eastwater

"WATER" A POWER OF SUSTAINABILITY

SUSTAINABILITY REPORT 2021

“WATER”

A POWER OF SUSTAINABILITY

Raw Water

Stand ready to meet rising water needs, control water quality from original sources to end users, and ensure sufficient amounts of water for use

Industrial (Clarified) Water

Build water stability and support the industrial sector as an economic growth engine

Tap Water

Promote improvement of people’s quality of life and well-being as well as tourism to drive all-sector development

Drinking Water

As drinking water is crucial to our body and life, it is important to ensure quality control and allocation of clean, safe, and sufficient drinking water for a happy health

Wastewater Treatment

Elevate wastewater treatment system management capacity with adoption of relevant technologies to save budgets and boost customers’ and service users’ confidence

Recycled Water

Promote efficient use of water resources through expanding recycled water business for enhanced security and reduced risks from drought crises in the future

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CHANGE BUILD RESTORE A BALANCE

Currently, Thailand's economy and population are expanding continuously. "Water" plays a key role in conducting a living and is a key economic engine. It can serve as a green source of electricity. Systematic water management through new technologies and innovations on the basis of social and community responsibility will help create water stability, security and sustainability drive the country's growth with a balance across all dimensions.

VISION FOR SUSTAINABLE GROWTH

TO BE THE LEADER IN TOTAL WATER SOLUTIONS OF THE COUNTRY

MISSIONS TOWARDS STAKEHOLDERS

01
To develop the security and maintain stability of water supply in response to the long-term water demand

02
To expand the investment in water related business for continuous and sustainable growth

03
To increase competitive advantages through technologies and innovations

04
To develop human resources and improve management efficiency

05
To be socially and environmentally responsible and establish good relationships with all stakeholders in accordance with corporate governance principles

CORE VALUES

(Disclosure 102-16)

Stakeholder Focus | Holistic Thinking | Adaptability | Result Acceleration | Proactive and Creative Thinking

CONTENTS

MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

(Disclosure 102-14)

Water is one of the basic necessities in conducting our lives and a key driver of the Thai economy. No matter how our world may change, the Company stands ready to bring out its potential, experience, and expertise in water management to enhance water security in the years to come.

As the COVID-19 pandemic situation in 2021 had intensified, the new normal work practices continued to be present in driving the organization forward. In co-living with the COVID-19, the Company shifted its focus from New Normal to Next Normal where health safety and environmental impacts were placed as priorities with more uses of technologies in business operations. To propel its sustainable business, the Company reviewed and revised its strategies to reflect changing situations by adopting a flexible workplace scheme through the Work-From-Home policy while ensuring the continuity of efficient, effective, and quality-driven operations. The Company also set out a number of measures to respond to the COVID-19 situation by adopting Business Continuity Planning (BCP) and other COVID-19 preventive and control solutions.

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, water supplies across all sectors were managed efficiently. The Company planned its development of major water sources and management of water resources from private soil ponds to accommodate water needs in the Eastern Economic Corridor (EEC) to build water source security and stability. The Company constantly quests for new business opportunities in providing total water solution services, ranging from raw water and industrial water to tap water, drinking water, wastewater treatment, and recycled water segments, to areas beyond the eastern region, to drive sustainable economic and social value. In pursuit of its role as "To be the leader in total water solutions of the country", the Company will grow together with the Thai economy and prepare itself for any potential circumstances.

With the dedication of its Board of Directors, management, and employees, the Company gained wide acceptance and trust as a provider of total water solution services. In 2021, the Company was recognized as a company in the Thailand Sustainability Investment (THSI) stock list for the 7th consecutive year. The Company also earned an excellent rating according to the Corporate Governance Report of Thai Listed Companies (CGR) assessment and the Sustainability Disclosure award. Going forward, the Company is committed to steering the country's sustainable growth in economic, social, and environmental dimensions with its determination, devotion, and knowledge and expertise in water.

(Mr. Jirayut Rungsrithong)
President and Chief Executive Officer

ABOUT EAST WATER

East Water - Expert in Total Water Solution Services through Water Pipeline Network System (Disclosure 102-1)
Eastern Water Resources Development and Management Public Company Limited (East Water)
Ticker symbol: EASTW, Registered capital: Baht 1,663.73 million
The Company is a provider of total water management solutions which include (Disclosure 102-2)

RAW WATER

Supply of raw water sources, investment in raw water pipeline network installation, and raw water management to accommodate annual consumption demand.

INDUSTRIAL WATER

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

TAP WATER

This business is operated through Universal Utilities PCL. which is a provider of tap water system management for both surface water and seawater production systems. Advanced technologies are fully integrated into the production system, maintenance, tap water distribution system, and other engineering services.

DRINKING WATER

Supply of clean and safe alkaline drinking water.

WASTEWATER TREATMENT

Installation of wastewater management systems, such as activated sludge system and membrane bioreactor system, that match the needs of each industry, and quality control of discharged wastewater.

RECYCLED WATER

Installation of water recycling system to generate recycled water for the industrial sector.

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

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)

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

Sustainable Development Network Membership

(Disclosure 102-13)

EAST WATER GROUP'S BUSINESS STRUCTURE

(Disclosure 102-5)

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

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

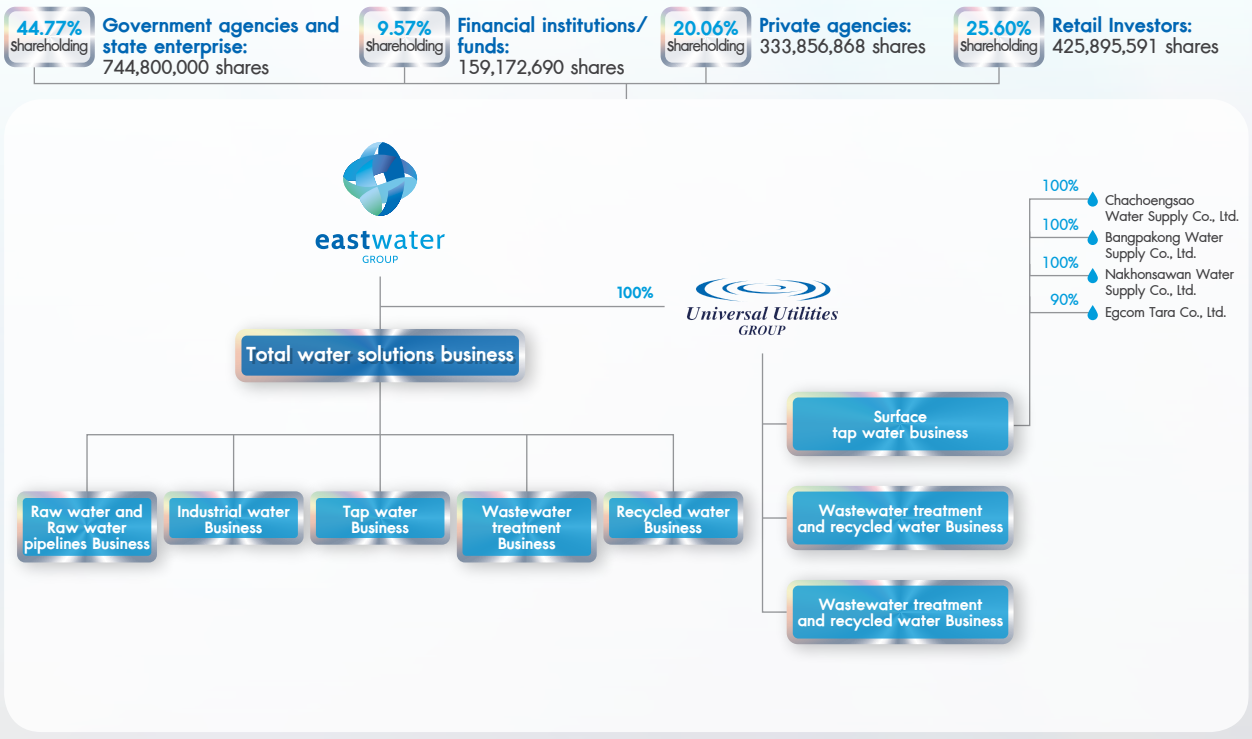
Nakhonsawan Water Supply Co., Ltd.	Bangpakong Water Supply Co., Ltd.	Chachoengsao Water Supply Co., Ltd.	Egcom Tara Co., Ltd.
100% shareholding	100% shareholding	100% shareholding	90% shareholding

The business group's diversified forms of contracts and services can be classified as follows:

01
Surface tap water production business: Long-term concession contracts with government and private agencies

02
Wastewater treatment and recycled water business

03
Operation & maintenance (O&M) service contracts



Information as at the book closing date of 30 December 2021

Operating Sites

(Disclosure 102-6)

Raw Water and Raw Water Pipeline Business

Eastern Water Resources Development and Management PCL.

To provide 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 PCL.

To provide 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.

Tap Water Production Business (with concessions and operation & maintenance (O&M) services)

Eastern Water Resources Development and Management PCL.
Universal Utilities PCL.

We provide 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.

Wastewater Treatment Business

Eastern Water Resources Development and Management PCL.
Universal Utilities PCL.

We provide wastewater treatment system installation services according to business needs and controls of discharged wastewater quality using activated sludge system and membrane bioreactor, for instance.

Recycled Water Business

Eastern Water Resources Development and Management PCL.
Universal Utilities PCL.

We provide recycled water system installation services enabling reuse of treated wastewater in industrial systems.

SUPPLY CHAIN MANAGEMENT

(Disclosure 102-9, 102-10)

In 2021, the Company's end-to-end business process was as follows:

At East Water Group, there are eight key business processes as follows:

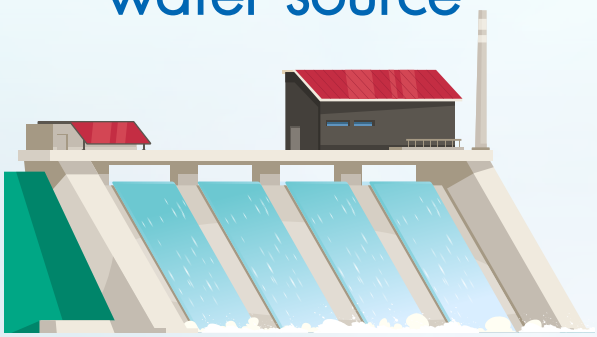
(Disclosure 102-9)

Analysis-Development of Water Supply Sources and New Businesses

1. *Regulatory bodies and government agencies relating to business undertakings*
2. *Employees* 3. *Customers* 4. *Suppliers*
5. *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 respond to climate change issues and to diversify products to meet customers' needs for sustainable business operations.

Reservoir & Natural water source



Raw Water

Water Pumping System Development and Management, and Innovation

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

Water pumping systems shall be designed and developed through the adoption of modern water management innovations and technologies to improve speed and accuracy while reducing non-revenue water losses and energy consumption in the systems. The systems shall be designed to be suited for specific water users.

Tap Water

Community Affairs and Corporate Image Management

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

In managing water to satisfy business needs, the Company shall consider the principles of sharing water resources without compromise on the quality of living of the water users in the sectors outside of the Company's business. Also, collaborative efforts shall be made to improve the well-being of the people in the communities and societies along the water grid of 512 km., through the three development projects, namely the water utility and environmental conservation promotion, the community well-being promotion, and the learning promotion.

Community

Drinking Water

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Good Corporate Governance

1. *Regulatory bodies and government agencies relating to business undertakings*
2. *Board of Directors, Executive team and Employees*
3. *Customers* 4. *Suppliers*
5. *Shareholders and investors*
6. *Communities and government agencies*

The Company shall operate business with honesty, transparency, and auditability. Corporate governance is part of the code of conduct to be complied with by all of the employees. There shall be risk assessments and business continuity planning (BCP) on an annual basis.

Organizational Management

1. *Board of Directors* 2. *Executive team* 3. *Employees*

The Company's organization structure shall be adjusted to be in line with its policies, strategies, and development plans for sustainable growth. The Board of Directors, executives, and employees shall work together in driving the organization towards the same direction and goals.

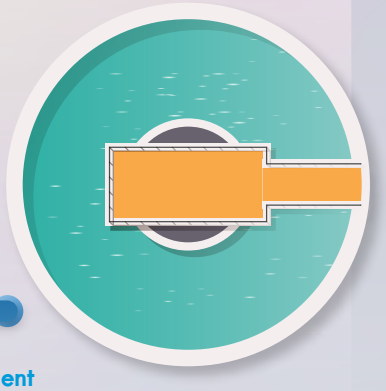
Financial Management

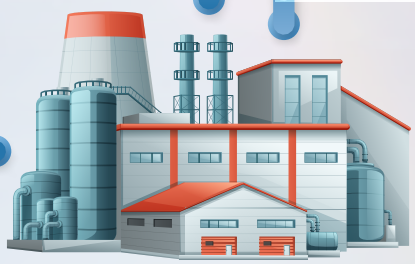
1. *Shareholders and investors* 2. *Financial institutions*
3. *Employees*

A focus shall be placed on sound internal controls and regular financial risk management. Also, financial reports shall be prepared using a database management system based on generally accepted standards and appropriate accounting policies. The reports shall be certified by the auditors to ensure correctness, transparency, good financial credit ratings, and continued confidence.

Industrial Water

Wastewater Treatment





Industrial Plant

Construction Project Management

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

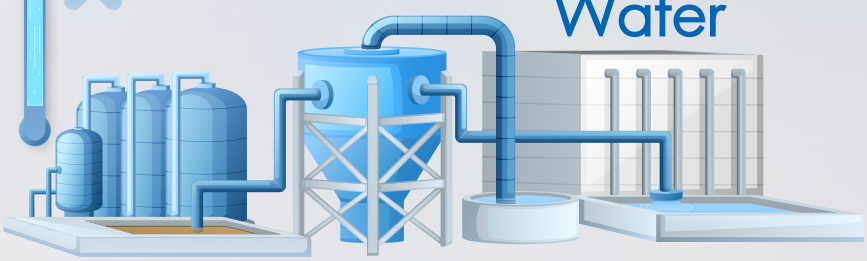
Construction is an important process that can affect almost every group of the Company's stakeholders. Therefore, the Company established a set of standards for working with its stakeholders, especially suppliers and nearby communities while placing emphasis on uses of technologies and innovations in managing projects to enhance operational efficiency and prevent any possible impacts.

Contracts and Customer Relations Management

1. *Regulatory bodies and government agencies relating to business undertakings*
2. *Employees* 3. *Customers* 4. *Suppliers*

One of the Company's priorities is to manage contracts with its stakeholders across different groups by observing the principles of good corporate governance and monitoring the operations to ensure compliance with relevant contracts and standards. The Company shall also constantly improve its operations to achieve greater efficiency so as to satisfy the needs of its stakeholders as contract parties.

Recycled Water



ACHIEVEMENTS AND SUSTAINABILITY AWARDS IN 2021

Economic and Governance

(Disclosure 102-7, 201-1)

- Revenue: Baht **4,726,728,383**[1] (sales and service revenue: **97.96%**; other income: **2.04%**)
- Net profit: Baht **1,073,042,569**
- Income tax contributed to the government: Baht **263,025,798**[2]
- Community development investment: Baht **16,532,020**
- Operating expense (OPEX): Baht **508,693,190**
- Interim dividends payable to shareholders: Baht **0.18** per share[3]
- Salary and employee benefits of the East Water group: Baht **388,067,383**

Remarks:
[1] The financial statements of the Company and its subsidiaries. (The Company's sales and service revenue totaled Baht 3,413.03 million; the subsidiaries' sales and service revenue totaled Baht 1,455.68 million; the Company's other income totaled Baht 213.14 million; and the subsidiaries' other income totaled Baht 16.38 million.)
[2] Refers to the business group's income tax for 2021
[3] The 2021 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. 9/2021 held on 30 August 2021 at the rate of Baht 0.18 per share. The final dividends from the operating results from July-December 2021 will be proposed by the Board of Directors to the 2022 Annual General Meeting of Shareholders (AGM) on 29 April 2022.

Social and Environment

- Care for the communities along the water grid of **512** km., covering **23** districts, **42** municipalities, and **53** subdistrict administrative organizations.
- Distribution of clean water to communities for consumption totaling **321,528** liters (drinking water supplied by trucks, water cups, and water bottles), for tap water and agriculture through pipelines totaling **2,740** cubic meters, and for use as tap water from **15** raw water distribution points to villages totaling **1,561,037.60** cubic meters.
- Increase in green zones covering about **18** rai of land per year (about **400** trees/rai) to absorb carbon dioxide of around **65-108** tons/year (one tree can absorb carbon dioxide at **9-15** kg./year on average.)
- Wastewater treatment for canteens in **7** schools with the dissolved oxygen (DO) value of more than **4** mg/L. The Company aims to expand the number of participating schools from **7** to **14** within 2023.
- Employee engagement: **84.58%** (higher than last year)

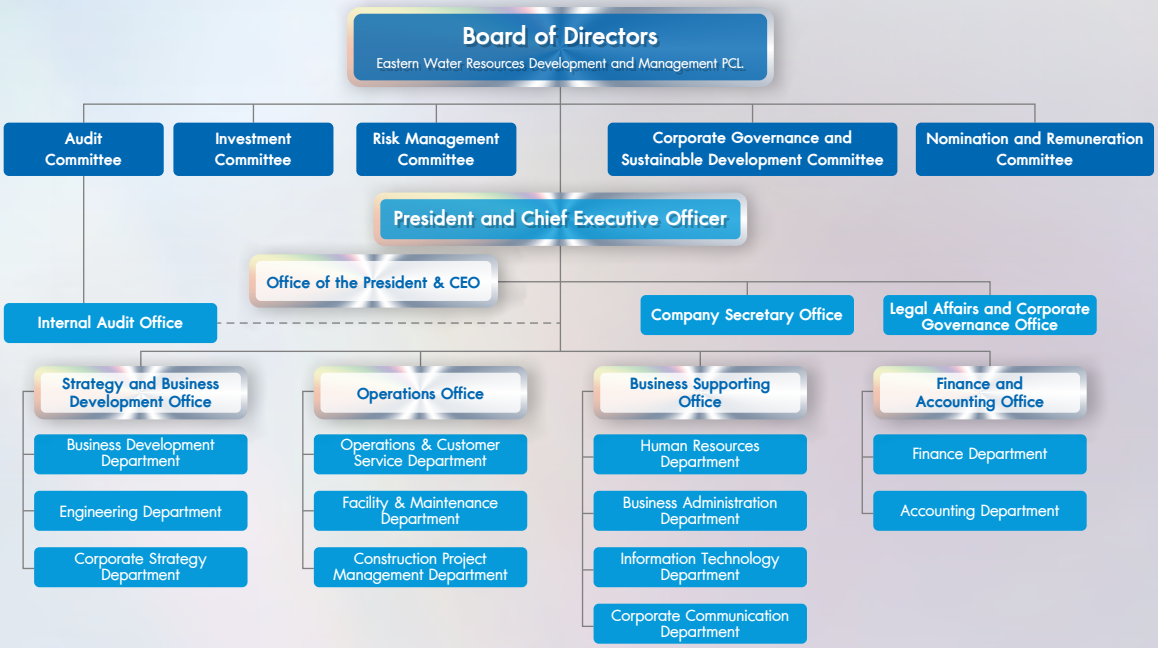
Sustainability

- The Company was chosen as **1** of the **146** companies in Thailand Sustainability Investment (THSI) for the 7th consecutive year.
- The Company earned the Sustainability Disclosure award.
- The Company received an excellent rating **96.00%** according to the Corporate Governance Report of Thai Listed Company (CGR) assessment.
- The Company's 2021 AGM received a score of **100%** for its quality assessment according to the Thai Investors Association.

CORPORATE GOVERNANCE STRUCTURE

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

There were five subcommittees set up 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, the Company's objectives and Articles of Association, and resolutions of the shareholders' meetings; and had authority to take any actions within the scope of the Company's objectives and applicable laws.



The Board of Directors consisted of the members 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 in Page 77 of the 56-1 One Report 2021.)

The subcommittees with the key role in corporate governance were: (Disclosure102-32)

01 The Corporate Governance and Sustainable Development Committee consists of 3 independent directors with the 2 main duties as follows:

1) **Corporate Governance:** 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 Corporate Governance and Sustainable Development's Charter in the Company's website).

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 Corporate Governance and Sustainable Development's Charter in the Company's website).

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

In 2021, the Company reviewed the good corporate governance principles, the business group's code of conduct, and the internal anti-corruption policy to ensure that they were updated regularly by referring to new laws and practices of the Thai Institute of Directors (IOD). In addition, the Company reviewed its regulations relating to the adoption of e-signatures to reflect the flexible work scheme using communications technologies to facilitate convenience and speed of operations. (Disclosure 102-17)

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

02 The Risk Management Committee consists of 5 members

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 Risk Management Committee's Charter in the Company's website.)

The Company's Risk Management and Quality System Division, under the Corporate Strategy Department, is responsible for preparing risk management manuals, as well as analyzing and reviewing risk factors and their impacts on the Company's successful business plan execution. The function shall also propose suitable risk management guidelines which form a part of the Company's risk management plan. Moreover, the function shall be in charge of tracking the progress of enterprise-wide risk management implemented by different functions for regular reporting to the Risk Management Committee. (Further details are shown in the risk management section in Page 47 of the 56-1 One Report 2021.)

03 The Audit Committee consists of 3 independent directors

Responsible for reviewing the correctness and adequate disclosure of the Company's financial reports. The Committee shall also review and express opinion on an assessment form for the adequacy of internal controls, risk management system, and the compliance with laws, rules, and regulations on securities, the SET, and related party transactions or transactions with possible conflicts of interests to ensure correctness, completeness, and transparency. Moreover, the Committee shall review the anti-corruption process to be in line with supervisory guidelines and the process of handling of leads or tips and complaints; and consider and determine auditors and audit fees. (Further details are available in the Audit Committee's Charter in the Company's website.)

ABOUT THIS REPORT

(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 2021 is the 11th in a series of the Company's annual sustainability reports as a means to disclose the corporate sustainability-related 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 were categorized based on the approaches to managing impact on stakeholders in all key processes of business operations, which are known as the 6 sustainability approaches. This report was 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 was for the reporting period of 1 January to 31 December 2021.

This report presents business operation information in 2021 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 of Universal Utilities Public Company Limited in Thailand.

This report contains information with material changes from 2020 as follows:

01 In calculation of carbon dioxide (CO_2eq), references of emission factors were changed from the Energy Policy and Planning Office (EPPO), Ministry of Energy, to the Thailand Greenhouse Gas Management Organization (TGO). 2020 and 2021 saw CO_2 emission levels at 74,564 tonnes of CO_2eq and 80,625 tonnes of CO_2eq respectively.

02 There was a report of an additional use of water and electricity energy from the three water pump stations, i.e. the Thab Ma Reserve Pond water pumping station, the Khlong Thab Ma water pumping station, and the Rayong River water pumping station.

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

Guidance for Determining Report Contents: The 2021 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 thereof in this Sustainability Report.

Channels for further inquiries:

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
Telephone : 02-272-1600
E-mail : pr@eastwater.com

This Sustainability Report and previous years' sustainability reports can be downloaded in the Company'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 of the Company's operations on its stakeholders. Thus, there were six groups of stakeholders as follows: 1) Customers, 2) Regulatory 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:

1 Customers

1.1 » Company's customers

Methods of Participation/Frequency

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

Based on the Company's projects or each activity or complaint
- Meetings with customers to offer total water solutions and recommendations regarding project development

More than once/year or on a quarterly basis
- Satisfaction surveys (by internal functions)
- Water meter monitoring
- SCADA system proactive repairs and maintenance

Monthly basis
- Water war room keyman meetings
- Water quality analysis reports

At all times or throughout the year
- Discussion meetings with customers
- Customer complaint channels
- Communications and public relations via social media platforms such as the Company's website, Facebook, SMS, Microsoft Teams, and Line group.
- Meetings on special days/occasions
- Water situation reports

Expectations/Recommendations/Issues for Improvement
1. Responses to customers' needs in terms of water volumes, additional water reserve sources to meet customers' needs, and services provided by Company's staff
2. Quality of water distribution services and control rooms
3. Reporting of solving of a problem regarding reduction in water distribution
4. Adjustments of raw water quality to meet standards
5. Stable water volumes and consistent flow pressure
6. Regular and up-to-date reports of information and news (such as water quality, water flow pressure, and usage volumes)
7. Water fee calculation complicated methods/fair pricing adjustments
8. New technology development/improvement for customer services

Focus issues for the Company's sustainability-related operations
1. Transparent and auditable operations
2. Climate change action measures
3. Optimized water resource management
4. Environmental impact control, preventive, and mitigation measures
5. Occupational health and safety for the stakeholders (employees, suppliers, customers, and communities)
6. Control measures to prevent and contain negative impacts on communities
7. Community well-being improvement projects

1.2 » Subsidiaries' customers

Methods of Participation/Frequency

Per each service or upon each exam/bidding or first contract signing occasion
- After-service satisfaction surveys (by external agencies)

At all times or throughout the year
- Customer complaint handling Communications and public relations via social media platforms such as the Company's website, Facebook, and Line@
- Meetings on special days/occasions

Expectations/Recommendations/Issues for Improvement
1. Quality of tap water
2. Services provided by Company's staff, and responses to customers' needs
3. Customer complaint and/or communication channels
4. Occupational health and safety for the stakeholders (employees, suppliers, customers, and communities)
5. Control measures to prevent and contain negative impacts on communities

2 Regulatory bodies and government agencies relating to business undertakings

Methods of Participation/Frequency

Yearly basis
- Studies on climate forecasts based on different climate models
- Satisfaction surveys (by external agencies)

More than once/year or on a quarterly basis
- Meetings with government agencies and groups of water users
- Relations activities

Monthly basis
- Water war room keyman meetings
- Meetings with government agencies

At all times or throughout the year
- Studies on and compliance with requirements, rules, regulations and laws
- Communications and public relations via social media platforms such as the Company's website, Facebook, Line@ and Line group
- Meetings on special days/occasions

Expectations/Recommendations/Issues for Improvement
1. Sourcing of additional water sources for backup purposes
2. Occupational health and safety for the shareholders (employees, suppliers, customers, and communities)
3. Control measures to prevent and contain negative impacts on communities
4. Community well-being improvement projects
5. Channels for communications and community comments
6. Uses of inventions, innovations, or new technologies for business operations and drought prevention

Focus issues for the Company's sustainability-related operations
1. Compliance with requirements, laws, or contracts entered into between the Company and its stakeholders
2. Honest, transparent, and auditable operations and clear anti-corruption guidance
3. Quality control and safe delivery process to ensure standard products and services
4. Optimized water resource management
5. Environmental impact control, preventive, and mitigation measures
6. Uses of inventions, innovations, or new technologies for business operations and drought prevention
7. Policy or environmental project collaborations with the government sector or stakeholders

3 Shareholders and investors

Methods of Participation/Frequency

Yearly basis
- Annual general meetings of shareholders (AGM)
- Satisfaction surveys (by external agencies)

More than once/year or on a quarterly basis
- Management discussion and analysis (MD&A) sessions

At all times or throughout the year
- Activities to communicate corporate performance to investors/shareholders such as roadshows, company visits, conference calls, etc.
- Q&A sessions via telephones and emails

Expectations/Recommendations/Issues for Improvement
1. Climate change action plans
2. Risk management and business growth
3. Communication channels and sharing of corporate news and information
4. Construction project progress

Focus issues for the Company's sustainability-related operations
1. Honest, transparent, and auditable operations and clear anti-corruption guidance
2. Compliance with requirements, laws, or contracts entered into between the Company and its stakeholders
3. Quality control and safe delivery process to ensure standard products and services and appropriate raw water pricing
4. Optimized water resource management and energy efficiency in water pumping and distribution
5. Environmental impact control, preventive, and mitigation measures
6. Uses of inventions, innovations, or new technologies for environmental operations
7. Fair employment, respect for labour rights, and just treatment
8. Control measures to prevent and contain negative impacts on communities
9. Community well-being improvement projects

4 Communities and government agencies

Methods of Participation/Frequency

Yearly basis
- Satisfaction surveys (by external agencies)

Based on the Company's projects or each activity or complaint
- Public relations activities for projects
- Follow-up meetings on community-related issues and solutions
- CSR activity assessments

More than once/year or on a quarterly basis
- Meetings with government agencies and groups of water users

Monthly basis
- Life quality and environmental improvement activities for communities

At all times or throughout the year
- Studies on and compliance with requirements, rules, regulations and laws
- Communications and public relations via social media platforms such as the Company's website, Facebook, Line@ and Line group
- Meetings on special days/occasions

Expectations/Recommendations/Issues for Improvement
1. Water development and management to meet the water demand of all sectors
2. Corporate news, information, and activities
3. Community well-being improvement projects

Focus issues for the Company's sustainability-related operations
1. Honest, transparent, and auditable operations and clear anti-corruption guidance
2. Optimized water resource management
3. Environmental impact control, preventive, and mitigation measures
4. Uses of inventions, innovations, or new technologies for environmental operations
5. Policy or environmental project collaborations with the government sector or stakeholders
6. Occupational health and safety for the shareholders (employees, suppliers, customers, and communities)
7. Control measures to prevent and contain negative impacts on communities

5 Suppliers

Methods of Participation/Frequency

Yearly basis
- Relations activities
- Satisfaction surveys (by external agencies)

Per each service or upon each exam/bidding or first contract signing occasion
- Meetings to explain the scope of work for projects worth Baht 1 million up
- Anti-corruption policy
- Declaration of intent to fight corruption
- Supplier code of conduct for sustainable business development

At all times or throughout the year
- Communications and public relations via social media platforms such as the Company's website and Line group
- Registration of suppliers (selection, registration, assessment, and review of the registration)
- Personal data protection practices for Suppliers

Expectations/Recommendations/Issues for Improvement
1. Services provided by Company's staff
2. Quick procurement process and communications
3. Quality control and safe delivery process to ensure standard products and services

Focus issues for the Company's sustainability-related operations
1. Honest, transparent, and auditable operations and clear anti-corruption guidance
2. Compliance with requirements, laws, or contracts entered into between the Company and its stakeholders
3. Efficient water management
4. Optimized water resource management
5. Environmental impact control, preventive, and mitigation measures
6. Uses of inventions, innovations, or new technologies for environmental operations
7. Policy or environmental project collaborations with the government sector or stakeholders
8. Fair employment, respect for labour rights, and just treatment
9. Personnel development and internal knowledge products
10. Occupational health and safety for the shareholders (employees, suppliers, customers, and communities)
11. Control measures to prevent and contain negative impacts on communities

6 Directors, executives, and employees

6.1 Directors

Methods of Participation/Frequency

Yearly basis
- Site visits

Monthly basis
- Board of Directors' meetings

Expectations/Recommendations/Issues for Improvement

1. Honest, transparent, and auditable operations and clear anti-corruption guidance
2. Compliance with requirements, laws, or contracts entered into between the Company and its stakeholders
3. Quality control and safe delivery process to ensure standard products and services
4. Business growth and investment project implementation progress
5. Risk management
6. Complaint and/or communication channels
7. Sustainable Suppliers management
8. Climate change action measures
9. Optimized water resource management
10. Water quality and raw water grid stability
11. Environmental impact control, preventive, and mitigation measures
12. Uses of inventions, innovations, or new technologies for environmental operations
13. Policy or environmental project collaborations with the government sector or stakeholders
14. Personnel development and internal knowledge products
15. Occupational health and safety for the shareholders (employees, suppliers, customers, and communities)
16. Control measures to prevent and contain negative impacts on communities
17. Community well-being improvement projects

6.2 Company's executives and employees

Methods of Participation/Frequency

Yearly basis
- Satisfaction and employee engagement surveys (by external agencies)

More than once/year or on a quarterly basis
- Meetings with 2 sets of Workplace Welfare Committees
- CEO meetings with employees

Monthly basis
- Management meetings
- Meetings with 2 sets of Occupational Safety, Health, and Environment Committees

At all times or throughout the year
- Receipt of employee complaints
- Personal data protection practices for employees and job applicants

Expectations/Recommendations/Issues for Improvement

1. Compliance with requirements, laws, or contracts entered into between the Company and its stakeholders
2. Services provided by Company's staff, and responses to customers' needs
3. Complaint and/or communication channels
4. Compensation and achievement recognition systems
5. Career advancement
6. Talent retention
7. Personnel development system and sources of knowledge for development
8. Welfare schemes
9. Healthcare and safety for employees

6.3 Subsidiaries' executives and employees

Methods of Participation/Frequency

Yearly basis
- Satisfaction and employee engagement surveys (by external agencies)

More than once/year or on a quarterly basis
- Meetings with the Workplace Welfare Committee

Monthly basis
- Management meetings
- Meetings with the Occupational Safety, Health, and Environment Committee

At all times or throughout the year
- Receipt of employee complaints

Expectations/Recommendations/Issues for Improvement

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

MATERIAL SUSTAINABILITY TOPICS

(Disclosure 102-33, 102-47)

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

01 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, prepare strategies, and determine enterprise risks with possible short- and long-term impacts on organizational sustainability.
- **External information (national or global trends and interests)**
  To review national or global trends and interests in alignment with the sustainable development goals (SDGs) and expectations of 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.

02 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.

03 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 the three dimensions, namely economic and governance, social, and environmental.

MATERIAL SUSTAINABILITY TOPIC ASSESSMENT RESULTS 2021

Economic and Governance Dimension

1.1 Good corporate governance
1.2 Sustainable business growth
1.3 Quality of products and services
1.4 Good relationships with stakeholders and complaint management
1.5 Supply chain management
1.6 Systematic risk management

Environmental Dimension

2.1 Measures to respond to climate change issues and water data management
2.2 Changes in water quality in water sources
2.3 Environmental projects

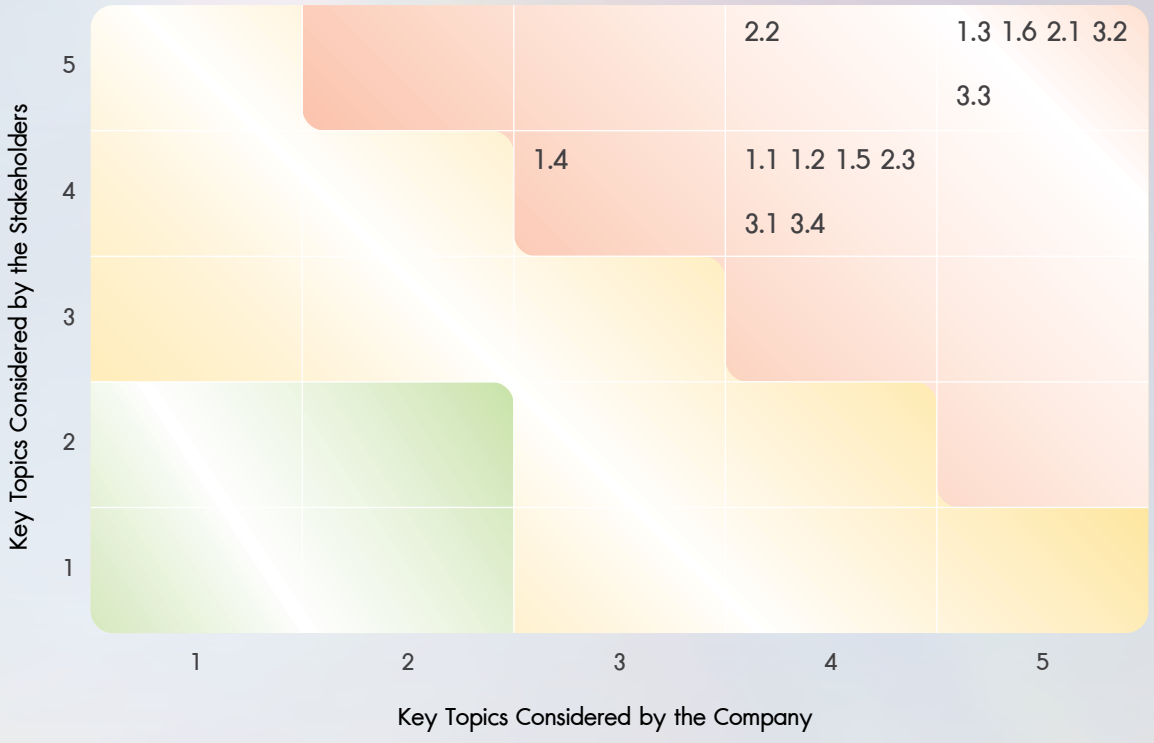
Social Dimension

3.1 Personnel management and development system
3.2 Occupational safety, health, and environment
3.3 Control standards for construction project works for communities
3.4 Community well-being improvement projects

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

Materiality Matrix

(Disclosure 102-28)



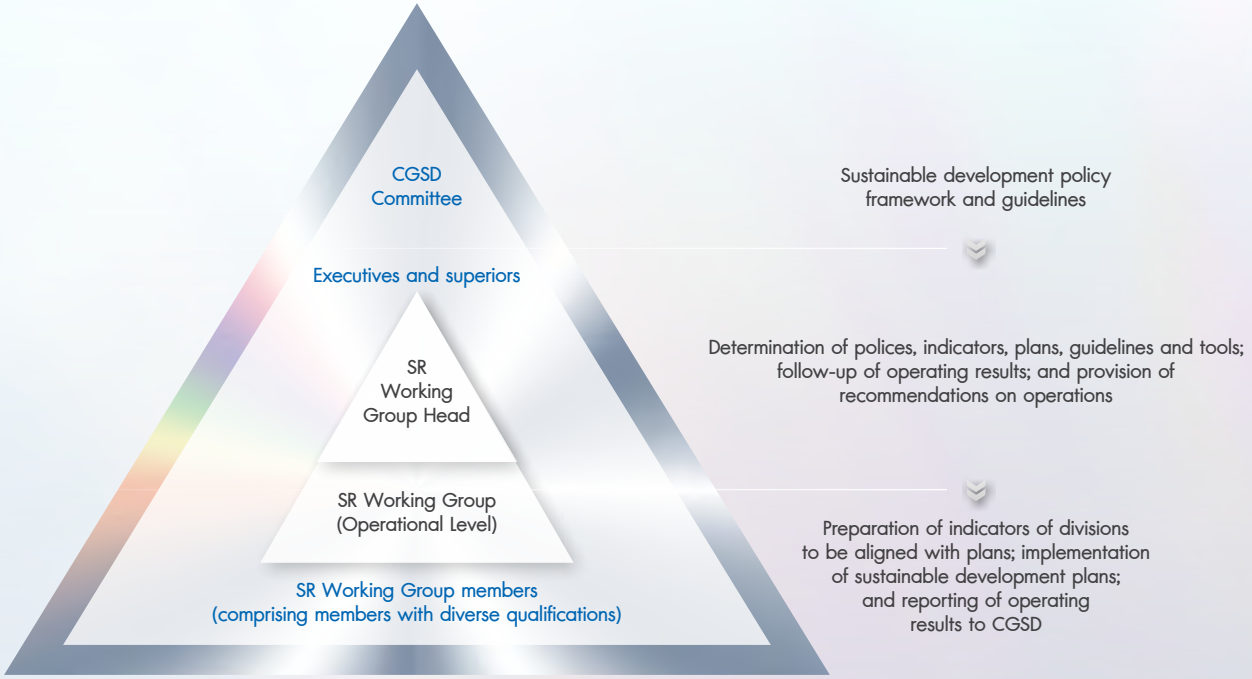
Materiality Matrix

Summary of 13 topics and 17 indicators

Sustainability Topics	Key Topics Considered by the Company/ Stakeholders	Groups of Stakeholders: Customers	Shareholders and investors	Regulatory 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
Economic and Governance Dimension	1. Good corporate governance	✓	✓	✓	✓	✓	✓	1. Good corporate governance principles 2. Systematic risk management 3. Complaint management 4. Sustainable supplier management 5. Sustainable business growth 6. Service-mindedness and product quality standards	General Disclosures (102-11, 102-15, 102-16, 102-17) Anti-Corruption (205-2) Economic Performance (201-1,201-2) General Disclosures (102-43, 102-44) Evaluation of the management approach (103-3)	12.7, 16.5 6.3, 9.1, 9.4 12.5
	2. Sustainable business growth	✓	✓	✓			✓			
	3. Quality of products and services	✓	✓	✓		✓	✓			
	4. Good relationships with stakeholders and complaint management	✓	✓	✓	✓		✓			
	5. Supply chain management					✓	✓			
	6. Systematic risk management	✓		✓			✓			
Environmental Dimension	1. Measures to respond to climate change issues and water data management	✓	✓	✓	✓	✓	✓	1. Climate Change Response towards Integrated Water Management 2. Care for water quality in water sources 3. Environmental Projects	Energy (302-3) Emissions (305-2) Water and Effluents (303-1, 303-3, 303-5)	13 6.1, 6.4, 6.5, 12.2, 12.3, 12.5, 15.3
	2. Changes in water quality in water sources	✓					✓			
	3. Environmental projects	✓	✓	✓	✓	✓	✓			
Social Dimension	1. Personnel management and development system					✓	✓	1. Human Resources management towards a national leading water organization 2. Care for employees' well-being 3. Sharing knowledge with society 4. Occupational safety, health, and environment 5. Responsibility for construction impacts 6. Community sustainability projects	General Disclosures (102-16) Employment (401-1) Training and Education (404-1, 404-2, 404-3) General Disclosures (102-41,102-43,102-44) Occupational Health and Safety (403-1, 403-5, 403-9) Management Approach (103-2) Local Communities (413-2) Economic Performance (201-1) Indirect Economic Impacts (203-1)	4.3, 4.5, 5.1, 8.5 8.8 2.1, 2.4, 4.4, 4.5, 6.3, 6.6, 8.9, 13.3, 15.1, 15.2
	2. Occupational safety, health, and environment	✓	✓		✓	✓	✓			
	3. Control standards for construction project works for communities	✓	✓	✓	✓	✓	✓			
	4. Community well-being improvement projects	✓	✓	✓	✓		✓			

SUSTAINABILITY AT POLICY LEVEL

The Company managed its organizational sustainability across all dimensions including economic and governance, environmental, and social based on internal and external factors through the Corporate Governance and Sustainable Development Committee. This enabled the Company to be prepared and ready to embrace any changes in a timely manner. The sustainability management structure is divided into 3 levels as follows: (Disclosure 102-19, 102-20, 102-26)



The Company's operations have been focused on the efficient use of resources throughout the supply chain business processes 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 Thailand Greenhouse Gas Management Organization (TGO)'s Standards of Greenhouse Gas Emission Calculation. These standards were key drivers of sustainable development in line with the Company's sustainable management policy (Disclosure 102-12).

ECONOMIC AND GOVERNANCE DIMENSION

CHANGE FOR GROWTH

Use technologies and innovations to build capacity, support industries in the eastern seaboard, and drive sustainable economic growth with all-stakeholder focus

GOOD CORPORATE GOVERNANCE

(Disclosure 205-2)

The Board of Directors formulated the Good Corporate Governance (CG) policy in writing in 2003, and the Company later revised the CG policy according to the Office of the Securities and Exchange Commission (SEC)'s 2017 Corporate Governance (CG) Code for Listed Companies. The Corporate Governance and Sustainable Development Committee was assigned by the Board of Directors to screen and review this group-wide CG policy and 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 Page71 in the Corporate Governance section of the 56-1 One Report 2021.) 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 its internal website for easy searches. 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 2021

In 2021, 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:

Date	Courses/Activities	Company's participants	Subsidiaries' participants	Total participants	*% of all employees (%)	Employee level			Region				Type of employment	
						Executives (Person)	Superiors (Person)	Operating employees (Person)	Central (Person)	Northern (Person)	Eastern (Person)	Western (Person)	Permanent employees (Person)	Contract employees (Person)
1-2 Feb. 21	Anti-Corruption	2	0	2	0.51	0	0	2	2	0	0	0	2	0
1 Apr. - 31 Aug. 21, 2 Sep. - 31 Dec. 21	IT Security Awareness (E-learning)	246	0	246	63.08	20	31	195	141	1	104	0	244	2
28 May. 21	PDPA in Practice	1	0	1	0.26	0	0	1	1	0	0	0	1	0
6 Jul. 21	Road to join CAC	0	1	1	0.26	0	0	1	1	0	0	0	1	0
13-14 Jul. 21	Company Secretary Program	1	0	1	0.26	0	1	0	1	0	0	0	1	0
21 Jul. 21	Road to Certify with Thai CAC	0	2	2	0.51	0	1	1	2	0	0	0	2	0
10 Aug. 21	PDPA Executive Practices Sharing: Sharing of Strategies for Success in Personal Data Management by Leading Organizations	2	0	2	0.51	1	1	0	2	0	0	0	2	0
19-20 Aug. 21	Anti-Corruption: The Practical Guide (ACPG)	0	1	1	0.26	0	0	1	1	0	0	0	1	0

Date	Courses/Activities	Company's participants	Subsidiaries' participants	Total participants	*% of all employees (%)	Employee level			Region				Type of employment	
						Executives (Person)	Superiors (Person)	Operating employees (Person)	Central (Person)	Northern (Person)	Eastern (Person)	Western (Person)	Permanent employees (Person)	Contract employees (Person)
1 Aug. - 31 Oct. 21	Personal Data Protection Act for Practioners in Agencies and Business Organizations	1	0	1	0.26	0	0	1	1	0	0	0	1	0
11-12 Sep. 21	Enhancing Efficient Internal Audit Procedure through Case Study	1	0	1	0.26	0	0	1	1	0	0	0	1	0
14 Sep. - 8 Oct. 21	Professional Development Program for Company Secretary	1	0	1	0.26	0	0	1	1	0	0	0	1	0
17, 23 Sep. 21	PDPA in Practice	0	105	105	26.92	5	19	81	41	5	53	6	105	0
31 Aug. - 1 Nov. 21	Director Certification Program	1	0	1	0.26	1	0	0	1	0	0	0	1	0
15 Oct. 21	EWG Love CG 2021: A New Normal Practice with Stakeholder Focus	212	106	318	81.54	25	48	245	184	10	118	6	315	3
1 Oct. - 31 Dec. 21	Internal Anti-Corruption (E-Learning)	246	0	246	63.08	20	31	195	141	1	104	0	244	2
1 Oct. - 31 Dec. 21	EWG Code of Conduct (E-Learning)	246	0	246	63.08	20	31	195	141	1	104	0	244	2
5 Nov. 21	Personal Data Protection Act (PDPA) B.E. 2562 (A.D. 2019)	1	0	1	0.26	0	0	1	1	0	0	0	1	0
29 Nov. - 1 Dec. 21	Effective Minutes Taking (EMT)	1	0	1	0.26	1	0	0	1	0	0	0	1	0
7 Dec. 21	Roles of Board of Directors, Management, and Employees in Combating Corruption	2	89	91	23.33	8	17	66	45	1	39	6	91	0

Remark: * The total number of the East Water Group employees was 390 divided into 249 Company's employees and 141 subsidiaries' employees.

To ensure that all the employees had knowledge and an 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 the knowledge and understanding of the employees. The assessment results would be used for improving the employees' communication skills and their awareness about performing duties with ethics and transparency, which will lead to sustainable business operations.

As at the end of Q4/2021, there were no reports of complaints or whistleblowing; and no findings of any fraudulent actions or violations of laws, rules, regulations, EWG code of conduct, and sound internal controls.

RISK MANAGEMENT

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

Below are the principles of analyzing, assessing and managing risks according to the COSO standards

01 Objective Setting

02 Event Identification

03 Risk Assessment

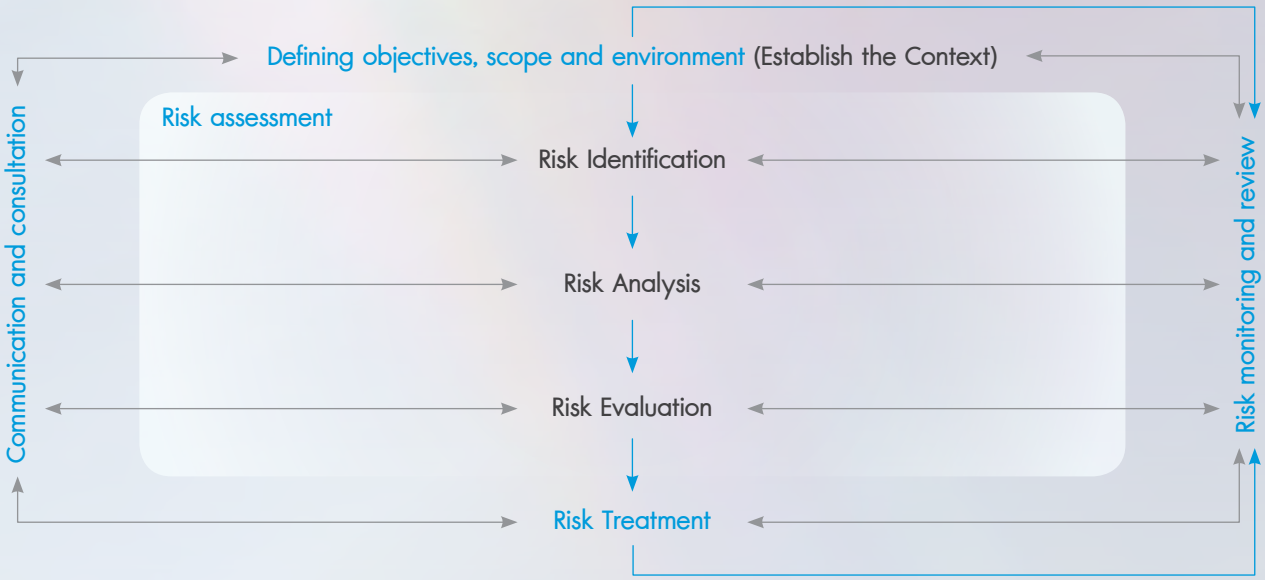
04 Risk Response

05 Risk Control Activities

06 Information and Communication on risk management

07 Monitoring

Risk management process contains the following key steps



As part of the ERM practice, the Company developed its Business Continuity Management (BCM) according to the ISO 22301:2019 standards by laying down a holistic management system covering crisis management plan, crisis communication plan, and business continuity plan, connecting all agencies across the organization.

Risk Management Structure

Risk management structure involves the creation of a control project based on considerations of relationships between different resources, work processes and internal management procedures, and the determination of functional scope, duties, and responsibilities as follows:

Risk Management Committee

- To set up and review a corporate risk management policy in all aspects once per year to ensure alignment with the corporate objectives, main goals, and strategies
- To supervise and support risk management as part of a corporate culture
- To monitor and assess possible impacts and chances of the emergence of the identified risks on a regular basis in order to prioritize and manage such risks appropriately

Management Team

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

Risk Management and Quality System Function, Corporate Strategy Department

- To put in place a risk management system and process organization-wide under a set of uniform standards
- To implement the risk management process and comply with risk control measures
- To report and monitor key results of risk management plan implementation to the management for consideration
- To communicate and provide advice on risk management and express suggestions regarding steps and methods of risk management to enable well-informed decision-making regarding risk management and an understanding about the necessities and scope of work; and to support exchanges of data between relevant parties for a common understanding of concepts, principles, and practices for efficient risk analysis and management

Risk Owner Entities and All Employees

- To provide relevant data support to the Risk Management Working Group
- To provide collaboration in risk management plan implementation
- To partake in determining risk management and implementation approaches
- To manage risk items within desirable levels and scopes while providing risk assessments and reviews at appropriate intervals and as necessary
- To analyze the results of the progress of the action plan implementation
- To comply with the internal control system guidance applicable to relevant functions

There were six types of risks identified by the Company, namely 1) Strategic Risk, 2) Operational Risk, 3) Financial Risk, 4) Regulatory Compliance Risk, 5) Environmental, Social, and Community Risk, and 6) Information Technology Risk. In 2021, the Company's risk factors and risk management guidelines were specified in the 56-1 One Report 2021. (Further details are available in Page 102 of the Internal Control and Risk Management section, and in Page 47 of the Risk Factors section of the 56-1 One Report 2021.) (Disclosure 102-11, 102-15)

COMPLAINT MANAGEMENT

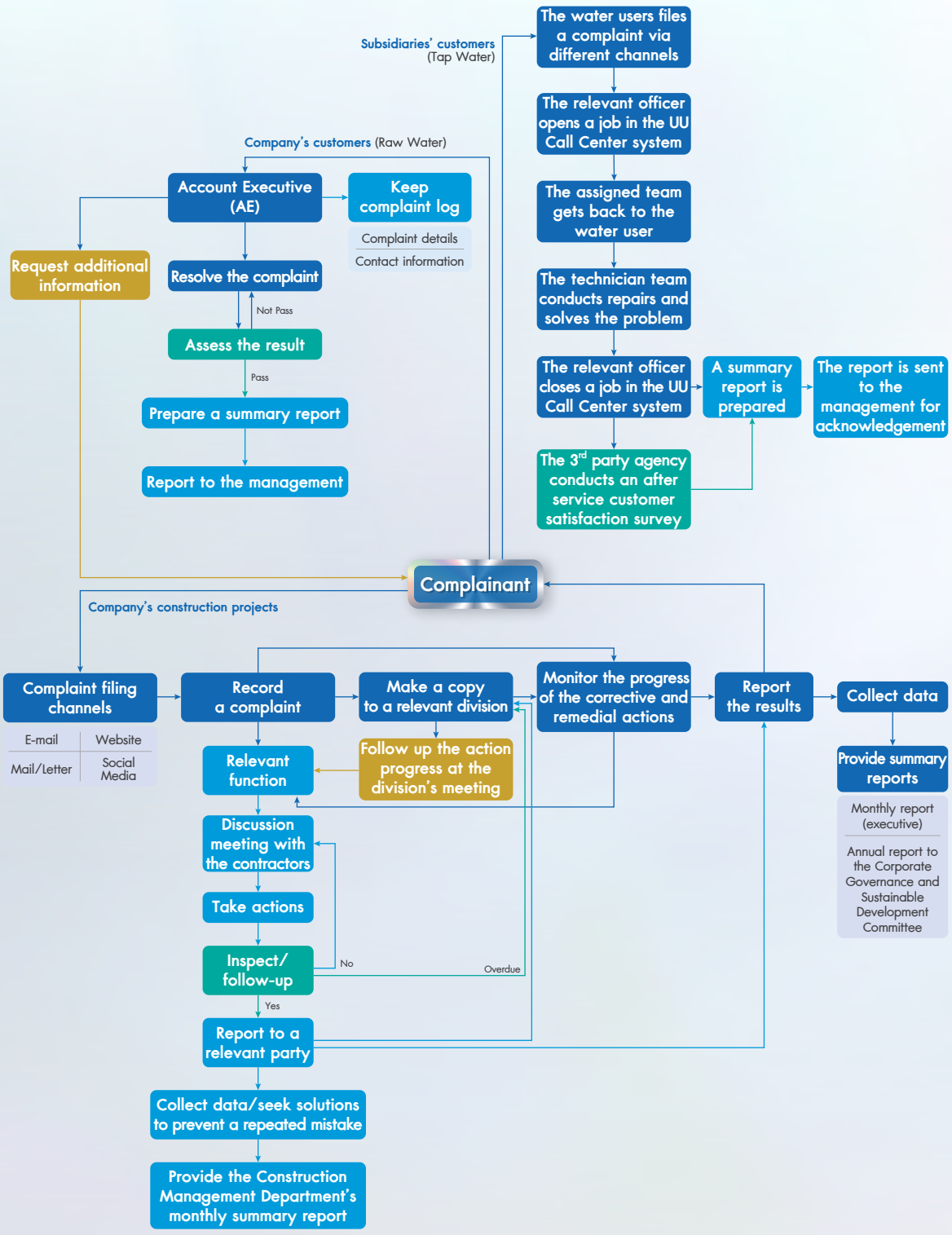
The Company realizes the importance of reflecting the voice of its stakeholders throughout its entire supply chain. Thus, it put in place a complaint handling process for its stakeholders. This includes the establishment of a function to handle complaints filed through various channels offered by the Company, and a systematic complaint handling mechanism to reduce business risks. This is to demonstrate the Company's commitment to corporate social responsibility, transparency in doing business, and the promotion of good relationships with its stakeholders. The Company shall use the lessons learned for further driving its business sustainable development.

Complaint Channels

Complaint Channels	key stakeholders						
	Company's customers	Subsidiaries' companies	Regulatory bodies and government agencies relating to business operations	Stakeholders and investors	Local communities and government agencies	Suppliers	Directors, executives, and employees
1. The Company's website: www.eastwater.com	✓	✓	✓	✓	✓	✓	✓
2. The Company's internal web: The system enables filings of suggestions and whistleblowing/complaint reports							✓
3. Emails: Audit Committee: AC_EW@eastwater.com President & CEO: CEO@eastwater.com Corporate secretary: Whistleblowing@eastwater.com	✓	✓	✓	✓	✓	✓	✓
4. Regular mails: Eastern Water Resources Development and Management Pcl. East Water Building, 25th Floor,1 Soi Vibhavadi Rangsit 5, Vibhavadi Rangsit Road, Chom Phon Subdistrict, Chatuchak District, Bangkok 10900	✓	✓	✓	✓	✓	✓	✓
5. LINE official account: Eastwater CSR					✓		
6. The Company's Facebook account: @eastwfanpage	✓	✓	✓	✓	✓	✓	✓
7. Line group service	✓	✓	✓	✓	✓	✓	✓
8. Hotline or Call Center		✓					
9. Opinion boxes in Bangkok and Rayong offices							✓
10. Meetings or relations activities	✓	✓	✓	✓	✓		
Total complaints	0	20,517*	0	0	2**	0	0

Remarks: * Please refer to further details in Page 43 of the Complaint Preventive Measures section.
** Please refer to further details in Page 77 of the Construction Impact Responsibility section.

Complaint Handling Process



SUSTAINABLE SUPPLIER MANAGEMENT

The East Water Group supply chain supplier management guidelines were implemented with a focus on the suppliers' capacity building to share sustainable growth with the East Water Group. The Company was committed to its procurement regulations and practices and the supplier code of conduct while taking into consideration sustainability issues. This was to express the East Water Group's determination to sustainability, to provide a norm for the group-wide procurement process, and to strengthen relationships with the suppliers. The Company held a number of activities to promote the engagement with its suppliers every year.

Supplier Code of Conduct for Sustainable Business Development
For the supplier code of conduct for sustainable business development, please visit the website at https://investor.eastwater.com/storage/company-subsidiary/corporate-governance/20200903-eastw-supplier-coc-th.pdf; or scan the given QR code.

EWG Supplier & Tenant Day 2021
"THE NEXT NORMAL: POWERING THE FUTURE TOGETHER"

In 2021, the East Water Group held the EWG Supplier and Tenant Day event for the 10th consecutive year. Its intent was to promote good relationships between the vendors and the tenants. This year was a second year where the Company implemented an online meeting platform in response to the government measure on social distancing. The event featured a sharing of the East Water Group's business operation principles including future business directions, the personal data protection law, anti-corruption, quality policy management, occupational safety, health and environment issues, human rights in the supply chain, suppliers code of conduct, registered vendors, and exchanges of ideas and recommendations. The event also served as a channel for the suppliers and tenants to ask questions and express interests to seek corporate information updates. The event was joined by a total of 110 participants from the suppliers, tenants, and group-wide employees.

The EWG Supplier and Tenant Day event was enjoyed by the suppliers and tenants of the East Water Group with a very good rating and a score of 84.46%

SUSTAINABLE BUSINESS GROWTH

(Disclosure 201-1, 201-2)

In 2021, we saw a big change in the wastewater management in the eastern region which was worth the attention as the Company and the Wastewater Management Authority (WMA) jointly signed a memorandum of understanding (MOU) to conduct wastewater management in the eastern region through the development of new forms of wastewater management to respond to the growth of the Eastern Economic Corridor (EEC).

Accumulated wastewater volumes from the consumption, commercial, and industrial sectors in the east, especially in Chachoengsao, Chonburi and Rayong, continued to grow according to the growing economy. Due to their geographical locations as part of the EEC development plan, those areas saw the increasingly growing number of people and factories without any signs of slowing down.

This MOU was initiated on the background that the Company realized the importance of efficient wastewater management to optimize the reuse of parts of the recycled water. This collaboration was aimed at providing communities with wastewater treatment system management and other services related to wastewater treatment while studying wastewater management guidelines in the EEC as Thai important economic zones.

This MOU marked an important milestone in the EEC. Wastewater treatment will continue its course into a different direction as large amounts of wastewater will be treated according to quality standards before being released into natural resources for further use as water supplies for consumption and the benefit of the people in the local areas.

Apart from the above, in 2021, 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:

Industrial Water Business

- The Company signed a contract to buy/sell industrial water with a private company, principally engaged in the production of rubber gloves in Chachoengsao, with a maximum water usage volume of 10,000 cubic meters per day, and a contract period of 25 years. The services are starting in 2022.
- The Company received a confirmation letter for the provision of industrial water services to a group of industrial estates engaged in the real estate, industrial, real estate development consultation, and land development and allocation for Chinese businessmen investing in Rayong, Thailand. with a maximum water usage volume of 15,000 cubic meters per day, and a contract period of 30 years. The services are expected to start in 2022.
- The Company entered into a contract to buy/sell industrial water with an industrial park in Rayong, with a maximum water usage volume of 3,600 cubic meters per day, and a contract period of 30 years. The services are starting in 2022.

INDUSTRIAL WATER
3
PROJECTS

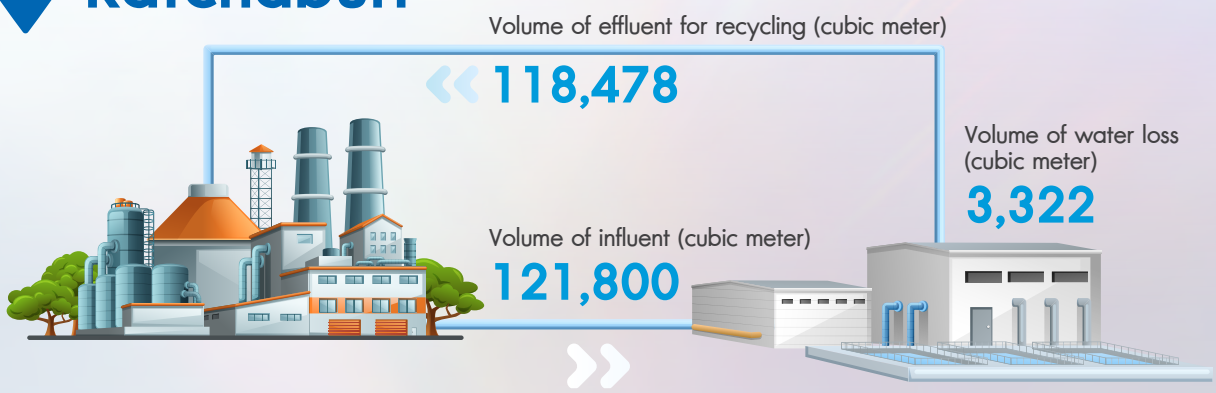
Wastewater Treatment and Recycled Water Business

(Disclosure 303-4, 303-5:2018)

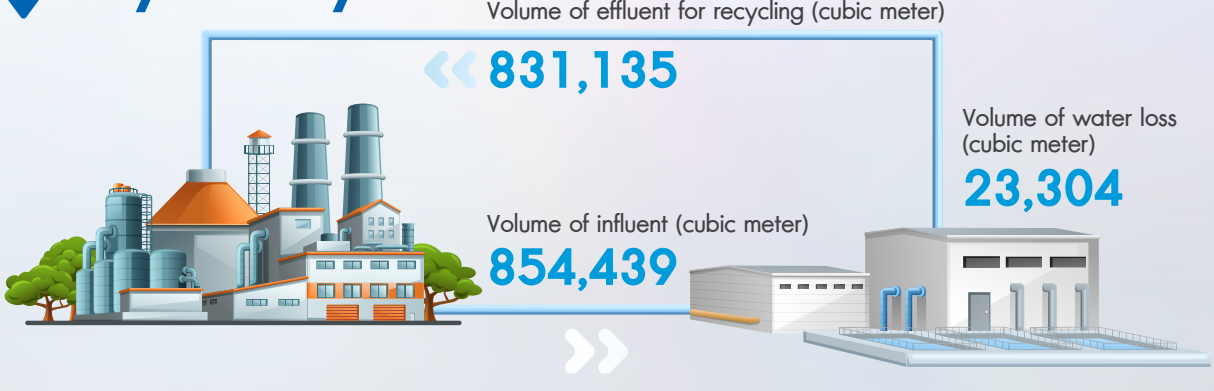
In respect of the wastewater treatment and recycled water business, the East Water Group offers wastewater treatment and water recycling methods that are suited for the properties of water in the system. The treated water quality shall meet standards specified in contracts as well as standards for the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

In 2021, the business 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 145,087.00 cubic meters 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 for other appropriate industrial activities. Details are as follows:

Ratchaburi

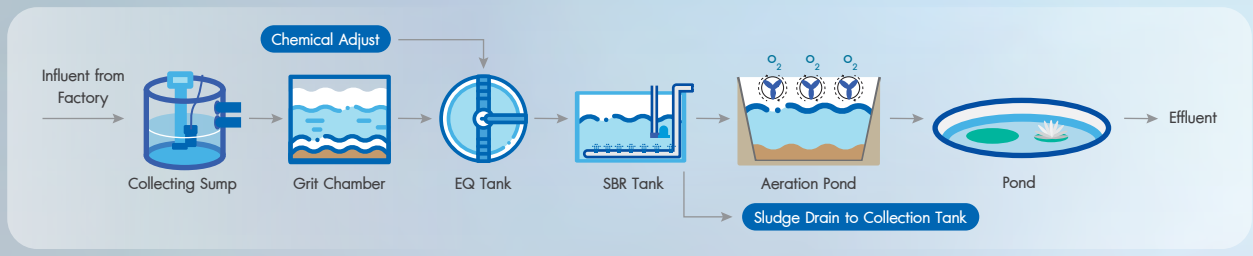


Ayutthaya

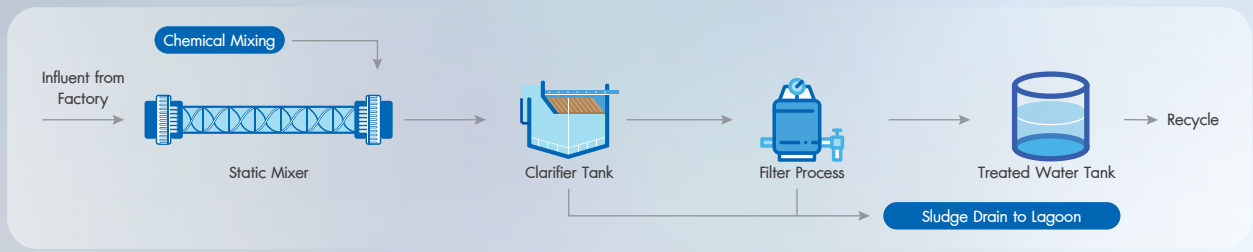


Wastewater Treatment Process

SBR Treatment System

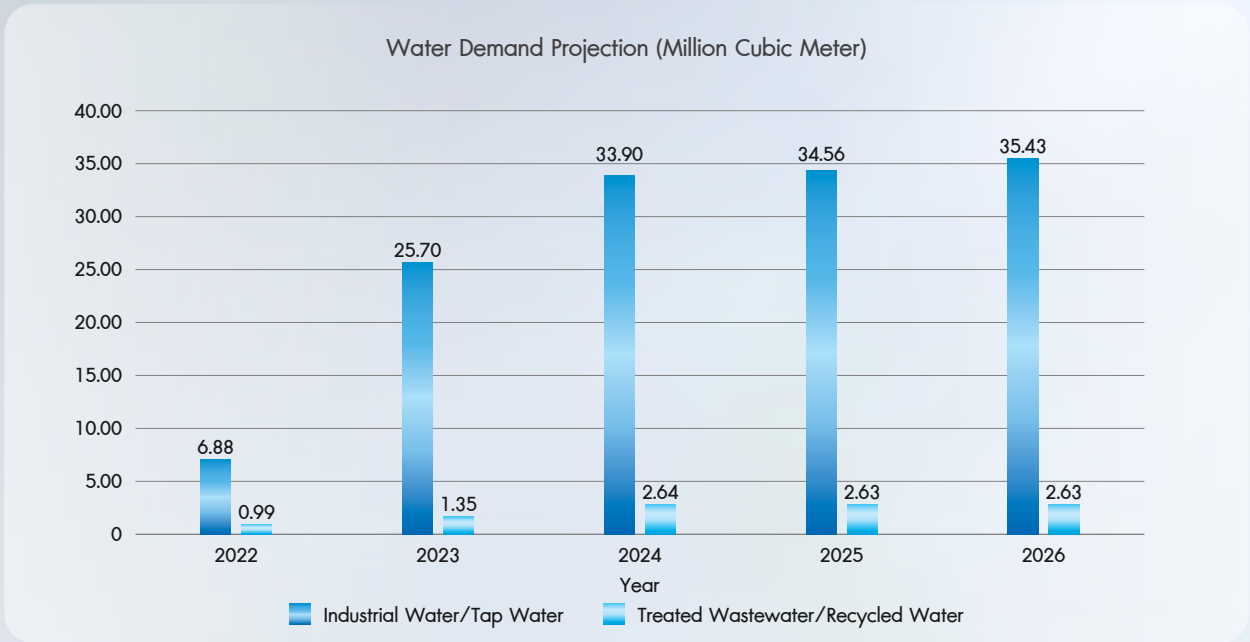


Clarified/Sand Filter Treatment System



The water demand projection by type of water and the water usage level by location based on customers' plans from 2022-2026 are as follows:

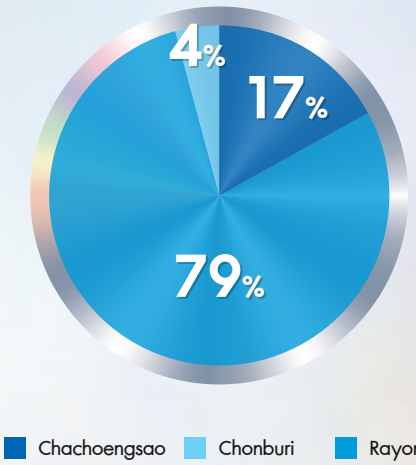
1) Customers' water demand by type of service



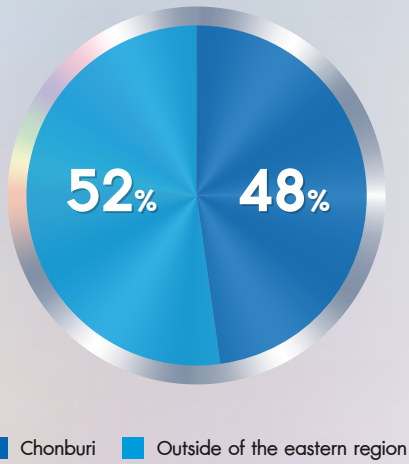
Remark: Such information was projected water demand of customers in the future, subject to changes depending on the customers' investment plans.

2) Demand for tap water and industrial water, and demand for treated wastewater and recycled water by service area

Demand for tap water and industrial water by service area (2022-2026)



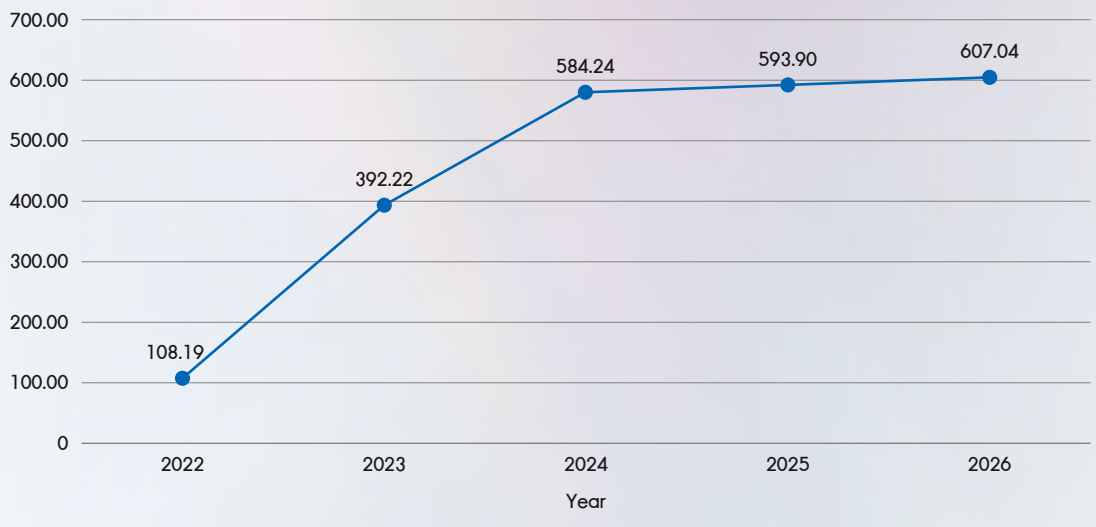
Demand for treated wastewater and recycled water by service area (2022-2026)



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

3) Projected income growth from total water solution business

Projected Income Growth from Total Water Solution Business (Baht Million)



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

SERVICE-MINDEDNESS AND PRODUCT QUALITY STANDARDS

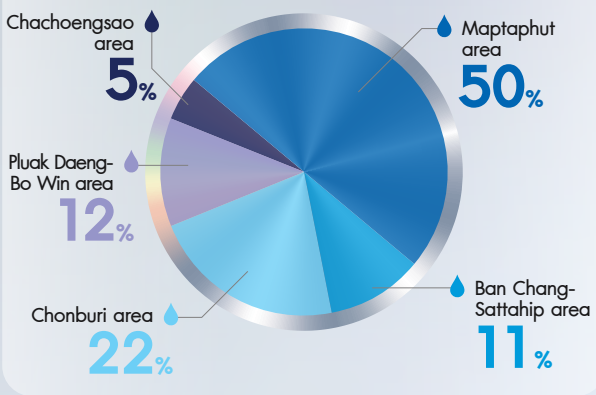
Raw Water Business Segment

Service areas, customer groups, and distribution channels of raw water (Disclosure 102-6, 102-43, 102-44)

The Company is engaged in the development of water pipeline systems and the distribution and sale of raw water to the largest water users in the development and consumption sectors in the eastern seaboard. Its business strengths include its large, comprehensive, modern, and efficient water pipeline networks and pumping systems linking key water sources in the three provinces in the eastern coast region, namely Chachoengsao, Chonburi, and Rayong. The Company has the sustainable 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 said three provinces into an advanced industrial hub for Thailand's industrial sector's enhanced competitiveness. As for its competitiveness, 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.

In 2021, the overall proportion of raw water distribution by service area was as follows:

Overall proportion of raw water distribution by service area



In running its business, the Company realized the importance of its customers' expectations and conducted a field survey of customer satisfaction and addressed complaints. The Company also held annual meetings with its customers to exchange ideas and opinions for further service improvement.

In 2021, the Company held a number of meetings with its key customers to foster their mutual understanding and confidence as follows:

Activity	Target Group	Project Objectives/Details	Outcome Summary
Education Seminar Microsoft Teams	- Existing 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 solution/preventive guidelines to foster confidence among water users	A total of 50 participants were divided by area as follows: - 30 participants from Maptaphut - 11 participants from Pluak Daeng - 9 participants from Chonburi The average satisfaction of all the participants was 82.08%

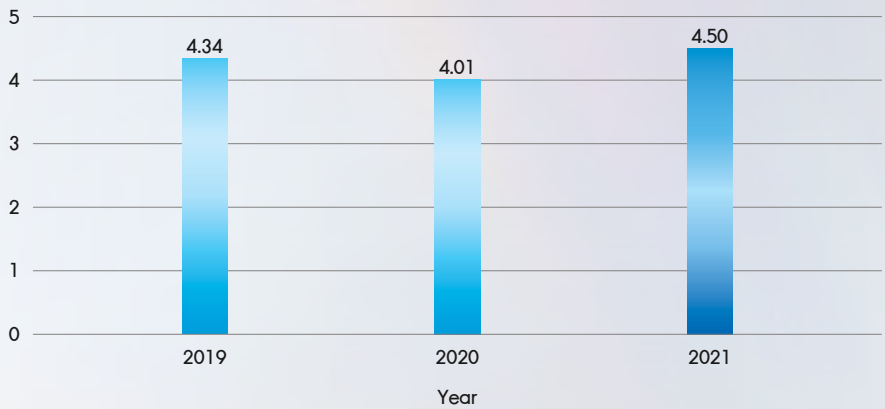
In 2021, owing to the COVID-19 pandemic and the global warming impacts, the environmental problems such as the extreme climate change conditions across various local areas including exacerbated droughts in the dry season and flash floods in the raing season posed a new challenge for the Company. The Company was trying to adjust itself and embrace new technologies into its water management to provide sufficient water supplies according to growing water users' demand each year. The ultimate goal was to maintain a balance in national overall water management and to join the efforts in sustainable resource development with its stakeholders in the long run.

Customer Satisfaction Management

The Company continued to live up to its corporate values of service-mindedness and keeping customer satisfaction scores at required levels through constantly improving customer services and listening to complaints and the voice of customers via various channels including telephone, email, the Company's website, site visits on important occasions, and annual satisfaction surveys. The Company gathered all the feedback for analysis and consideration at the meetings of the 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.

Expectations and recommendations (2020 customer satisfaction survey)	Operating Results for 2021
• Repairs and maintenance service quality • Procurement of additional reserve water sources • Regular and fast communication of information and news	• Developed plans on management of primary and secondary water supply sources to meet customers' water needs in normal and peak demand situations, and investment projects to develop additional water sources to have more water supplies in the system. Those projects included the procurement of raw water from private ponds, and the upgrade of the water distribution system in Nong Pla Lai-Nong Kor to improve the capacity of the water pumping system from 78 million cubic meters per year to 96 million cubic meters per year. • Improved the water usage request process by expanding the scope of services to help reduce investment costs and water pipeline system maintenance expenses for the customers • Developed forms of information and news services through setting up a mobile application to facilitate convenience for water users in tracking levels of received water in a consistent and timely manner • Collected statistical data on pipeline repairs works for assessment and planning of next repairs works for better time management and handover of a fixed system without impact on the customers' received water

Overall Customer Satisfaction Score: 2019-2021



2021
the overall satisfaction level rose
12.21%
Compare to previous year

(For further details regarding the satisfaction level for each topic (2019-2021), please refer to Page 94 in the Annex.)

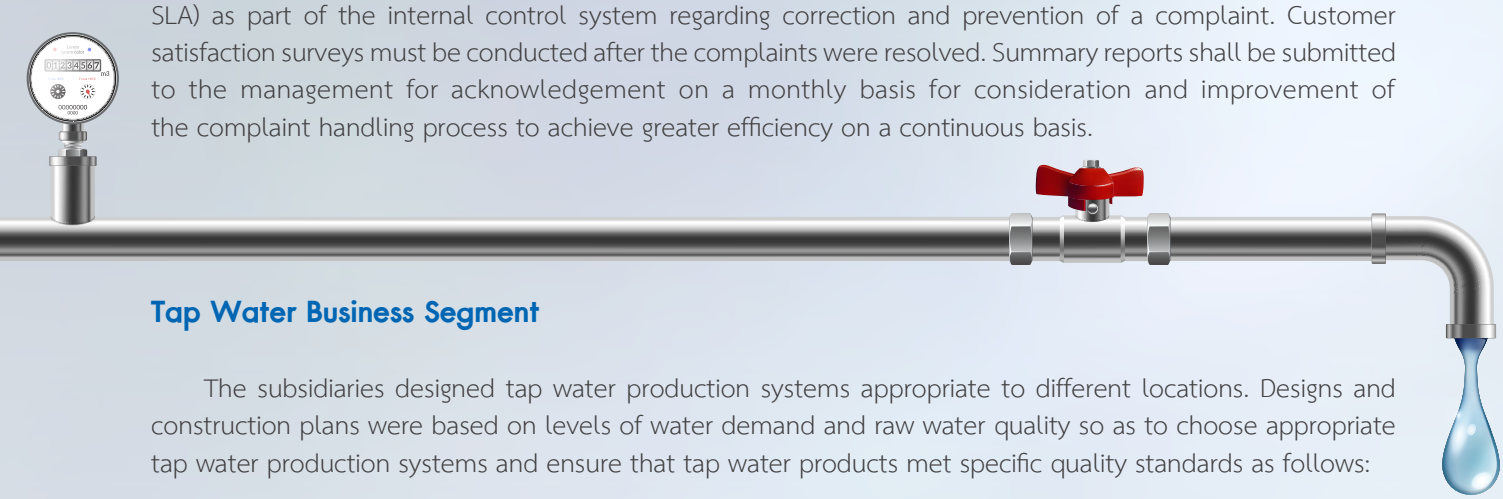
According to the 2021 customer satisfaction survey, the overall satisfaction level rose 12.21% Compare to previous year. The stakeholders found that the customers had a positive view about the Company's outstanding image in terms of security and trustworthiness and its expertise in water management.

In 2021, the Company had plans on water supply source management to cover the water demand of the customers in normal and peak demand situations, and investment projects to develop water sources for additional water supplies in the system.

Expectations and recommendations (2021 customer satisfaction survey)	Operating Results for 2022
• Management of reserve water sources in the future	• To develop and manage water volumes to respond to customers' needs through different efforts such as the development of Thabma Raw Water Reserve Pond, the project to pump and divert water from Khlong Luang, and the Samnak Bok Raw Water Reserve Pond
• Expansion of water pipelines	
• Pricing adjustment for enhanced competitiveness	• To improve the water usage request process by expanding the scope of services to help reduce investment costs and water pipeline system maintenance expenses for the customers
• Relations activities between business entities and customers	• To further develop forms of information and news services through setting up a mobile application to facilitate convenience for water users in tracking levels of received water in a consistent and timely manner

Complaint Preventive Measures (Raw Water)

In 2021, the Company did not receive any complaints. Nonetheless, the Company paid attention to and was aware of the complaint preventive measures each year. As such, the Company assigned 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.



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 met specific quality standards as follows:

Thai Industrial Standards (TIS)

- Chachoengsao
- Bangpakong
- Bo Win
- Rayong
- Sattahip
- Nakhon Sawan
- Ratchaburi

Provincial Waterworks Authority Standards

- Bo Win
- Nong Kham
- Chonburi
- Koh Lan
- Sattahip
- Lak Chai Mueang Yang
- Hua Ro

Conventional Water Treatment Plant

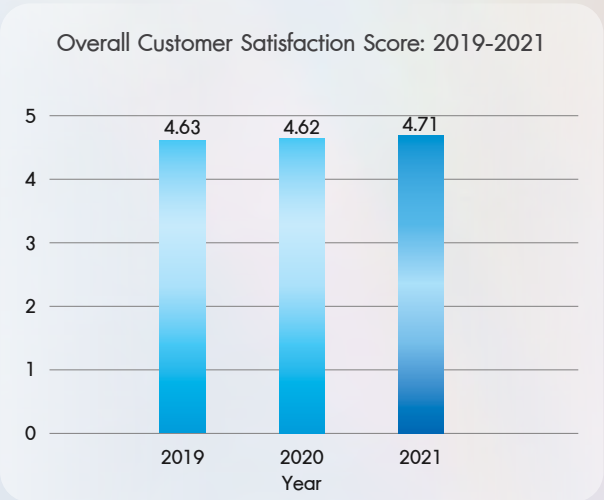
Mobile Plant

Advanced Water Treatment Plant

with Ultra-Filtration (UF) and Reverse Osmosis (RO) filters using Membrane technology in the tap water filtering process

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

- **Production System:** The employee controlling the production system would monitor the turbidity value of raw water consistently and use an automated chemical dispenser device. In the case of a high turbidity value of raw water due to a high-water season or a dry season where a turbidity value might exceed a standard level that could be handled by the production system, the controller would decrease the production capacity such that the turbidity value met the specified quality criteria.
- **Water Distribution Pipeline System:** To maintain consistent quality of water in the pipeline according to standard requirements, the Company planned removing sediments according to scheduled times or upon detection of a high value of turbidity probably caused by pipeline repair works or sediments deposited inside the pipeline. Also, the Company developed an automated water release system by installing as many sediment release points as possible in the water distribution pipeline system in order to better control turbidity values of tap water in the pipeline.



As quality of services was one of the top priorities of the subsidiaries, a third-party agency was hired to conduct customer satisfaction surveys with tap water users on an annual basis. The opinions and recommendations gathered from the tap water users were used as guidelines for further improvement of the quality of services in all aspects to achieve greater efficiency.

According to the 2021 customer satisfaction survey, the satisfaction level went up compared to that of 2020. The average satisfaction level of the past 3 years was 4.65. 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 (2019-2021) in Page 95 in the Annex.)

Complaint Preventive Measures (Tap Water)

The handling of complaints in the waterworks business segment was available through many channels. Customers could report problems relating to tap water uses through, for example, the Head Office's UU Call Center and the Line application. After receiving a complaint, the company would reach out to the water user to solve the problem according to the specified criteria. An after-service customer satisfaction survey would be conducted. From 1 January - 31 December 2021, there were a total of 20,517 transactions relating to the provision of services to tap water users. All these transactions were completely resolved according to the UU Service Level Agreement (UU SLA) to ensure the customers' maximum satisfaction with the company's services.

ENVIRONMENTAL DIMENSION

CREATION OF SECURITY

Manage water resources systematically through energy saving, non-revenue water (NRW) loss reduction, and awareness of business impacts on national resources and the environment

CLIMATE CHANGE RESPONSE TOWARDS INTEGRATED WATER MANAGEMENT

(Disclosure 303-1:2018)

In 2021, the Company had a number of measures to respond to climate change through ensuring the stability of its water pipeline network system to build confidence in water management and provide sufficient water supplies to all sectors.

Creation of Water Pipeline Network System Stability

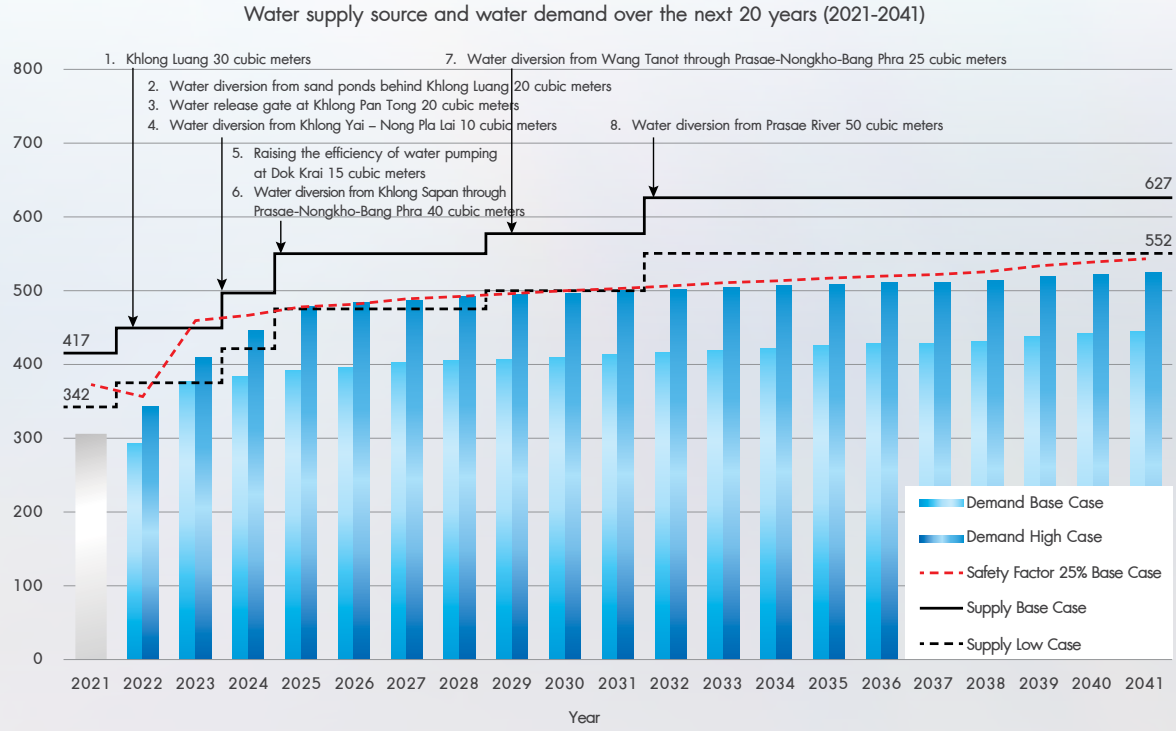
In creating stability of its water grid to ensure sufficient water supplies in the long run, the Company monitored levels of rainfall, water flows into reservoirs, water volumes in reservoirs, and weather forecasts including atmospheric pressure values, effects of wind directions in the Pacific Ocean on El Niño and La Niña, and precipitation levels (using International Research Institute for Climate and Society (IRI)'s model).

New climate database covering 1991-2020 was used to analyze the locations for the Company's water distribution services, customers' water usage need projections, and the capability of the pipelines and the pumping and distribution system. The Company considered a 20-year plan to create the stability of its water grid so as to address the risk of droughts in the eastern region. The plan consisted of the following three parts.

- Raising the capability of water supply sources
- Developing the raw water pipeline network system (water grid)
- Coordinating with relevant agencies and producing weather forecasts

I. **Raising the capability of water supply sources:** : The Company established 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



II. **Improving the Raw Water Pipeline Network System (Water Grid):** The Company continuously enhanced the capability of its water grid. In 2021, the Company achieved the progress of its operations as follows:

(1) **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 cubic meters 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 is expected to be completed in 2022.

(2) **Improvement of the efficiency of the water pipeline in Rayong-Chonburi**
To raise the efficiency of the water pumping system from the Nong Pla Lai reservoir to Chonburi areas. The pumping capacity will be added from 78 million cubic meters per year on average to 110 million cubic meters per year on average to accommodate water usage needs in Chonburi and Pluak Daeng - Bo Win and to address possible water shortages in the future. Currently, a project construction contractor is being sought.

(3) **Water distribution service area expansion to cover private-sector areas**
To elevate the capability to distribute water from the Laem Chabang water station to cover private-sector areas in Chonburi, and to address possible water shortages in the future. The water distribution capacity will be around 34 million cubic meters per year. Currently, a project construction contractor is being sought.

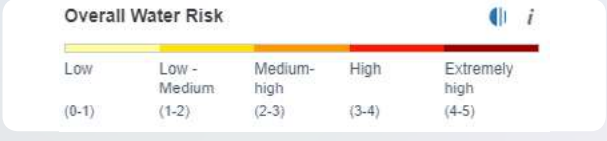
III. **Collaboration and weather forecasts:** To ensure that the Company's water management plan was appropriate and in line with the current situation, the Company worked closely with relevant agencies such as the Royal Irrigation Department, the eastern Water War Room, the Office of the National Water Resources (ONWR), the Federation of Thai Industries, the Office of the Eastern Economic Corridor (EEC) Policy Committee, the Thai Meteorological Department, and the Department of Royal Rainmaking and Agricultural Aviation.

Joint Water Management

The water sources under the Company's management are surface water sources and can be divided into two types: main and reserve water sources, details as follows:

Main water sources refer to water sources 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.

Reserve 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 in the main sources or water shortages. The reserve water sources include the Samnak Bok pond, Chachoengsao pond, Bang Phra reservoir (reserve water), and Thab Ma pond.



Source of overall water risk:
https://www.wri.org/our-work/project/aqueduct/

Table showing volumes of water from main water sources used by the Company in 2021 (Disclosure 303-3:2018)

Water Source	Allocated water (per written permit) 10^3 Million liter	Pumped Water (2021) 10^3 Million liter	Total Soluble Solid (≤ 1,000 mg/liter) 10^3 Million liter	Total Soluble Solid (> 1,000 mg/liter) 10^3 Million liter
1. Prasae Reservoir	110.00	23.55	23.55	0
2. Nong Plalai Reservoir *	120.00	155.04	155.04	0
3. Dok Krai Reservoir	116.00	78.94	78.94	0
4. Bang Phra Reservoir	8.00	0	0	0
5. Nong Kho Reservoir	16.70	11.41	11.41	0
6. Bang Pakong River (Water Stress)	27.00	17.95	17.95	0
7. Khlong Thab Ma, Rayong River	0	16.41	16.41	0
8. Private Water Sources (Water Stress)	0	7.48	7.48	0
9. Rainwater from Samnak Bok Pond (Water Stress)	0	0.23	0.23	0
Total	**397.70**	**311.01**	**311.01**	**0**

Remark: * The volume of water pumped from the Nong Plalai reservoir exceeded the permitted limit due to the high-water levels in the Nong Plalai reservoir, hence the Royal Irrigation Department's instruction to reduce the volumes of water diverted from the Prasae reservoir and to use the excess water from the upper rule curve of the Nong Plalai reservoir instead.

(Further details of the table showing volumes of water from main water sources used by the Company in 2020-2021 are in Page 96 of the Annex.)

The water sources allocated by the Royal Irrigation Department (RID) were from November through October of the following year. Each year, the RID through relevant projects would inform the non-agricultural water users (household and industrial consumers) about the permitted water quotas for that year. The allocated amounts were based on the water levels in the reservoirs at the beginning of the dry season (November), the minimum water levels stored, the plans to supply water to the agricultural sector, and the amounts of water released to maintain the ecosystem. During each water allocation year, volumes of water consumption would be monitored to allocate water quotas that matched the levels of water flow into the reservoirs within the limits in the written permits for water uses from particular water sources.

In 2021, the Company pumped water from the Bang Pakong river according to criteria in the MOU between the Company and the water users dated 3 September 2021. The requirement was that the water flow in the Bang Pakong river at the Khlong Kuen pump station must be in the same direction for three consecutive days. On the following day, the Company must invite a working group to verify the water flow before the start of the pumping. The pumping shall be halted when water salinity in the Bang Pakong river at the Chachoengsao Irrigation Office exceeded 1 g/liter. During the past year, the Company pumped water from July 2021 to November 2021 for distribution mainly to household and industrial consumers in Chachoengsao with part of it being diverted to the Bang Phra reservoir as reserved supply for water users in Chachoengsao and Chonburi areas in the dry season.

Water management in 2021: At the beginning of the year, the Company and the RID jointly monitored and managed water closely. During the early period of the year, the water volumes in Chonburi (Bang Phra, Nong Kho, and Pattaya reservoirs) and in Rayong (Prasae reservoir) required monitoring. The water volumes in Rayong (Dok Krai, Nong Plalai, and Khlong Yai reservoirs) were at high levels and in the normal range. Therefore, the Company together with the RID and the Provincial Waterworks Authority (PWA) expeditiously diverted water from Rayong to Chonburi and minimized the water use in Chonburi to reserve enough water supplies in Chonburi until the end of the dry season of 2021. During the rainy season, the water flows into the reservoirs of all the areas approached an average value. Hence, the water volumes in the reservoirs in Rayong were at high levels. Also, the water volumes in Chachoengsao (Bang Pakong river and Pra-ong Jao Chaiyanuchit canal) were at high levels. As a result, the Company and the PWA were able to divert high volumes of water to be deposited in Chonburi (Bang Phra reservoir). Therefore, 2022 would see a trend of water management in normal conditions and with a low risk of water shortages. Nevertheless, the Company will continue to monitor the water situation.

In conclusion, the total water volume pumped by the Company for water management in 2021 was at 311.01 million cubic meters, an increase of 14.98% from last year, due to the following two reasons.

- The adaptation of the industrial sector after being hit by the COVID-19 pandemic, leading to the return to receive water in normal conditions
- The favorable factors from the existing customers expanding their production capacity and from the new customers

Overall Water Consumption by Service Area

Maptaphut, Ban Chang, and Sattahip

Most water users in these areas were in the industrial sector and represented more than 83.00%, while the water users in the household consumption sector represented 17.00%. The water came from the three major reservoirs in Rayong, i.e. Dok Krai, Nong Plalai, and Prasae. The Company's reserve water source was the Thab Ma Raw Water pond.

Chonburi and Pluak Daeng - Bo Win

Most water users in these areas were the household consumption sector and represented more than 61.00%, while the water users in the industrial sector accounted for 39.00%. These areas were the country's new strategic line. However, according to the geographical condition, there were only two large water reservoirs, i.e. Nong Kho and Bang Phra, leading to the need to rely on the raw water pumped and diverted from the Nong Plalai and Prasae reservoirs in Rayong through the Company's pipeline network.

Chachoengsao

Most water users in the area were in the household consumption sector and represented more than 92.00%, while the industrial water users represented 8.00%, 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.

Water Consumption at the Company (Disclosure 303-5:2018)

The East Water Group placed importance on economical use of water in its office buildings through the campaigns to encourage its employees to efficiently use water and appreciate its value. In 2021, the Company's average monthly consumption amount of tap water was 1,557.59 cubic meters. The main sources of water were from the Metropolitan Waterworks Authority (MWA) and the PWA. Details of water consumption by geographical location are as follows:

Location	Water Supplier	Average Water Usage Amount (cubic meter/month)	Total Water Usage Amount (cubic meter)
East Water Head Office [1]	MWA	1,129.92	13,559.00
Operations Office [2]	PWA	52.33	628.00
23 Water Pump Stations [3]	PWA	364.17	4,370.00
Staff Residence [4]	PWA	11.17	134.00
Total		**1,557.59**	**18,691.00**

Remarks:
[1] Refers to water usage in the Head Office (18th and 22nd -26th floors) and all common areas.
[2] Refers to water usage at Rayong Operations Center, Laem Chabang Office, and Thab Ma Office. The water meter at Chachoengsao Office was shared with Chachoengsao Head Tank and other offices in the area.
[3] Refers to water usage at the nine pump stations supplied by PWA. The Company produced tap water at the 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, Nong Plalai Pressure Boosting Station, Hub Bon Water Storage Station, and Bang Pakong Station. The remaining six stations did not have tap water supply.
[4] Refers to water usage at Executive Residence at Rayong Operations Center and Staff Residence at Thab Ma Raw Water Pond. The residence at Chachoengsao Head Tank shared the water meter with Chachoengsao Head Tank. For other residences, the Company produced tap water by using raw water considered as NRW.

Water Pumping and Distribution Management Efficiency Enhancement (SMART WATER) Project

The Company developed a smart water system to manage water from sources to end users to optimize water pumping and distribution management and assist in decision making. In 2021, the following actions were undertaken.

1. Implementing a real-time hydraulics analysis program to improve efficiency of pressure control in pipelines real-time
2. Optimizing pump machine and water source management, and analyzing water losses in water pipeline system
3. Implementing a program to improve efficiency of asset management system
4. Implementing a program to manage power system, enabling analysis of energy efficiency and assessment of electricity quality
5. Implementing a Command and Control Center as a system to display analysis results and provide real-time alerts for timely decision making and enhanced customer confidence

This project is expected to be completed within 2022.

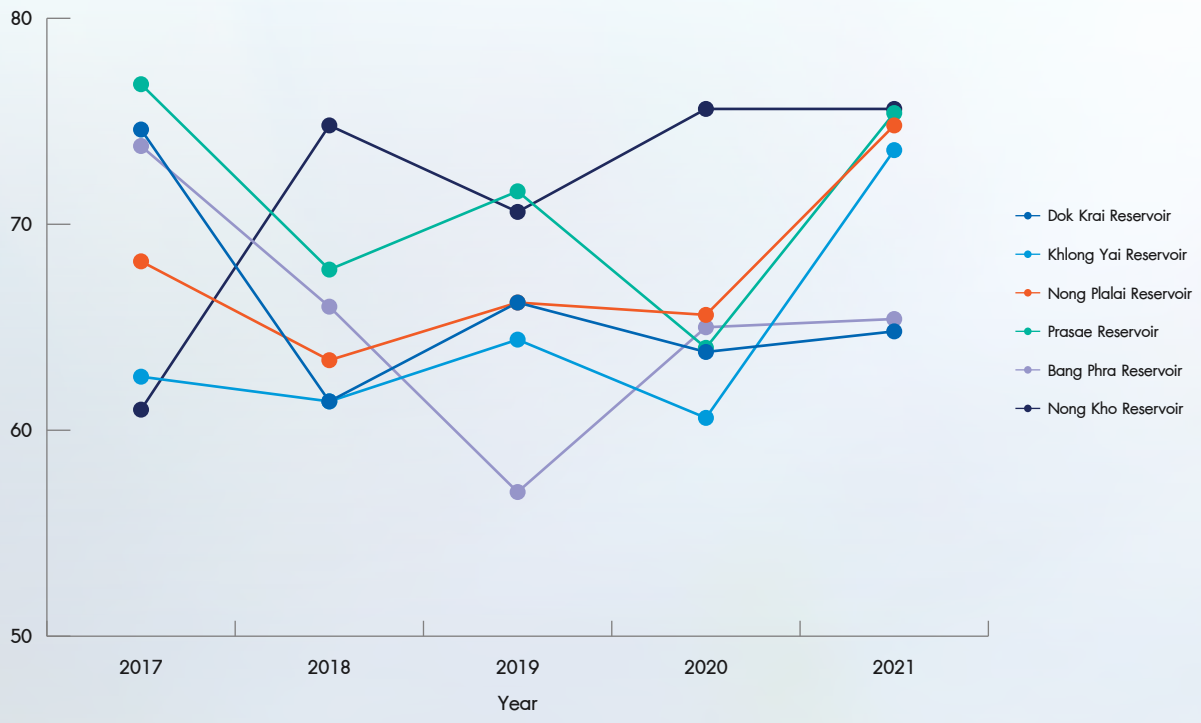
CARE FOR WATER QUALITY IN WATER SOURCES

At present, the water supply sources in Rayong consist of the Dok Krai, Nong Plalai, Khlong Yai, and Prasae reservoirs with the total water storage capacity of 613.13 million cubic meters (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 impacts. As such, the Company compared the water quality inspection results in various sources against the quality data of the raw water in the past five years to monitor a changing trend in water quality in different sources.

Based on the monitoring and follow-up on the water quality, it was found that the Pollution Control Department's water quality index (WQI) of the majority of the reservoirs was on average at a fair rating as follows:

Water quality index of the main reservoirs (past 5-year data)



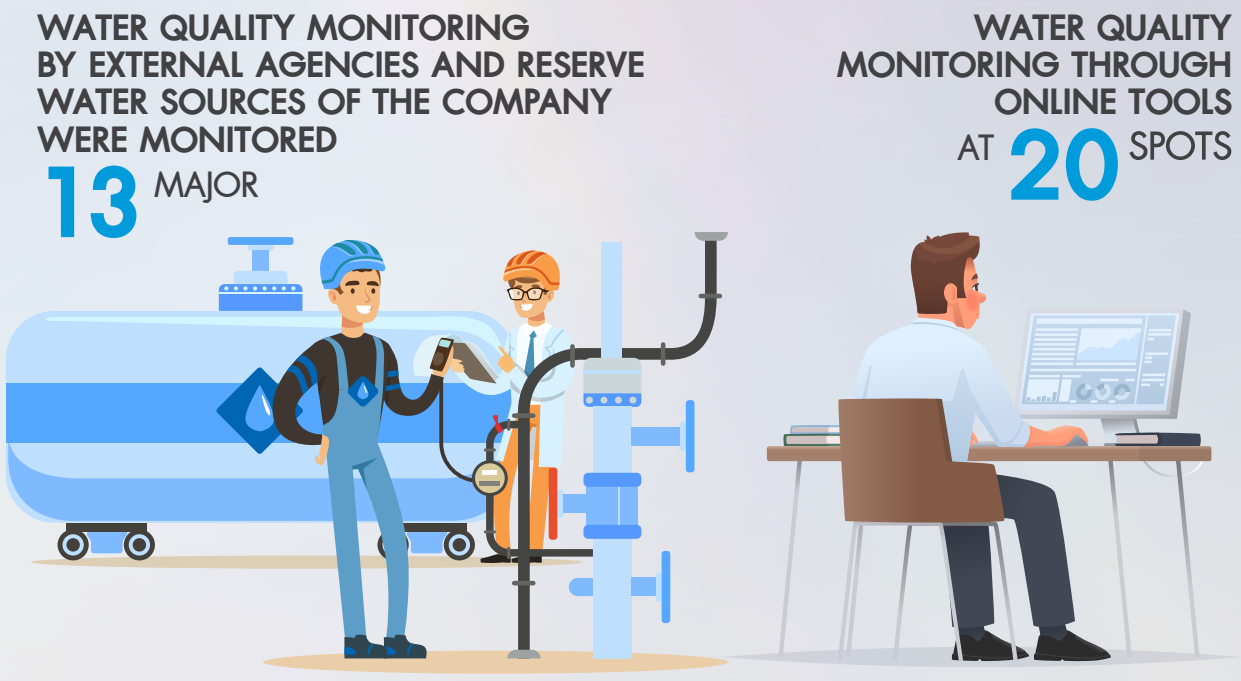
The WQI data above indicated only initial conditions of water quality in particular sources, but the parameters directly affecting the water production process of the customer were, for example, conductivity, total dissolved solids (TDS), chloride, and manganese. At the Company, there were two water quality monitoring processes as follows:

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

Based on comparison of the water quality data in the past five years, it was found that the overall raw water quality was at a standard level for surface water sources. However, the conductivity and the total dissolved solids (TDS) values saw an increasing trend every year. This affected the customer's production process and led to the higher water demand as the customer would need to release part of the water from the production system to ensure the suitability of the raw water quality for the production process.

If the TDS values continued to rise, the raw water volumes in the reservoirs would not be sufficient for the needs. Hence, the Company implemented a close-monitoring measure by coordinating with each customer in monitoring the water quality from the origin to the end-user so as to improve service efficiency and enable a timely adjustment of water quality for the customer as follows:

1. Upon detection of any irregularities outside of the parameters by an online monitoring tool at the origin, reports would be issued to the customers for their careful monitoring and preparations for prevention of water from entering the production system.
2. In the case where no irregularities were found at the origin, but the customers found irregularities in the water brought into the production process, the customers would report the matter to the Company to correct the system and bring the water quality back to normal.



ENVIRONMENTAL PROJECTS

Water loss control

This refers to the management of limited water resources while meeting the customers' water needs and maintaining a balance in the ecosystem. This way allows the Company to reserve water to meet the water users' needs each year, and reduce the problem of water oversupply and deficiencies in water management in terms of water resource allocation and administration. Hence, water loss control has always been one of the Company's key missions. The pumping of water from the reservoirs requires both energy and water resources and it is our goal to deliver water to our customers with efficiency and the maximum benefit.

From 2020-2021, the Company acquired new water meters with more accurate readings by choosing the size of the meters that matched the volume of 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 meters also operated on self-powered batteries, hence reducing the problem of water volume calculation in times of power outage, which helps controlling water loss in the area to not exceed more than 3.00%

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

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

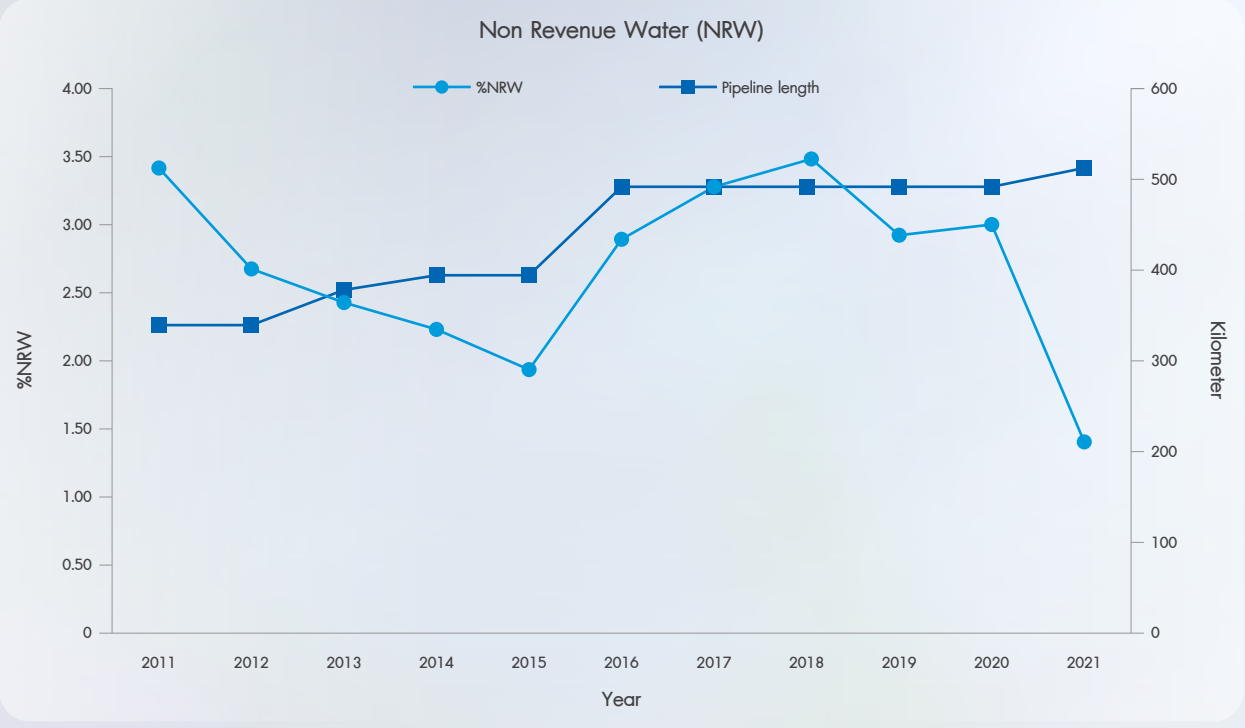


Table showing volume of pumped water in 2021

Month	Volume of pumped water (directly pumped to the system) cubic meter	Volume of distributed water to customers cubic meter	Volume of stored water cubic meter	Volume of water loss cubic meter	% NRW (of the water directly pumped to the system)
January	26,907,126	26,725,619	0	181,507	0.67%
February	25,379,950	25,116,321	0	263,629	1.04%
March	27,657,011	27,223,445	0	433,566	1.57%
April	25,763,099	25,464,513	0	298,586	1.16%
May	27,123,934	26,436,259	0	687,675	2.54%
June	27,693,267	27,178,066	0	515,201	1.86%
July	27,504,342	24,920,926	2,113,025	470,391	1.71%
August	29,137,874	24,643,240	4,241,218	253,416	0.87%
September	31,375,376	20,904,416	10,194,718	276,242	0.88%
October	34,583,195	21,778,949	12,180,728	623,518	1.80%
November	26,222,644	21,224,229	4,475,405	523,010	1.99%
December	24,555,600	24,359,309	0	196,291	0.80%
Total	**333,903,418**	**295,975,292**	**33,205,094**	**4,723,032**	**1.41%**

Remark: The volume of water loss = the volume of water (directly pumped to the system) - the volume of water distributed to the customers - the volume of stored water.

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 correlated with the volume of water pumped through the Company's 512-km. water grid covering 20 major pump stations and 65 power sub-stations and metering stations. Hence, the Company is committed to ensuring the reliability of its pumping and distribution system by setting a goal of no disruptions to the water 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.

20 Pump Stations

- Khlong Kuen Reserve 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
- Thab Ma Reserve Pond Pump Station
- Rayong River Pump Station
- Khlong Thab Ma Pump Station
- Bang Pakong Low Pressure Pump Station
- Thab Ma Low Pressure Pump Station

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

1. 13 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, Samnak Bok Pressure Boosting Station, Prasae Pump Station, Nong Kho Pump Station, Thab Ma Pump Station, Khlong Thab Ma Pump Station, and Rayong River Pump 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 organizational, production or service, and device levels. The factors to be considered shall include levels of energy loss realized and improvement possibilities.
3. 65 power sub-stations
4. 12 tap water production stations of Universal Utilities PCL. (UU)

Summary of Operations of Energy Consumption Efficiency Enhancement Projects in 2021

(Disclosure 302-3, 302-4, 305-2)

Electricity-Saving Measures for 2021

Premises	Projects	Electricity usage before improvement (kWh/y)	Electricity usage after improvement (kWh/y)	Electricity saving (kWh/y)
Head office	1. Air conditioning system maintenance (split type)	162,366.69	157,495.69	4,871.00
	2. Changing of cooling tower fills	531,513.11	515,567.71	15,945.40
	3. Changing of humidity-control air conditioners in the server room	84,811.42	49,038.88	35,772.54
	4. Setting of temperature points of chillers to be appropriate with functionality	515,567.71	499,419.89	16,147.82
	Total	1,294,258.93	1,221,522.17	72,736.76
		Before improvement	After improvement	Reduction in CO_2 emissions
CO_2 emissions (kg-CO_2eq)		647,000.04	610,638.93	36,361.11

Premises	Projects	Electricity usage before improvement (kWh/y)	Electricity usage after improvement (kWh/y)	Electricity saving (kWh/y)
Operating sites Nong Plalai Pressure Boosting Station, Dok Krai Pump Station, Nong Plalai Pump Stations (1-3), Chachoengsao Pump Station, Bang Pakong Pump Station, Prasae Pump Station, Nong Kho Pump Station, Thab Ma Pump Station, Khlong Thab Ma Pump Station, and Rayong River Pump Station. Three stations exempted from energy saving measures required by law were Bang Phra Pump Station, Samnak Bok Pressure Boosting Station, and Maptaphut Pump Station.	1. Air conditioning system maintenance	1,015,499.92	989,886.03	25,613.89
	2. Changing of street lighting bulbs from 100-Watt to 70-Watt LED	51,443.10	24,006.78	27,436.32
	3. Pump machine maintenance	12,316,503.95	12,191,382.25	125,121.71
	Total	**13,383,446.97**	**13,205,275.06**	**178,171.91**

	Before improvement	After improvement	Reduction in CO_2 emissions
CO_2 emissions (kg-CO_2eq)	**6,690,385.14**	**6,601,317.00**	**89,068.14**

Based on the energy-saving measures in 2021, all of the facilities achieved a total reduction in CO_2 emissions of 125.43 tons.

This calculation was based on the emission factor = 0.4999 kg-CO_2eq/kWh by the Thailand Greenhouse Gas Management Organization (TGO)'s Emission Factor (www.tgo.or.th).

Measures of Solar Energy as an Alternative to Electricity for 2021

Premises	Option	Operating Duration	Energy Amount
Head office	SOLAR ROOFTOP SYSTEM	January-December 2021	11,893.70 kWh/y
	Reduction in CO_2 emissions (kg-CO_2eq)		**5,945.66**
Operating sites: Bang Pakong Pump Station	SOLAR ROOFTOP SYSTEM	January-December 2021	26,601.00 kWh/y
	Reduction in CO_2 emissions (kg-CO_2eq)		**13,297.84**
Subsidiaries: Pang Puay Production Station of Ratchaburi Waterworks	SOLAR ROOFTOP SYSTEM	January-December 2021	544,789.27 kWh/y
	Reduction in CO_2 emissions (kg-CO_2eq)		**272,340.16**

Based on the solar energy usage measures in 2021, all of the facilities achieved a total reduction in CO_2 emissions of 291.58 tons.

This calculation was based on the emission factor = 0.4999 kg-CO_2 eq /kWh by the Thailand Greenhouse Gas Management Organization (TGO)'s Emission Factor (www.tgo.or.th).

By implementing the energy-saving measures for the East Water Building for 2021, the Company received a label of MEA ENERGY AWARDS for the category of office buildings for 2021. The achievement was based on the Management of Energy Achievement Index (MEA Index) which indicated the levels of consumed energy. At the East Water Building, the rating was 0.977, indicating the building's energy efficiency performance according to the standards set by the Metropolitan Electricity Authority (MEA).

MEA ENERGY AWARDS อาคารประหยัดพลังงาน

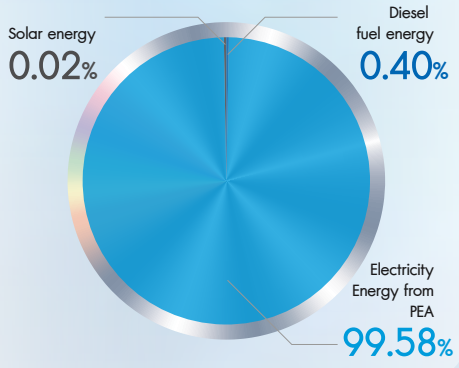
The Company's three main water consumption efficiency management measures were as follows:

1. Assessment of customers' future water demand through a monthly rolling plan based on the water demand in the next 12 months, and use of information from the plan for appropriate water allocation planning, hence energy consumption efficiency and less peak demand for electricity
2. Water source management through use of water demand information from the assessment for planning uses of water from water sources located in relevant river basins to ensure maximum benefits
3. Water pumping management through setting system configurations and pressure values at appropriate levels for maximum efficiency of pump stations

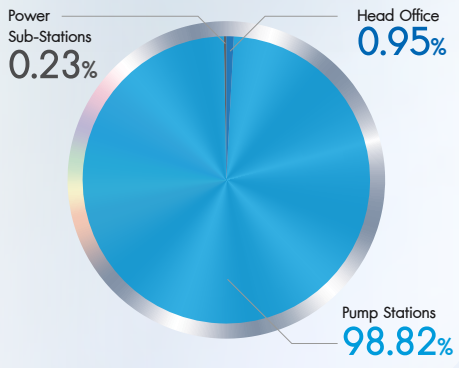
In 2022, the Company has a series of energy conservation and innovation plans as follows:

1. The measure to set up a variable-speed drive (VSD) for the 350 TR chillers at the chiller room on the 9th floor of the East Water Building
2. The measure to reduce speeds of the VSD of the chilled water pump (CHP) to be suitable for functionality at the chiller room on the 9th floor of the East Water Building
3. The measure to decrease temperature points of cooling water entering the condenser of the East Water Building
4. The measure to set temperature points of the chillers to be suitable for functionality

The Company's Energy Consumption Proportions in 2021



The Company's Energy Consumption in 2021 (kWh)



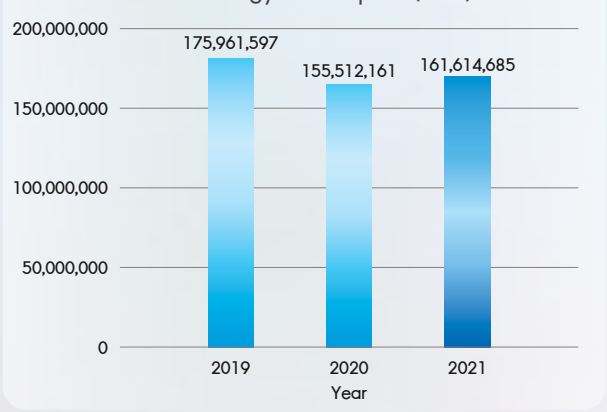
The goal is to achieve a reduction in the energy consumption of 3% per year.

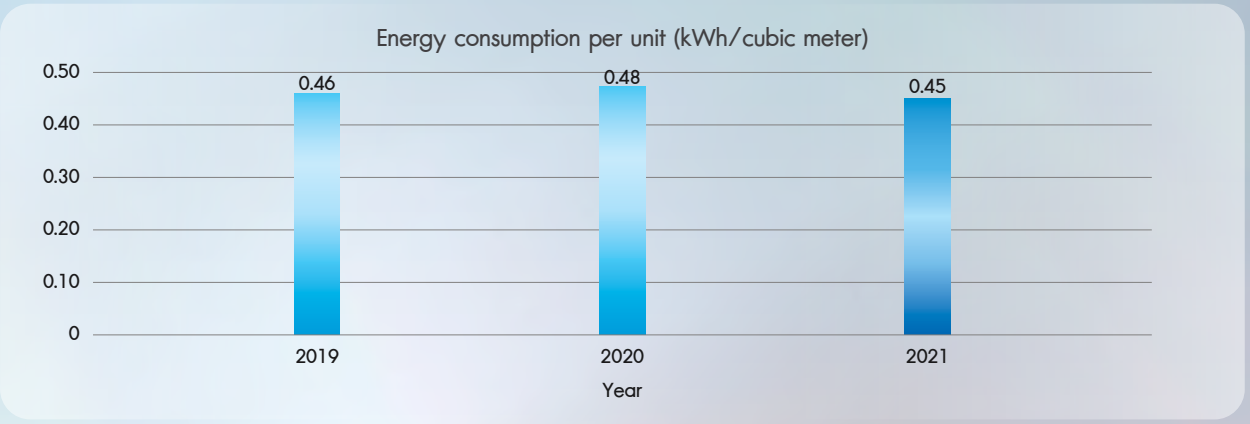
In 2021, the Company consumed the total energy of 161,614,685 kWh from the three sources: electricity, diesel fuel, and solar energy. The energy consumption calculation based on locations was as follows:

1) Pump stations: 159,707,914 kWh
2) East Water Building: 1,528,715 kWh and
3) Power sub-stations along the Company's water pipelines: 378,056 kWh

The total energy consumption increased by 6,102,524 kWh or 3.90% from the previous year due to the improving water condition in 2021, leading to the water usage activities returning to normalcy. On the contrary, 2020 experienced the drought crisis leading to water usage reduction across all sectors. However, in terms of energy consumption in pumping and distribution of water to customers, the rate of energy consumed per unit of water was 0.45 kWh/cubic meter, which was around 7.00% less than the rate in 2020. This was because of the Company's increasingly efficient pumping operations and energy-saving measures.

EWG's Energy Consumption (kWh)



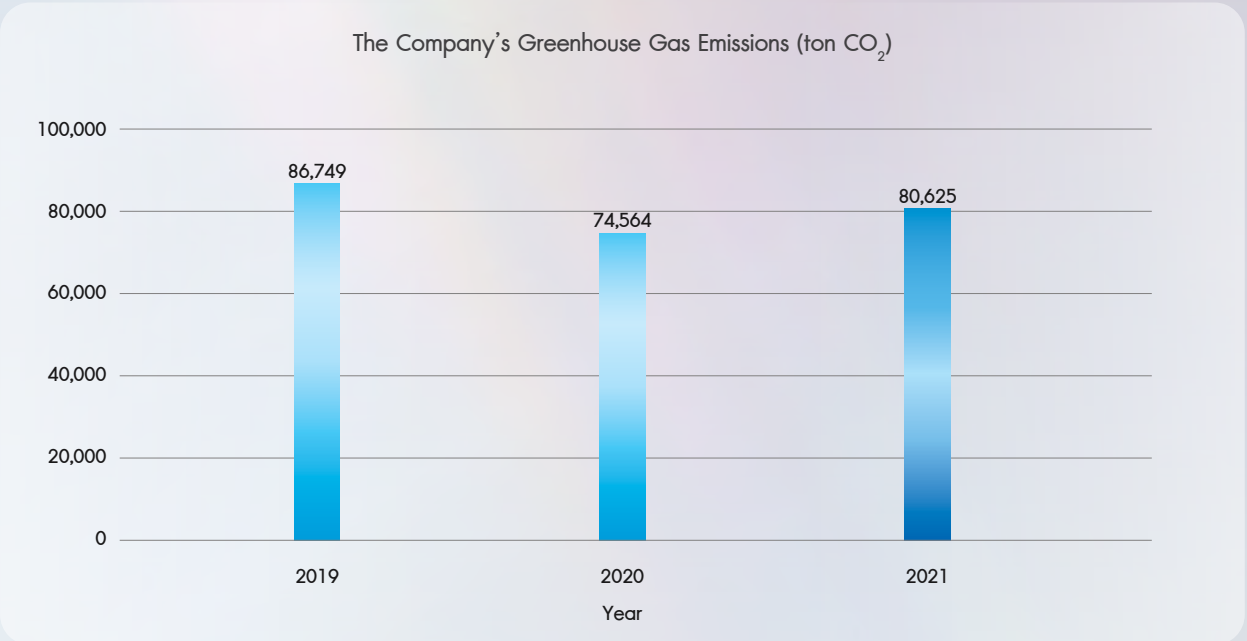


Remark: This was calculated from the energy consumed at pump stations compared to the water pumped for distribution in the entire system.

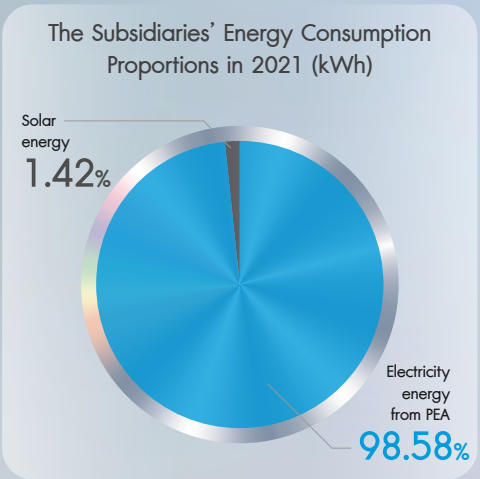
In 2021, the Company consumed solar energy, as an alternative to electricity, of 38,494 kWh, hence the reduction in CO_2 emissions of 19.24 tons.

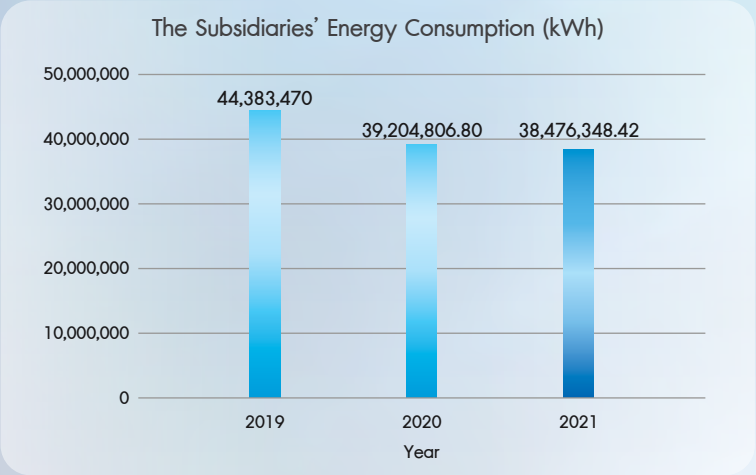
** The formula for calculating GHG emissions = Activity Data (kWh) X Emission Factor
Electricity emission factor = 0.4999 kg-CO_2eq/kWh
Diesel fuel emission factor = 2.70 kg-CO_2/liter
This calculation was based on Thailand Greenhouse Gas Management Organization (TGO)'s Emission Factor (www.tgo.or.th)

Graphs showing comparison of energy consumption and greenhouse gas emissions by the Company (2020 and 2021) (Exclusive of the reduced emissions from the solar energy)

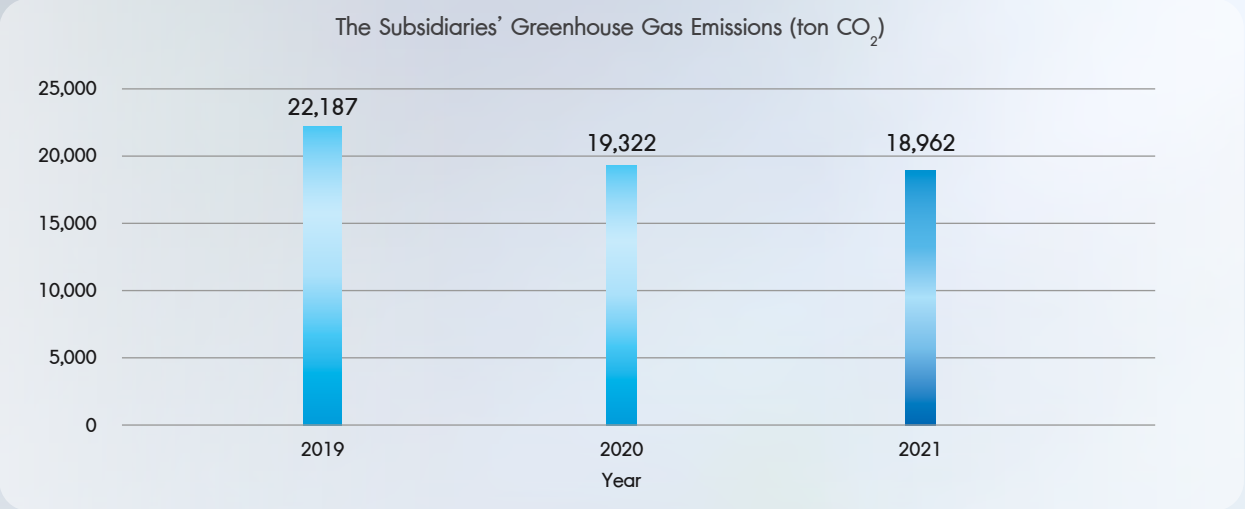


In 2021, the subsidiaries consumed energy totaling 38,476,348.42 kWh from the two main sources - electricity power and solar power. The total energy consumption decreased by 728,458.38 kWh or 1.86% from the previous year.





In 2021, the subsidiaries consumed solar energy, as an alternative to electricity, of 544,789.27 kWh, hence the reduction in the CO_2 emissions of 272.34 tons. With the subsidiaries' electricity power consumption equivalent to the release of 18,962 tons CO_2, the subsidiaries were able to reduce CO_2 emissions by 1.86% from the previous year.



In 2021, the subsidiaries and affiliates, e.g. Bang Pakong Water Supply Co., Ltd., Chachoengsao Water Supply Co., Ltd., Nakhonsawan Water Supply Co., Ltd., and Egcom Tara Co., Ltd. were certified by the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO) as entities with the total reduction in the greenhouse gas emissions of 3,058.43 tons CO_2 equivalent, as part of the Low Emission Support Scheme (LESS).

Realizing the importance of being part of an effort to reduce GHG emissions and conduct eco-friendly activities, the subsidiaries have been promoting the implementation of GHG emission reduction projects contributing to the restoration and maintenance of the ecosystem, natural resources, and the environment. The subsidiaries are also prepared for elevating their GHG emission reduction projects to the levels of carbon trading in the future.

Waste Management

In 2021, the Company joined the "Vibhavadi Zero Waste" project hosted by the Office of the Securities and Exchange Commission (SEC) for the second consecutive year. The project was aimed at building the executives and employees' awareness and support for optimizing waste management at the East Water Building. This year, at the East Water Building, efforts were ramped up to manage and sort infectious waste for proper disposal at permitted agencies. Also, communications activities were conducted to promote the employees' collaboration in and awareness of waste sorting. Records of waste volumes of all sorts were kept for calculating the reduced amounts of GHG emissions each month as follows:

Head Office Building

Volume General waste	Volume Hazardous waste	Volume Recycled waste	Volume Organic waste	Volume Infectious waste
20,138.20 kg/year	230.00 kg/year	3,639.50 kg/year	1,432.50 kg/year	80.70 kg/year

GHG Emissions Reduced 15,125.09 $KgCO_2eq$

GHG Emissions Reduced 665.97 $KgCO_2eq$

Operating Sites

Volume General waste	Volume Hazardous waste	Volume Recycled waste	Volume Organic waste
960.60 kg/year	18.00 kg/year	112.40 kg/year	294.82 kg/year

In 2021, GHG emissions were not calculated yet.

SOCIAL DIMENSION

GIVING BACK TO SOCIETY

Develop personnel's expertise, transfer water management knowledge to communities, and improve tap water systems to enable communities' access to clean water and self-reliance for their long-term well-being

HUMAN RESOURCES MANAGEMENT TOWARDS A NATIONAL LEADING WATER ORGANIZATION

(Disclosure 404-2)

In situation a rapidly changing world, the Company prepared itself through its personnel development to embrace possible changes. Its focus was on the capacity building in line with its core values of "S-H-A-R-P", and "embedding" and "ingraining a mindset and behaviors to an organization's DNA" among its employees at all levels. This was accomplished through the EWG's internal communication process, promotion of the meanings of corporate core values, and a range of activities to advocate a code of conduct following such values. Examples of the efforts included holding a SHARP activity through the LiFE application, developing a set of questions aligned with the corporate core values for new hire interviews, incorporating the corporate core values in performance evaluation, and using performance evaluation results to determine individual development plans.

In 2021, the Company communicated its core values "SHARP" to its employees via a number of channels including corporate core value signboards, easy-to-understand video clips, workshops on analyzing a key set of behaviors (SHARP) together with executives to identify meanings of key topics for communications, and a draft behavior block based on SHARP.

From all those activities, one key important factor was their leadership leading by example as a role model. To demonstrate a set of behaviors clearly and broadly, it was necessary to create leaders as influencers, initiators, and role models as this would motivate and encourage the employees to take actions according to a set of model behaviors. Also, there should be activity planning and formal and informal communications as a key driving force of the organization-wide implementation, as well as behavioral performance measurement and evaluation for further analysis of results and process improvement.

Based on the promotion of core-value-driven behaviors through various activities, the employees gained an understanding of and developed a set of desirable behaviors in alignment with SHARP with a very good rating or an average score of 89.00%.

In response to the "SHARP" corporate core values, the EWG adjusted its human resources management process in the following aspects.

1. Human resources management process adjustment

- **Performance management system**

The Company's Performance Management System (PMS) manual was created as guidance for communications with the employees and supervisors. 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.

Summary of performance evaluation results for 2021 (Disclosure 404-3)

The percentages of the entire employees being subject to key performance indicators (KPIs) and performance evaluations were as follows:

Male	Female	Executives	Supervisors	Operating Employees
52.28%	47.72%	9.13%	13.28%	77.59%

Remark: Those were exclusive of the employees in probationary periods.

- **Human capital management (HCM) system**

In 2021, the Company modernized its HR management system by having its current HR information system (HRIS) replaced by the HCM system. This new system could be activated through a mobile phone's application (HR FlexiApp), which accommodated the new normal of a flexible workplace. It helped employees work faster and more conveniently and strengthen the implementation of "SHARP" core values. With its launch in January 2021, the HCM system enabled the employees to work remotely outside of the office, record leave requests and check in/out information, and file requests for relevant benefits. This tool helped streamline work processes and facilitate information access in today's era. Also, the Company held trainings and developed a video clip on how to use the application for the employees to optimize the use of the HCM system.

- **Respect for human rights**

The equitable treatment of the employees regardless of gender has always been part of the Company's human right policy. It was incorporated in the group-wide business code of conduct. In 2021, the Company officially announced its human right policy to communicate practices on human and lab our rights. The Company also promoted the inclusive employment of the disadvantaged and persons with disabilities as part of its workforce. In 2021, the Company employed three persons with disabilities. As an equal opportunity employer, the Company upheld the principles of fair treatment of these employees, for example, to give them a chance to work according to their knowledge and capabilities with remuneration and benefits and a chance to improve skills and capabilities required for respective job positions.

	2018	2019	2020	2021
Section 33 Hiring persons with disabilities	1 person	3* persons	3* persons	3* persons
Section 35 Concessions for places to sell goods and services	1 person	0 person	0 person	0 person

Remark: * The number exceeded the number required by law.

Subsidiaries

	2018	2019	2020	2021
Section 33 Hiring persons with disabilities	1 person	1 person	0 person	0 person
Section 34 Remitting contributions to the Fund for Empowerment of Persons with Disabilities	1 person	1 person	1 person	1 person

- **Personal data protection**

In 2021, the Company developed guidance on personal data protection for its employees, job applicants, and suppliers, which was available in its website for studies by relevant parties before further actions. For example, the job applicants can learn about a kind of data to be stored by the Company and must grant their consent to the Company so that it can store or edit the applicants' data or documents as needed. In all circumstances, when leaving the Company, the employees shall keep the information, news, and customers' data or personal data obtained as part of the functional duties confidential without disclosing them to any irrelevant parties after the end of employment.

2. Personnel Development

In 2021, personnel development was focused on the 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 plans to disseminate, maintain, and expand the wealth of knowledge within the organization.

Key developments in 2021

1. Long-term personnel development plan 2020-2022
2. In-houses knowledge management system under the Knowledge Management (KM) 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

The Company systematically determined career paths for ongoing development and growth for its employees at all levels across all groups to enable 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.

Summary of training results for 2021 (Disclosure 404-1)

Total training hours of the entire workforce **8,351.12** Hours

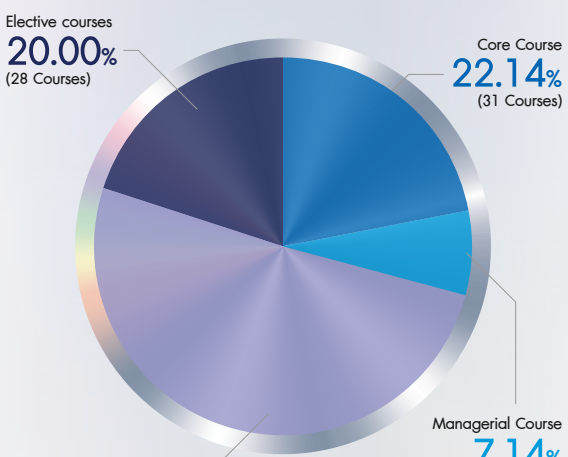
Executives Average at **27.32** Hours/Person/Year

Supervisors Average at **26.61** Hours/Person/Year

Operating Average at **35.20** Hours/Person/Year

Male Employees Average at **35.60** Hours/Person/Year

Female Employees Average at **30.91** Hours/Person/Year



Goal: To promote knowledge and capacity building of the workforce for 2022 according to the organization's roadmap.

1. 60.00% of the successors shall receive trainings for new abilities. In 2021, trainings were provided at 100% according to individual development plans (IDP).
2. 80.00% of the core business employees shall receive trainings and skill development in terms of total water solutions. In 2021, trainings were provided at 99.60% according to individual development plans (IDP).

A capacity building budget of Baht 2.03 million (an average of Baht 8,147 per person per year) and a knowledge base management budget of Baht 1.68 million were provided.

Personnel development achievements in 2021

- Training participants' satisfaction score was 85.00%.
- 100% of the participants gained knowledge from the trainings (all passed the post tests).

Knowledge base management

The Company was committed to managing its knowledge accumulated through extensive years of experience and transferring such knowledge to next generations. It maintained its leadership in the "water business" by promoting 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 up 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 including 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.

There were three parts of operations under the KM Master Plan for 2021 as follows:

Topic	Goal	Operating Results
Part 1: EW Knowledge Management (KM) Journey		
Coaching: Knowledge Management (Systematic Knowledge Management: KM) Class 1 Plus+	- To promote employees' knowledge and understanding on how to develop and gather knowledge - To improve employees' work process	- The Company successfully prepared and collected 12 knowledge products from its employees. - The employees successfully improved the work process to be more efficient.
Coaching: Process Improvement (KM for Productivity Improvement: PI) Class 1		
Part 2: Development of KM WEB Portal and E-learning		
Development of KM Web Portal and E-learning	To be a center of learning and a pool of data and knowledge for easy access and use	The system is being developed and expected to be completed and launched at the beginning of 2022.
Part 3: Creation of Platforms for Showcasing Products of Achievement		
Creation of Platforms for Showcasing Products of Achievement	- To widen the perspective about knowledge management through exchanges and showcasing of products of achievement - To disseminate and share knowledge and tips on new work practices or innovations with the employees through joint learning	Knowledge management and work process improvement achievements were presented to the management in the EWG Knowledge Contest 2021. 1. There were 36 projects submitted to the contest. 2. 26 projects entered the final round as follows: - 9 projects in the category of knowledge management (KM) - 14 projects in the category of productivity improvement (PI) - 3 projects in the category of innovation

Under the knowledge management and productivity improvement projects, the employees gained a better understanding and a wealth of knowledge about the work processes, hence an improvement in operating efficiency and effectiveness through streamlined operating procedures and times, and an ability to solve work problems through improved workflow.

Trainings

The COVID-19 pandemic in 2021 led to the new normal trainings with more online media forms to ensure continued capacity building for the employees. A total of 111 training courses or 82.84% of the total training courses were facilitated virtually. Key trainings can be summarized as follows:

1) New employee onboarding courses

New employee orientation courses were launched online at a full-scale so that all new employees could join self-learning sessions. 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 total water 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 was compliant with universal standards, transparent, fair, and auditable; the Company fostered basic knowledge about sustainable development, good corporate governance, and quality management systems relating to occupational safety, health 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: In 2021, the Company paid attention to environmental issues at the offices and pump stations. Furthermore, the Company prepared to file a request for certified ISO 45001:2018 standards for its occupational health and safety management system. Hence, the Company launched trainings to educate and prepare personnel on the matter. Key courses included techniques for preparing documents according to ISO 22301:2019 standards, industrial waste operator, etc.

2.2) Sustainability Courses: These courses were focused on building an understanding about 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 2021, the employees attended an e-learning training on business management for sustainable development offered by the SET. The Company was invited by the SET to ask the executives to join a world-class Environmental, Social and Governance (ESG) training course. The participants were considered the first “ESG Professional Group” to be a key driving force of the sustainability work for organizations, the capital market, and the country in the future. The Company also joined an online training under the topic of GRI Professional Certification hosted by the Global Reporting Initiative (GRI) Academy to gain an understanding and knowledge about organizational sustainability, to be part of an ongoing effort to strengthen the fundamentals and elevate the business operations based on ESG, and to advance the sustainable development of the capital market and the country in the coming years.

2.3) Good Corporate Governance Courses: The objectives of the courses were to foster knowledge, an understanding, and participation of all employees at organizational, management, and operational levels in compliance with laws, good corporate governance principles, business conduct, and other applicable regulations. The courses featured a range of activities and lectures to provide knowledge.

In 2021, the Company offered e-learning materials and tests for all employees to access and learn. The courses helped refresh the employees' knowledge and awareness, and the tests helped measure their knowledge and understanding. Key training courses and seminars included:

- Anti-Corruption
- Personal Data Protection Law
- Company Secretary Program
- Director Certification Program

2.4) Occupational Safety, Health, and Energy Conservation Courses: These courses were aimed at promoting the employees' knowledge and understanding about accident prevention, work safety, and energy conservation.

In 2021, the Company offered occupational safety and health courses through e-learning materials and tests for everyone to access and learn. The objective was to enable the employees to refresh their knowledge and understanding as well as to raise their awareness of the importance of work safety.

Moreover, the Company promoted the holding of a range of activities and 20 seminars on safety and energy conservation.

3) Leadership and professional skill development

The Company paid attention to the development of leadership skills for management at all levels based on its view that leadership capacity building was a long process of accumulation of experience, knowledge and understanding, and skills development. Thus, the Company offered courses on basics about team management at different managerial levels to advance forward-looking mindsets as visionary leaders.

In 2021, the Company continued its leadership development program for high performance leaders while promoting networking through various courses including Director Certification Program (DCP) and Road to Chief Technology Officer (CTO). Due to the COVID-19 outbreak, the trainings were postponed.

Long-term individual development journeys based on competency levels for operating and business development divisions were implemented. In so doing, the Company analyzed training needs based on functional competencies, and evaluated its employees' competencies in respective divisions. Customized technical trainings were developed to accommodate career advancement in a clear and concrete manner. Competency-based development models were adopted as a guidance for individual development, capacity building, and optimized operations in such divisions.

Moreover, the Company focused on professional expertise development in the core business by offering a number of training courses, including engineering project management; basics about structural engineering for engineers; workshops on basic knowledge for civil engineers, adjunct engineers, and professional engineers; techniques for TOR Basic Machinery Vibration (BMV); and Certification Exam for NDT Overview, so as to meet the needs of operation excellence. For supporting functions, there were courses offered including accounting and finance, human resources, procurement, etc. for sustainable water resources management. There were 78 courses facilitated.

As the Company viewed that personnel development plays a crucial role in career advancement, from 2018-2021 the statistics showed that each year there were at least 10% of the total workforce getting level/position promotion. This reflected the Company's commitment towards its employees' professional growth. (Disclosure 404-3)

2018	2019	2020	2021
Total Employees 221 persons	Total Employees 229 persons	Total Employees 236 persons	Total Employees 249 persons
Level/Position Promotion 12.67%	Level/Position Promotion 13.97%	Level/Position Promotion 11.02%	Level/Position Promotion 11.24%

4) Promotion of a self-learning and self-development culture

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. This year, online trainings and learning materials representing 8 e-learning courses and 60 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 social protection laws and life goals defining through gamifications and coaching for post-retirement years. The employees had a chance to explore and reflect their own needs at present, methods to achieve their personal goals, and their post-retirement careers. 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 2021, the overall satisfaction score for all courses was 85.00%; and the comprehension (Level-1) evaluation score for all courses was 100.00%.

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.

CARE FOR EMPLOYEES' WELL-BEING

(Disclosure 401-2)

1. Employee Welfare Management and Supervision

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

- **Flexible Workplace Master Plan**

The Company strategically planned a flexible workplace scheme to accommodate diversified working behaviors of the employees. This was a new beginning of a modernized corporate culture to keep up with rapidly changing situations. During the COVID-19 pandemic from March 2020 to 2021, the Company implemented such scheme through a form of a work-from-home policy to mitigate COVID-19 infection risks and to check the readiness of the Business Continuity Planning (BCP). This also helped the Company test its various systems to support the employees' flexible work practices in the future.

In 2021, the Company implemented a flexible workplace master plan covering all the functions to streamline work processes, reduce paperwork, grant digital approvals, and revise relevant regulations to support Flexible workplace. This master plan, considered and approved by the Board of Directors, reflected how operating efficiency was elevated based on trust.

- **Workplace Welfare Committee (Disclosure 102-41)**

The East Water Group elected welfare committee members according to the Labour Protection Act B.E. 2541 (A.D.1998).

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

- The two welfare committees of the Company: The welfare committee at the Head Office and the welfare committee at the Rayong Operations Center with a total of 10 committee members, representing 3.95% of the total employees.
- The welfare committee of a Subsidiary comprises 8 members, representing 5.67% of the total employees.

Details	By Level of Employees		By Gender		By Region	
	Operations	Supervisory	Male	Female	Central	Eastern
Welfare Committee at the Head Office	4	1	0	5	5	0
Welfare Committee at the Rayong Operations Center	5	0	5	0	0	5
Welfare Committee at the Subsidiary	5	3	5	3	5	3

The Company realized the importance of building rapport, motivations, and engagement with the employees and hence implemented a myriad of projects to support their work or reduce their financial burden so that they could perform their duties to the best of their abilities. (Disclosure 401-2)

PROVIDENT FUND

To promote the employees' habits of savings, a revision was made to the articles of association of the provident fund to allow reapplying for membership of the provident fund after one year, instead of two years.

WELFARE ADJUSTMENT

Considering the diversified profiles of the group-wide workforce in terms of age, gender, and status, the Company adjusted its welfare scheme and added a new benefit disbursement to support the procurement of devices necessary for a flexible work setting.

UNIFORM ARRANGEMENT FOR EMPLOYEES

The Company provided specific uniforms for employees of the Operations Division working in the field to facilitate convenience, agility and safety. Also, polo shirts were provided for all employees. In 2021, there were three types of uniforms available according to the employees' diversified working styles as the Company was committed to stakeholder focus. Those three types of uniforms were workshop shirts, blazers, and jackets.

2. Gathering opinions through various channels for further improvement in 2021

2.1 **The Company revised its welfare scheme** which was initially considered by the welfare committee to be suitable for the situation and the diversified groups of employees. At the beginning of 2021, welfare categories were adjusted. However, under the COVID-19 situation, employees were allowed to work from home for a long period and some did not have suitable workplace or devices for long hours of work. The Company viewed that teleworking requires occupational safety and ergonomics. Therefore, it added a new benefit disbursement category to support the procurement of devices necessary for a flexible work setting. This new category also included chairs and tables, office equipment, computer devices, and monthly internet service fees. This was to encourage the employees to have a home working environment in accordance with the concept of occupational health and environment.

2.2 **The welfare committee** revised the provident fund regulations in the case of the employees resigning as members of the provident fund but not yet leaving the Company. The revision was aimed at allowing reapplying for membership of the provident fund after one year, instead of two years. This would help reapplying for membership faster to encourage the employees to have savings upon retirement.

3. Employee healthcare under the COVID-19 pandemic situation

In 2021, the Company additionally implemented the following healthcare measures for its employees.

- To provide accident and COVID-19 insurance for every employee apart from health insurance already in place. The sum insured was Baht 100,000 per person in the case of an employee infected with the COVID-19.
- To add a new benefit disbursement category to support the procurement of devices for a flexible workplace
- To provide facial masks, alcohol gel, COVID-19 ATK tests, virus and bacteria disinfecting sheets to be attached to the employees' mobile phones, etc.
- The Company coordinated with government authorities in conducting Real-Time Polymerase Chain Reaction (RT-PCR) tests for its employees on a regular basis to ensure their safety.

In 2021, details of the employees contracting the COVID-19, a total of 21 representing 8.43% of the total employees, as follows:

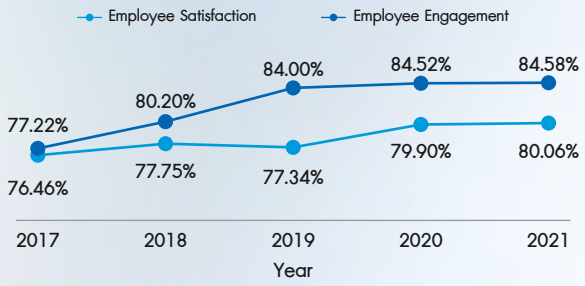
In 2021, details of the employees contracting the COVID-19 were as follows:

By gender (person)	
Male	17
Female	4
Total	**21**

By operating location (person)	
Bangkok Office	2
Operating Sites	19
Total	**21**

From the operations in 2021, the Company annual conducted employee satisfaction and engagement surveys with a view to gathering and using results for improvement of policies or plans relating to the employees. In 2021, the employee satisfaction level reached 80.06%, higher than 79.90% in 2020. The employee engagement level stood at 84.58%, higher than 84.52% in 2020.

Employee Satisfaction and Employee Engagement Scores 2017-2021



The Company developed action plans for 2022 based on comments from survey results of employee satisfaction and employee engagement in 2021 as follows:

1) **Adjusting the work process to have clearer, faster and more flexible steps**
   Common KPIs based on process improvement (PI) were developed to encourage the employees to create a way to develop or adjust the work process to be more agile and flexible
2) **Performance management system**
   In 2021, the Company started implementing the Human Capital Management (HCM) system, and will apply the system to the full-scale performance evaluation in 2022. This will enable supervisors to monitor employees' performance more conveniently and faster, hence the ability to identify the performance status of the employees compared against the specified targets. Furthermore, the supervisors and employees can adjust their way of work to achieve targets within specified time frames.

SHARING KNOWLEDGE WITH SOCIETY

1. Student Internship Program

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

The number of interns from 2019-2021

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. For use as reference, in 2021, the HR Department conducted a satisfaction survey of the interns and the average satisfaction score was 92.00%. The feedback from the interns can be summarized as follows:

1. The interns viewed that the coach's advice, and the accommodation, coordination, and safety during the internship were in place. (97.00%)
2. The interns were well taken care of by mentors. (93.00%)
3. The interns gained useful knowledge and experience. There were clear work plans with amenities to support their work. (90.00%)
4. The interns viewed that the Company's work location and atmosphere were appropriate for practicing internship and their assignments were related to the fields of study. (87.00% and 83.00% respectively)

Communications and Relations Activities

Relations Activities

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

- The Company's CEO townhall meeting was done to communicate organizational goals from executives to employees to develop a mutual understanding. There were 216 participants, accounting for 91.20% of the total employees. The satisfaction score of the CEO townhall activity was 83.90%.
- In 2021, the Company's happy workplace project was further conducted 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 online together in a comfortable atmosphere to promote employee relations. Also, there was a "happy health" initiative to motivate the employees to take care of their health and to compare health check-up results in 2020 with those in 2021. Moreover, there was an online dancing activity to get a firm body. The evaluation results of the dancing activity showed the employees' satisfaction score at 90.40%.
- There was a new form of merit-making activity on the occasion of the 29th anniversary of operations of the East Water Group. Buddhist monks were invited to perform a prayer rite online. This activity took place on the same day as the CG Day event to promote sustainable development and good corporate governance. The CG Day event featured the promotion of knowledge about CG among the employees. The event was titled "EWG Love CG Day 2021: New Normal with Stakeholder Focus" and was held on 15 October 2021. The event involved communications and game activities online to promote the employees' understanding about code of conduction. There was also a panel discussion about the new normal, joined by 318 EWG employees (81.10%). The evaluation results of the activity showed the employees' satisfaction score at 90.60%.
- The Sports Day event was held in the new normal way under the COVID-19 situation. The aim was to maintain good relationships between EWG employees and to promote the employees' health under the title "EWG virtual run to 2022: Changing Sweat into Merits." Additionally, the Company donated funds based on a total running distance of the EWG employees (donations would be made based on the rate of Baht one per kilometer) to the Bangkok School for the Blind. The activity was joined by a total of 289 participants (representing 75.00%) with a combined running distance of 15,340 km. The evaluation results of the EWG virtual run to 2022 activity showed the employees' satisfaction score at 89.60%.
- Various clubs were set up to promote employees' sports, health, and recreational activities as well as to build good relationships between them. In 2021, there were 9 clubs and 267 members, accounting for 68.10% of the total employees of the business group. Each club had their own activities and publicized their activities to all of the employees.

Employee complaints

The Company had in place the whistleblower system in line with universal standards. The system served as a channel for the directors, executives, employees and all groups of stakeholders to file complaints, leads or recommendations. Complainants might file reports via various channels. As at the end of 2021, there were no complaints filed by the Company's employees.

OCCUPATIONAL SAFETY, HEALTH, AND ENVIRONMENT

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

The business group placed importance on occupational safety, health and environment management with the goal of "zero workplace accident." In addition to carrying out operations according to law, the Company adopted relevant standards to create a safe workplace environment and enhance the quality of life of its employees, suppliers, and contractors. Furthermore, the business group developed and announced its regulations and manuals regarding occupational health, safety and environment management as well as other relevant documents. This was to be in line with the ISO 45001:2015 for occupational health and safety management standard system. In 2021, there were reports of slight injuries without any disruptions to operations or deaths from the performance of duties as per the graphs below.

Statistics of Occupational Safety of Company's Employees

Gender	2019			2020			2021		
	LTIFR	LDIR	IR	LTIFR	LDIR	IR	LTIFR	LDIR	IR
Male	4.55	118.32	4.55	0	0	0	0	0	3.92
Female	0	0	0	0	0	0	0	0	0
Total	**2.33**	**60.54**	**2.33**	**0**	**0**	**0**	**0**	**0**	**2.14**

Statistics of Occupational Safety of Subsidiaries' Employees

Gender	2019			2020			2021		
	LTIFR	LDIR	IR	LTIFR	LDIR	IR	LTIFR	LDIR	IR
Male	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	10.49
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**3.83**

Remarks:

Lost Time Injury Frequency Rate (LTIFR) = (Number of lost time injuries X 1,000,000) / Number of hours worked

Lost Day Injury Rate (LDIR) = (Number of lost work days X 1,000,000) / Number of hours worked

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

(Table of summary of total accidents of the employees is as shown in Page 105 of the Annex.)

In 2021, there was one severe accident related to a contractor/outsourced worker of the Company, leading to one fatality. The incident was classified as a fatality as a result of a work-related injury.

From the accident above, the company's advisor, project supervisor, and contractor, set up an investigation committee to analyze and identify causes and guidelines to prevent a repeated accident. There were public relations measures to raise awareness about work safety among contractors.

There was one accident related to a contractor/outsourced worker of a subsidiary. The person suffered a moderate level of injuries. The incident was classified as a recordable work-related injury.

Statistics of Occupational Safety of Contractors and Outsourced Workers

Gender	Company						Subsidiaries					
	2020			2021			2020			2021		
	LTIFR	LDIR	IR	LTIFR	LDIR	IR	LTIFR	LDIR	IR	LTIFR	LDIR	IR
Male	1.60	48.01	1.60	0.50	2,982.42	0.50	2.15	30.11	2.15	0.22	0.22	0.22
Female	0	0	0	0	0	0	0	0	0	0	0	0
Total	N/A	N/A	N/A	0.46	2,736.19	0.46	N/A	N/A	N/A	0.20	0.20	0.20

Remarks:

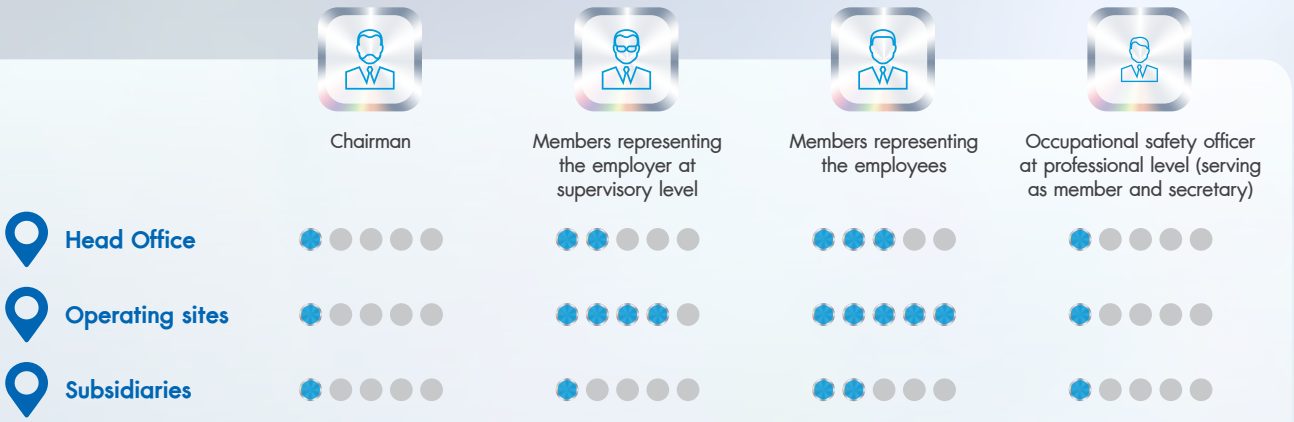
Lost Time Injury Frequency Rate (LTIFR) = (Number of lost time injuries X 1,000,000) / Number of hours worked

Lost Day Injury Rate (LDIR) = (Number of lost work days X 1,000,000) / Number of hours worked

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

(Table of summary of numbers and degrees of severity of accidents of the contractors and outsourced workers is as shown in Page 108 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).



Roles and responsibilities of the three working teams cover:

Safe-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 information as well as 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 six 6 training courses facilitated in the past year, for example:

Training Course	Target Group	Company's Performance	Subsidiaries' Performance
Occupational Safety, Health and Environment (SHE) Course for General and New Employees for 2021	EWG employees	The training was facilitated all year long (when new hires were employed.) Total participants: 32 persons Format: E-learning through HCM system	The training was held once (when new hires were employed.) Total participants: 9 persons Format: Online internal training
Courses for Safety Officers at Managerial and Supervisory Levels for 2021	EWG employees (managerial and supervisory levels)	There were 10 trainings held (when new hires were employed/as per the corporate criteria.) Total participants: 14 persons Format: Online external training	There were 3 trainings held (when new hires were employed/as per the corporate criteria.) Total participants: 4 persons Format: Online external training
Courses on First-Aid, Resuscitation, and Use of Automated External Defibrillators (AEDs) for 2021	EWG employees	The training was held once. Total participants: 42 persons Format: Online internal training	-
Courses on Workplace Occupational Safety, Health and Environment (SHE) Committees	- Members representing the employer at supervisory level - Members representing the employees - The SHE committee members	There were 2 trainings held (when there were new appointees.) Total participants: 3 persons Format: Online external training	The training was held once (when there were new appointees.) Total participants: 1 person Format: Online external training
Courses on Basics for Fire Control and Evacuation Fire Drill for 2021	EWG employees	The training was held once. Total participants: 43 persons Format: On-site internal training	-
Courses on Work Safety Procedures for Chemicals Handling for 2021	Employees whose work duties were related to chemicals handling	The training was held once. Total participants: 4 persons Format: On-site internal training	-

3. Health Promotion and Office Syndrome Prevention

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

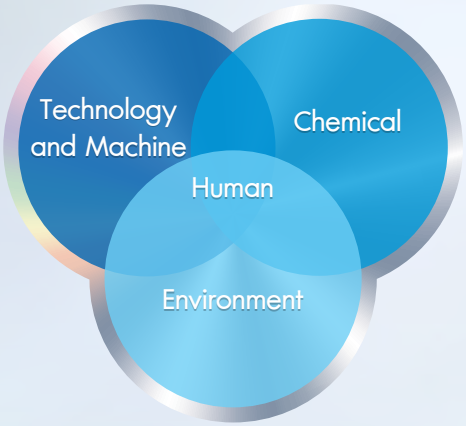
- A "Facial Yoga & Massage" activity by oriental medicine doctors. The activity included exchanges of knowledge regarding arts and sciences of different medicines, face yoga, face firming massage, and facial skin rejuvenation from inside to reduce stress from fatigue and wrinkles from sitting in front of computers for a long time.

4. Safety Month Event

The EWG hosted an online safety month event to promote work safety awareness to comply with social distancing requirements during the COVID-19 pandemic. The event was held Microsoft Teams, Zoom, and the LiFE application. Also, the participants could send their projects or have fun through the Line application and emails. There was also "Safety & Health Talk" to raise employees' awareness about work safety, self-appreciation, health-consciousness, 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 reflected the management's commitment towards work safety for the EWG employees.

5. Accident Predictive Technique

This technique was 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 to promote their participation. 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-up and corrective systems within appropriate time frames. Hence, the employees' awareness about safety was enhanced and unsafe behaviors were identified, resulting in the effective solutions and prevention of accidents.



In 2021, relevant goals and KPIs were identified. Executive and non-executive employees in the operation functions were required to take part in the above activities on a consistent basis. The evaluation results showed that 99.06% of the employees in the operation functions consistently partook in the activities according to the specific goals while 0.94% of them did not achieve the specific goals.

Emergency Management (Head Office)

The EWG placed emergency management as one of its priorities. To prepare for any incidents and mitigate any potential impact on the Company's employees and properties, the Company took relevant actions in 2021 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.

2. Exercising annual fire controls and 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 to test the fire prevention system if an incident took 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.

   Due to the enforcement of the Emergency Decree on Public Administration in Emergency Situations and the Bangkok Metropolitan Authority's announcement on a gathering of no more than 25 persons, the EWG's Head Office did not take an evacuation fire drill in 2021.

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 prepare for and practice management of hazardous chemical or fuel leaks and waste according to standards in relevant ministerial regulations.

CONSTRUCTION IMPACT RESPONSIBILITY

(Disclosure 413-2)

The construction 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.

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 authorities' approval and communities' endorsement to prevent any impacts on the communities and the environment. The Company strictly complied with standards of work control and safety of relevant agencies. In 2021, the Company carried out four construction projects as follows:

Project	Objective	Details	Complaint	Time Period
1. The project to enhance efficiency of water distribution at the Nong Plalai-Nong Kho Pump Station 2	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.	No complaint	The work was completed.
		1.2 The construction of a raw water 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 unable to import equipment for the construction. The Company needed to extend the construction period.		The work is expected to complete in April 2022.
2. The project to construct an industrial (clarified) water production system	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.	No complaint	The work was completed.
		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.		
3. The project to construct a raw water pipeline system in the Khlong Luang reservoir - Chonburi	To add an additional water supply source in the service area of the Company with the capacity of not less than 20 million cubic meters per year as part of the support for the government policy on the Eastern Economic Corridor (EEC)	3.1 The construction of a floating pump station in the Khlong Luang Rachalothorn reservoir at a government agency's site	No complaint	The work is expected to complete in May 2022.
		3.2 The construction of a pressure booster station and an elevated water tank in the Company's site		
		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 the installation of a pipeline affecting the community traffic at the entrance of the pressure boosting station in October 2021. The Company already solved the issue on 19 October 2021.	
4. The project to develop the Thab Ma pond to store raw water	To add raw water supply to the areas of Rayong with the capacity of not less than 47 million cubic meters 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 cubic meters 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.	There was a complaint regarding the noise pollution caused by the pumping operations at the Khlong Thab Ma pump station to the nearby households in March 2021. The Company advised the contractor to design and install a sound-proof system at the Khlong Thab Ma pump station. The installation was completed in October 2021 and it helped mitigate such noise impact.	The work was completed.

COMMUNITY SUSTAINABILITY PROJECTS

(Disclosure 203-1)

1994 The quality and environmental improvement policy was launched and budgets were allocated to execute community well-being promotion programs.

2012 **The Company created the "3 Creations and 3 Developments" strategy:**

- Creating acceptance, creating security, and creating shared value
- Developing water utility and environment, developing the economy and the quality of life of communities
- Developing learning under the philosophy of "Understanding, Reach, and Development" with the commitment to building acceptance through understanding

2018 The Corporate Governance and Sustainable Development Committee announced the Sustainable Management Policy which also included the promotion of participation in community, social, and learning development, the sustainable water management based on sharing of water resources with communities, and the maintenance of a balance in the ecosystem. The policy was based on the concept of "Understanding, Reach, and Development" for communities' sustainable development.

2021 The Corporate Governance and Sustainable Development Committee strengthened its sustainable management policy by focusing on engaging with and taking responsibility for all stakeholders throughout the supply chain. This was to respond to the stakeholders' needs, to jointly manage water supplies to meet the demand of all sectors based on shared water resources, and to support the communities' sustainable development and advancement together with the Company's business.

The Company conducted sustainability activities to support the communities' quality of life, access to clean water, and sufficient water supplies for consumption and agriculture based on shared water management with all sectors. Examples included community relations activities, spaces for sharing the Company's new construction projects, meetings with water users, and satisfaction surveys of communities and government authorities on an annual basis. These activities helped the Company to understand the communities' wants or expectations which would be inputs used for strategic planning and project improvement on an ongoing basis. Also, the Company developed Line@ and Facebook Page "East Water CSR" channels to help speed up communications and build a mutual understanding with the communities, which helped fix or relieve difficulties of the communities efficiently.

To attain the goals of managing sufficient water supplies for all sectors, improving the well-being of the communities for sustainable development, and building engagement with the communities, there were three main life quality improvement projects as follows:

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

Community relations Activities | **Satisfaction surveys** | **Spaces for sharing new construction projects** | **Meetings with water users, communities, and government agencies**

Company-government-community partnership

Execution of community life quality improvement projects and support for public activities

Water utility and environmental conservation promotion projects

Project targets

- To increase green zones in upstream areas to 25% of the total community forest
- To jointly manage water supplies to be sufficient for all sectors
- To reduce water pollution affecting water quality in public water sources by increasing the dissolved oxygen (DO) value in the released water to more than 4.0 mg/liter.

Upstream
- Natural resource and water source restoration
- East water conservation network

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

Downstream
- Wastewater treatment systems in pilot school cafeterias

Benefits from project implementation

- Upstream forests became fertile with more green zones; additional trees were grown at 25% of the community forest; and a balance in an ecosystem was preserved. Those favorably affected the hydrological cycle, leading to sufficient water supplies for all sectors, and appropriate water allocation to the Company.
- The Company together with schools and communities monitored and kept tracks of water quality in different water sources providing raw water supplies for the Company. East Water conservation youth network was built with scholarships granted to 120 students.
- Integrated water management between the Company, government agencies, water users, and communities led to appropriate water allocation and sufficient supplies for the stakeholders, hence reduction in water shortages.
- Nine communities (1,040 households) could access clean water for consumption.
- The youth at vocational level learned professional repairs skills for the tap water systems of nine village communities per year.
- Seven pilot schools implemented wastewater treatment systems in cafeterias. The goal is to increase the number of pilot schools from seven to 14 by 2023.
- Water pollution affecting water quality in public water sources was reduced through increasing the dissolved oxygen (DO) value in the released water to more than 4.0 mg/liter.
- The youth, educational institutes, and nearby communities appreciated the value of water resources and optimized water usage for cost saving and increase in agricultural productivity through watering trees with treated water.

Learning promotion projects

Project targets

- To promote learning of the youth at vocational level to develop 4 water management innovation projects per year
- To develop one agricultural sufficiency economy learning center
- To ensure that over 10% of the training participants with disabilities of each class are successfully hired by business organizations

Students at vocational level
- Water-air aerator prototype

The general public
- The East Water Sufficiency Economy Learning Center in Khlong Kuen District

Persons with disabilities
- Computer training program for students with disabilities

Benefits from project implementation

- In collaboration with the four educational institutes, the Company developed innovations on water management and community support through four projects.
- The youth at vocational level in four institutes were equipped with professional skills in creating water innovations with 20 scholarships granted
- The Company joined hands with government sectors and communities in establishing a sufficiency economy learning center to disseminate knowledge about agricultural farming according to the sufficiency economy philosophy and use of the Company's land for the benefit of nearby communities
- The Company together with the Office of the Non-formal and Information Education in Chachoengsao offered computer training courses for students with disabilities. Hence, more than 10% of the participants were hired by business enterprises.

Well-being promotion projects

Project targets

- To build mutual understanding and good relationships between the Company, government agencies, and communities

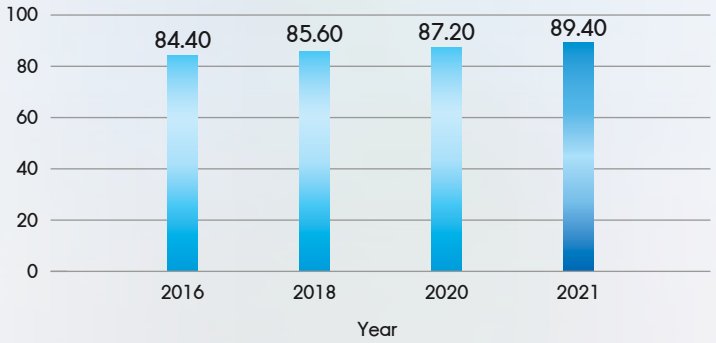
- Vocational trainings (reducing expenses and increasing incomes according to the sufficiency economy philosophy
- Support for public activities
- Annual Buddhist robe offering ceremonies
- Friendship football competitions

Benefits from project implementation

- The Company's better outreach and understanding of context and needs of communities led to collaboration in implementing community well-being promotion projects. This led to communities and government agencies' satisfaction score with the Company's business operations exceeded 85%.
- The Company collaborated with communities in holding sports, religious, and national cultural and traditional activities.
- Communities and the environment became healthier.

GOAL
COMMUNITIES' AND GOVERNMENT AGENCIES' SATISFACTION SCORES WITH COMPANY'S CSR ACTIVITIES
SHALL EXCEED **85%**

Communities' and government agencies' satisfaction scores with Company's CSR activities



1. Water Utility and Environmental Conservation Promotion Projects

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

Upstream

Those areas covered zones surrounding reservoirs, natural water sources, and the forest linking the five provincial borders of the eastern region. They played a crucial role in pumping water into a water cycle. Realizing the importance of looking after such areas, the Company advanced its collaboration in preserving upstream forest areas, keeping forest ecosystems fertile, and maintaining a balance of a hydrological cycle, as well as monitoring changes in water quality in different water sources of Chachoengsao, Chonburi, and Rayong. There were 2 projects in collaboration with local communities as follows:

Natural Resource and Water Source Restoration

SDGs 13.3, 15.1, 15.2

01 To grow young trees to cover the forest areas in the eastern region (2015–present)

Project Area
- Chachoengsao
- Chonburi
- Rayong
- Chantaburi

Target Participants
- Government and private agencies as well as the general public

Project Targets
- To distribute 20,000 young trees annually

Actual Results in 2021
The Company distributed 20,000 young trees per year to government and private agencies as well as the general public. Also, parts of the trees were used in the Company's CSR activities.

02 To maintain and restore community forests with community participation through the people's state concept (2011–present)

Project Area
- Community forest at Baan Sampran, Moo 25, Klong Ta Krao Subdistrict, Tha Takieb District, Chachoengsao
- Community forest at Baan Nong Muang, Chum Sang Subdistrict, Wang Chan District, Rayong
- Community forest at Baan Khlong Yai Thai, Moo 18, Kun Song Subdistrict, Gaeng Hang Maew District, Chantaburi

Target Participants
- The Community Forest Network in the Five Provincial Borders of the Eastern Region

Project Targets
- To increase green zones in the community forest connecting the five provincial borders of the eastern region by growing additional trees at 25% of the community forest annually.
- To absorb carbon dioxide

Actual Results in 2021
The Company held reforestation activities in the project areas as follows:
- 1,500 trees/year at Baan Sampran
- 3,800 trees/year at Baan Nong Muang
- 1,950 trees/year at Baan Khlong Yai Thai

This led to an increase in green zones of around 18 rai/year (based on calculation of a green zone of 400 trees/rai) and absorption of carbon dioxide of around 65-108 tons/year. (One tree can absorb carbon dioxide at 9-15 kg./year on average.)

03 To release aquatic animals to restore an ecosystem (2018–present)

Project Area
- Khlong Aom Noi, Wat Khao Din Temple, Khao Din Subdistrict, Bang Pakong District, Chachoengsao

Target Participants
- The Chachoengsao Environmental Conservation Association
- Communities in Khao Din Subdistrict, Bang Pakong District, Chachoengsao

Project Targets
- To maintain a balance in an ecosystem and preserve aquatic species in mangrove forest areas of Bang Pakong river

Actual Results in 2021
On the occasion of paying tribute to His Majesty the late King Bhumibol Adulyadej, the Company released aquatic animals at Aom Noi Canal, Khao Din Temple, Bang Pakong District, Chachoengsao. (A total of 510,000 snapper fish were released.)

East Water Conservation Network

SDGs 4.4, 6.3, 6.6

01 East Water Young Leader Camp and granting of scholarships (2014-present)

Project Area

The youth in three provinces:

- Chachoengsao
- Chonburi
- Rayong

02 Water quality inspection activities (2014-present)

Project Area

- Canals and rivers in Baan Pho District, Chachoengsao
- Canals and rivers in Pluak Daeng District, Rayong
- Dok Krai reservoir
- Nong Plalai reservoir
- Khlong Yai reservoir
- Prasae reservoir

Target Participants

- Environmental warriors/water inspectors
- The Water Quality Monitoring and Inspection Center
- 6 schools in Baan Pho District, Chachoengsao
- 5 schools in Koh Chan District and Bo Thong District, Chonburi
- 6 schools in Pluak Daeng District and Klang District, Rayong

Project Targets

1. To develop 120 young leaders under East Water Conservation Youth Network annually.
2. To obtain water quality audit results of the two locations (the environmental warriors/water inspectors; and the Water Quality Monitoring and Inspection Center of Pluak Daeng District, Rayong.)

Actual Results in 2021

The COVID-19 pandemic led to the cancellation of the youth camp activity. However, scholarships were still granted to 120 students of the network in Chachoengsao, Chonburi, and Rayong. Also, scholarships for water quality audits were granted to the two networks for further inspecting water quality in respective local network areas.

Midstream

Areas along the Company's raw water pipelines serve as a main blood vein that supports the economy and the industrial sector of the eastern region of Thailand. The Company paid attention to the communities along its water grid; and partnered with the communities, government agencies and water users along its raw water pipelines to enter into MOUs to better the well-being of such communities. The Company also teamed up with local educational institutes in developing water utilities to provide the communities with quality water for consumption and agriculture broadly and equally. This reflected the Company's capability on water management and corporate social responsibility. There were 3 projects in collaboration with relevant agencies as follows:

Community tap water system production control and maintenance (integrated with the Fix It Center project) (2018-present)


SDGs 4.4, 6.3, 6.4, 6.6

Project Area
Tap water systems of nine communities per year:
- Chachoengsao
- Chonburi
- Rayong
- Chantaburi

Target Participants
- Baan Kai Technical College
- Rayong Technical College
- Map Ta Phut Technical College
- Pattaya Technical College
- Chonburi Technical College
- Sattahip Technical College
- Chantaburi Technical College
- Trat Technical College
- Na Yai Arm Vocational College
- Soi Dao Vocational College

Project Targets
1. To jointly develop one vocational course with eight vocational colleges
2. To facilitate workshops under the community tap water system production control and maintenance project (integrated with the Fix It Center project) for 10 educational institutes
3. To improve the tap water systems of nine communities per year

Actual Results in 2021
1. The Company held workshops on community tap water system production control and maintenance (integrated with the Fix It Center project) through online trainings at the Meeting Room on 2nd Floor of the Eastern Institute of Vocational Technology Building, with participants from nine educational institutes.
2. The Company joined hands with eight vocational institutes to develop "Fix It Center" of educational institutes through the Community Tap Water System Production Control and Maintenance project.
3. There were 10 educational institutes gaining knowledge about community tap water system production control and maintenance.
4. 1,040 households in the nine communities had access to clean water supply for consumption.

CSR activities for communities along the raw water pipeline (2015-present)

SDGs 6.3, 6.4, 6.6

Project Area
- The Prasae reservoir-Khlong Yai reservoir raw water pipeline, Rayong
- The Prasae reservoir-Nong Plalai reservoir raw water pipeline, Rayong
- Communities nearby the Bang Pakong river, Chachoengsao

Target Participants
- Prasae water distribution and maintenance project
- Non-Agricultural Irrigation Management Group
- Communities along the raw water pipeline between the Prasae and Khlong Yai reservoirs, Rayong
- Communities along the raw water pipeline between the Prasae and Nong Plalai reservoirs, Rayong
- Communities nearby the Bang Pakong river, Chachoengsao

Project Targets
- To enable 15 water distribution points for consumption and agricultural purposes for communities covering water users of more than 4,000 households to relieve difficulties from local droughts
- To sponsor budgets for communities along the raw water pipeline for access to clean water for consumption and agricultural purposes

Actual Results in 2021
1. The Company provided water support for consumption for communities along the water grid during drought situations by installing 15 raw water distribution points to divert water totaling 1,561,037.60 cubic meters to tap water systems of villages.
2. The Company supported community well-being improvement projects in terms of water utility, social, and environment aspects for communities along the Prasae-Khlong Yai pipeline, the Prasae-Nong Plalai pipeline, and the Bang Pakong river in Chachoengsao as follows:
   - 2.1 Setting of Wang Chan Pan Suk Field Hospital, Wang Chan District, Rayong
   - 2.2 Support for materials, medical supplies, conference cameras, utility expenses, and online program expenses at Chum Sang Subdistrict, Wang Chan District, Rayong
   - 2.3 Expansion of village tap water system in Moo 6, Krasae Boon Subdistrict, Klang District, Rayong to support community access to tap water for 249 households
   - 2.4 Repairs of concrete roads in Moo 7, Nong Bua Subdistrict, Baan Kai District, Rayong
   - 2.5 Installation of water pipelines for agricultural purposes in Moo 3, Chum Sang Subdistrict, Wang Chan District, Rayong
   - 2.6 Rock check dams in Khlong Nam Jone in Moo 4, Wang Chan Subdistrict, Wang Chan District, Rayong
   - 2.7 Repairs of waterways to the Yai Mee pond in Moo 5, Wang Chan Subdistrict, Wang Chan District, Rayong
   - 2.8 Support for online network teleconference devices to facilitate meetings on eastern region water management
   - 2.9 Support and control of pumping machines of the Prasae water distribution and maintenance project in Chum Sang Subdistrict, Wang Chan District, Rayong

Water for communities (2000-present)

SDGs 6.a.1

Project Area
Communities in four provinces:
- Chachoengsao
- Chonburi
- Rayong
- Chantaburi

Target Participants
- Government and private agencies as well as the general public

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

Actual Results in 2021
1. The Company provided clean drinking water (cups/bottles and mobile water trucks) totaling 321,528 liters.
2. The Company supported 2,740 cubic meters of water for consumption for communities affected by drought situations through its water tubes.

Downstream

Used water from different sectors was released to rivers and canals, leading to water pollution issues and declining water quality in different water sources. Thus, as a key driver of water allocation to different sectors, the Company joined hands with the seven Primary Educational Service Area Offices in Chachoengsao, Chonburi, and Rayong in carrying out the wastewater treatment project on pilot schools to raise awareness among the youth and nearby communities on maintenance of water sources, preservation of water resources, and optimization of water usage.

Wastewater treatment systems in pilot school cafeterias (2014-present)

SDGs 2.1, 4.4, 6.3, 6.6

Project Area

- Four schools in Chachoengsao
- Six schools in Chonburi
- Four schools in Rayong

Target Participants

- Seven Primary Educational Service Area Offices
- Four schools in Chachoengsao
- Six schools in Chonburi
- Four schools in Rayong

Project Targets

1. The dissolved oxygen (DO) in the treated water shall be higher than 4.0 mg/liter.
2. The schools shall be able to reuse the treated water from their cafeterias at 40%.
3. The schools shall integrate wastewater treatment system knowledge as part of more than three core subjects.
4. To have 14 pilot schools at diamond level (two schools per one education area) within 2023.

Actual Results in 2021

1. There were seven pilot schools at diamond level that continued to oversee the projects (one school per one education area).
2. The dissolved oxygen (DO) value in the treated water was at around 5.0-7.0 mg/liter.
3. Despite the COVID-19 pandemic, the schools still maintained their wastewater treatment systems to ensure efficient operations.
4. The pilot schools expanded from seven to fourteen. The newly joining schools were selected by the seven Primary Educational Service Area Offices.
5. Educational site visits were facilitated for and project development funds were granted to the seven newly joining pilot schools. This was to enable them to understand project operations and apply the knowledge gained to achieving their goals in 2023.

2. Learning Promotion Projects

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

Water-air aerator prototype (2014-present)

SDGs 4.4, 6.3, 6.6

Project Area
- Pitulathirat Rangsarit Temple, Na Mueang Subdistrict, Mueang District, Chachoengsao
- Jukkacher Community Public Park, Bueng Subdistrict, Sriracha District, Chonburi
- The raw water reserve pond for tap water production of the village, Baan Choeng Nern Community, Moo 5, Nong La Lok Subdistrict, Baan Kai District, Rayong
- Phra Buddha Angkhiros Hall, Sri Mueang Park, Tha Pradu Subdistrict, Mueang District, Rayong

Target Participants
- Chachoengsao Technical College
- Pattaya Technical College
- Baan Kai Technical College
- Rayong Technical College

Project Targets
1. To jointly develop one vocational course regarding solar energy with four vocational institutes.
2. The water quality shall be inspected after the installation of the prototype, resulting in improved DO values.
3. To install solar energy systems in 4 locations in 2021.

Actual Results in 2021
1. The Company joined forces with four vocational institutes in developing one vocational course regarding solar energy.
2. The Company inspected the water quality in the water sources after the installation of the prototype. The DO values were at levels of more than 4.0 mg/liter (levels that enabled aquatic animals to survive in water.)
3. Four vocational institutes installed solar energy systems for water-air aerator prototypes in four locations.

The East Water Sufficiency Economy Learning Center in Khlong Kuen District (2012-present)

SDGs 2.1, 2.4, 4.4, 6.3, 6.6, 8.9

Project Area
- Khlong Kuen Subdistrict, Khlong Kuen District, Chachoengsao

Target Participants
- The Sufficiency Economy Learning Center Stewardship Committee
- Communities, youth, and government agencies expressing an interest to tour the center

Project Targets
1. To maintain one sufficiency economy learning center with the application of water science to water management for improved agricultural productivity according to the sufficiency economy philosophy; and to support the center as a tourist spot unique to the district.
2. To have more than 100 visitors/year.

Actual Results in 2021

The East Water Sufficiency Economy Learning Center in Khlong Kuen District applied the King's philosophy of the berm, swale, and field model to its landscape management, generating proceeds from agricultural outputs of Baht 173,786.99 through the following activities:
1. Soil improvement after harvest season during round one from January-April which was a dry season, and round 2 after harvesting in-season rice from November-December each year.
2. Growing short-lived vegetables to generate cash flow such as galangal, lemon grass, salads, basil, sweet basil, eggplant, etc.
3. Coconut, mango, and banana were main crops that generated revenues for the East Water Learning Center. Currently, at the center, there were 100 coconut trees and 50 mango trees as well as some banana trees at the berms.
4. Rice growing at the East Water Learning Center could be done twice per year, i.e. during in-season from July-October and during off-season from November-January.

Computer training program for students with disabilities (2012-present)

SDGs 4.5

Project Area
- The disabled in 11 districts in Chachoengsao

Target Participants
- The Office of the Non-formal and Informal Education in Chachoengsao
- The Office of the District Non-formal and Informal Education in different districts
- Students with disabilities

Project Targets
1. To provide students with disabilities with computer literacy and the ability to use computers with the success rate of 100% of the total participants
2. 10% of the training participants of each class shall be successfully hired by business organizations.

Actual Results in 2021
1. There were 113 students with disabilities participating in the training. All of them successfully gained computer literacy and the ability to use computers.
2. In 2021, 7 disabled participants were successfully employed by business organizations while 45 disabled participants were self-employed.

3. Well-being Promotion Projects

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

Vocational trainings (reducing expenses and increasing income according to the sufficiency economy philosophy) (2011-present)

Project Area
- Chachoengsao
- Chonburi
- Rayong

Target Participants
- Local communities
- Local administrative organizations
- Local schools

Project Targets
- To provide 40 vocational trainings to communities

Actual Results in 2021
- Eight vocational trainings were facilitated in 3 provinces with 298 participants.
- 32 vocational trainings were conducted live via Facebook with a total of 1,553 participants.

Friendship football games (2011-present)

Project Area
- Chachoengsao
- Chonburi
- Rayong

Target Participants
- Local communities
- Local administrative organizations
- Local schools

Project Targets
- To hold 6 relations activities between the Company and communities and government agencies annually

Actual Results in 2021
- Eight vocational trainings were facilitated in 3 provinces with 298 participants.
- 32 vocational trainings were conducted live via Facebook with a total of 1,553 participants.

Annual Buddhist robe offering ceremonies

Project Area
- Chachoengsao
- Chonburi
- Rayong

Target Participants
- Local communities

Project Targets
- To co-host a robe offering ceremony at 1 temple per year

Actual Results in 2021
- Khao Bang Phra Temple, Bang Phra Subdistrict, Sriracha District, Chonburi
- Khao Bot Temple, Thab Ma Subdistrict, Mueang District, Rayong

Support for public activities

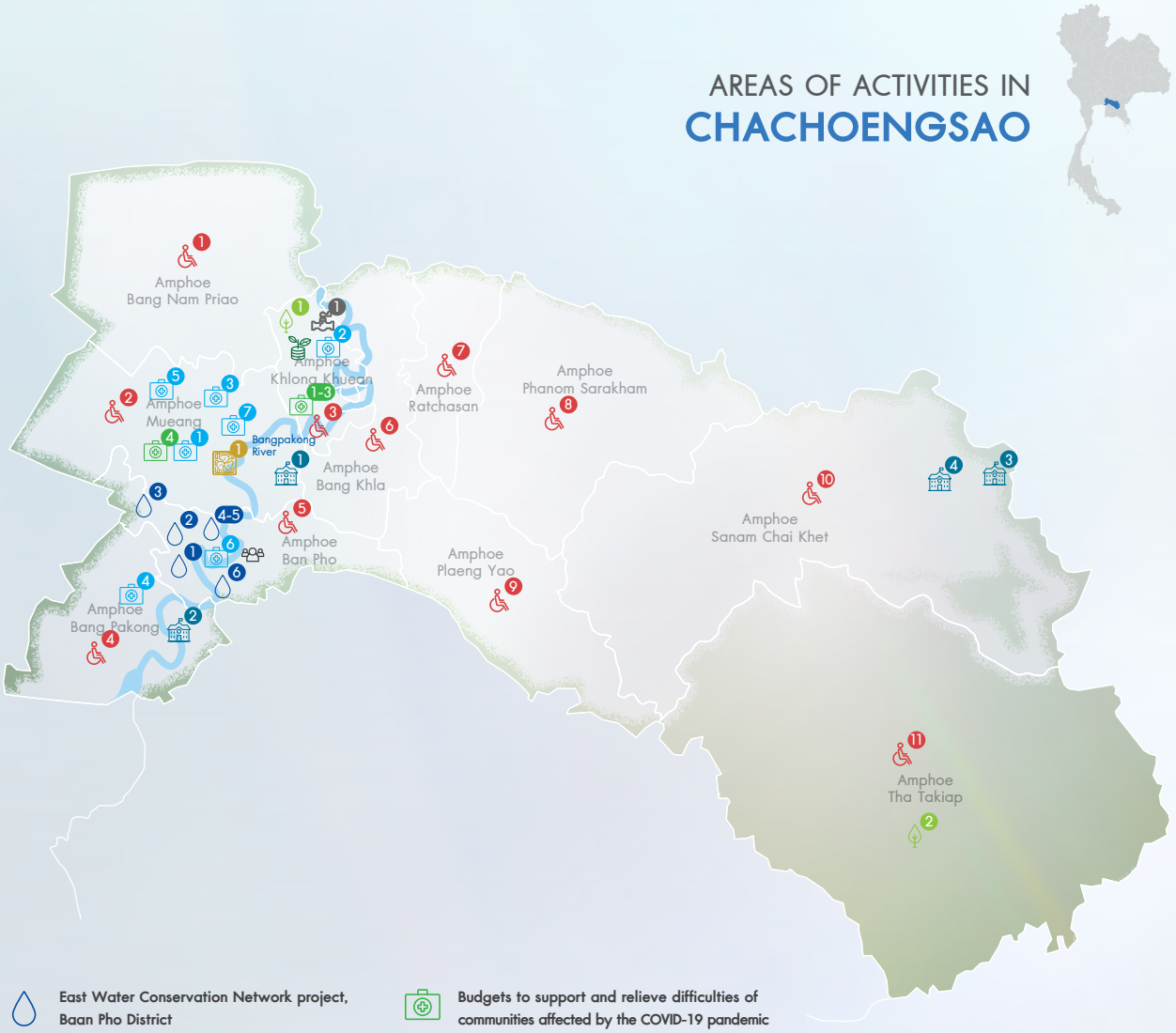
Project Area
- Chachoengsao
- Chonburi
- Rayong
- Areas outside of operating sites

Target Participants
- Local communities
- Local administrative organizations and Foundation
- Local schools

Project Targets
- To enhance the quality of life of communities
- To promote community activities in relation to religions, cultures, traditions, education, sports, etc.

Actual Results in 2021
- A budget was allocated to support and alleviate difficulties of communities affected by the COVID-19 in Chachoengsao, Chonburi, Rayong, and Chantaburi.
- A budget was provided for the installation of tap water system for Khlong Kuen Hospital, Khlong Kuen District, Chachoengsao.
- A budget was provided for a constructed wetland wastewater treatment system which could treat wastewater from the Nong Khla Market community, Chantaburi.
- A budget was set up for linking a raw water pipeline with a pond of Baan Tha Cham Village, Nong Suea Chang Subdistrict, Nong Yai District, Chonburi.
- A budget was earmarked for a local wisdom conservation and inheritance project.
- A budget was provided for community activities relating to religions, traditions, education, sports, etc.

AREAS OF ACTIVITIES IN CHACHOENGSAO



East Water Conservation Network project, Baan Pho District

1. Phutthirangsriphibul School
2. Wat Phiphitprasatsunthon School
3. Wat Maiprawet School
4. Wat Phanitaram School
5. Wat Krathum School
6. Wat Khlong Baan Pho

Wastewater treatment system in pilot school cafeteria project

1. Wat Jukcher School
2. Wat Khao Din School
3. Baan Nong Yai School
4. Baan Khlong Udom School

Water-air aerator prototype project

1. Pitulathirat Rangsarit Temple, by Chachoengsao Technical College

East Water Sufficiency Economy Learning Center in Khlong Kuen District

Natural resource and water source restoration project

1. To grow young trees to improve green zones at the Sufficiency Economy Learning Center in Khlong Kuen District
2. Baan Sampran, Khlong Ta Krao Subdistrict, (32-0-30 rai)

Budgets to support and relieve difficulties of communities affected by the COVID-19 pandemic

1. A budget for the renovation of a health promotion hospital attached to Khlong Kuen District
2. A budget to support the procurement of consumer goods for Kon Kaeo Subdistrict, Khlong Kuen District
3. A budget for community isolation (CI) facilities, Khlong Kuen Subdistrict
4. A budget for alleviating difficulties of those affected by the COVID-19 through the Red Cross Society Chachoengsao Office

Support for drinking water totaling 15,000 liters and other supplies to alleviate difficulties of communities affected by the COVID-19 pandemic

1. The Red Cross Society Chachoengsao Office
2. Khlong Kuen District
3. COVID-19 vaccination drive open to the public at Buddhasothorn Hospital, Mueang District
4. Bang Pakong District
5. Chachoengsao Chamber of Commerce
6. Bang Krut Subdistrict Local Administration (SAO)
7. Bang Kwan SAO

Computer training program for students with disabilities

To team up with the Office of the Non-formal and Informal Education in Chachoengsao to provide students with disabilities with computer literacy and the ability to use computers in their occupations, with a target group of 11 districts and 10 persons per district

Member of Chachoengsao Environmental Conservation Association

To take part in activities with and provide budget support for the association, including activities of the Community Forest Network in the Five Provincial Borders, water analysis, water appreciation day, aquatic animal release, etc.

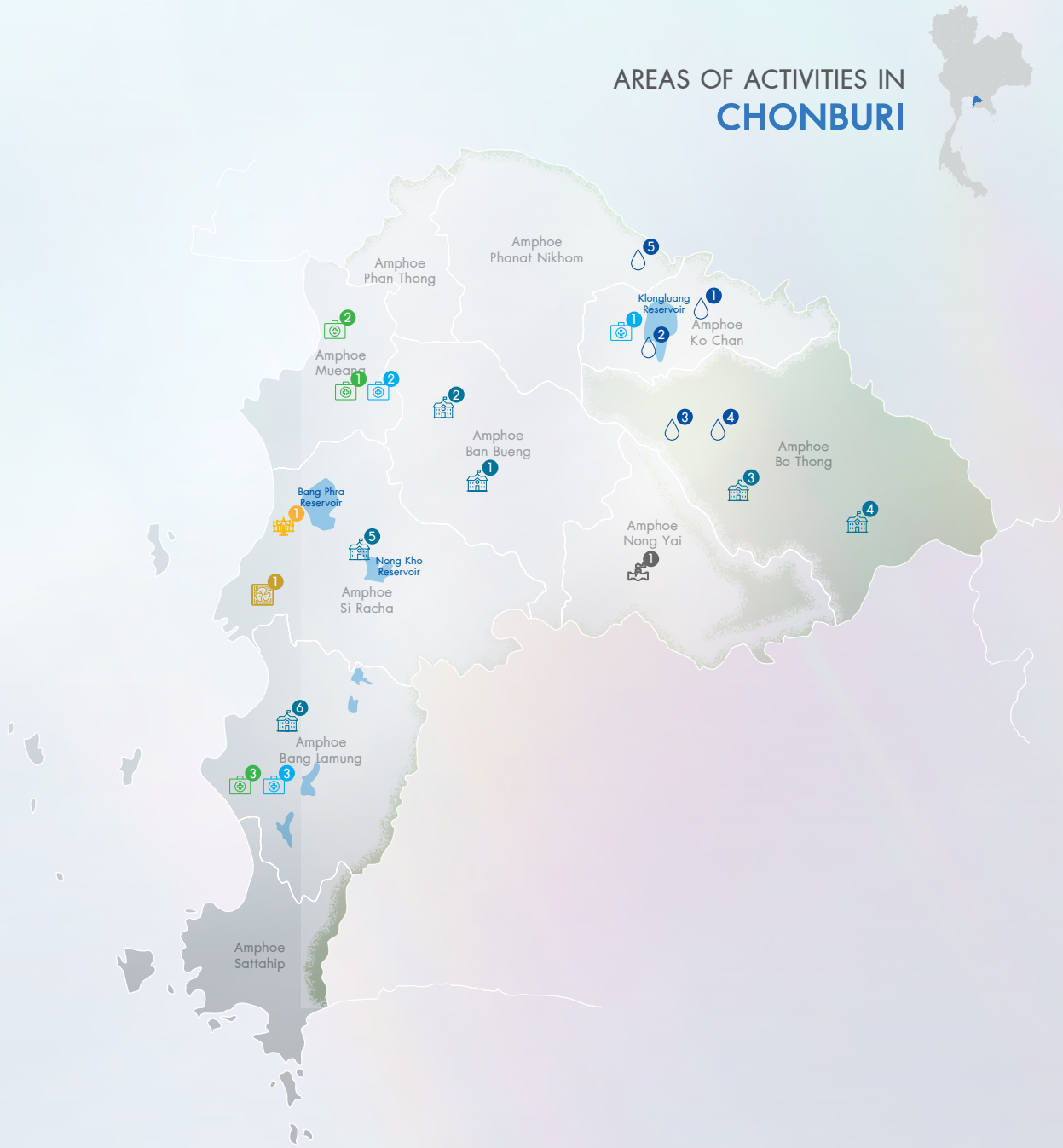
Budget support for communities' access to clean water

1. To provide a budget for the installation of a tap water system for Khlong Kuen Hospital

Funding support for social and environmental development

Social and environmental development in the Bang Pakong river basins, Chachoengsao led to shared interests in the Bang Pakong river.

AREAS OF ACTIVITIES IN CHONBURI



East Water Conservation Network project
1. Baanchumnumprokfah School
2. Wat Khaowanabudharam School
3. Baan Bueng Taku School
4. Wadsuwannaranyikawas School
5. Ban Rai Se School

Wastewater treatment system in pilot school cafeteria project
1. Banmablumbit School
2. Wat Nong Nam Khieo School
3. Ban Talat Noen Hin School
4. Ban Khlong Yai School
5. Ban Khong Dara School
6. Ban Santi Kham School

Water-air aerator prototype project
1. Jukkacher Community Public Park, by Pattaya Technical College

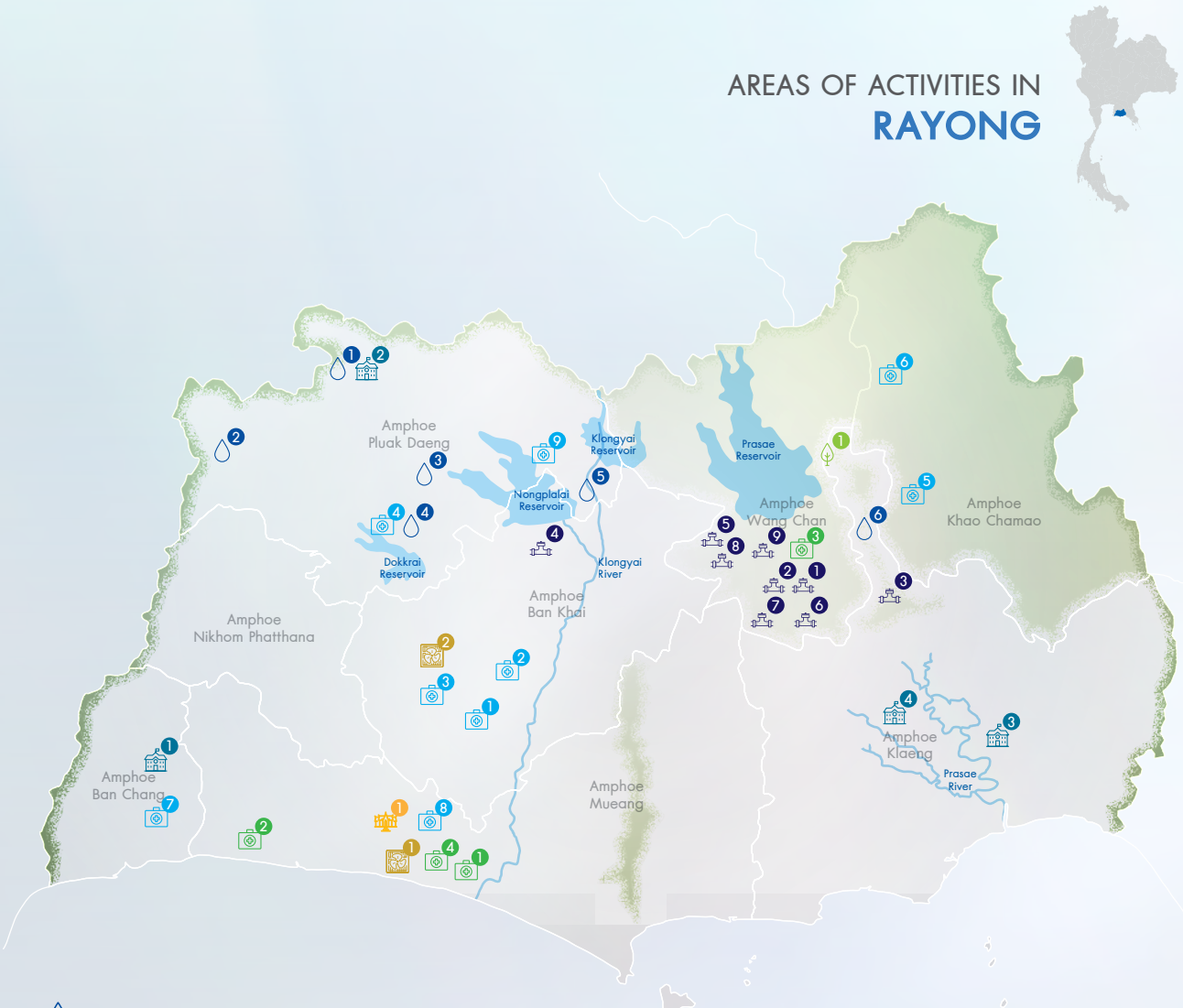
Budgets to support and relieve difficulties of communities affected by the COVID-19 pandemic
1. A budget for alleviating difficulties of people in Samnak Bok Subdistrict, Mueang District
2. A budget for alleviating difficulties of those affected by the COVID-19 through the Red Cross Society Chonburi Office
3. A budget for PPEs against COVID-19 totaling 3,000 units and rice for the Pattaya City Hall

Support for drinking water and other supplies to alleviate difficulties of communities affected by the COVID-19 pandemic
1. 1st Army Support Command
2. Seniors Club, Samnak Bok Subdistrict
3. Pattaya City Hall

Annual robe offering ceremony
1. Khao Bang Phra Temple

Budget support for communities' access to clean water
1. To provide a budget for linking a raw water pipeline with a pond of Baan Tha Cham Village

AREAS OF ACTIVITIES IN RAYONG



East Water Conservation Network project
1. Chumchonborisatnamtantawanook School
2. Banmabyangporn School
3. Pluak Daeng Pittayakom School
4. Nikhomsangton-eng Cho Rayong 8 School
5. Ban Pak Phraek School
6. Ban Khlong Pa Mai School

Wastewater treatment system in pilot school cafeteria project
1. Wat Suwan Rangsan Community School
2. Chumchonborisatnamtantawanook School
3. Ban Nong Sai School
4. Wat Nong Kankrao School

Water-air aerator prototype project
1. A pond at Phra Buddha Angkhiros Hall, by Rayong Technical College
2. A pond for tap water at Moo 5 Nong Lalok Subdistrict, by Ban Khai Technical College

Natural resource and water source restoration project
1. Ban Nong Muang, Moo 4 Chum Sang Subdistrict, Wang Chan District (96-0-55 rai)

Budgets to support and relieve difficulties of communities affected by the COVID-19 pandemic
1. A budget for alleviating difficulties of those affected by the COVID-19 through collaboration with Rayong Provincial Industry Office
2. A budget for COVID-19 vaccination services together with Map Ta Phut Industrial Estate Office
3. A budget to support those affected to Wang Chan District Office
4. A budget for alleviating difficulties of those affected by the COVID-19 through the Red Cross Society Rayong Office

Support for drinking water and other supplies to alleviate difficulties of communities affected by the COVID-19 pandemic
1. Ban Khai District
2. Bang But SAO
3. Nong Lalok SAO
4. Maenam Khu SAO
5. Cham Kho SAO
6. Khao Noi SAO
7. Ban Chang Municipality
8. Thapma Subdistrict Municipality
9. Lahan SAO

CSR activities for communities along the raw water pipelines between the Prasae-Khlong Yai reservoirs and between the Prasae-Nong Plalai reservoirs
1. Setting of Wang Chan Pan Suk Field Hospital, Wang Chan District
2. Support for materials, medical supplies, conference cameras, utility expenses, and online program expenses
3. Expansion of village tap water system in Moo 6, Krasae Boon Subdistrict
4. Repairs of concrete roads in Moo 7
5. Installation of water pipelines for agricultural purposes in Moo 3
6. Rock check dams in Khlong Nam Jone in Moo 4
7. Repairs of waterways to the Yai Mee pond in Moo 5
8. Support for online network teleconference devices to facilitate meetings on eastern region water management
9. Support and control of pumping machines of the Prasae water distribution and maintenance project

Annual robe offering ceremony
1. Khao Bot Temple

AREAS OF ACTIVITIES IN CHANTHABURI

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

1. Na Yai Arm Vocational College, by Na Yai Arm Vocational College
2. Ban Soi Song, by Rayong Technical College
3. Ban Khlong Ta Kham, by Soidao Vocational College
4. Ban Suk Chai, by Ban Khai Technical College
5. Ban Hin Dat, by Chanthaburi Technical College
6. Ban Khlong Yai Thai, by Chanthaburi Technical College
7. Wat Khun Song School, by Trat Technical College
8. Ban Khun Song, by Map Ta Phut Technical College
9. Ban Khlong Phrik, by Pattaya Technical College

Natural resource and water source restoration project

1. Ban Khlong Yai Thai, Moo 18 Khun Song Subdistrict, (39-1-61 rai)

Budgets to support and relieve difficulties of communities affected by the COVID-19 pandemic

1. A budget for alleviating difficulties of those affected by the COVID-19 through the Red Cross Society Chanthaburi Office

Wastewater treatment project support for Nong Khla Subdistrict Municipality, Tha Mai District, Chanthaburi

It was a constructed wetland wastewater treatment system which could treat 800 cubic meters of wastewater from the Nong Khla Market community

Moreover, the subsidiaries conducted social contribution activities to raise awareness among the youth about the value of water resources, care for water resource conservation, and optimization of water usage. There were three types of activities as follows:

- Education Program: This was part of the **"Water Loss Inspectors"** with a focus on building the youth's awareness about environmental conservation, and promoting students and learners' knowledge about water and environment through class and outside class activities. The students and learners would learn from hands-on practices and gained awareness about water and environmental conservation. Water supply entities in the areas were ready to be a local water learning center. This helped build up good relationships between EWG and the communities. In 2021, there were activities in collaboration with different local schools as follows:
  - Wat Thap Chumphon School, Mueang District, Nakhon Sawan
  - Wat Thai Mueang School, Mueang District, Ratchaburi

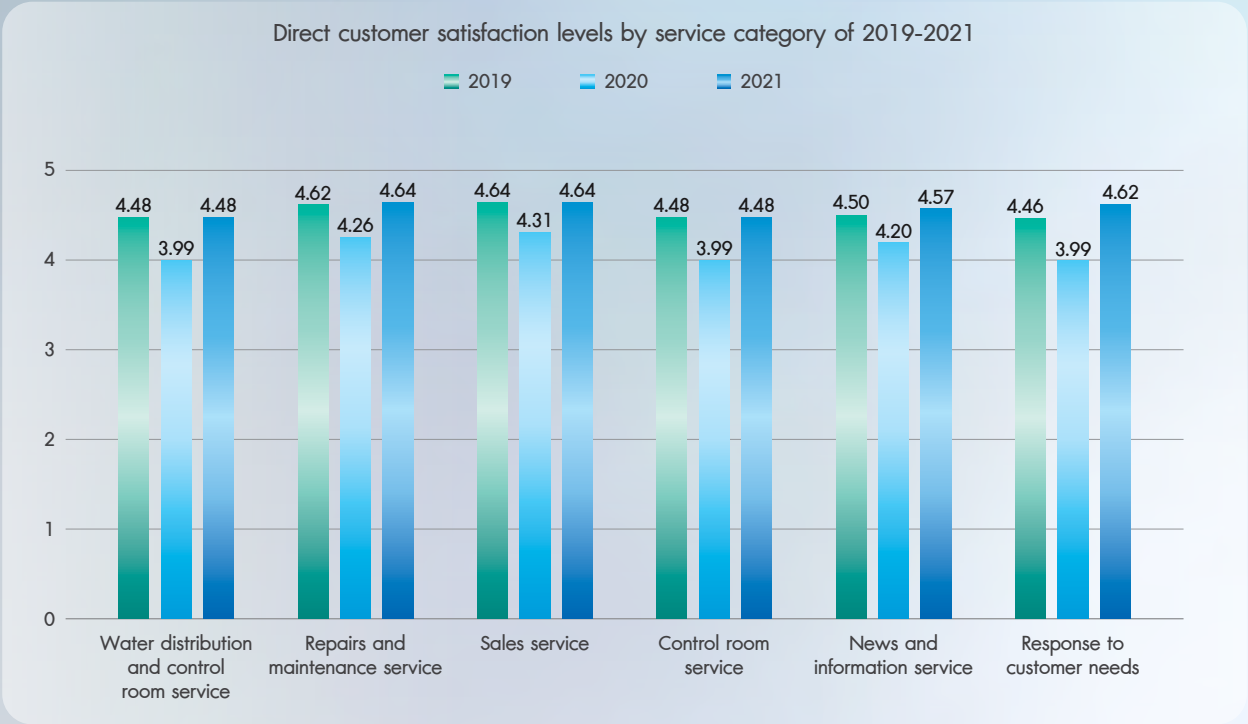
  Also, because of the COVID-19 situation, the subsidiaries supported protective equipment against virus for different local schools as follows:
  - Ban Wang Takhian School, Mueang District, Chachoengsao
  - Wat Krathum School, Baan Pho District, Chachoengsao
  - Wat Chom Khiri Nakprot Municipal School, Mueang District, Nakhon Sawan
  - Ban Khao Hin School, Sriracha District, Chonburi

- Community Support Program: This was part of the **"Rak Tuk Yot Lot Nam Soon Sia (Saving All Drops of Water to Reduce Water Loss)"** project where a team of professional and experienced technicians from the subsidiaries helped renovate tap water systems. In 2021, the scope of operations extended to cover other government agencies apart from schools. The activities were held with different local agencies as follows:
  - Don Yai Temple, Mueang District, Nakhon Sawan
  - Rat Satthatham Temple, Mueang District, Chachoengsao
  - Ban Km 5 School, Sattahip District, Chonburi
  - Ban Nong Kai Kaeo School, Damnoen Saduak District, Ratchaburi
  - Ta Phong Field Hospital, Rayong
  - Hospitel at Rayong City Hotel

- Environmental Program: There were many dimensions of activities with a view to reducing global warming, increasing green zones in communities and residential areas, restoring a balance in nature and the environment, raising awareness and a sense of appreciation and protection of natural resources, and promoting natural conservation. Despite the COVID-19 pandemic, a number of activities were held in line with the situation as follows:
  - UU Sang Pa Rak Ton Nam (Building and Conserving Upstream Forest) project for 2021 at Lahan Subdistrict, Pluak Daeng District, Rayong
  - National Tree Day event for 2021 at Ban Phe Botanical Garden, Rayong

ANNEX

Table showing comparison of satisfaction levels by service category of raw water business of 2019-2021



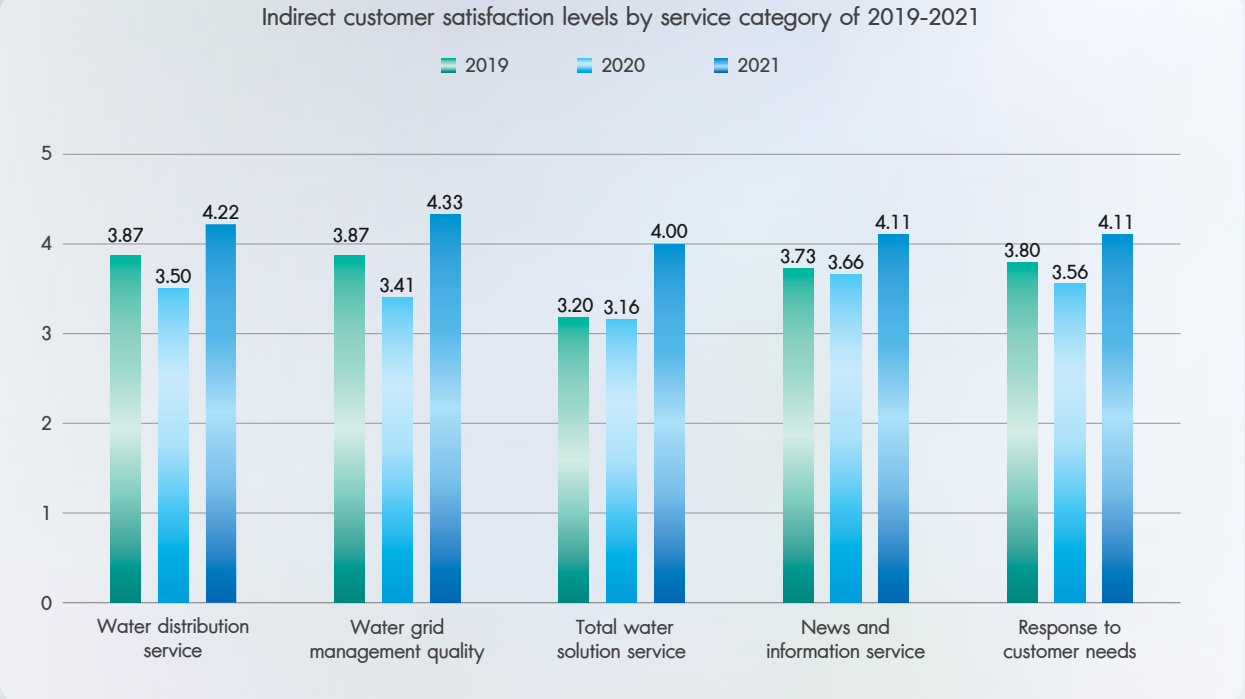


Table showing comparison of satisfaction levels by service category of tap water business of 2019-2021

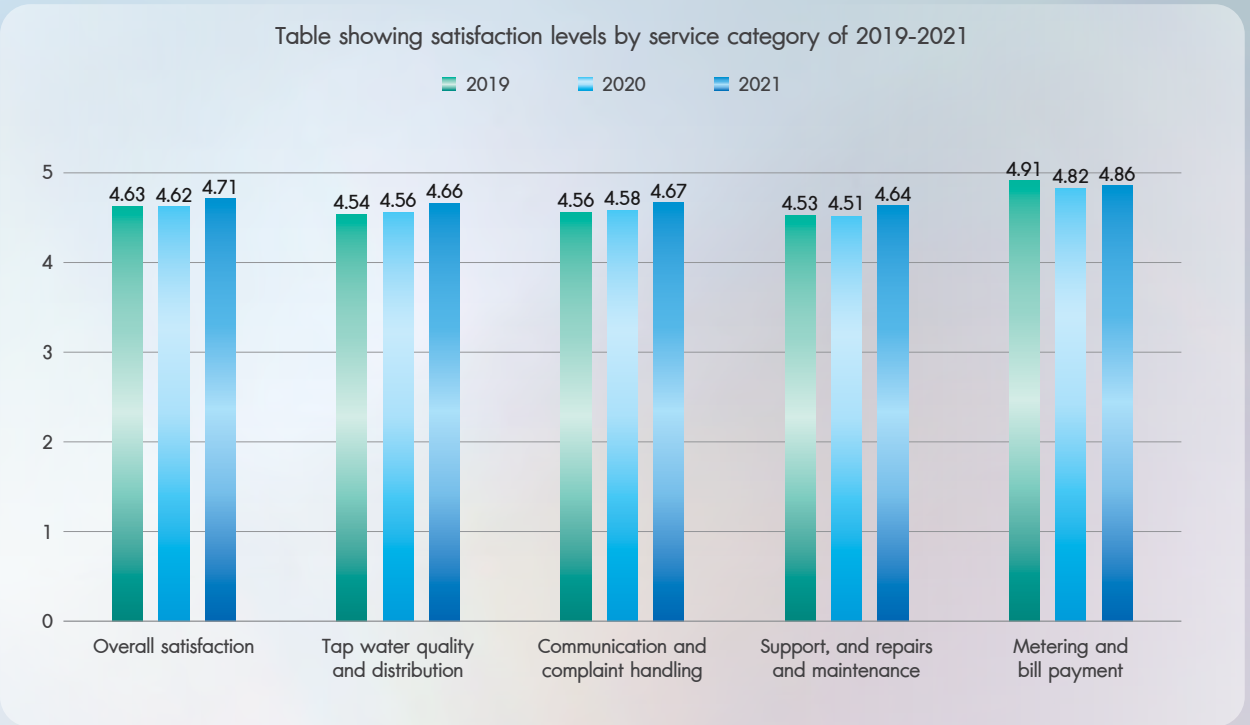


Table of Main Water Sources Utilized by the Company in 2020-2021 (Disclosure 303-1, 303-3, 303-5:2018)

Water Sources	Importance of Water Sources to Local Communities	Storage Capacity
Volume of Water		**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 reservoir was 203.46 million cubic meters. (Source: Prasae Water Distribution and Maintenance project)	248.00
2. Nong Plalai Reservoir	• To supply water to plantation areas in the Ban Khai Irrigation project • To prevent floods in Rayong • To supply water for consumption and industrial purposes with a future plan to supply water to Sattahip areas for industrial area expansion projects • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 279.62 million cubic meters. (Source: Royal Irrigation Department)	163.75
3. Dok Krai Reservoir	• To supply water to plantation areas in the Baan Kai Irrigation project • To prevent floods in Rayong • To supply water for consumption and industrial purposes • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 129.54 million cubic meters. (Source: Royal Irrigation Department)	79.41
4. Khlong Thab Ma - Rayong River	• To manage water supplies to prevent droughts and floods • To pump water to Thab Ma pond for reserve purposes	12.00
Chonburi areas		
5. Bang Phra Reservoir	• To support agriculture in 8,500 rai of land • To supply water for consumption and industrial purposes • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 55.40 million cubic meters. (Source: Royal Irrigation Department)	117.00
6. Nong Kho Reservoir	• To supply water to current creeks for agriculture in 7,500 rai of land • To supply water for consumption and industrial purposes • To serve as fish breeding grounds and areas for tourism and recreation • Volume of water flow into the reservoir was 30.46 million cubic meters. (Source: Royal Irrigation Department)	21.40
Chachoengsao areas		
7. Bang Pakong River (Water Stress) Source: https://www.wri.org/our-work/project/aqueduct/	• To maintain ecosystems • To deter the flow of saltwater • To serve as a water source for consumption, agricultural, and industrial purposes • Average volume of natural water for the whole year was 3,344 million cubic meters. (Source: Large Scale Project Office, Royal Irrigation Department)	0
8. Private water sources (Water Stress) Source: https://www.wri.org/our-work/project/aqueduct/		0
9. Rainwater from Samnak Bok Pond		0
Total		

Volume of Water under Management			Total Dissolved Solids (≤ 1,000 mg/liter	Total Dissolved Solids (> 1,000 mg/liter)	Remark
Allocated Water (as per Permit)	Pumped Water (2020)	Pumped Water (2021)			
10^3 Million liters	10^3 Million liters	10^3 Million liters	10^3 Million liters	10^3 Million liters	10^3 million liters is equal to one million cubic meters.
110.00	34.67	23.55	23.55	0	During 2020-2021, the Company used water from Prasae-Khlong Yai pipeline of 2.35 million cubic meters and from Prasae-Nong Plalai pipeline of 22.37 million cubic meters.
120.00	136.72	155.04	155.04	0	In 2020-2021, the water volume in the Nong Plalai reservoir was excessive; the Royal Irrigation Department therefore instructed a reduction in volumes of water diverted from the Prasae reservoir and use of excess water from the upper rule curve of the Nong Plalai reservoir instead.
116.00	59.86	78.94	78.94	0	The permitted water volume of 116 million cubic meters was more than the reservoir storage capacity as the water volume flow into the reservoir during the year was included.
0	0	16.41	16.41	0	
8.00	4.57	0	0	0	The Company obtained a written permit for water consumption from Bang Phra reservoir for 8.00 million cubic meters. The Company also used water deposited in Bang Pakong river.
16.70	3.33	11.41	11.41	0	
27.00	18.81	17.95	17.95	0	The Company had water pumping operations only in the rainy season according to criteria as mutually agreed upon by water users and Chachoengsao provincial authorities. A portion of water was diverted to Bang Phra reservoir for use during the dry season for Chachoengsao and Chonburi areas. In 2021, the Company pumped water from Bang Pakong river for distribution to Chachoengsao, and reserved the remaining water totaling 16.80 million cubic meters in Bang Phra reservoir
0	12.31	7.48	7.48	0	The Company distributed water of 7.48 million cubic meters from private water sources to the areas in Chachoengsao and Chonburi in the drought season in 2021.
0	0.23	0.23	0.23	0	This portion accounted for 3.78% of the total water in the Samnak Bok pond and was calculated based on a monthly average rainfall level x water surface area (Source: Average water rainfall levels from the Meteorological Department).
397.70	**270.50**	**311.01**	**311.01**	**0**	

Table of Water Volumes in Water Sources Used by Subsidiaries for Tap Water Production in 2021

Raw Water Provider	Type of Water Source	Waterworks Entity	Description	Water Volume
Contract Parties	Surface Water	Chachoengsao, Bang Pakong, Chonburi, Rayong, Bo Win, Sattahip, Lakchai Mueang Yang, and Nakhon Sawan	Water volume used for tap water production (cubic meter)	97,771,739.00
			Water volume used for tap water production (cubic meter); TDS ≤ 1,000 mg/l	93,994,010.00
			Water volume used for tap water production (cubic meter); TDS > 1,000 mg/l	3,777,729.00
			Total tap water distributed from the production system (cubic meter)	96,377,893.90
			Total water loss in the production system (cubic meter)	1,393,845.10
The Subsidiaries	Surface Water	Nong Kham, Ratchaburi, and Hua Ro	Water volume used for tap water production (cubic meter)	16,638,860.00
			Water volume used for tap water production (cubic meter); TDS ≤1,000 mg/l	16,638,860.00
			Water volume used for tap water production (cubic meter); TDS >1,000 mg/l	0
			Total tap water distributed from the production system (cubic meter)	16,644,875.00
			Total water loss in the production system (cubic meter)	6,015.00
	Seawater	Koh Lan	Water volume used for tap water production (cubic meter)	58,451.00
			Water volume used for tap water production (cubic meter); TDS ≤1,000 mg/l	0
			Water volume used for tap water production (cubic meter); TDS >1,000 mg/l	58,451.00
			Total tap water distributed from the production system (cubic meter)	56,903.00
			Total water loss in the production system (cubic meter)	1,548.00

Remarks:

- The Rayong Waterworks used TS value of raw water 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 Bo Win Waterworks with the TDS value of raw water 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 source as that in Bo Win. Their TDS value should not exceed 1,000 ppm.
- The Hua Ro Waterworks did not check/measure TDS value. They used surface water value instead. This entity was in the same area as the Nakhon Sawan Waterworks with the TDS value of raw water not exceeding 1,000 ppm. Thus, it was considered that, based on qualities of raw water, the raw water in Hua Ro came from the same source as that in Nakhon Sawan. Their TDS value should not exceed 1,000 ppm.
- As for the Ratchaburi Waterworks and the Hua Ro Waterworks, there was a problem of incorrect meter readings of raw water. Later on, the problem was fixed. Relevant values were calibrated and reset, and normal operations resumed. Also, the Nong Kham Waterworks adjusted a cycle of recording water readings as of July 2021, resulting in higher-than-usual units of raw water recorded.

Company's Employee Information (Disclosure 102-7, 102-8)

Employees	2018		2019		2020		2021	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total employees	221	100	229	100	236	100	249	100
By gender								
Male	107	48.42	117	51.09	124	52.54	133	53.41
Female	114	51.58	112	48.91	112	47.46	116	46.59
By type of employment								
Permanent employees	217	98.19	228	99.56	232	98.31	245	98.39
Contract employees	4	1.81	1	0.44	4	1.69	4	1.61
By position level								
Executive	19	8.60	20	8.73	21	8.90	22	8.84
- Male	9	4.07	10	4.37	11	4.66	12	4.82
- Female	10	4.53	10	4.37	10	4.24	10	4.02
Supervisory	31	14.03	33	14.41	33	13.98	32	12.85
- Male	N/A	N/A	13	5.68	15	6.36	15	6.02
- Female	N/A	N/A	20	8.73	18	7.63	17	6.83
Operational	171	77.38	176	76.86	182	77.12	195	78.31
- Male	N/A	N/A	94	41.05	98	41.53	106	42.57
- Female	N/A	N/A	82	35.81	84	35.59	89	35.74
By age								
Less than 30 years	35	15.84	36	15.72	34	14.41	38	15.26
Between 30-50 years	163	73.76	173	75.55	179	75.85	182	73.09
More than 50 years	23	10.41	20	8.73	23	9.75	29	11.65
By region								
Central (Bangkok)	151	68.33	150	65.50	144	61.02	144	57.83
Eastern (Chachoengsao, Chonburi, and Rayong)	70	31.67	79	34.50	92	38.98	105	42.17

Company's Outsourced Worker Information

Employees	2018		2019		2020		2021	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total outsourced workers of EWG	N/A	N/A	49	100	57	100	66	100
By gender								
Male	N/A	N/A	31	63.27	42	73.68	49	74.24
Female	N/A	N/A	18	36.73	15	26.32	17	25.76
By position level								
Executive	N/A	N/A	0	0	0	0	0	0
- Male	N/A	N/A	0	0	0	0	0	0
- Female	N/A	N/A	0	0	0	0	0	0
Supervisory	N/A	N/A	0	0	0	0	0	0
- Male	N/A	N/A	0	0	0	0	0	0
- Female	N/A	N/A	0	0	0	0	0	0
Operational	N/A	N/A	49	100	57	100	66	100
- Male	N/A	N/A	31	63.27	42	73.68	49	74.24
- Female	N/A	N/A	18	36.73	15	26.32	17	25.76
By age								
Less than 30 years	N/A	N/A	20	40.82	31	54.39	34	51.52
Between 30-50 years	N/A	N/A	28	57.14	24	42.11	32	48.48
More than 50 years	N/A	N/A	1	2.04	2	3.51	0	0
By region								
Central (Bangkok)	N/A	N/A	22	44.90	22	38.60	22	33.33
Eastern (Chachoengsao, Chonburi, and Rayong)	N/A	N/A	27	55.10	35	61.40	44	66.67

Employment Rates of New Hires by Gender, Age, and Region (Disclosure 401-1)

Employees	2018		2019		2020		2021	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Employment rates of new hires	23	10.41	23	10.04	20	8.47	31	12.45
By gender								
Male	11	4.98	17	7.42	12	5.08	25	10.04
Female	12	5.43	6	2.62	8	3.39	6	2.41
By age								
Less than 30 years	13	5.88	10	4.37	5	2.12	18	7.23
Between 30-50 years	10	4.52	13	5.68	13	5.51	12	4.82
More than 50 years	0	0	0	0	2	0.85	1	0.40
By region								
Central (Bangkok)	12	5.43	13	5.68	5	2.12	13	5.22
Eastern (Chachoengsao, Chonburi, and Rayong)	11	4.98	10	4.37	15	6.36	18	7.23

Attrition Rates of Employees by Gender, Age, and Region

Employees	2018		2019		2020		2021	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Attrition rates of employees	15	6.79	15	6.55	13	5.51	18	7.23
By gender								
Male	9	4.07	7	3.06	5	2.12	14	5.62
Female	6	2.71	8	3.49	8	3.39	4	1.61
By age								
Less than 30 years	6	2.71	2	0.87	2	0.85	3	1.20
Between 30-50 years	9	4.07	10	4.37	7	2.97	13	5.22
More than 50 years	0	0	3	1.31	4	1.69	2	0.80
By region								
Central (Bangkok)	10	4.52	13	5.68	11	4.66	15	6.02
Eastern (Chachoengsao, Chonburi, and Rayong)	5	2.26	2	0.87	2	0.85	3	1.20

Subsidiaries' Employee Information

Employees	2020				2021			
	Tap Water Business		Wastewater Treatment and Recycled Water Business		Tap Water Business		Wastewater Treatment and Recycled Water Business	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total employees	142	100	0	0	140	99.29	1	0.71
By gender								
Male	89	62.68	0	0	85	60.28	1	0.71
Female	53	37.32	0	0	55	39.01	0	0
By type of employment								
Permanent employees	142	100	0	0	139	98.58	1	0.71
Contract employees	0	0	0	0	1	0.71	0	0
By position level								
Executive	9	6.34	0	0	8	5.67	0	0
- Male	5	55.56	0	0	4	2.84	0	0
- Female	4	44.44	0	0	4	2.84	0	0
Supervisory	20	14.08	0	0	21	14.89	0	0
- Male	12	60.00	0	0	12	8.51	0	0
- Female	8	40.00	0	0	9	6.38	0	0
Operational	113	79.58	0	0	111	78.72	1	0.71
- Male	72	63.72	0	0	69	48.94	1	0.71
- Female	41	36.28	0	0	42	29.79	0	0
By age								
Less than 30 years	27	19.01	0	0	21	14.89	0	0
Between 30-50 years	103	72.54	0	0	108	76.60	1	0.71
More than 50 years	12	8.45	0	0	11	7.80	0	0
By region								
Central (Bangkok, Nakhon Sawan, Ayutthaya, and Phitsanulok)	65	45.77	0	0	65	46.10	0	0
Western (Ratchaburi)	7	4.93	0	0	7	4.96	0	0
Eastern (Chachoengsao, Chonburi, and Rayong)	69	48.59	0	0	68	48.23	1	100
Southern (Surat Thani)	1	0.70	0	0	0	0	0	0

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

Employees	2020				2021			
	Tap Water Business		Wastewater Treatment and Recycled Water Business		Tap Water Business		Wastewater Treatment and Recycled Water Business	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Employment rates of new hires	15	10.56	0	0	11	7.80	0	0
By gender								
Male	9	6.34	0	0	8	5.67	0	0
Female	6	4.22	0	0	3	2.13	0	0
By age								
Less than 30 years	7	4.93	0	0	6	4.26	0	0
Between 30-50 years	8	5.63	0	0	5	3.55	0	0
More than 50 years	0	0	0	0	0	0	0	0
By region								
Central (Bangkok, Nakhon Sawan, Ayutthaya, and Phitsanulok)	7	4.93	0	0	6	4.26	0	0
Western (Ratchaburi)	0	0	0	0	0	0	0	0
Eastern (Chachoengsao, Chonburi, and Rayong)	8	5.63	0	0	5	3.55	0	0
Southern (Surat Thani)	0	0	0	0	0	0	0	0

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

Employees	2020				2021			
	Tap Water Business		Wastewater Treatment and Recycled Water Business		Tap Water Business		Wastewater Treatment and Recycled Water Business	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Attrition rates of employees	23	16.19	0	0	11	7.80	0	0
By gender								
Male	19	13.38	0	0	10	7.09	0	0
Female	4	2.81	0	0	1	0.71	0	0
By age								
Less than 30 years	9	6.34	0	0	5	3.55	0	0
Between 30-50 years	12	8.45	0	0	5	3.55	0	0
More than 50 years	2	1.40	0	0	1	0.71	0	0
By region								
Central (Bangkok, Nakhon Sawan, Ayutthaya, and Phitsanulok)	10	7.04	0	0	7	4.96	0	0
Western (Ratchaburi)	0	0	0	0	0	0	0	0
Eastern (Chachoengsao, Chonburi, and Rayong)	5	3.52	0	0	4	2.84	0	0
Southern (Surat Thani)	8	5.63	0	0	0	0	0	0

Subsidiaries' Outsourced Worker Information

Employees	2020				2021			
	Tap Water Business		Wastewater Treatment and Recycled Water Business		Tap Water Business		Wastewater Treatment and Recycled Water Business	
	Number (person)	%	Number (person)	%	Number (person)	%	Number (person)	%
Total outsourced workers	201	98.53	3	1.47	193	98.47	3	1.53
By gender								
Male	177	86.77	3	1.47	175	87.24	3	1.53
Female	24	11.76	0	0	22	11.22	0	0
By position level								
Executive	0	0	0	0	0	0	0	0
- Male	0	0	0	0	0	0	0	0
- Female	0	0	0	0	0	0	0	0
Supervisory	0	0	0	0	0	0	0	0
- Male	0	0	0	0	0	0	0	0
- Female	0	0	0	0	0	0	0	0
Operational	201	98.53	3	1.47	193	98.47	3	1.53
- Male	177	86.77	3	1.47	171	87.24	3	1.53
- Female	24	11.76	0	0	22	11.22	0	0
By age								
Less than 30 years	79	38.73	3	1.47	60	30.61	3	1.53
Between 30-50 years	117	57.35	0	0	128	65.31	0	0
More than 50 years	5	2.45	0	0	5	2.55	0	0
By region								
Central (Bangkok, Nakhon Sawan, Ayutthaya, and Phitsanulok)	29	14.22	0	0	29	14.80	0	0
Western (Ratchaburi)	22	10.78	0	0	23	11.73	0	0
Eastern (Chachoengsao, Chonburi, and Rayong)	150	73.53	3	1.47	141	71.94	3	1.53
Southern (Surat Thani)	0	0	0	0	0	0	0	0

Summary of Total Accidents-Company's Employees (Disclosure 403-9:2018)

Scope of Reporting		EWG Employees								
		2018		2019		2020		2021		
		Male	Female	Male	Female	Male	Female	Male	Female	Total
Number of employees	Head Office (persons)	54	97	55	95	53	91	51	93	144
	Operating Sites (persons)	53	17	62	17	71	21	82	23	105
	Total (persons)	107	114	117	112	124	112	133	116	249
Total normal operating days of employees	Head Office (days)	13,176	23,668	13,365	23,085	12,879	22,113	12,291	22,413	34,704
	Operating Sites (days)	12,932	4,148	15,066	4,131	17,253	5,103	19,762	5,543	25,305
	Total (days)	26,108	27,816	28,431	27,216	30,132	27,216	32,053	27,956	60,009
Total working hours of employees	Head Office (hours)	105,408.00	189,344.00	100,167.00	170,702.00	100,095.00	173,632.00	95,350.00	170,038.00	265,388.00
	Operating Sites (hours)	103,456.00	33,184.00	119,581.00	33,280.00	141,472.47	35,792.87	160,034.04	41,213.24	201,247.28
	Total (hours)	208,864.00	222,528.00	219,748.00	203,982.00	241,567.47	209,424.87	255,384.04	211,251.24	466,635.28
Number of incidents with injured employees	Head Office (times/year)	0	0	0	0	0	0	0	0	0
	Operating Sites (times/year)	2	0	1	0	0	0	1	0	1
	Total (times/year)	2	0	1	0	0	0	1	0	1
Number of injured employees by degrees of severity	- First aids (persons/year)	1	0	0	0	0	0	1	0	1
	- Recordable work-related injuries (persons/year)	1	0	1	0	0	0	0	0	0
	- High-consequence (persons/year)	0	0	0	0	0	0	0	0	0
	- The number of fatalities as a result of work-related injury(persons/year)	0	0	0	0	0	0	0	0	0
	- Total leave days taken by injured employees (days/year)	1	0	26	0	0	0	0	0	0

Scope of Reporting		EWG Employees								
		2018		2019		2020		2021		
		Male	Female	Male	Female	Male	Female	Male	Female	Total
Accident rates	Injury rate (IR) (cases per one million hours worked)	9.58	0	4.55	0	0	0	3.92	0	2.14
	Injury Frequency Rate (IFR) (cases per one million hours worked)	4.79	0	4.55	0	0	0	0	0	0
	Lost Time Injury Frequency Rate (LTIFR) (persons per one million hours worked)	4.79	0	4.55	0	0	0	0	0	0
	Rate of fatalities as a result of work-related injury (persons per one million hours worked)	0	0	0	0	0	0	0	0	0
	Lost Day Injury Rate (LDIR) (days per one million hours worked)	4.79	0	118.32	0	0	0	0	0	0
Total sick leave hours by location	Head Office (hours)	2,297.00	4,700.50	2,178.48	4,414.48	1,151.63	3,196.38	363.13	1,509.81	1,872.94
	Operating Sites (hours)	1,762.50	373.00	2,223.52	431.52	1,627.50	321.44	2,341.19	408.50	2,749.69
	Total (hours)	4,059.50	5,073.50	4,402.00	4,846.00	2,779.13	3,517.82	2,704.32	1,918.31	4,622.63
Sick leave hours by type	General sick leave (hours)	4,059.50	5,073.50	4,194.00	4,846.00	2,779.13	3,517.82	2,704.32	1,918.31	4,622.63
	Work accident-related sick leave (hours)	N/A	N/A	208.00	0	0	0	0	0	0
	Work disease-related sick leave (hours)	0	0	0	0	0	0	0	0	0
Absentee Rate (AR) calculated from sick leave taken by employees only	Head Office	2.18	2.48	2.04	2.39	1.12	1.81	0.37	0.84	0.67
	Operating Sites	1.70	1.12	1.84	1.31	1.18	0.79	1.48	0.92	1.36
Number of work-related diseases		0	0	0	0	0	0	0	0	0
Occupational Disease Rate (ODR) (persons per million hours worked)		0	0	0	0	0	0	0	0	0

Summary of Total Accidents-Subsidiaries' Employees

Scope of Reporting		UU Employees 2021		
		Male	Female	Total
Number of employees	Head Office (persons)	25	30	55
	Operating Sites (persons)	61	25	86
	Total (persons)	86	55	141
Total normal operating days of employees	Head Office (days)	6,025	7,230	13,255
	Operating Sites (days)	14,701	6,025	20,726
	Total (days)	20,726	13,255	33,981
Total working hours of employees	Head Office (hours)	46,742.70	52,691.40	99,434.10
	Operating Sites (hours)	118,780.30	42,668.78	161,449.08
	Total (hours)	165,523.00	95,360.18	260,883.18
Number of incidents with injured employees	Head Office (times/year)	0	1	1
	Operating Sites (times/year)	0	0	0
	Total (times/year)	0	1	1
Number of injured employees by degrees of severity	- First aids (persons/year)	0	0	0
	- Recordable work-related injuries (persons/year)	0	1	1
	- High-consequence (persons/year)	0	0	0
	- The number of fatalities as a result of work-related injury (persons/year)	0	0	0
	- Total leave days taken by injured employees (days/year)	0	0	0
Accident rates	Injury rate (IR) (cases per one million hours worked)	0	10.49	3.83
	Injury Frequency Rate (IFR) (cases per one million hours worked)	0	0	0
	Lost Time Injury Frequency Rate (LTIFR) (persons per one million hours worked)	0	0	0
	Rate of fatalities as a result of work-related injury (persons per one million hours worked)	0	0	0
	Lost Day Injury Rate (LDIR) (days per one million hours worked)	0	0	0
Total sick leave hours by location	Head Office (hours)	1,481.00	929.00	2,410.00
	Operating Sites (hours)	72.00	0	72.00
	Total (hours)	1,553.00	929.00	2,482.00
Sick leave hours by type	General sick leave (hours)	1,553.00	929.00	2,482.00
	Work accident-related sick leave (hours)	0	0	0
	Work disease-related sick leave (hours)	0	0	0
Absentee Rate (AR) calculated from sick leave taken by employees only	Head Office	3.07	1.61	2.27
	Operating Sites	0.06	0	0.04
Number of work-related diseases		0	0	0
Occupational Disease Rate (ODR) (persons per million hours worked)		0	0	0

Number and Severity Levels of Accidents – Contractors and Outsourced Workers of East Water Group

Scope of Reporting		Company's Outsourced Workers and Contractors					Subsidiaries' Outsourced Workers and Contractors				
		2020		2021			2020		2021		
		Male	Female	Male	Female	Total	Male	Female	Male	Female	Total
Number of employees	Head Office (persons)	38	26	38	27	65	1	2	1	2	3
	Operating Sites (persons)	1,246	38	271	43	314	180	21	172	20	192
	Total (persons)	107	114	309	70	379	181	23	173	22	195
Total working hours of employees	Head Office (hours)	140,548.00	80,072.00	133,092.00	89,934.00	223,026.00	4,699.00	3,782.00	26,517.50	33,992.00	60,509.50
	Construction Project Operating Sites (hours)	1,868,395.49	39,572.00	1,878,700.42	91,101.08	1,969,801.50	460,231.00	46,323.00	4,519,205.99	396,008.00	4,915,213.99
	Total (hours)	2,008,943.00	119,644.00	2,011,792.42	181,035.08	2,192,827.50	464,930.00	50,105.00	4,545,723.49	430,000.00	4,975,723.49
Number of incidents with injured employees	Head Office (times/year)	0	0	0	0	0	0	0	0	0	0
	Construction Project Operating Sites (times/year)	1	0	1	0	1	1	0	1	0	1
	Total (times/year)	1	0	1	0	1	1	0	1	0	1
Number of injured employees by degrees of severity	- First aids (persons/year)	0	0	0	0	0	0	0	0	0	0
	- Recordable work-related injuries (persons/year)	1	0	0	0	0	1	0	1	0	1
	- High-consequence (persons/year)	0	0	0	0	0	0	0	0	0	0
	- The number of fatalities as a result of work-related injury (persons/year)	0	0	1	0	1	0	0	0	0	0
	- Total leave days taken by injured employees (days/year)	30	0	6,000	0	6,000	14	0	1	0	1

Scope of Reporting		Company's Outsourced Workers and Contractors					Subsidiaries' Outsourced Workers and Contractors				
		2020		2021			2020		2021		
		Male	Female	Male	Female	Total	Male	Female	Male	Female	Total
Accident rates	Injury rate (IR) (cases per one million hours worked)	0.50	0	0.50	0	0.46	2.15	0	0.22	0	0.20
	Injury Frequency Rate (IFR) (cases per one million hours worked)	0.50	0	0.50	0	0.46	2.15	0	0.22	0	0.20
	Lost Time Injury Frequency Rate (LTIFR) (persons per one million hours worked)	0.50	0	0.50	0	0.46	2.15	0	0.22	0	0.20
	Rate of fatalities as a result of work-related injury (persons per one million hours worked)	0	0	0.50	0	0.46	0	0	0	0	0
	Lost Day Injury Rate (LDIR) (days per one million hours worked)	14.93	0	2,982.42	0	2,736.19	30.11	0	0.22	0	0.20

GRI CONTENT INDEX

GRI Standard	Disclosure		Page number AR	Page number SR	Scope of Reporting	Omission Note	External Assurance
GRI 101 : Foundation 2016							
General Disclosures							
GRI Disclosure 2016	ORGANIZATIONAL PROFILE						
	102-1	Name of the organization		10			
	102-2	Activities, brands, products, and services		10			
	102-3	Location of headquarters		10			
	102-4	Location of operations		10			
	102-5	Ownership and legal form		11			
	102-6	Markets served		12, 40			
	102-7	Scale of the organization		16, 17, 99			
	102-8	Information on employees and other workers		99			
	102-9	Supply chain		14			
	102-10	Significant changes to the organization and its supply chain		14, 19			
	102-11	Precautionary Principle or approach	✓	18, 32			
	102-12	External initiatives		27			
	102-13	Membership of associations		10			
	STRATEGY						
	102-14	Statement from senior decision-maker		8			
	102-15	Key impacts, risks, and opportunities	✓	18, 32			
	ETHICS AND INTEGRITY						
	102-16	Values, principles, standards, and norms of behavior		5			
	102-17	Mechanisms for advice and concerns about ethics		18			
	GOVERNANCE						
	102-18	Governance structure		17			
	102-19	Delegating authority		27			
	102-20	Executive-level responsibility for economic, environmental, and social topics		17, 27			
	102-22	Composition of the highest governance body and its committees		17			
	102-23	Chair of the highest governance body		17			
	102-24	Nominating and selecting the highest governance body		17			

GRI Standard	Disclosure		Page number AR	Page number SR	Scope of Reporting	Omission Note	External Assurance
GRI Disclosure 2016	102-26	Role of highest governance body in setting purpose, Values, and Strategy		27			
	102-28	Evaluating the highest governance body's performance		25			
	102-32	Highest governance body's role in sustainability reporting		17, 24			
	102-33	Communication critical concerns		24			
	STAKEHOLDER ENGAGEMENT						
	102-40	List of stakeholder groups		20			
	102-41	Collective bargaining agreements		68			
	102-42	Identifying and selecting stakeholders		20			
	102-43	Approach to stakeholder engagement		20, 40	East Water Group's total water solutions customers		
	102-44	Key topics and concerns raised		20, 40			
	REPORTING PRACTICE						
	102-45	Entities included in the consolidated financial statements		19			
	102-46	Defining report content and topic Boundaries		19			
	102-47	List of material topics		24			
	102-48	Restatements of information		19			
	102-49	Changes in reporting		19			
	102-50	Reporting period		19			
	102-51	Date of most recent report		19			
	102-52	Reporting cycle		19			
	102-53	Contact point for questions regarding the report		19			
	102-54	Claims of reporting in accordance with the GRI Standards		19			
	102-55	GRI content index		110			
	102-56	External assurance		19, 115			
Material Topics							
GRI 200 Economic Standard Series							
	ECONOMIC PERFORMANCE						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		40-43			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 201 Economic Performance 2016	201-1	Direct economic value generated and distributed		16, 36	East Water Group's operating revenues and expenses		
	201-2	Financial implications and other risks and opportunities due to climate change		36	Only East Water Group's total water solutions business operations		

GRI Standard	Disclosure		Page number AR	Page number SR	Scope of Reporting	Omission Note	External Assurance
	INDIRECT ECONOMIC IMPACTS						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		77-93			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 203 Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported		79	Social, community and environmental contribution activities relating to the Company's business operations		
	ANTI-CORRUPTION						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		29-30			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 205 Anti-Corruption 2016	205-2	Communication and training about anti-corruption policies and procedures		29	East Water Group's permanent and contract employees as they implemented the policies; and EWG's suppliers as this was the topic of multi-stakeholder's interest.		
Material Topics							
GRI 300 Environmental Standard Series							
	ENERGY						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		54-58			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 302 Energy 2016	302-3	Energy intensity		54	Operating sites in the three provinces, namely Rayong, Chonburi, and Chachoengsao, as the Company's core business process covered such areas and involved electricity usage at the Head Office (East Water Building).	Subsidiaries' data verification was exempted as this was the first year of reporting.	✓
	302-4	Reduction of energy consumption		54			

GRI Standard	Disclosure		Page number AR	Page number SR	Scope of Reporting	Omission Note	External Assurance
	WATER						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		41-47			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 303 Water 2018	303-1	Interactions with water as a shared resource		45, 96	Reports of operations only in East Water Group's operating sites		
	303-3	Water withdrawal		47, 96, 98			✓
	303-5	Water consumption		37, 49, 96			
	EMISSIONS						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		47-51			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 305 Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions		54	Operating sites and electricity usage at East Water Group's Head Office (East Water Building)		
Material Topics							
GRI 400 Social Standard Series							
	EMPLOYMENT						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		61-67			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 401 EMPLOYMENT 2016	401-1	New employee hires and employee turnover		101	East Water Group's employees		
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		68			

GRI Standard		Disclosure	Page number AR	Page number SR	Scope of Reporting	Omission Note	External Assurance
	OCCUPATIONAL HEALTH AND SAFETY						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		73-77			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 403 Occupational-health-and-safety 2018	403-1	Occupational health and safety management system		73			
	403-5	Worker training on occupational health and safety		73			
	403-9	Work-related injuries		73	Permanent and contract employees as well as subcontractors only for projects with procurement contracts	Absentee rate of subcontractors was not provided on an exception basis due to data immateriality in the business operations.	✓
	TRAINING AND EDUCATION						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		63-67			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 404 Training and Education 2016	404-1	Average hours of training per year per employee		63	EWG's employees as a key driver of the business operations		
	404-2	Programs for upgrading employee skills and transition assistance programs		61			
	404-3	Percentage of employees receiving regular performance and career development reviews		62, 67			
	LOCAL COMMUNITIES						
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundary		77-78			
	103-2	The management approach and its components					
	103-3	Evaluation of the management approach					
GRI 413 Local Communities 2016	413-2	Operations with significant actual and potential negative impacts on local communities		77	The Company's construction project operations		

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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 2021 (the "Report") for the year ended 31 December 2021, 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 2021 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 on sustainability information, and that we plan and perform the engagement to obtain limited assurance on whether the Subject Matters are prepared, in all material respects, in compliance with the Criteria. 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 regulatory requirements.

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

Subject Matters

Subject Matters comprised of the following data expressed numerically or in descriptive text for the year ended 31 December 2021:

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

Criteria

The Subject Matters were assessed according to the following criteria:

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

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.

KPMG

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;
- Remote site visit to 1 site; Dok Krai station, selected on the basis of risk analysis including the consideration of both quantitative and qualitative criteria;
- Agreeing the Subject Matters to relevant underlying sources on a sample basis to determine whether all the relevant information has been included in the Subject Matters and prepared in accordance with the Criteria.

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

Inherent limitations

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

Restriction of use of our report

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

KPMG Phoomchai Audit Ltd.

KPMG Phoomchai Audit Ltd.

Bangkok

5 April 2022

eastwater

eastwater

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