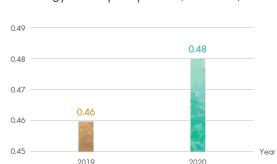


In 2020, the Company consumed the total energy of 155,512,161 kWh from three sources: electricity energy from PEA, diesel fuel energy, and solar energy. The energy consumption calculation based on locations was as follows: 1) Pump stations: 153,369,377 kWh 2) East Water Building: 1,781,334 kWh, and 3) Power substations along the Company's water pipelines: 361,450 kWh. The total energy consumption decreased by 20,449,436 kWh or 11.62 percent year-on-year due to the economic slowdown and the drought, leading to the campaign to reduce water usage by 10% across all sectors and the decreasing levels of water pumped and distributed to the customers. In terms of energy consumption in pumping and distribution of water to customers, the rate of energy consumed per one unit of water was 0.48 kWh/CBM, or 4.35% higher than that of 2019. This was because of the Company's efforts to divert water from its reserved sources located far away from its main sources as a measure to respond to the drought crisis.

The Company's Energy Consumption (kWh)



Energy consumption per unit (kWh/CBM)



Remark: This was calculated from the energy consumed at pump stations compared to the water pumped for distribution in the entire system of 316,332,059 CBM.

In 2020, the Company consumed solar energy, instead of electricity energy, of 49,719.40 kWh, hence the reduction in the $\rm CO_2$ emissions of 24.06 tons. With the Company's electricity power consumption equivalent to the release of 74,564 tons $\rm CO_2$, the Company was able to reduce $\rm CO_2$ emissions by 14.05 percent year-on-year.

** The formula for calculating GHG emissions = Activity Data (kWh) X Emission Factor Electricity emission factor = 0.484 kg-CO₂/kWh

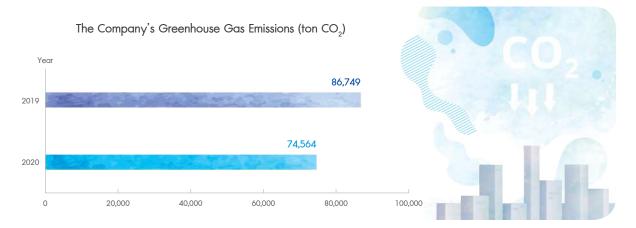
This calculation was based on the emission factor by the Ministry of Energy's Energy Policy and Planning Office (EPPO) in http://www.eppo.go.th/index.php/en/en-energystatistics/co2-statistic?orders[publishUp]=publishUp&issearch=1

Diesel fuel emission factor = 2.7 kg-CO₂/liter

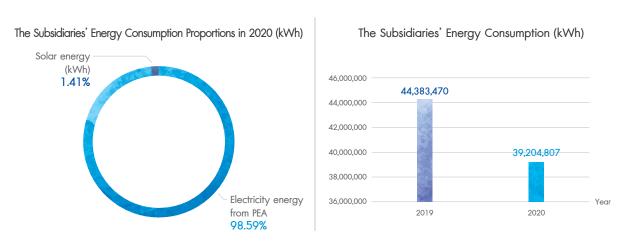
Source of information: Thailand Greenhouse Gas Management Organization (Public Organization) (TGO)



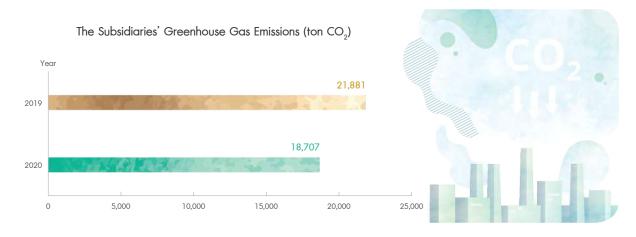
Graphs showing comparison of energy consumption and greenhouse gas emissions by the Company (2019 and 2020) (Exclusive of the reduced emissions from the solar energy)



In 2020, the subsidiaries consumed energy totaling 39,204,807 kWh from two main sources - electricity energy from PEA and solar energy. The total energy consumption decreased by 5,178,663 kWh or 11.67 percent year-on-year.



In 2020, the subsidiaries consumed solar energy, instead of electricity energy, of 553,280 kWh, hence the reduction in the $\rm CO_2$ emissions of 267.79 tons. With the subsidiaries' electricity power consumption equivalent to the release of 18,707 tons $\rm CO_2$, the subsidiaries were able to reduce $\rm CO_2$ emissions by 15.00 percent year-on-year. (The contract of the Koh Samui Waterworks as part of the tap water production from seawater business ended on 11 May 2020.)







URD Campaign

The Company has been steadfast in its efforts to promote good water consumption behavior with the recognition of water value through the collaboration across all sectors under the program "Sakit Thai, Sai Jai Nam" (inviting Thais to pay attention to water). The program proposes new practices of water usage via a communication concept of "Useful, Reserve, and Detect" or "URD". This is aimed at driving a change in people's behavior to promote water source sustainability and alleviate severe impacts from various water crisis issues.

In 2020, the Company developed public relations materials through social media platforms based on the feedback gathered from across various sectors regarding the importance of the limited water resources and the need to adjust water usage behavior. The new practices introduced included: (1) Work-from-home solutions and the new normal practices in water usage, (2) New agricultural practices and use of water in business activities, (3) Water balance and industrial use, and (4) "Upstream, midstream, and downstream": Allocating water resources back to society.

Waste Management at Head Office

In 2019, the Company joined the "Vibhavadi Zero Waste" project hosted by the Office of the Securities and Exchange Commission (SEC). The project action

plan for 2020 was divided into six strategies: 1) To build knowledge and awareness, 2) To efficiently sort waste based on its categories, 3) To collect, store, dispose, and sell recycled waste, 4) To transform food waste into organic fertilizers, 5) To support efficient management, and 6) To use applications and social media channels to drive waste management of the East Water building to achieve maximum efficiency. In this regard, responsible working teams were established to conduct relevant activities. There were trainings in how to sort waste at origin and destination. Also, public relations activities were conducted to promote employees' collaboration in and awareness of sorting of waste. Records of waste volumes of all sorts were kept for calculating the reduced amounts of GHG emissions in each month as follows:

Recycled waste sorting: The East Water building joined a GHG emission reduction activity (LESS). The building achieved a certificate of honor from Thailand Greenhouse Gas Management Organization (TGO) under the Ministry of National Resources and Environment. With the Company's accumulated recycled waste in 2020 of 6,963 kg, the Company was able to reduce GHG emissions by the equivalent of 3.84 tons CO₂.

2. Organic waste sorting: The East Water building adopted the practice of organic waste sorting and produced organic fertilizers totaling 5,329 kg. Hence, the Company was able to reduce GHG emissions by the equivalent of 16.79 tons CO₂.

Handling of Water Management Information

Water Pumping and Distribution Management Efficiency Enhancement (Smart Water) Project

The Company is developing a smart water grid management system where all information and operating systems are linked together. The system will enable the Company to analyze and establish scenarios for future water uses in a real-time manner, thereby optimizing water pumping and distribution management as well as electricity consumption. The system will also support informed decision making and planning for proactive repairs and maintenance services, leading to enhanced efficiency in managing pumping assets. This project is expected to be completed within 2022.



Social Dimension















At present, the East Water Group communicates its core values "SHARP" to its employees through its internal public relations channels and a number of activities to link the human resources process to the corporate core values. Core values are included as part of different human resources processes, for example, outlining questions for interviewing new employees, setting criteria for performance evaluation, and using performance evaluation results to determine individual development plans.

The East Water Group's activities to advocate its corporate core values were as follows:

1. Stakeholder Focus: To determine human resources management guidelines as appropriate and beneficial to the organization and its employees, the Company took the following actions:

Employee Satisfaction and Engagement Survey

The Company annually conducts employee satisfaction and engagement surveys with a view to gathering and using results for improvement of policies or plans relating to the employees.

In 2020, the employee satisfaction level reached 79.90%, higher than 77.34% in 2019. The employee engagement level stood at 84.52%, higher than 84.00% in 2019.



Employee Satisfaction and Employee Engagement Scores 2016-2020

• Employee Welfare Management and Supervision (Disclosure 102-41)

The East Water Group elected welfare committee members according to the Labour Protection Act B.E. 2541 (A.D.1998). Under the law, any business establishment with at least 50 workers must set up a welfare committee within its establishment. The welfare committee must comprise at least five representatives from the workers' side with the term of office of two years. The intention of the establishment of the welfare committee is to allow the committee to participate in the organization's management of welfare benefits that truly meet the workers' needs. Also, the organization and the workers will have a chance to have discussions, provide suggestions, and exchange ideas regarding employment conditions, work conditions, and workers' life quality enhancement. This is another means to promote work morale for workers, thereby improving their work performance and the overall corporate performance.







Currently, the East Water Group has 3 welfare committees as follows:

- o The two welfare committees of Eastern Water Resources Development and Management Public Company Limited: The welfare committee at the Head Office Bangkok and the welfare committee at the Rayong Operations Center. There are a total of 10 committee members, representing 4.20 percent of the total employees.
- ♦ The welfare committee of Universal Utilities Public Company Limited comprising eight members, representing 5.63% of the total employees.

Details	By Level of Employees		By Gender		By Region	
Deldiis	Operations	Supervisory	Male	Female	Central	Eastern
Welfare Committee at the Head Office	2	3	1	4	5	-
Welfare Committee at the Rayong Operations Center	5	-	5	-	-	5
Welfare Committee at Universal Utilities PLC.	4	4	6	2	5	3

In the past year, the welfare committee not only served as an intermediary to communicate information and build mutual understanding and good relationships between the employer and the employees, but also provided opinions regarding arrangements of welfare schemes and took actions to improve the well-being of the employees. Examples of the activities included: 1) Considering the list of employees qualified for house or car loan interest support, 2) Sharing ideas and arranging activities to create a happy workplace, 3) Giving advice on activities to promote employees' happy health, and 4) Proposing flexible welfare schemes for diverse employee pools, with the revised schemes to be implemented in 2021.

2. Gathering opinions through various channels for further improvement in 2020: The Company revised its regulations regarding leave taking to be suitable for diversified groups of employees. For example, employees are allowed to take leave in cases of deaths of family members, wedding days, childbirth support, and birthdays. The revision was based on survey results of employee satisfaction and employee engagement and survey results of wages and welfare schemes offered by other similar organizations. The main goal was to enable the employees to maintain a work-life balance.

In 2020, the Company's achievements on promoting the well-being of its employees were as follows:

- 2.1 Amending the rule on retirement age: The Company revised some parts of its work rules as follows:
 Previously, retirement shall be effective on the employee's 60th birthday. Now, retirement shall be effective at the end of the month of the employee's 60th birthday.
- 2. Employees aged 50 years old and up may apply for the Company's early retirement program. The program offers the opportunity for the employees, with heath or personal issues, to apply for early retirement, subject to consideration and approval by the Company. In 2020, there were no applicants for early retirement.

2.2 Managing employee healthcare:

In 2020, countries worldwide experienced the COVID-19 pandemic which took place in February. The pandemic unexpectedly disrupted the normal ways of lives, livelihoods, and working conditions of the people. At initial stages of the outbreak, the Company allowed its people to work from home according to the nature of their work. The high-level executives shared work guidance based on trust and performance as well as kept the employees informed of news, information, and self-care practices during the pandemic through the Company's communications channels, including temperature screenings before entering a building, social distancing, mask wearing, alcohol gel use, hand washing, etc.







The COVID-19 pandemic led to the Company's new normal work practices such as trainings or meetings with limited numbers of participants, reduction in the employees' travel burden, use of technology in trainings and meetings, promotion of online learning, and offers of online training courses.

2.3 "Flexible Workplace" project

Despite the adoption of the work-from-home policy during the COVID-19 pandemic, the employees continued to work efficiently. With that, the Board of Directors and the President and CEO welcomed ideas to develop a project to promote workplace flexibility. Thus, the Company conducted an employee opinion survey about their readiness for a flexible workplace in July 2020 and also a satisfaction survey surrounding the same issue in December 2020. The expected results from the project include increased work flexibility, an environment that affords different types of work behaviors, a modern corporate culture that embraces for the future digital world, and a workplace that attracts young people.

The flexible workplace project encourages workplace flexibility, with performance and trust as priorities. Tests, follow-ups, and evaluations were conducted according to the plan-do-check-act (PDCA) method, as a basis for fostering efficient work processes. The Company continues to pay attention to this project as there will be a flexible workplace master plan developed in 2021 with the collaboration of all functions across the organization, with a view to getting through these times of change together.

3. Revising the human resources (HR) management process to align with corporate core values of "S-H-A-R-P". In this regard, the East Water Group revised the HR management process in various aspects as follows:

HR master plan 2020-2022

The HR Master Plan 2020-2022 focuses on the readiness to accommodate the expansion of the total water solution business. The plan includes the recruitment of employees with direct knowledge and experience in related fields, the development of existing employees to have appropriate knowledge for their work, and the enhancement of knowledge for future business expansion through the development of an expert system, systematic knowledge management, and the further development of winners' innovations to achieve tangible results. In 2020, the Company announced its personnel development policy for group-wide compliance.

Management development and succession plans

In 2020, the Company laid down plans for senior management development as part of the management succession planning project. The areas of focus included leadership development and trainings in building relationships with government and private organizations. However, the COVID-19 pandemic forced a number of trainings to be postponed or cancelled and the HR function needed to adjust its plans and forms of learning to reflect the situation.

Performance management system

The Company's Performance Management System (PMS) manual was created as guidance for communications with employees and supervisors so that everyone clearly understands the overall performance management system, the roles and duties of parties involved in performance management, the performance management process, and other matters such as remuneration management guidelines.







The Company's performance management can be divided into 2 parts as follows:

1. Key Performance Indicator (KPIs) shall be used for assessing outcomes of operations compared to specific targets and providing action plan updates and achievements.

2. Competencies shall be used for measuring employees' work practices, behavior, capabilities, skills, and knowledge essential to the performance of duties against expectations in their current positions.

In 2020, the Company applied a 360-degree performance evaluation approach to management promotion evaluations and competency evaluations for the President and CEO, managing director, and company secretary. Its aim was to improve and promote appropriate work behavior. This tool is expected to be applied to other groups for the coming year.

Human capital management (HCM) system

The HCM system is a key project under the human resource (HR) master plan. In 2020, the Company made an effort to modernize its HR management system by having its current HR information system (HRIS) replaced by the HCM system. This new system can be used on a mobile phone's application (HR FlexiApp), which accommodates the new normal of work flexibility. It will help employees work faster and more conveniently, find flexible workplaces as a practical choice, and strengthen the "SHARP" core values. Slated for operations in January 2021, the HCM system will enable the employees to work remotely, record leave and check in/out information, and file requests for relevant benefits. This tool will help streamline work processes and facilitate information access in today's era.

4. Service user satisfaction survey The Company's Shared Service Center (SSC) policy was launched to improve service performance and agility. Under the policy, all enabling functions such as Accounting, Finance, Procurement and HR of the East Water Group serve together as one team in providing services group-wide. The policy has been implemented since 2017, and service user satisfaction surveys have been conducted to assess the SSC's service performance in terms of coordination among different functions. This helps reinforce the corporate core value of stakeholder focus. The satisfaction score in 2020 was 84.80 percent,









Stepping up as a national water organization

(Disclosure 404-2)

In the era of social and economic development spurred by the government's EEC policy, "water" plays an important role in land development and secure and sustainable water management to prevent the impact of droughts. As such, the Company has stepped up efforts in personnel development to prepare experts in total water solutions or sustainable water management. This will leverage the Company's capabilities to provide services that better serve diversified needs of water users, in addition to the services provided through its existing water grid.

Personnel development in 2020 was focused on the importance of continuing operations from last year. The inputs from the Corporate Strategy 2019-2021 and the HR Master Plan 2020-2022 were combined to design a long-term personnel development plan to promote career path development and advancement towards operational & service excellence. The plan shall be based on the East Water Group (EWG)'s "S-H-A-R-P" core values and knowledge base management activities to disseminate, maintain, and expand the wealth of knowledge within the organization.

Key developments in 2020



2. In-house knowledge management system under the knowledge management master plan 2019-2024
3. Trainings for employees to share key information about business policies and individual development plans (IDP)

Long-term personnel development plan

As part of the plan, the Company systematically determined career paths for ongoing development and growth for its employees at all levels across all groups to allow them to perform duties in a more effective, competent, and efficient manner. A variety of development programs were offered through, for example, trainings, seminars, coaching and mentoring courses, as well as hands-on practices spanning all stages of an employee's life cycle. There were four categories of development courses as follows:

1. Core courses

These courses were compulsory for all employees to promote the corporate core values in furtherance of and alignment with the performance management system (PMS). Also, the objectives of the courses were to ensure that all functions can comply with relevant laws and rules and get familiarized with key topics such as basics for sustainable development, good corporate governance, risk management, quality management system, occupational health, safety and environment, and respect for human rights.

2. Managerial courses

These courses were focused on promoting leadership skills among executives at all levels to help propel business strategies and achieve goals. The courses were also aimed at grooming a group of persons of talent to take on higher supervisory roles in the future.

3. Functional courses

These courses were focused on developing a system to build capabilities required to fulfill the tasks in respective positions and support clear and tangible career advancement opportunities. The courses enabled supervisors and employees to see the career outlook and jointly customize development plans using a competency-based development model with the ultimate goal of becoming experts in operation & service excellence. Relevant manuals for six core process functions covering 22 sub jobs are being prepared.









4. Elective courses

These courses were complementary to other courses to promote self-development skills at present and in the future, especially for those reaching retirement so that they can be ready for post-retirement years.

Knowledge base management

In order for the Company to maintain its leadership in the "water" business, it must have a "knowledge base" that has accumulated over years of experience. Therefore, knowledge base management is one of the important tools for promoting learning, maintaining important areas of knowledge, and enhancing the Company's personnel capabilities. It also promotes the participation of personnel at all levels from management to operating officers. All executives were appointed as members of a knowledge management working group or chief knowledge officers (CKOs) to set guidelines for the preparation of work plans, consider important bodies of knowledge, and prioritize topics of knowledge to be collected and retained. The Company reinforced the importance of this project by setting the success of the project as one of the corporate performance indicators (Corporate KPIs) every year in accordance with the KM Master Plan 2019-2024.

In 2020, the Company implemented the second phase of the plan and created a learning cycle called "EWG Knowledge Management (KM) Journey" to support knowledge exchanges for process improvement and operational efficiency enhancement with tangible results, which would lead to the creation of enterprise-level innovation in the future. To this end, there were 4 levels under the EWG Knowledge Camp program as follows:

- **Level 1** Systematic KM: Participants will understand the principles of knowledge management and KM tools and learn the skills to create various forms of multimedia materials.
- Level 2 KM for Productivity Improvement:
 Participants will learn tools for analyzing
 problems and risks, including setting goals
 and controlling operations with the tools
 to identify objectives and key results (OKR).
- Level 3 KM to Innovation.
- Level 4 Change Agent Camp: Participants will learn to develop coaching and mentoring skills.

This year, the Company ran the EWG Knowledge Camp program's first-level session (Systematic KM) for class-1 participants and is in the process of executing the second-level session (KM for Productivity Improvement) for class-1 participants.

The EWG Knowledge Camp program's first-level session (Systematic KM) for the class-1 group helped forge KM facilitators. The goal was to collect and identify tacit knowledge for keeping in various document forms (explicit knowledge) as planned by the KM working group. The results of the project execution were as follows:

- 1. Participants of KM Camp #1: A total of 42 persons 31 from the Company and 11 from the subsidiaries.
- 2. KM achievements: Knowledge extraction and storage in a central knowledge warehouse covering 20 topics through various forms of explicit knowledge as follows:
 - One Point Lessons
 - One Point Knowledge
 - VDO Clips
 - Knowledge Sharing: Presentations for knowledge exchanges
 - ISO manuals and standards for work systems

For the EWG Knowledge Camp program's second-level session (KM for Productivity Improvement) for the class-1 group, there were 37 persons interested to join the session, i.e. 24 from the Company and 13 from the subsidiaries. The education part was completed, and now the participants are in the process of using the knowledge gained to improve the existing work processes.

This led to the creation of a platform for exchanging ideas and showcasing successful samples of work of the participants of the EWG Knowledge Camp. The knowledge or insights into new normal work styles or innovations were disseminated and shared with others inclusively. The successful achievements were expected to be presented at the EWG Knowledge Contest 2020. However, due to the COVID-19 pandemic, the contest was rescheduled for 2021.

Apart from creating a learning cycle, the Company also developed KM Web Portal to serve as a source of knowledge and case studies. This database is user-friendly, easily accessible, and supportive of self-learning as well as group discussions for exchanges of knowledge and experience. Now, the system is being developed and is expected to be completed within 2021.







Trainings

The COVID-19 situation led to the new normal trainings with more online media forms to ensure continued capacity building for employees. Training plans were revised to reflect the latest situation. Key trainings can be summarized as follows:

- 1. New employee onboarding courses
- 2. Basic knowledge about sustainable growth according to universal standards
- 3. Leadership capacity and professional skill development
 - 4. Promotion of a self-learning culture
 - 5. Fair capacity and performance evaluation

1) New employee onboarding courses

New employee orientation courses were launched online for the first time so that all new employees could join self-learning sessions. Conclusion and Q&A sessions were also provided through the MS Teams app. Employees were required to take pre and post tests for knowledge evaluation. The onboarding courses contained three key parts, courses required by law, courses about basics for water total solutions, and courses on corporate policies and operating manuals. This was to ensure that the new employees understood key policies, a corporate culture, and guidelines and standards of operations of the Company for proper compliance.

2) Fostering basic knowledge about sustainable development according to universal standards

To ensure that the organizational management is compliant with universal standards, transparent, fair, and auditable; the Company has fostered basic knowledge about sustainable development, good corporate governance, and quality management systems relating to occupational health, safety and environment among all employees, through joining hands with relevant agencies to develop training plans as follows:

2.1) Quality System and Environmental Management Courses: These courses were considered important courses of 2020 as the Company paid attention to

environmental issues at the offices and the pump stations. As for the East Water building, the Company joined the "Vibhavadi Zero Waste" project hosted by the Office of the Securities and Exchange Commission (SEC) with the aim to efficiently manage waste inside the organization through the principle of 3Rs "Reduce, Reuse, and Recycle." Furthermore, the Company filed a request for certified ISO 45001:2018 standards for its occupational health and safety management system. Hence, the Company launched trainings to educate personnel on the matter to make them ready for the matter. Key courses included:

- CQI and IRCA Lead Auditor Training ISO 45001
- Integrated Management System & Requirements for ISO 9001, 14001, and 45001:2018
- ISO 9001, 14001, and 45001 integrated internal audit
- Solar rooftop system
- Waste sorting operations (as part of the "Vibhavadi Zero Waste" project)
- Energy saving in buildings
- Energy conservation techniques for water pump systems
- Use of wastewater treatment and recycled water systems

2.2) Sustainability Courses: These courses were focused on building understanding of business management for sustainable development according to guidelines of the Stock Exchange of Thailand (SET), the Office of Securities and Exchange Commission (SEC), and Thai listed companies. The courses were offered at both basic and operational levels, covering theories, principles, and practical applications. In 2020, the trainings continued from the year before and were related to business management for sustainable development offered by the SET. The subtopics included risk analysis, key sustainability issues, transparency, and sustainable development.









2.3) Good Corporate Governance Courses:

The courses were the collaboration of the Company Secretary Office, the Legal Affairs and Corporate Governance Office, and the HR Department. The objectives of the courses were to foster knowledge, understanding, and participation of all employees at organizational, management, and operational levels in compliance with laws, good corporate governance, and business conduct as well as applicable regulations. The courses featured a range of activities and lectures to provide knowledge. In 2020, the Company focused on embracing for the new laws like the Personal Data Protection Act to ensure that all the functions fully maintained security of information of the stakeholders across all groups without breaching any rights of the information owners. The courses also helped raise knowledge and awareness of anti-corruption practices in all work processes. Key courses included:

- The Personal Data Protection Act
- Fundamentals for corporate secretaries
- Company Secretary Program (CSP)
- Board Reporting Program (BRP)
- Director Certificate Program (DCP)
- Corruption Risk & Control: Technical Update (CRC)
- Smart Disclosure Program (SDP) for 2020
- Use of Law Compliance Checklist system
- Corporate compliance audit
- A roundtable discussion on "EWG Love CG Day: Governance leads to organizational sustainability"

2.4) Occupational Safety, Health, and Energy Conservation Courses: These courses were aimed at promoting the employees' knowledge and understanding about accident prevention and work safety. In 2020, the Company also offered courses surrounding ergonomics in the workplace by inviting experts in health and ergonomics to give advice and analysis of appropriate office posture for employees. This helped them prevent or mitigate injuries in bones

and muscles, scoliosis, and other factors affecting health at work. Ultimately, this would lead to employees' better health and working environment, hence less accidents and a work-life balance according to the Company's policy on occupational safety, health, and environment. There were a total of 12 courses offered.

3) Leadership and professional skill development

The Company pays attention to the development of leadership skills for management at all levels based on its view that leadership capacity building is attained from the accumulation of experience, knowledge and understanding and the long period of the training in different skills. Thus, the Company has offered courses on basics about team management at managerial levels and skills to become visionary leaders. In 2020, the Company still continued its one-on-one leadership development program for high performance leaders in the course titled "Storytelling for Innovative Leader" originated in 2019. The Company also encouraged business networking through various courses including "Business Revolution and Innovation Network (BRAIN)," "PPPs for Executives Program (PEP)," and "8th Metropolis Development Program for Top Executive." There were also workshops to review leadership roles in leadership skills development and working as a team (Be Sharp, Let's Move), and "McKinsey Management Program (online)." The courses regarding management of operations and contracts/projects in the new normal era amid the COVID-19 outbreak were also facilitated.

Regarding professional and expertise development, this year's courses focused on IT system development, a technique used to control the corrosion of a metal surface (cathodic protection), RO membrane system, work process improvement to mitigate waste. The aim was to achieve operation excellence for sustainable water resource management. There were a total of 90 courses.





In the new normal era, the COVID-19 pandemic led to the Company's accelerating adoption of technologies including virtual training or online training. This allowed the employees to self-study anywhere and anytime to prevent any disruptions to their development, especially under the current situation. This year, online trainings and learning materials representing 18 e-learning courses and 65 knowledge clips were rolled out. Also, there were books and articles offline and online for the employees' ongoing learning and self-development.

The Company started a program for employees approaching retirement to learn about laws on senior citizens, healthcare, and vocational training for post-retirement years. This aligned with the Company's policy to promote equal learning opportunities for its employees across all groups, levels, and lengths of service. This year, surveys were conducted to identify target groups' needs and then courses were customized to meet such needs.

5) Fair capability and performance evaluation

The Company's performance management system (PMS) was linked to career path development and talent and successor management. This was to propel and motivate consistent individual and organizational development. Every year, there are three levels of personnel capability development evaluation: Level 1 - Evaluation of satisfaction and comprehension; Level 2 - Evaluation of a shift in the employees' competencies after trainings; and Level 3 - Evaluation of performance against KPIs jointly set by supervisors and employees. In 2020, on average, the overall satisfaction score for all courses was 89.00%; and, on average, the comprehension (Level-1) evaluation score for all courses was 100.00%. Currently, the evaluations for Levels 2 and 3 are still ongoing.

Competency evaluation results (Level 2) will be used by the supervisors to produce next year's individual development plans, while performance evaluation results (Level 3) will be used to determine annual wages and remuneration. This allows the employees to seek advice from and exchange experience with the supervisors for next year's further improvement.











(Disclosure 404-1)



training rate was 47.49 hours per person per vear



Male employees' hours per person

Female employees' average rate was



Executive Level average rate was

hours per person per year



Supervisory Level average rate was

hours per person per year



Operating Level average rate was

hours per person per year

	Courses	Num	nber
Courses		(Courses)	Percent
Core Courses		32	22.40
Managerial Courses		15	10.50
Functional Courses		90	62.90
Elective Courses		6	4.20
Total		143	100.00

Goals under the roadmap on personnel knowledge enhancement and capacity building towards 2022 are as follows:

1. 60.00% of the successors shall be trained to gain new abilities. In 2020, 100% of the successors were trained according to the individual development plans (IDPs).

2.) 80.00% of the core business employees shall be trained in total water solution skills. In 2020, 100% of the said employees were trained according to the IDPs.

The personnel development budget of Baht 3,728,421 (on average, Baht 15,798.39 per person per year) can be divided as follows:

- Capability building budget: Baht 2,577,948
- Knowledge management budget: Baht 1,150,473

Personnel development achievements in 2020:

- The average training participant satisfaction score was 89 percent, higher than that of the last year.
- On average, the employees gained additional knowledge from the trainings at 100.00 percent (able to pass the post-training tests).
- On average, the performance was 92.96 percent.
- The average managerial competency evaluation score was 75.94 percent.
- The average core competency evaluation score was 76.69 percent.







Employees' Quality of Life

(Disclosure 401-2)

"Employees" is a key driving force of a company's strong and sustainable business operations. Thus, the progress of an organization depends on the ability of the employees to drive creativity and innovations.

Thus, the Company always pays attention to the building of good relationships and inspiration as well as the enhancement of engagement with the employees. To reflect its commitment, the Company has conducted a number of projects to support the employees' work or to relieve their financial burden so that they can direct their full efforts to performing duties.

Provident Fund

In 2019, the Company joined a happy retirement company program called "Borisat Kasien Sook" initiated by the Securities and Exchange Commission (SEC) under which the Company won a golden-level reward for constantly reminding and supporting the employees to pay contributions to the provident fund. The employees passing the probationary period can apply for membership of the fund so as to save money and build a secure future. Apart from the employees' savings, the Company also pays contributions for the employees based on their lengths of services. The Company's and employees' contributions are managed by securities companies to gain returns. There are different investment policies available for the employees to choose from depending on their risk appetites.

However, as in 2020 the global and Thai economies were affected by the COVID-19 pandemic, the government issued a number of measures to alleviate the impact on the employers and the employees such as the temporary stoppage or postponement of the submission of provident fund contributions. Nonetheless, with the Company's continued concerns on the employees' savings, it did not stop or postpone its submission of provident fund contributions. From doing so, the Company received a commendation letter from the SEC. (Further details are available in Page 79 in the employee benefits section of the Annual Report 2020.)

Leave regulation revision

With the diversified pools of employees in terms of age range, gender, and status, and based on the surveys of other companies' information, in 2020 the Company expanded the types of leave to cover, for example, maternity leave, marriage leave, compassionate leave following the death of a family member, and birthday leave. This allows the Company to express congratulations or condolences for its employees on various occasions.

Furthermore, the Company offered wide-ranging welfare schemes including annual physical check-up, employee uniform, life and health insurance, and provident fund savings.









Maternity leave and resumption of duties after end of maternity leave

In 2018-2019, there were six employees taking maternity leave. In 2020, there were two employees taking such leave, 50% of whom exercised the full leave, i.e. 98 days. All of them returned to work after the end of the maternity leave. All those who had taken maternity leave since 2018 are still working with the Company.

Fraternity leave

The Company also allows its male employees to take fraternity leave after the birth of his child. In 2020, there were four male employees taking such leave.

Respect for human rights

The Company has been committed to the equal treatment of its employees regardless of gender as part of its human right policy specified in the guidance on human rights and employee treatment of the group-wide code of conduct for 2020. The Company also supported the hiring of the disadvantaged and persons with disabilities. In 2020, three persons with disabilities were hired. Apart from the employment opportunity, these employees also received fair treatment, for example, a chance to work according to their knowledge and capabilities with remuneration and benefits and a chance to improve knowledge and capabilities required for respective job positions.

The Company	Number of disabled persons supported			
тте сотрату	2018	2019	2020	
Section 33: Hiring persons with disabilities	1	3*	3*	
Section 34: Remitting contributions to the Fund for Empowerment of Persons with Disabilities	-	-	-	
Section 35: Concessions for places to sell goods and services	1	-	-	

Remark: * The number exceeded the legal requirement.

The subsidiaries	Number of	disabled persor	ns supported
The subsidialies	2018	2019	2020
Section 33: Hiring persons with disabilities	1	1	-
Section 34: Remitting contributions to the Fund for Empowerment of Persons with Disabilities	1	1	1*
Section 35: Concessions and places to sell goods and services	-	-	-

Remark : * In 2020, there was one disabled person (retiring in May 2020) without a new replacement.

Personal Data Protection

The Personal Data Protection Act B.E. 2562 (A.D. 2019) was announced on 27 May 2019 with the objective of protecting personal data from being collected, used or disclosed for wrong purposes. The act specifies a mechanism to properly manage personal data, ensuring that the owners of the data are protected and can check and control personal data appropriately.







The Company announced its privacy policy to comply with the said act, detailing the objectives of data collection, criteria for personal data collection, and maintenance of security of personal data as well as rights of data owners. The data to be stored by the Company includes employees' or suppliers' personal data.

In 2020, the Company developed guidance on the protection of personal data of its employees, job applicants, and suppliers. The guidance is available in the Company's website for studies by relevant parties before further actions. For example, the job applicants can learn about the data to be stored by the Company and must grant their consent to the Company so that the Company can store the applicants' data as needed.

Communications and Relations Activities

Relations Activities

The Company communicates the outlook of its business operations, policy guidelines, and business goals of each year to its employees to create mutual understanding, coordination, and solidarity. This has positive impact on the East Water Group's performance efficiency and effectiveness.

Due to the outbreak of the COVID-19 in 2020, the Company's CEO town hall meetings were done virtually. At the virtual meetings, the clips regarding the goals and performance of the East Water Group were shared to educate and motivate the employees, leading to the coordination and performance of duties to achieve the organization's goals.

The CG Day is an activity to promote sustainable development and good corporate governance through promoting CG knowledge among the employees. On 15 October 2020, the Company held "EWG love CG 2020" event at the Royal Thai Army Club with an exhibition and activities to promote the employees' understanding of the code of conduct. The event also featured a panel discussion about the employees' ethics and a photo contest to communicate the employees' ethical behavior in all aspects. There were 154 group-wide employees joining the event (accounting for 76.00 percent). The employee satisfaction score for the event was 91.00 percent.

In 2020, the Company's happy workplace project was launched to cover several aspects of an employee's happy life at work. For example, there was a "happy hour" initiative where the employees could enjoy playing games and activities together in a comfortable atmosphere to promote employee

relations. This activity was conducted twice. Also, there was a "happy health" initiative where the employees were motivated to take care of their health and encouraged to compare health check-up results in 2020 with those in 2021.

Various clubs were set up to promote employees' sports, healthcare, and recreational activities as well as to build good relationships between them. In 2020, there were 11 clubs and 136 members, accounting for 36.00 percent of the total employees of the East Water Group. Each club had their own activities and had to publicize their activities to all of the employees. In 2020, the club member satisfaction score was 90.00 percent.

Corporate Social Responsibility (CSR) Activities

The East Water Group held a number of CSR activities according to the employees' interests to foster their participation in social and environmental responsibility efforts, including the following.

- In 2020, originally the Company intended to hold four blood donation drives. But, due to the COVID-19 situation, two drives were cancelled. This program has been ongoing since 2007 and in collaboration with the Phramongkutklao Medical Center.
- ◆ The employees were encouraged to join in the CSR activities led by the Company. These included a crab release activity to promote a community ecosystem at Aom Noi Canal, Khao Din Temple, Bang Pakong District, Chachoengsao; and a Buddhist robes offering ceremony for 2020.

All the CSR activities were to promote the employees' participation in environmental and social contribution efforts.

Sharing Knowledge with Society

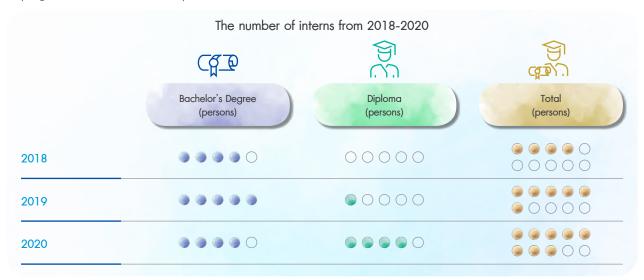
An memorandum of understanding (MOU) with eastern vocational education institutes to support development of officials and students for the Eastern Economic Corridor (EEC)

In 2020, the East Water Group accepted one bilateral system student as part of the MOU to practice internship for 10 months. The student was from Baan Khai Technical College's Electrical Power program. The East Water Group also coordinated with

eastern vocational educational institutes in developing teaching plans for bilateral system students and designing course contents.

Student Internship Program

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



The Company also arranged for mentors to provide coaching throughout the internship period. There were also accident and life insurance policies, and daily allowances for interns as stipulated by laws. (This was in accordance Items 10 and 11 of Section 2 of the Notification of the Ministry of Labour, prescribing the rules regarding protection of interns: The Company is required to pay allowances at rates of not less than 50% percent of the prevailing minimum wage applicable at the time at least once a month.)

For use as reference, in 2020, the HR Department conducted a survey opinion of the interns and the average satisfaction score was 96.00 percent. The feedback from the interns can be summarized as follows:

1. The interns viewed that mentor's care, the coach's advice, as well as the accommodation, coordination, and safety during the internship were in place. (100.00 percent)

2. The interns gained useful knowledge and experience. They were assigned to perform tasks that were relevant to their fields of study. There were clear work plans with appropriate work locations. (93.00 percent)

Employee complaints

The Company has in place the Whistleblower system in line with universal standards. The system serves a channel for the directors, executives, employees and all groups of stakeholders to file complaints, leads or recommendations. Complainants may file reports via the following channels:

- The Company's website
- Emails to the Audit Committee, or the President & CEO, or the company secretary
- The opinion boxes at the Bangkok office and the Rayong office

As at 31 December 2020, there was no complaint.









Occupational Safety, Health, and Environment

(Disclosure 403-1, 403-5, 403-9: 2018)

The East Water Group attaches the importance to occupational safety, health and environment management with the goal of "zero workplace accident." In addition to carrying out operations according to law, the Company adopts relevant standards to create a safe workplace environment and enhance the quality of life of its employees, suppliers, and contractors. In addition, the East Water Group developed and announced the use of regulations and manuals regarding occupational health, safety and environment as well as other documents. This was to be in line with the ISO 45001 standard management system for occupational health and safety. In 2020, there were no reports of work-related injuries or deaths of the East Water Group's employees as per the graphs below.

Statistics: Occupational Safety of Company's Employees

Male Male	LTIR	LDIR	IR	LTIR	LDIR	IR	LTIR	LDIR	IR
	4.79	4.79	9.58	4.55	118.32	4.55	O	O	O
Female	LTIR	LDIR	IR	LTIR	LDIR	IR	LTIR	LDIR	IR
	O	O	O	O	O	O	O	O	O
		2018			2019			2020	

Statistics: Occupational Safety of Subsidiaries' Employees

Male Male	LTIR	LDIR	IR	LTIR	LDIR	IR
	O	O	O	O	O	O
Female	LTIR	LDIR	IR	LTIR	LDIR	IR
	O	O	O	O	0	O
		2019			2020	

(Table of summary of total accidents of the employees is as shown in Page 102 of the Annex.)

Remarks • Lost Time Injury Rate (LTIR) = (Number of injuried to the time of work × 1,000,000)/Number of hours worked by gender

- Lost Day Injury Rate (LDIR) = (Number of lost work days × 1,000,000)/Number of hours worked by gender
- Injury Rate (IR) = (Total injuries \times 1,000,000)/Number of hours worked by gender

In 2020, there was one accident related to a male contractor/outsourced worker of the Company at the construction site of the Thab Ma Pond project. The accident was a lightning strike, leading to the contractor becoming unconscious. He was subject to a treatment and recovery for 30 days. The incident was classified as a recordable work-related injury. Right after the accident, the injured was sent to a hospital for treatment.

The contractor's company set up an investigation committee to probe into the above accident to identify causes and preventive guidelines. There were measures to raise awareness about working outdoors during the rainy season and safety among contractors.

Lost Time Injury Rate (LTIR)	Male = 1.60	Female = 0.00
Lost Day Injury Rate (LDIR)	Male = 48.01	Female = 0.00
Injury Rate (IR)	Male = 1.60	Female = 0.00







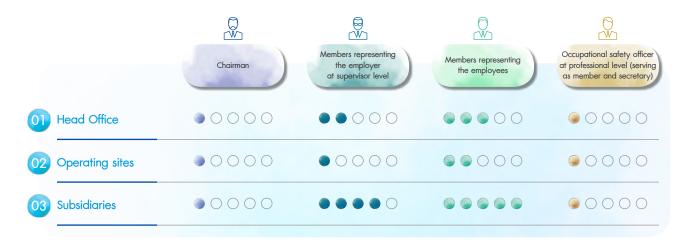
In 2020, there was one accident related to a male contractor/outsourced worker of a subsidiary at the Sattahip operating site. The accident was related to the employee tripped over a flight of A-shape stairs that consisted of nine steps. When reaching the fifth step, his body fell off the stairs and hit the floor and he became unconscious. He was on leave for a treatment and recovery for 4 days. The incident was classified as a recordable work-related injury. Right after the accident, the injured was sent to a hospital for treatment.

The subsidiary set up an investigation committee to probe into the above accident to identify causes and preventive guidelines. There were measures to raise awareness about proper work practices with stairs across all operating sites for proper compliance.

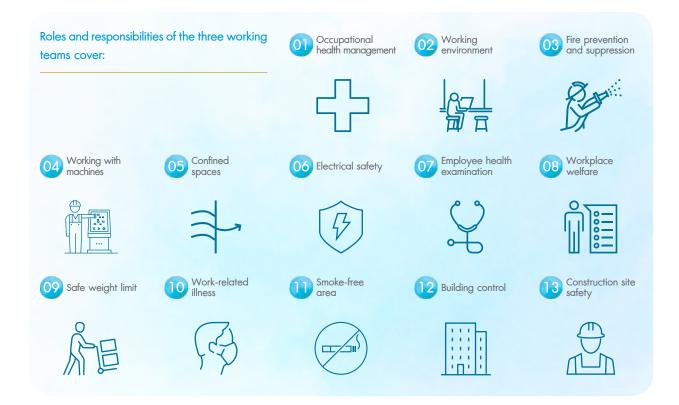
Lost Time Injury Rate (LTIR)	Male = 2.15	Female = 0.00
Lost Day Injury Rate (LDIR)	Male = 30.11	Female = 0.00
Injury Rate (IR)	Male = 2.15	Female = 0.00

(Table of number of accidents and level of severity for contractors and outsourced workers are available in Page 104 of the Annex.)

Currently, there are three Occupational Safety, Health and Environment (SHE) working teams, i.e. the SHE working team attached to the Bangkok Head Office, the SHE working team attached to the operating sites, and the SHE working team attached to the subsidiaries, to thoroughly oversee the operations in the respective areas under responsibility. The three working teams consist of the following members (Disclosure 403-1: 2018)







Safety-related activities

The Company undertook a series of safety-related activities for the employees as follows:

- 1. Safety communication A monthly journal on safety, health, and environment (SHE News) was distributed to the employees to share news and create awareness of safety, good health, and environmental care.
- 2. Safety training: A training plan on occupational safety, health and environment was established for each target group of employees. There were 6 training courses facilitated in the past year, for example:

Occupational Safety, Health and Environment (SHE) Course for General and New Employees for 2020

The EWG provided SHE trainings to new hires or those who were assigned new duties,

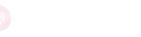
workplaces, machines or devices, which might cause harm to their lives, physical/mental health, or wellness. This was in accordance with Section 16 of the Occupational Safety, Health and Environment Act B.E. 2554 (A.D. 2011)

Courses for Safety Officers at Managerial and Supervisory Levels for 2020

The EWG provided trainings to managerial and supervisory employees in roles and responsibilities according to the ministerial regulation regarding management standards for occupational safety, health and environment in 2006.

Courses on First-Aid, Resuscitation, and Use of Automated External Defibrillators (AEDs) for 2020

The EWG provided trainings to all employees at work so that they have knowledge and skills regarding first-aid, resuscitation, and use of AEDs.







Courses on Workplace Occupational Safety, Health and Environment (SHE) Committees

The EWG facilitated trainings to members representing the employer at supervisory level, members representing the employee, and those serving as member and secretary, as well as chairpersons of the SHE committees in order to educate them on roles and responsibilities as per according to the ministerial regulation regarding management standards for occupational safety, health and environment in 2006.

Courses on Basics for Fire Control and Evacuation Fire Drill for 2020

The EWG facilitated trainings to all employees in each section and new hires to educate them about the ministerial regulation regarding management standards for occupational safety, health and environment relating to fire prevention and suppression in 2012.

Courses on Safe Work Procedures for Chemical Handling for 2020

The EWG provided trainings to the employees whose work duties were related to chemical handling. This was to educate them on laws related to chemicals, basic knowledge about hazardous chemicals, and how to prepare themselves in cases of emergency such as chemical spill according to the ministerial regulation on management standards for occupational safety, health and environment relating to hazardous chemicals in 2013.

3. Health Promotion and Office Syndrome Prevention

The EWG held the project to promote health and prevent office syndrome symptoms with a view to preventing work hazards among works such as neck, shoulder, and head pain for the second

consecutive year. The pain symptoms are caused by improper postures or long hours of working in front of computer screens without changing positions. The project activities included the following:

- A panel discussion called "Sipping afternoon coffee and talking about safety Neck/back pain may not be related to office syndrome": The panelists included a doctor in the field of rehabilitation medicine who shared knowledge about improvement of work conditions and proper work postures with the employees.
- A massage activity to relieve office syndrome symptoms: The activity was held on a monthly basis with the support from the SHE Committee. The activity was aimed at preventing office-related health problems and office syndrome symptoms; promoting wellness at work; reducing stress and fatigue from sitting for a long time, and creating a relaxing and happy work atmosphere.

4. Safety Week Event

The EWG hosted an online safety week event to promote work safety awareness to comply with social distancing requirements during the COVID-19 pandemic. The event was held via the LiFE application. Also, the participants could send their projects or have fun through the Line application and emails. There was also "Safety Talk" to raise employees' awareness about work safety and work-life balance management. Those activities helped motivate the employees' participation in work safety and compliance with safety laws regarding promotion and education of safety among employees. The above event also was a symbol of the management's commitment towards work safety for the EWG's employees.







This technique is focused on cultivating safe behaviors of employees so as to build or improve a safety culture. There were activities conducted with the employees in the Company's operating sites. For example, each day, there were audit plans laid down regularly to cover work methods, machine conditions, chemicals, and the work-related environment, as well as the operating employees. There were also follow-ups and corrective systems within appropriate timeframes. Hence, the employees' awareness about safety was enhanced and unsafe behaviors were identified, resulting in the effective solutions and prevention of accidents.

In 2020, relevant goals and KPIs were identified. Executive and non-executive employees in the operations functions were required to take part in the above activities on a consistent basis. The evaluation results showed that 93.40 percent of the operating employees consistently partook in the activities according to the specific goals; and 6.60 percent of the operating employees did not take part in the activities on a consistent basis.



Emergency Management

The EWG places emergency management as one of its priorities. To prepare for any incidents and mitigate any potential impact on the Company's employees and properties, the Company took relevant measures in 2020 as follows:

1. Preparing a business continuity management (BCM) manual and a business continuity plan (BCP); and testing the BCP at the EWG's Head Office by a simulation of a pandemic event.

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

evacuation fire drills at the EWG's Head Office and all the operating areas (Chachoengsao, Chonburi, and Rayong). This was to prepare the employees to be ready for evacuation and testing the fire prevention system if an incident takes place. The drill was a collaborative effort between government agencies, fire stations, police stations, hospitals, training functions, and households in close proximity, and met the specific objectives.

3. Testing an annual emergency management plan in the case of a chemical spill or leak at the EWG's Head Office. This was intended to help embrace for and practice how to handle hazardous chemical or fuel leaks and waste according to standards in relevant ministerial regulations.









Responsibility for Construction Impact

(Disclosure 413-2)

In 2020, the construction projects were located in and outside of the Company's areas, such as areas attached to the Royal Irrigation Department and the Department of Highway. The pipelines were installed past through the community areas. The construction process would commence subject to prior authority approval and community endorsement to prevent any impact on the communities and environment. The Company strictly complied with standards of work control and safety of relevant agencies.

In 2020, the Company carried out four construction projects as follows:

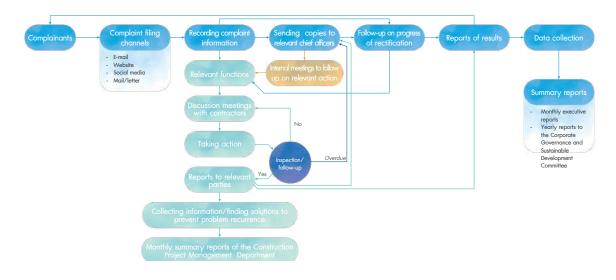
	Project	Objective	Details	Time Period	Complaint
1.	The project to enhance efficiency of water distribution at the Nong Plalai-Nong	To enhance efficiency of the water distribution to water users in Chonburi and Rayong	1.1 The construction of a 10-km. pipeline from the Highway 3191, Khao Noi Intersection, Ta Sit Subdistrict, Pluak Daeng District, Rayong to Hemaraj Eastern Seaboard Industrial Estate 3, Nong Sua Chang Subdistrict, Nong Yai District, Chonburi.	The work was completed.	No complaint
K	Kho Pump Station 2	Rayong	1.2 The construction of a floating pump station in the Nong Plalai reservoir at the Nong Plalai Operation Office. The COVID-19 pandemic at the beginning of the year forced the contractor not able to import equipment for the construction. The Company needed to extend the construction period.	The work is expected to complete in May 2021.	
).	to construct an industrial	To accommodate the water demand of the industrial customers	2.1 The construction of an industrial water production system in the 8-rai area owned by the Company, in Pluak Daeng Subdistrict, Pluak Daeng District, Rayong. The water production system was designed using low-cost but efficient technology. The production capacity is 100,000 cubic meters per day. The system is a centralized clarified water system.	The work is expected to complete in June 2021.	No complaint
			2.2 The installation of an industrial water distribution pipeline for a length of 13 km. in Mabyangporn Subdistrict, Pluak Daeng District, Rayong and in Bo Win Subdistrict, Sriracha District, Chonburi.		



	Project	Objective	Details	Time Period	Complaint
3.	The project to construct a raw water	To add an additional water supply source	additional water station in the Khlong Luang Rachalothorn expected to		No complaint
	pipeline system in the Khlong Luang	in the service area of the Company with the capacity of	3.2 The construction of a pressure booster station and an elevated water tank in the Company's site.	in August 2021.	
	reservoir - Chonburi	not less than 20 million CBM per year as part of the support for the government policy on the Eastern Economic Corridor (EEC)	3.3 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.		There was a complaint regarding public street electric light outage as a result of the installation of a pipeline nearby the underground electric wires. The Company already solved the issue according to its complaint handling process. It also stepped up safety control measures to mitigate any construction impact.
4.	The project to construct the Thab Ma pond to store raw water	To add water supply to the areas of Rayong with the capacity of not less than 47 million CBM per year as part of the support for the government policy on the EEC	The development of a pond with the storage capacity of 12 million CBM and the construction of a pump station to pump water during the rainy season and at times of high levels of rainfall according to the concept of the "Monkey Cheek" project. The water will be stored temporarily in the pond before being released to the Rayong city. This is in collaboration with government agencies to relieve and prevent impact from floods before the water flows into communities and economic areas in the Rayong city.	expected to complete in February	There was a complaint regarding the impact from the transportation of rocks for the construction of the Thab Ma pond. The Company controlled and followed up on the contractor to solve the issue according to the Company's complaint handling process. The Company also stepped up safety control measures to mitigate any construction impact.

The operations of said projects complied with the guidelines for project management efficiency improvement regarding pollution prevention and construction impact mitigation. The standards for inspecting the road restoration works along the pipelines were met. The representatives of the local authorities that approved the construction projects also joined the work inspection and certification process. The Company held meetings with the contractors and the representatives of the local authorities to notify them about the onsite construction operations. In the case of any impact, the Company would jointly identify problems, root causes, and solutions to the problems as well as closely monitor progress updates on a weekly basis.

Diagram showing the complaint handling process from the Company's construction project operations











Community Sustainability Projects

(Disclosure 203-1)



The Company conducted community relations activities to share its information including news, contexts, and missions with the communities. The activities also served as a channel for the Company to understand the communities' wants or expectations which would be inputs for the strategic planning of activities to support the communities' sustainable development and advancement together with the Company's business. Such activities included vocational trainings (reducing expenses and increasing incomes according to the sufficiency economy philosophy), friendship football competitions, and annual Buddhist robe offering ceremonies. In 2020, the Company added Line@ and Facebook Page "East Water CSR" to its social media platforms to communicate with the communities, which helped speed up communications between the two sides.

In addition, the Company used results of the surveys on satisfaction levels of communities and government agencies and the communities' needs along the Company's water grid, as well as the spaces for sharing information of the Company's new projects to identify forms of activities and community sustainability projects. Also, the Company invited the communities in different areas to join in the rectification, improvement, and development of community sustainability projects. It was one of the Company's long-term goals to enable the communities to access clean water sources for consumption, and to raise communities' awareness about water optimization and recognition of its value. To attain such goal, the Company divided community sustainability projects into two categories: 1) Water utility promotion and environmental conservation and 2) Learning promotion.

1. Summary of Operations of Water Utility and Environmental Conservation Projects

Project Area	Project	Targets	Actual Results in 2020	SDGs
Upstream (Raw water source)	Natural resource and water source restoration	-,	Network in the Five Provincial Borders of	4 BUST PROCESS TO SERVE
	2. East Water conservation network	as part of the East Water	The COVID-19 pandemic led to the cancellation of the youth camp activity. However, scholarships were still granted to 80 students of the network. Also, scholarships for water quality audits were granted to the two networks.	4.4, 6.3 6.6, 13.3 15.1, 15





Project Area	Project	Targets	Actual Results in 2020	SDGs					
Midstream (Communities along the raw water pipelines)	1. Community tap water production control and maintenand (integrated with the Fix Center project)		course for eight technical vocational institutes (Rayong, Baan Khai colleges. Map Ta Phut, Sattahip, Pattaya, Chanthaburi Trat, and Chonburi Technical Colleges						
	CSR activition for communition along the rawater pipeli	the 15 communities along the w supply of 1,496,768.70 CBM dur 2. The Company sponsored 13 wate along the Prasae-Khlong Yai wa	the 15 communities along the water pipelines and were able to support the water supply of 1,496,768.70 CBM during the drought period.						
	3. Water for communitie	(via the forms of water cups, wa	vater totaling 464,031 liters to the communities ater bottles, and water mobile services). for consumption totaling 6,527 CBM through its						
Downstream (End-users, communities, and educational institutes)	Wastewater treatment systems in pilot school cafeterias	diamond level within 2020. 2. The dissolved oxygen (DO) value	the reused water was at around 5.0-7.0 mg/liter. 3. The schools reused the treated water at 63.64% for watering trees, raising fish, and producing multi-purpose liquid products [floor cleaners and effective microorganism (EM) liquid]. 4. The schools included knowledge about	4 94.07 4 94.07 5 11 11 11 11 11 11 11 11 11 11 11 11 1					









2. Summary of Operations of Learning Promotion Projects

Target Group	Proje	ct	Targets		Actual Results in 2020	SDGs
Students at vocational level	Water-aerato protot	r yype 2	To jointly develop one vocational course for four technical colleges. 2. The water quality shall be inspected after the installation of the prototype, resulting in improved DO values (DO values before the installation were at 4.0-6.0 mg/liter). 3. To install solar energy systems in four locations in 2021.	2.	The Company joined forces with the four technical colleges (Chachoengsao, Pattaya, Baan Khai, and Rayong) through the water-air aerator prototype project. The Company inspected the water quality in the water sources after the installation of the prototype. The DO values were at 7.5-9.0 mg/liter (levels that enable aquatic animals to survive in water). The Company together with Chachoengsao Technical College installed a water-air aerator prototype using the solar energy system at the East Water Sufficiency Economy Learning Center in Khlong Kuen District, Chachoengsao.	4.4, 6.3, 6.6
Youth and the general public	2. The Ea Water Sufficie Econor Learnin Center Khlong District	ency my ng in Kuen	conomy learning center with the application of water science to water management for improved agricultural productivity according to the sufficiency economy philosophy; and to support the center as a tourist spot unique to the district. To have visitors at the center at over 100 persons/year.		In 2020, because of the COVID-19 pandemic, learning center exercised control measures; and 440 visitors from six groups toured the center. In 2020, total sales of agricultural products and visit passes were Baht 45,000.	4 DALITY AND A DAL
Persons with disabilities	3. Comp trainin progra studer disabil	m for hts with ities	. To provide students with disabilities with computer literacy and the ability to use computers with the success rate of 100% of the total participants. 2. To ensure that 10% of the training participants of each class are successfully hired by business organizations.		There were 90 students participating in the training. All of them successfully gained computer literacy and the ability to use computers. In 2020, 11 training participants were successfully employed.	4 men 4.5





1.1 Conservation and restoration of community forests with community participation through the people's state concept

Each year, the Company cooperated with the Community Forest Network in the Five Provincial Borders of the Eastern Region and the communities to grow additional trees at 25% of the total trees in the areas per year.

- Baan Sampran, Moo 25, Klong Ta Krao
 Subdistrict, Tha Takieb District, Chachoengsao (32-0-03 rai)
- ◆ Baan Nong Muang, Moo 4, Chum Sang Subdistrict, Wang Chan District, Rayong (96-0-55 rai)





1.2 Seedling Breeding Project
Distributing 20,000 seedlings
for Government agencies and public.

1.3 On the occasion of remembrance of and tribute

To His Majesty the late King Bhumibol Ayudyadej, the Company released crabs to promote a community ecosystem at Aom Noi Canal, Khao Din Temple, Bang Pakong District, Chachoengsao.



2. East Water Conservation Network Project

Since 2014, the Company together with the environmental warriors/ water inspectors of the Chachoengsao Environmental Conservation Association and the Water Quality Monitoring Center of Pluak Daeng District, Rayong has integrated the knowledge of water quality inspection activities of the said two groups with the knowledge imparted under the East Water Young Leader Camp project and launched the East Water Conservation Network project. The project is aimed at exchanging knowledge and experiences in monitoring and inspecting water quality between the two agencies. The project also equips the youth with science skills and encourages the youth to care for, cherish and realize the value and importance of water resources as well as to protect and conserve their water sources to ensure sustainability. This year, due to the COVID-19 pandemic, the Company cancelled the East Water Young Leader Camp, but still granted scholarships to 80 young conservators of the network, and scholarships for water quality inspection to the people of the two groups.





3. Community Tap Water Production Control and Maintenance Project (integrated with the Fix It Center project)

In 2020, the Company executed the Community Tap Water System Production Control and Maintenance project for the third consecutive year through the integration of its knowledge regarding repairs and maintenance services for community tap water systems with the Eastern Institute of Vocational Technology's Fix It Center project. The project goal is to develop learning and teaching courses for vocational institutes and career skills for the youth at vocational level, as well as to improve the well-being of communities and their ability to access clean water for consumption. This year, the Company provided repairs and maintenance services for the tap water systems of nine village communities covering 1,660 households.

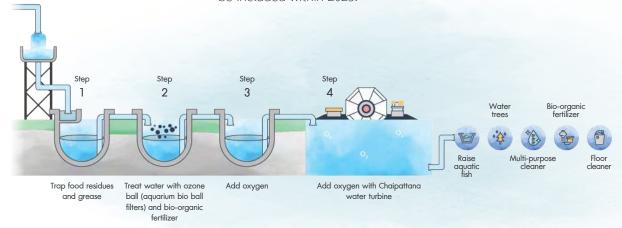






4. Wastewater Treatment Project on Pilot School Cafeterias

In 2016, the Company joined the 7 Primary Educational Service Area Offices (in Chachoengsao, Chonburi, and Rayong provinces) in carrying out the wastewater treatment project on pilot school cafeterias through improving the earlier project to be more sustainable and raising awareness among the youth and nearby communities on optimization of water resource use, joint efforts in environmental conservation, and youth health promotion. The project evaluation criteria were divided into 5 topics: 1) Installation and use of wastewater treatment system, 2) Supervision and maintenance of wastewater treatment system, 3) Improvement of water quality at the last stage, and 4) Reuse of treated water, and 5) Dissemination of the knowledge about wastewater treatment system inside and outside of the schools. In 2020, there were seven pilot schools at diamond level, and 14 schools are expected to be included within 2023.













Watchukkacher School,

Chachoengsao Primary Educational Service Area Office 1

entering the system 78,845 liters per year

Treated water







- Benefits for the school

 1. Reduction in tap water expense of around Baht 1,000 per year
- Reduction in liquid soap and multi-purpose cleaner expenses of about Baht 2,000 per year
 Increase in lunch productivity for students and more income
- from sales of home-grown vegetables and bio-organic fertilizers of around Baht 5,000 per year



Baan Nong Yai School,

Chachoengsao Primary Educational Service Area Office 2

Wastewater **72,000** liters per year Treated water







- Benefits for the school

 1. Reduction in tap water expense of around Baht 5,000 per year
- 2. Increase in lunch productivity for students



Banmablumbit School.

Chonburi Primary Educational Service Area Office 1

Wastewater entering the system 118,000 liters per year

Treated water







Benefits for the school

- Reduction in tap water expense of around Baht 1,000 per year
- Reduction in liquid soap, hand alcohol gel, and multi-purpose cleaner expenses of around Baht 20,000 per year
- 3. Increase in lunch productivity for students



Ban Talat Noen Hin School,

Chonburi Primary Educational Service Area Office 2

Wastewater 158.400 liters





efits for the school

- 1. Reduction in tap water expense of around Baht 2,000-3,000
- per year

 2. Reduction in bio-organic fertilizer expense of around Baht 500 per year
 3. Increase in lunch productivity for students



Ban Kongdara School,

Chonburi Primary Educational Service Area Office 3

entering the system

94,400 liters
per year

Treated water







- Benefits for the school

 1. Reduction in tap water expense of around Baht 1,000 per year
- Reduction in ap water expense of around Barn 1,000 per year
 Reduction in organic fertilizer and multi-purpose cleaner expenses of around Baht 8,600 per year
 Increase in lunch productivity for students and more income from sales of home-grown vegetables of around Baht 2,500



Chomchonwatsuwanrangsan School,

Rayong Primary Educational Service Area Office 1

entering the system



Treated water

62,160 liters per year





- nefits for the school
- Benefits for the school

 Reduction in tap water expense of around Baht 1,200 per year

 Reduction in organic fertilizer and multi-purpose cleaner expenses of around Baht 10,000 per year

 Increase in lunch productivity for students.
- 4. Reduction in expenses of souvenir for visitors (multi-purpose
- cleaner and aroma mosquito repellent candle) of around Baht 1,000



Bannongsai School,

Rayong Primary Educational Service Area Office 2

Wastewater entering the system



Treated water for reuse







Benefits for the school

- Reduction in tap water expense of around Baht 1,400 per year
- Reduction in organic fertilizer, bio-organic fertilizer, and multi-purpose deaner expenses of around Baht 7,700 per year
 Increase in lunch productivity for students and more income from sales of home-grown vegetables and fish of around Baht 4,500 per year



Wastewater





Treated water

487,840 liters per year



Benefits for the school

Treated water for reuse accounted for

63.64%

of total wastewater

Remark: Reports from schools (Watchukkacher School, Baan Nong Yai School, Banmablumbit School, Ban Talat Noen Hin School, Ban Kongdara School, Chomchonwatsuwanrangsan School, and Bannongsai School)

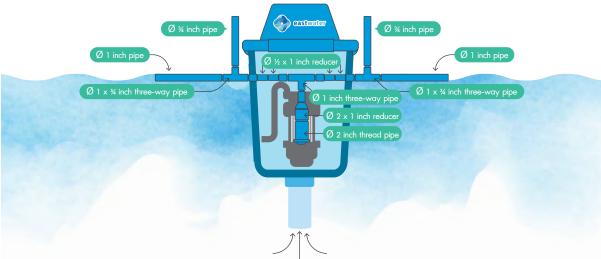


. Water-air Aerator Prototype Project

In 2019, the Company joined hands with the four educational institutes, namely Chachoengsao Technical College, Pattaya Technical College, Baan Khai Technical College, and Rayong Technical College, in developing aerator prototypes, based on the knowledge gained from the Chaipattana Foundation, and installing them for efficiency testing in four water sources. The collaboration was aimed at developing a more comprehensive version of the aerator prototype, especially in terms of its functional capabilities, user-friendliness, and easy construction process, while saving budgets on supplies and energy. Also, the knowledge gained from the project shall be imparted to the communities. In 2020, the Company, by experiment, installed two solar-powered aerator prototypes at the East Water Sufficiency Economy Learning Center in Khlong Kuen District, Chachoengsao. The Company set the target of having all four area for solar-powered aerator prototypes within 2021.







6. East Water Sufficiency Economy Learning Center in Khlong Kuen District





At the center, farmers can gain greater knowledge and career skills together through the learning by doing concept. The items of agricultural produce from the learning center are sold in the market, such as dried mango, coconut, rice, home-grown vegetables, etc., to generate income to the organization for sustainable growth. The center is open for services to visitors from communities and government agencies. In 2020, due to the COVID-19 pandemic, subject to the control measures, the center welcomed a total of 440 visitors with the sales proceeds from agricultural produce and visitor passes of Baht 45,000.



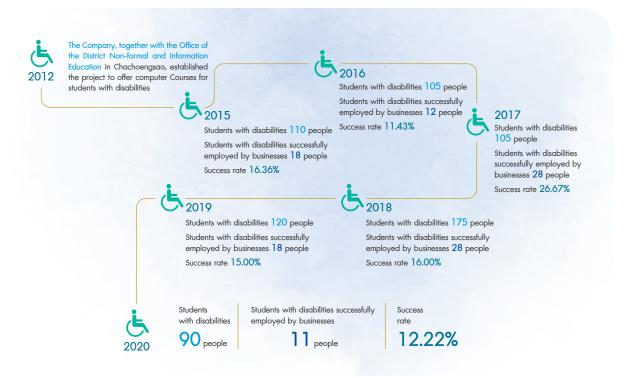


7. Computer Courses for Students with Disabilities Class 8, 2020

The Company offered computer courses for people with disabilities to enable them to apply the knowledge gained to their careers or to get employed by business organizations. The project guest speakers were the local officers from the Office of the District Non-formal and Information Education in 11 districts in Chachoengsao.

In 2015-2019, there were 104 out of 615 students with disabilities successfully employed, representing 16.91 percent of the total participants.

In 2020, there were 90 students with disabilities, all of whom gained computer literacy and the ability to use computers. There were 11 students with disabilities who were successfully employed, representing 12.22 percent of the total participants this year.



8. Vocational Training Project (reducing expenses and increasing income according to the sufficiency economy philosophy)

In 2020, the COVID-19 led to the Company's transformation of its vocational trainings. Hence, there were two types of trainings, i.e. live streaming of trainings on the Company's Facebook page, and onsite trainings for groups of housewives and students with a total of 1,901 participants as follows:



Training Type	Sessions (Times)	Number of Participants (Persons)
Onsite training in Chachoengsao	4	186
2. Onsite training in Chonburi	13	534
3. Onsite training in Rayong	10	561
4. Live streaming of training through Facebook	13	620

9. Friendship Football Game Project





10. Annual Buddhist Robe Offering Ceremony













We will get through this crisis together

CSR Activities for Communities along Raw Water Pipeline

(Disclosure 203-1)

The Prasae-Khlong Yai Reservoir Pipeline and the Prasae-Nong Plalai Reservoir Pipeline

As part of the Company's project to divert water from the Prasae reservoir to the Khlong Yai reservoir, the Company organized meetings to integrate water management efforts among all stakeholders including the public and private sectors and local communities. The meeting resolutions led to the improvement of the community well-being by supporting the communities to have equitable access to water and enough supply and to have additional water supply during the drought period. The Company successfully diverted water to the community tap water systems for 15 communities along the water pipelines free of charge. The project, generating year-round water supply, benefited water users of over 4,000 households.

In 2015, the Company signed an MOU with a government agency to divert water between the Prasae and the Khlong Yai reservoirs through the pipeline. The Non-Agricultural Irrigation Management Group in the Khlong Yai basin was established. The group stipulated criteria for systematic allocation of social and environmental budgets in 2016. In parallel, the CSR Budget Management Committee was established to consider and approve relevant projects and budgets together with water users and government agencies. The Company sponsored budgets to improve the quality of life of the communities with a view to promoting access of the communities along the pipepline to clean water

for consumption and agricultural use, as well as to reducing hardships of the people affected by droughts caused by today's climate change.

During 2015-2019, the Company sponsored for 38 development projects along The Prasae-Khlong Yai Reservoir Pipeline, covering 11 subdistricts in 3 districts. (Please refer to details in the Sustainability Report 2018 and the Sustainability Report 2019.)

In 2020, the Company allocated an additional CSR budget for 13 development projects along The Prasae-Khlong Yai Reservoir Pipeline and the Prasae-Nong Plalai, Reservoir Pipeline covering communities in 6 subdistricts to access clean water.

In 2020, Thailand faced both the drought crisis and the COVID-19 pandemic. Apart from the CSR activities for the communities along the water pipelines jointly conducted by the Company, the communities, and the government agencies to support the communities' access to clean water for consumption and agricultural purposes, the Company advanced its business by taking society and surrounding communities into its consideration. The Company, therefore, met with different government agencies and communities long the Company's pipelines to support the communities in getting through every crisis together.







Wastewater Treatment Project on Pilot School Cafeterias

4

Community Tap Water Production Control and Maintenance Project (integrated with the Fix It Center project) Natural Resource and Water Source Restoration Project

Rayong Technical College: Moo 1, Wat Don Chan School, Nong la lok Subdishird:
 Baan Khai Technical College: Moo 1, Wat Don Chan, Nong La lok

 Traf Technical College: Moo 6, Baan Nang Nok Einrg, Noen Sai Subdistrict.
 Map Ta Phut Technical College: Moo 2, Bang Son Subdistrict.
 Baan Khai Technical College: Moo 3, Baan Nong Ya Plong, Nong Suea Chang Subdistrict.

Sattahip Technical College: Moo 5, Soi Rong Nam Kaeng, Phlu Ta Luang

Chomchonwatsuwanrangsan School Watchukkacher School
Baan Nong Yai School
Baan Rong Yai School
Baan Talat Noen Hin School
Baan Kongdara School
Chandbonwatsuwanrangsan School
Baan Rongosai School

Water-air Aerator Prototype

Chachoengsao Technical College Pitulatirat Rangsarit Temple.

Baan Khai Technical College: Baan Angkhiros Hall.

East Water Sufficiency Economy Learning Center

 Rayong Technical College Phra Buddha Pattaya Technical College Chukkacher Choeng Noen Community, Moo 5. Community Park.

A

Pattaya Technical College: Takhiantia Subdistrict Municipality, Takhiantia Chantaburi Technical College: Moo1, Nam Pen Subdistrict.
 Chonburi Technical College: Moo 5, Baan Nong Chaloem Lap.

Nong Suea Chang Subdistrict.

 Tha Takiab District Sanam Chai Khet District Koh Chan District Chachoengsao Bang Khla District Khlong Luang Reservoir Mueang District 4 Phanthong District Bangpakong District Bangpakong River Klong Kuen
 District

Ban Pha

Bang Sao Thong District

Chonburi Phanat Nikhom District Baan Bueng
 District

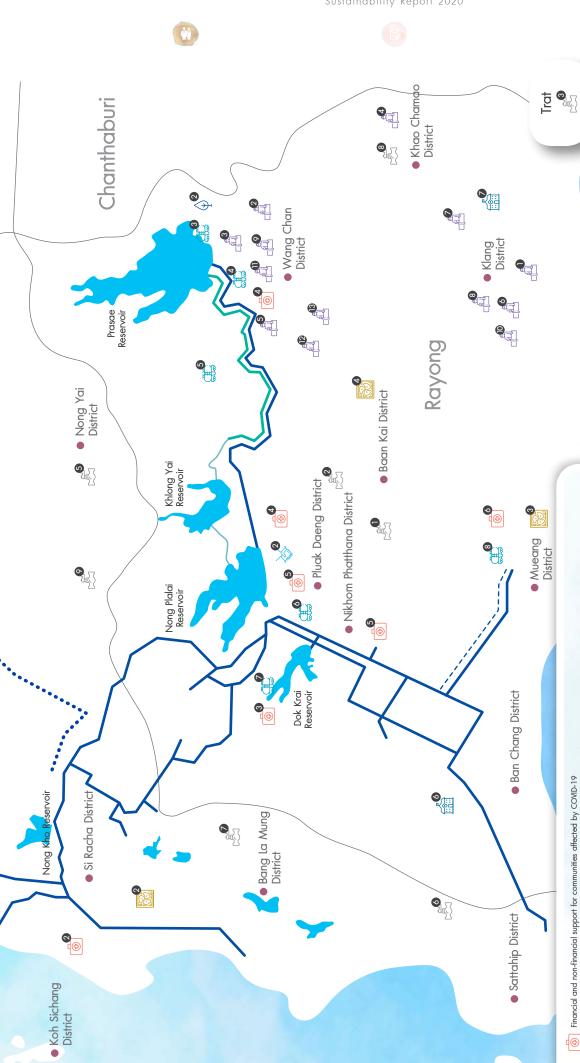
Bo Thong District

9 Mueang Bang Phra Reservo<mark>ir</mark> District

East Water Conservation Network Project X Environmental warriors/water inspectors.Water Quality Monitoring Center.

Baan Sampran, Khlong Ta Krao Subdistrict.Baan Nong Muang, Chum Sang Subdistrict.

 \bigcirc



Budget support to relieve drought impact

Donation of masks, face shields, and drinking water at screening S Financial support for mask production in Pluak Daeng District and Nikhom

checkpoints in Thab Ma Subdistrict.

Phatthana District.

Donation of survival kits to 300 households in Khao Din Subdistrict

Donation of survival kits to 400 households in Mae Nam Khu Subdistrict. Donation of tents for health screening checkpoints in Nong Rai Subdistrict

000

Donation of survival kits to 300 households in Bang Phra Subdistrict.

and Bang Pakong Subdistrict.

0

 Budget support for multi-purpose water truck with installed hydraulic grane on water tank plus a cable Budget support for control of weed and water hyacinth car for electricity repairs.

Oredging ditches in Prasae reservoir in Ban Kang Whai, Moo 6, Chum Sang Subdistrict. in canal.

4 Dredging dirches in the pond behind Prasae pump station, Moo 6, Chum Sang Subdistrict.

5 Dredging ditches in Khao Hin Dat reservoir/the water supply source for the tap water system of Ban Khao Dredging the canal near Sitthi Samakkhi Temple, Mai Nuan, Moo 7, Pa Yup Nai Subdistrict. 0

Dredging the Kwai Kut Bo canal/Dok Krai reservoir, Moo 5 and Moo 6, Mae Nam Khu Subdistrict.

B Installation of a raw water distribution point at Thab Ma pond, Thab Ma Subdistrict. Moo 6, Mae Nam Khu Subdistrict.

Reserved funds for repairs of royal irrigation buildings and public utility entities in Moo 6.

in Moo 4.

Installation of water pipelines for agricultural purposes in Moo 3.
 Installation of water pipelines for agricultural purposes in natural waterway and pathways and in Zone 3 station (km.3+160).

8 Installation of water pipelines in waterway, Point 1, Ban Don Samran,

Moo 9.

The Prasae-Khlong Yai Reservoir Pipeline and the Prasae-Nong Plalai Reservoir Pipeline

and Wang Chan Hospital.

•(<u>]</u>

Installation of water pipelines in waterway in Ban Don Saman, Moo 6.
 Installation of main cement pipelines for tap water in Kang Whai Village,

8 Installation of water pipelines for agricultural purposes in Ban Khlong

Pai, Moo 3. Moo 6.

Repairs of additiond water distribution points of 11-MP pipelines in Zone 3. Enhancement of water distribution efficiency on the left side of Sai Yai cand.

Repairs of electricity system in Zone-4 pump station.
Bepairs of water pipelines in Zone-1 pump station.
Repairs of additional water distribution points of 14MP pile.
Enhancement of water distribution efficiency on the left side.

Installation of water pipelines in Ban Wang Phrong, Moo 7.
 Installation of pump system and water pipelines for agricultural purposes





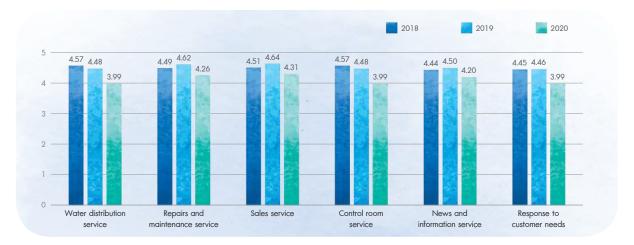






Table showing comparison of satisfaction levels by service category of raw water business of 2018-2020

Direct customer satisfaction levels by service category of 2018-2020



Indirect customer satisfaction levels by service category of 2018-2020

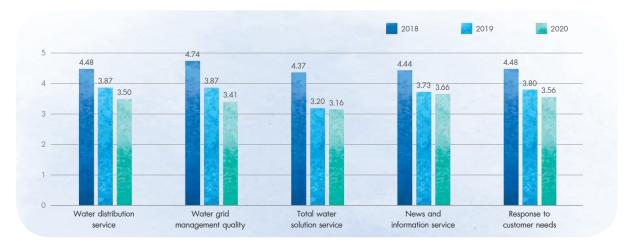


Table showing comparison of satisfaction levels by service category of tap water business of 2018-2020

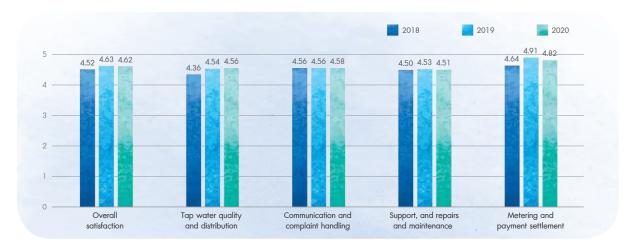










Table of Main Water Sources Utilized by the Company in 2019-2020 (Disclosure 303-1, 303-2, 303-3, 303-5 : 2018)

			Volume of '	Water for M	anagement
Water Sources	Importance of Water Sources to Local Communities	Storage Capacity	Allocated Water (as per Permit)	Pumped Water (2019)	Pumped Water (2020)
Volume of Water		10 ³ Million liters	10 ³ Million liters	10 ³ Million liters	10 ³ Million liters
Rayong areas					
1. Prasae Reservoir	 To supply water to plantation areas in Prasae project To prevent saltwater intrusion To prevent flooding in Klang District, Rayong To reserve raw water for eastern seaboard industrial estates Volume of water flow into the reservior was 203.46 million CBM. (Source: Prasae Water Distribution and Maintenance project) 	248.00	110	74.91	34.67
2. Nong Plalai Reservoir	 To supply water to plantation areas in the Baan Khai Irrigation project To prevent floods in Rayong To supply water for consumption and industrial purposes with a future plan to supply water to Sattahip areas for industrial area expansion projects To serve as fish breeding grounds and areas for tourism and recreation Volume of water flow into the reservior was 279.62 million CBM. (Source: Prasae Water Distribution and Maintenance project) 	163.75	120.00	145.61	136.72
3. Dok Krai Reservoir	 To supply water to plantation areas in the Baan Khai Irrigation project To prevent floods in Rayong To supply water for consumption and industrial purposes To serve as fish breeding grounds and areas for tourism and recreation Volume of water flow into the reservior was 129.54 million CBM. (Source: Prasae Water Distribution and Maintenance project) 	79.41	116.00	68.36	59.86
Chonburi areas					
4. Bang Phra Reservoir	 To support agriculture in 8,500 rai of land To supply water for consumption and industrial purposes To serve as fish breeding grounds and areas for tourism and recreation Volume of water flow into the reservior was 55.40 million CBM. (Source: Royal Irrigation Department) 	117.00	8.00	5.64	4.57
5. Nong Kho Reservoir	 To supply water to current creeks for agriculture in 7,500 rai of land To supply water for consumption and industrial purposes To serve as fish breeding grounds and areas for tourism and recreation Volume of water flow into the reservior was 30.46 million CBM. (Source: Royal Irrigation Department) 	21.40	16.70	13.02	3.33
Chachoengsao areas					
6. Bang Pakong River (Water Stress) Source: https://www.wri. our-work/project/aquedi			27.00	14.96	18.81
7. Private water sources (Water Stress) Source: https://www.wri.our-work/project/aquedi		-	-	12.02	12.31
8. Rainwater from Samnak Pond (Water Stress) Source: https://www.wri. our-work/project/aquedu	org/	-	-	0.26	0.23
Total			397.70	334.78	270.50



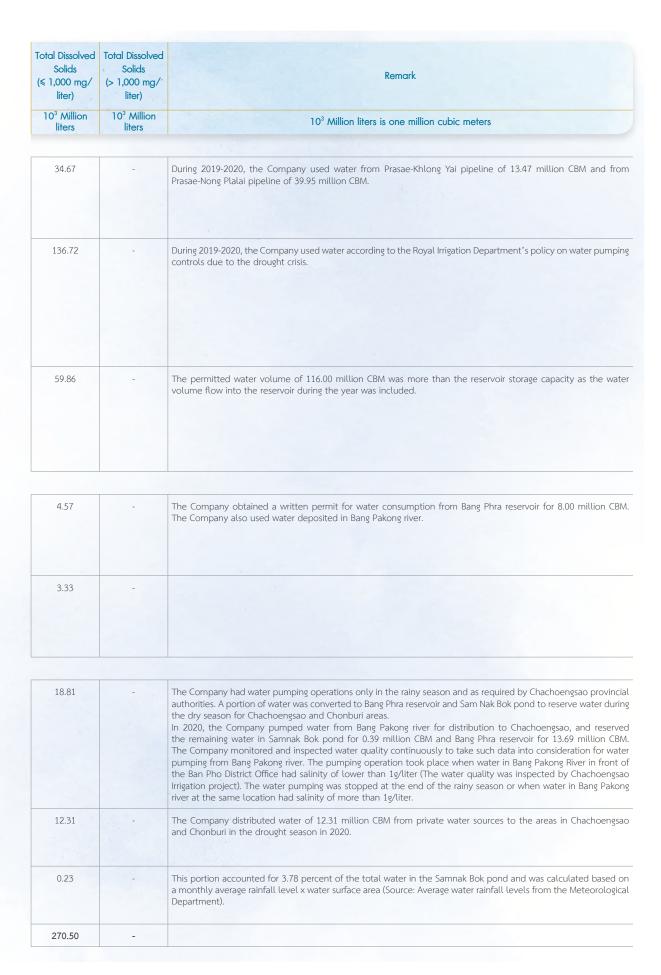












Table of Water Volume in Water Sources Used by the Company in 2020

(Disclosure 303-3 : 2018)

	20	19	20	20
Details	Total dissolved solid (TDS) value (≤ 1,000 mg./liter 10 ³ Million liters)	Total dissolved solid (TDS) value (> 1,000 mg./liter 10 ³ Million liters)	Total dissolved solid (TDS) value (≤ 1,000 mg./liter 10³ Million liters)	Total dissolved solid (TDS) value (> 1,000 mg./liter 10 ³ Million liters
Water volume in use from all locations	334.78	-	270.50	-
- Water volume from freshwater sources without water stress	307.80	-	239.15	-
Surface water	307.80		239.15	-
Underground water		-	-	-
Tap water	- N- 1 g	_	-	-
- Water volume from freshwater sources with water stress	26.98	-	31.35	-
Surface water	26.98	-	31.35	-
Underground water		-	-	-
Tap water	-3/1	-	-	-

Table of Water Volume in Water Sources Used by Subsidiaries for Tap Water Production in 2020

(Disclosure 303-3 : 2018, 306-1)

Raw Water Provider	Type of Water Source	Waterworks Entity	Description	Water Volume
Contract	Surface Water	Chachoengsao,	Water volume used for tap water production (10 ³ Million liters)	94,828,169.00
Parties		Bang Pakong, Chonburi,	Water volume used for tap water production (10^3 Million liters); TDS $\leq 1,000$ mg./liter	86,508,956.00
		Rayong, Bo Win, Sattahip, Lakchai Mueang Yang,	Water volume used for tap water production (10^3 Million liters); TDS > 1,000 mg./liter	8,319,213.00
		3 3,	Total tap water distributed from the production system (10 ³ Million liters)	93,550,770.71
			Total water loss in the production system (10 ³ Million liters)	1,277,398.29
The Subsidiaries	Surface Water	Nong Kham,	Water volume used for tap water production (10 ³ Million liters)	17,021,676.00
		Ratchaburi, and Hua Ro	Water volume used for tap water production (10 ³ Million liters); TDS <1,000 mg/l	17,021,676.00
			Water volume used for tap water production (10 ³ Million liters); TDS >1,000 mg/l	-
		Total tap water distributed from the production (10 ³ Million liters)		16,791,722.00
			Total water loss in the production system (10 ³ Million liters)	229,954.00





Raw Water Provider	Type of Water Source	Waterworks Entity	Description	Water Volume
The Subsidiaries	Seawater	Koh Lan and	Water volume used for tap water production (10 ³ Million liters)	433,914.00
	Koh	Koh Samui	Water volume used for tap water production (10³ Million liters); TDS <1,000 mg/l	-
			Water volume used for tap water production (10 ³ Million liters); TDS >1,000 mg/l	433,914.00
			Total tap water distributed from the production system (10 ³ Million liters)	430,115.00
			Total water loss in the production system (10 ³ Million liters)	3,799.00

Remarks: - The Rayong, the Nong Kham, and the Ratchaburi Waterworks used TS value instead of TDS value.

- The Chonburi Waterworks did not check/measure TDS value. They used surface water value instead. This entity was in the same area as the Rayong Waterworks with the TDS value of not exceeding 1,000 ppm. Thus, it was considered that, based on qualities of raw water, the raw water in Chonburi came from the same sources as that in Rayong. Their TDS value should not exceed 1,000 ppm.

Company's Employee Information

(Disclosure 102-7, 102-8)

Fundamen	20	17	2018		2019		2020	
Employees	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent
Total employees	214	100.00	221	100.00	229	100.00	236	100.00
By gender								
Male	105	49.07	107	48.42	117	51.09	124	52.54
Female	109	50.93	114	51.58	112	48.91	112	47.46
By type of employment								
Permanent employees	210	98.13	217	98.19	228	99.56	232	98.31
Contract employees	4	-1.87	4	1.81	1	0.44	4	1.69
By position level								
Executive	18	8.42	19	8.60	20	8.73	21	8.90
- Male	9	4.21	9	4.07	10	50.00	11	52.38
- Female	9	4.21	10	4.53	10	50.00	10	47.62
Supervisory	27	12.62	31	14.03	33	14.41	33	13.98
- Male	N/A	N/A	N/A	N/A	13	39.39	15	45.45
- Female	N/A	N/A	N/A	N/A	20	60.61	18	54.55
Operational	169	78.97	171	77.38	176	76.86	182	77.12
- Male	N/A	N/A	N/A	N/A	94	53.41	98	53.85
- Female	N/A	N/A	N/A	N/A	82	46.59	84	46.15
By age								
Less than 30 years	33	15.42	35	15.84	36	15.72	34	14.40
Between 30-50 years	158	73.83	163	73.76	173	75.55	179	75.85
More than 50 years	23	10.75	23	10.40	20	8.73	23	9.75
By region								
Central (Bangkok)	148	69.16	151	68.33	150	65.50	144	61.02
Eastern (Chachoengsao, Chonburi, and Rayong)	66	30.84	70	31.67	79	34.50	92	38.98









Company's Outsourced Worker Information

	20	2017		2018		19	2020	
Employees	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent
Total outsourced workers	N/A	N/A	N/A	N/A	49	100.00	57	100.00
By gender								
Male	N/A	N/A	N/A	N/A	31	63.26	42	73.68
Female	N/A	N/A	N/A	N/A	18	36.74	15	26.32
By position level								
Executive	N/A	- N/A	N/A	N/A	-	-	-	-
- Male	N/A	N/A	N/A	N/A	-	-	-	-
- Female	N/A	N/A	N/A	N/A	-	-	-	-
Supervisory	N/A	N/A	N/A	N/A	-	_	-	-
- Male	N/A	N/A	N/A	N/A	-	-	-	-
- Female	N/A	N/A	N/A	N/A	-	-	-	-
Operational	N/A	N/A	N/A	N/A	49	100.00	57	100.00
- Male	N/A	N/A	N/A	N/A	31	63.26	42	73.68
- Female	N/A	N/A	N/A	N/A	18	36.74	15	26.32
By age								
Less than 30 years	N/A	N/A	N/A	N/A	20	40.82	31	54.39
Between 30-50 years	N/A	N/A	N/A	N/A	28	57.14	24	42.10
More than 50 years	N/A	N/A	N/A	N/A	1	2.04	2	3.51
By region								
Central (Bangkok)	N/A	N/A	N/A	N/A	22	44.90	22	38.60
Eastern (Chachoengsao, Chonburi, and Rayong)	N/A	N/A	N/A	N/A	27	55.10	35	61.40





Fundamen	20)17	20	18	20	19	20	20
Employees	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent
Employment rates of new hires	65	30.37	23	10.41	23	10.04	20	8.47
By gender								
Male	19	8.87	11	4.98	17	7.42	12	5.08
Female	46	21.50	12	5.43	6	2.62	8	3.39
By age								
Less than 30 years	18	8.41	13	5.88	10	4.37	5	2.12
Between 30-50 years	45	21.03	10	4.53	13	5.68	13	5.51
More than 50 years	2	0.93	-		-	-	2	0.84
By region								
Central (Bangkok)	7	3.27	12	5.43	13	5.68	5	2.12
Eastern (Chachoengsao, Chonburi, and Rayong)	58	27.10	11	4.98	10	4.37	15	6.35

Attrition Rates of Employees by Gender, Age, and Region

	20)17	20	18	20	19	20	20
Employees	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent
Attrition rates of employees	19	8.89	15	6.79	15	6.55	13	5.51
By gender								
Male	7	3.28	9	4.07	7	3.06	5	2.12
Female	12	5.61	6	2.72	8	3.49	8	3.39
By age								
Less than 30 years	5	2.34	6	2.72	2	0.87	2	0.85
Between 30-50 years	11	5.14	9	4.07	10	4.37	7	2.97
More than 50 years	3	1.41	-		3	1.31	4	1.69
By region								
Central (Bangkok)	15	7.02	10	4.53	13	5.68	11	4.66
Eastern (Chachoengsao, Chonburi, and Rayong)	4	1.87	5	2.26	2	0.87	2	0.85









Statistics of Leave Records of Employees by Gender and Location of 2020

(Disclosure 403-2: 2018)

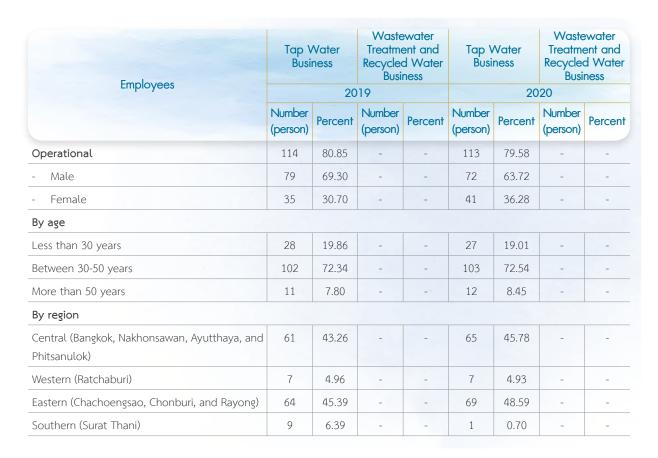
	No. of	No. of Sick	Leave Hours			Occupational
No. of Persons	Working Hours	General Sickness	No. of Leave Days from Accidents	Absence Rate (AR)	No. of Work- Related Diseases	Disease Rate (ODR)
By gender						
Male	241,056.00	2,779.13	-	1.15	-	-
Female	217,728.00	3,517.81	- 12.	1.62		-
Head Office						
Male	103,032.00	1,151.63	-	1.12		
Female	176,904.00	3,196.38		1.81	-	-
Operating Sit	es					
Male	138,024.00	1,627.50		1.18	-	-
Female	40,824.00	321.44	-	0.79	-	-

In 2020, there were a total of 243 working days, calculated based on the actual work days of each year.

Subsidiaries' Employee Information

Employees		Vater ness	Treatmo Recycle	ewater ent and d Water ness		Vater ness	Treatme Recycle	ewater ent and d Water ness
Linployees		20	19			20	20	
	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent
Total employees	141	100.00	-	-	142	100.00	-	-
By gender								
Male	97	68.79	-	-	89	63.00	-	-
Female	44	31.21	-	-	53	37.00	-	-
By type of employment								
Permanent employees	133	94.33	-		142	100.00		-
Contract employees	8	5.67	-		-	-	-	-
By position level								
Executive	9	6.38	-	-	9	6.34	-	-
- Male	6	66.67	-	-	5	55.56	-	-
- Female	3	33.33	-	-	4	44.44	-	-
Supervisory	18	12.77	-	-	20	14.08	-	-
- Male	12	66.67	-	-	12	60.00	-	-
- Female	6	33.33	-	-	8	40.00	-	-





Subsidiaries' Employment Rates of New Hires by Gender, Age, and Region

Employees		Vater ness	Treatmo Recycleo Busi	ewater ent and d Water ness		Vater ness	Treatme Recycled Busi	ewater ent and d Water ness
	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent
Employment rates of new hires	17	12.06	-		15	10.56	-	-
By gender								
Male	12	8.51	-	-	9	6.34	-	-
Female	5	3.55	-	-	6	4.22	-	-
By age								
Less than 30 years	9	6.39	-	- "	7	4.93	-	-
Between 30-50 years	8	5.67	-		8	5.63	_	-
More than 50 years	-	-	-	-	-	-	-	-
By region								
Central (Bangkok, Nakhonsawan, Ayutthaya, and Phitsanulok)	6	4.26	-	-	7	4.93	-	-
Western (Ratchaburi)	3	2.12	-	-	-	-	-	-
Eastern (Chachoengsao, Chonburi, and Rayong)	6	4.26	-	-	8	5.63	-	-
Southern (Surat Thani)	2	1.42	-	-	-	-	-	-







Subsidiaries' Attrition Rates of Employees by Gender, Age, and Region

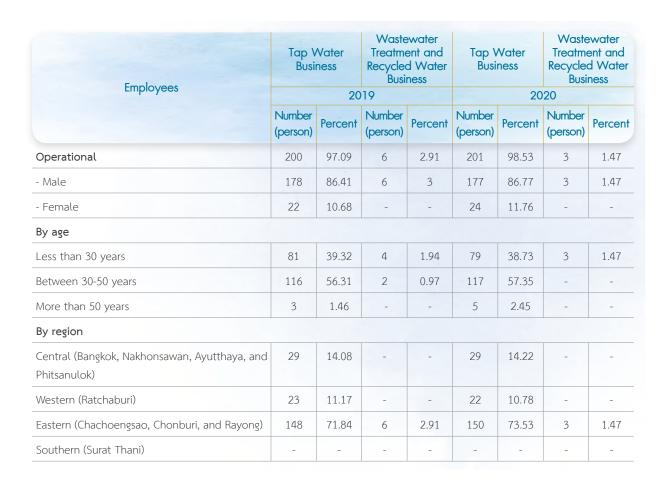
Employees		Vater ness	Treatmo Recycleo Busi	ewater ent and d Water ness		Vater ness	Treatme Recycled Busi	ewater ent and d Water ness
	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent
Attrition rates of employees	12	8.51	-	-	23	16.19	-	-
By gender								
Male	10	7.09	-	-	19	13.38	-	-
Female	2	1.42	-	-	4	2.81	-	-
By age								
Less than 30 years	3	2.12	-	-	9	6.34	-	-
Between 30-50 years	4	2.84	-	-	12	8.45	-	-
More than 50 years	5	3.55	-	-	2	1.40	-	-
By region								
Central (Bangkok, Nakhonsawan, Ayutthaya, and Phitsanulok)	6	4.26	-	-	10	7.04	-	-
Western (Ratchaburi)	-	-	-	-	-	-	-	-
Eastern (Chachoengsao, Chonburi, and Rayong)	6	4.26	-	-	5	3.52	-	-
Southern (Surat Thani)	-	-	-	-	8	5.63	-	-

Subsidiaries' Outsourced Worker Information

Employees		Vater ness 20	Treatme Recycle	ewater ent and d Water ness		Vater ness	Treatme Recycle	ewater ent and d Water ness
	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent	Number (person)	Percent
Total outsourced workers	200	97.09	6	2.91	201	98.53	3	1.47
By gender								
Male	178	86.41	6	2.91	177	86.77	3	1.47
Female	22	10.68	-	-	24	11.76	-	-
By position level								
Executive	-	-	-	-		-	-	-
- Male	-	-	-	-	-	-	-	-
- Female	-	-	-	-	-	-	-	-
Supervisory	-	-	-	-	-	_	-	-
- Male	-	-	_	-	-	-	-	-
- Female	-	_	-	-	-	-	-	-

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Statistics of Subsidiaries' Leave Records of Employees by Gender and Location of 2020

	No. of	No. of Sick	Leave Hours			
No. of Persons	Working Hours	General Sickness	No. of Leave Days from Accidents	Absence Rate (AR)	No. of Work- Related Diseases	Occupational Disease Rate (ODR)
By gender						
Male	173,016.00	1,872.00		1.08		-
Female	103,032.00	1,288.00	- 1	1.25		-
Head Office						
Male	52,488.00	491.50	-	0.94	-	
Female	54,432.00	574.00	-	1.05	-	-
Operating Site	es					
Male	120,528.00	1,380.50	- 1	1.15	<u>-</u>	-
Female	48,600.00	714.00	-	1.47	-	_

In 2020, there were a total of 243 working days, calculated based on the actual work days of each year.









Summary of Total Accidents-Employees (Injury Frequency Rate: IFR)

T. I. I. I. I. I. I. I.					Ye	ear				
Total work-related injuries – Employees	20	16	20	17	20	18	20	19	20	20
Number of casualties (persons)	M	F	М	F	M	F	M	F	M	F
Total – Head Office (Bangkok)	-	1		-	-	-	-	-	-	-
- Minor injuries (first aids)	- i	1	-	-	-	-	-	-	-	-
- Moderate injuries (recordable work-related injuries)	_	-	-	-	-	ET-	-	-	-	-
- Severe injuries (high consequences)	-	-	-	-	-	-	-	-	-	-
- Deaths	-	-	-	-	-	-	-	-	-	-
Total – Operating Site	-	-	-	-	2	-	1	-	-	-
- Minor injuries (first aids)	-	-	-	-	2	-	-	-	-	-
- Moderate injuries (recordable work-related injuries)	-	-	-	· _	-	-	1	-	-	_
- Severe injuries (high consequences)	-	-	-	-	-	_	-	-	-	-
- Deaths	-	-	-	-	-	-	-	-	-	-
Total 2 Areas	-	1	-	-	2	-	1	-	-	-
Injury Frequency Rate (IFR) (person per one million hours worked)	0.0	00	0.	00	4.	64	2.	33	0.0	00
Injury Severity Rate (ISR) (day per one million hours worked)	0.0	00	0.	00	2.	32	60	.54	0.	00

Summary of Total Accidents – Employees of Subsidiaries (Injury Frequency Rate: IFR)

Total work related injuries - Employees of Subsidiaries					Ye	ear				
Total work-related injuries – Employees of Subsidiaries	20	16	20	17	20	18	20	19	20	20
Number of casualties (persons)	M	F	М	F	М	F	M	F	M	F
Total - Subsidiaries	N/A	N/A	N/A	N/A	N/A	N/A	-	-	-	-
- Minor injuries (first aids)	N/A	N/A	N/A	N/A	N/A	N/A	-	-	-	-
- Moderate injuries (recordable work-related injuries)	N/A	N/A	N/A	N/A	N/A	N/A	-	-	-	-
- Severe injuries (high consequences)	N/A	N/A	N/A	N/A	N/A	N/A	-		-	-
- Deaths	N/A	N/A	N/A	N/A	N/A	N/A	-	-	-	-
Injury Frequency Rate (IFR) (person per one million hours worked)	N,	/A	N	/A	N.	/A	0.0	00	0.	00
Injury Severity Rate (ISR) (day per one million hours worked)	N,	/A	N	/A	N,	/A	0.0	00	0.	00



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						2019															
	Total			Seve	erity of	Severity of injuries			Injury Frequency Rate	Injury Severity Rate	⁷ C	Total			Seve	Severity of injuries	uries		т.	Injury Frequency Rate	Injury Severity Rate
reject/Subcontractor Work CC Outsourced Work (p	casualties (persons)		Minor (first	Moderate (recordable work-related injuries)		High consequences		Deaths	δ Π	SS.	Cast	casualties (persons)	Minor (first aids)		Moderate (recordable work-related injuries)		High consequences	Deaths	ths the	Œ	ISR
V	¥ ¥	2	ш	Z	ш	≥	ш	_ ≤			٤	ш	٤	ш	≥	F	ш_	٤	ш		
Cleaning Service	× ×	¥	≸	N/A N/A N/A N/A N/A		N/A	N/A N/A N/A	Z \$	M/A	N/A	1	1	1	1	ī	1	1	ı	1	0.00	0.00
Security Service	N N	¥	WA WA WA N/A	N A A	¥ N	N/A	N/A WA WA	Z	A/N A/A	N/A	ı	1	1	1	I	1	1	ı	1	0.00	0.00
Gardening Service	WA WA WA WA	¥	\leq	N/A	N/A	N/A	N/A N/A N/A	Z	M/A	N/A	1	T.	1	1	1	1	1	ı	1	0.00	0.00
Building Management Service NVA NVA NVA NVA NVA NVA	₩ W	¥	≸	N/A	¥,		N/A WA N/A	Z	A/N A/A	N/A	1	1	1	1	1	1	ı	1	1	0.00	0.00

Number and Severity Levels of Accidents - Contractors and Outsourced Workers of East Water Group - Head Office

Number and Severity Levels of Accidents – Contractors and Outsourced Workers of East Water Group's Operating Sites

							2019											2020					
	Total				Severity of injuries	of injuri	es			Injury Frequency Rate	Injury Severity Rate	Total				Severi	Severity of injuries	uries			Injury Frequency Rate	Injury Severity Rate	
froject/Subconfractor Work/ Outsourced Work	casualties (persons)		Minor (first aids)	Moc (recc work-	Moderate (recordable work-related injuries)		High consequences		Deaths	Œ	ISR	casualties (persons)		Minor (first aids)		Moderate (recordable work-related injuries)		High		Deaths	Ξ.	ISR	
	≥	≥	ш_	>	ш	2	ш	8	ш			€	< L	₹	8	ш	8	ш.	2	ш			
Industrial Water Production Project, Amata City Industrial Estate	'	1	1	ı	1	1	1	1	1	0.00	0.00			1	1		'	1	1	1	0.00	0.00	
2 nd Nong Kho Pipeline Project	'	1	1	ı	ı	ı	1	1	ı	00.00	0.00			'	1	1	1	1	'	1	0.00	0.00	
Thab Ma Raw Water Reserve Pond Project	1	1	1	ı	1	1	1	1	1	0.00	0.00	←		1	—	1	1	1	1	1	1.60	48.01	
Khlong Kuen Pump Station	'	1	1	1	1	- 1	1	1	1	00.00	0.00			1		-			1	1	0.00	0.00	
Construction of raw water pipeline system in Khlong	'	1	1	ı	1	1	1	1	1_	0.00	0.00			1	1	1	1	1		1	0.00	0.00	
Luang reservoir-Cnonburi																							
Security Service	-	1	ı	ı	1	ı	ı	ı	1	0.00	0.00	'		1	1	1	1	1	1	1	0.00	0.00	
Tree Maintenance Service	'	1	1	1	1	1	1	1	ı	0.00	0.00			1	'		'	'	'	1	0.00	0.00	
Cleaning Service	'	1	1	ı	1	ı	ı	1	ı	0.00	0.00	1		1	1	1	'	'	1	ı	0.00	0.00	
Shift Staff Service	'	1	1	'	1	1	1	1	1	00.00	0.00		'	'	'	'	'	'	'	1	0.00	0.00	
Day Time Staff Service	'	1	1	1	1	1	1	1	ı	00.00	0.00			'	1		'	'	'	1	0.00	0.00	
Total statistics on safety and work-related accidents of subcontractors for large scale projects (only for projects with contracts), excluding Head Office	ork-rel	ated 5	accide	ints of	subcor	ntracto	rs for L	arge 6	scale 1	projects (only	/ for projects	with	ontra	rts). e	ipilox	ing He	nd Offi	٩					

Total statistics on safety and work-related accidents of subcontractors for large scale projects (only for projects with contracts), excluding Head Office









							2019										2020	0			
	Total				Severity of injuries	of injuri	S		Injury Frequency Rate	Injury Severity Rate	Total	_			Severi	Severity of injuries	inries			Injury Frequency Rate	Injury Severity Rate
Project/Subconfractor Work/ Outsourced Work	casualties (persons)		Minor (first aids)	(re	Moderate (recordable work-related injuries)		High	Deaths	뽒	ISR	casualties (persons)	ons)	Minor (first aids)		Moderate (recordable work-related injuries)		High consequences		Deaths	罡	SS.
	×	≥	ш_	2	ш	2	ш	⊻ ≶			8	ш	2	₹	L .	\$	L <	2	ш		
Outsourced Work for Koh Lan Waterworks	1		1	1	1	1	1	1	0.00	0.00	1	1	1					'	1	0.00	0.00
Outsourced Work for Ratchaburi Waterworks and Ratchaburi Glass Industry Co., Ltd.	1		1	I	ı	1	1	1	00.00	0.00	1	1	1,						1	0.00	0.00
Outsourced Work for Hua Ror Waterworks	1		'	1	1		1	1	0.00	0.00	ı	1	1		1		-	'	1	0.00	0.00
Outsourced Work for Nakhonsawan Waterworks and Ayutthaya Glass Industry Co., Ltd.	-		ı	□	ı	1	1	1	16.38	32.75	ı	ı	1						1	0.00	0.00
Outsourced Work for Lakchai Mueang Yang Waterworks	1		1	'	ı	1	- 1	1	0.00	0.00	-1	1	1			(+)	1		1	0.00	0.00
Outsourced Work for Rayong Waterworks	_		1	—	ı	1	ı	1	13.24	26.49	ı	1	1			'		'	1	0.00	0.00
Outsourced Work for Nong Kham Waterworks	1		1	1	ı	1	ı	1	0.00	0.00	1	1	1		'			1	1	0.00	0.00
Outsourced Work for Bo Win Waterworks	1		1	1	1	1	1	1	0.00	0.00	1	1	1				1	'	1	0.00	0.00
Outsourced Work for Sattahip Waterworks	1		1	1	1	1	ı	1	0.00	0.00	\vdash	1	1	_	1		1	'	1	27.47	384.62
Outsourced Work for Chonburi Waterworks	1		1	1	ı	1	ı	1	0.00	0.00	ı	1	1		-			'	1	0.00	0.00
Outsourced Workfor Bang Pakong Waterworks	1		1	1	1	1	ı	1	0.00	0.00	ı	1	1		1		1	'	1	0.00	0.00
Outsourced Workfor Chachoengsao Waterworks	1		1	'	1	1	1	1	0.00	0.00	ı	1	1						1	0.00	0.00
Outsourced Work for Head Office	1	1	1	1	1	1	ı	1	0.00	0.00	1	1	1	_				-	1	0.00	0.00

Number and Severity Levels of Accidents - Contractors and Outsourced Workers of Subsidiaries

Total statistics on safety and work-related accidents of outsourced workers at the operating sites.









GRI Content Index

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	102-3	Location of headquarters		10			
	102-4	Location of operations		10			
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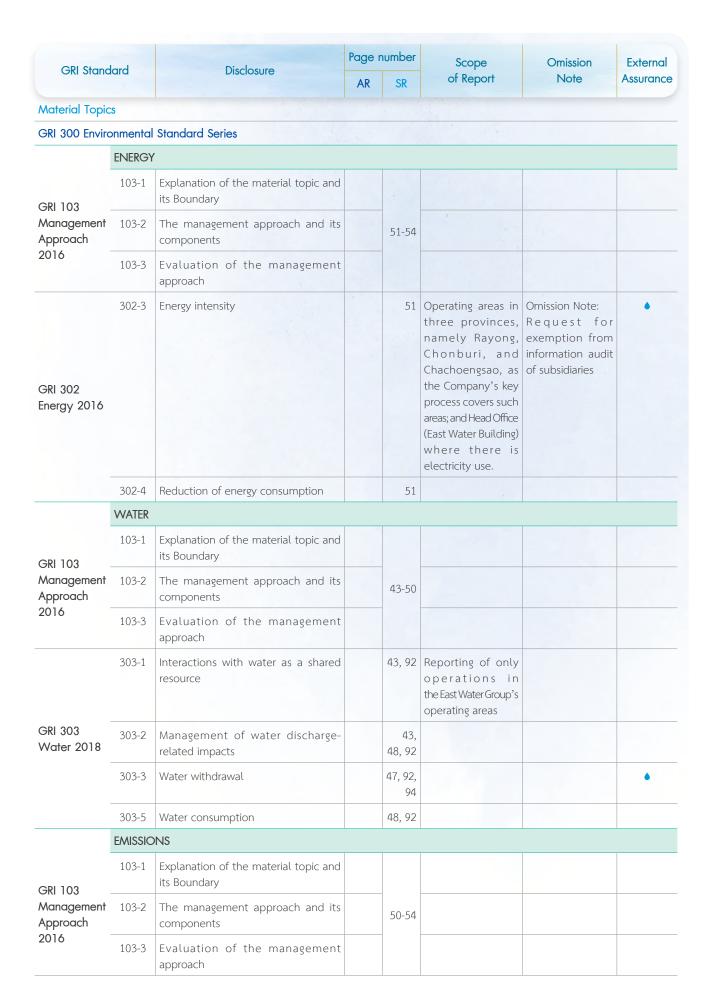




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approach







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Independent limited assurance report

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

Conclusion

Based on the procedures performed, as described below, nothing has come to our attention that causes us to believe that the selected subject matters ("Subject Matters") identified below and included in the Sustainability Report 2020 (the "Report") for the year ended 31 December 2020, are not, in all material respects, prepared in compliance with the reporting criteria (the "Criteria").

Our Responsibilities

We have been engaged by East Water and are responsible for providing a limited assurance conclusion in respect of the Subject Matters for the year ended 31 December 2020 to be included in the Report as identified below.

Our assurance engagement is conducted in accordance with the International Standard on Assurance Engagements ISAE 3000 Assurance Engagements other than Audits. This standard requires the assurance team to possess the specific knowledge, skills and professional competencies needed to provide assurance sustainability information, and that we plan and perform the engagement to obtain limited assurance on whether the Subject Matters are prepared, in all material respects, in compliance with the Criteria. We have complied with the independence and other ethical requirements of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior. The firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and requirements.

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

Subject Matters

Subject Matters comprised of the following data expressed numerically or in descriptive text for the year ended 31 December 2020:

- GRI 302-3 Energy intensity (2016 version)
- GRI 303-3 Water withdrawal (2018 version)
- GRI 403-9 Work-related injuries (2018 version)

Criteria

The Subject Matters were assessed according to the following criteria:

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

Directors' and management's responsibilities

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



Procedure performed

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

- Interviews with senior management and relevant staff at corporate and operating sites;
- Inquiries about the design and implementation of the systems and methods used to collect and process the information reported, including the aggregation of source data into the Subject Matters:
- Inquiries about managements practices and procedures related to identifying stakeholders and their expectations, determining material sustainability matters and implementing sustainability policies and guidelines;
- Visit to 2 sites; Nong Plalai station and East Water building, selected on the basis of risk analysis including the consideration of both quantitative and qualitative criteria;
- Agreeing the Subject Matters to relevant underlying sources on a sample basis to determine whether all the relevant information has been included in the Subject Matters and prepared in accordance with the Criteria.

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

Inherent limitations

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

Restriction of use of our report

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

KPMg Phoamchai Audit Ltd

KPMG Phoomchai Audit Ltd.

Bangkok

15 March 2021



EASTERN WATER RESOURCES DEVELOPMENT AND MANAGEMENT PLC.

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