

## ESG Performance

Company Name : TTW PUBLIC COMPANY LIMITED      Symbol : TTW  
Market : SET      Industry Group : Resources      Sector : Energy & Utilities

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### Human rights

#### Information on social and human rights policies and guidelines

##### Social and human rights policy and guidelines

Social and human rights policy and guidelines : Yes  
Social and human rights guidelines : Employee Rights, Migrant/foreign labor, Child Labor, Consumer/customer rights, Community and environmental rights, Safety and Occupational Health at Work, Non-discrimination, Supplier rights

The company supports operations and practices aligned with the Universal Declaration of Human Rights and other international human rights standards. The Board of Directors has established a policy requiring executives and employees to refrain from any involvement in human rights violations, as follows:

1. Prioritize fundamental human rights by promoting respect for rights and freedoms without discrimination based on opinions, race, color, religion, gender, nationality, age, education, disability, or any other status recognized as a human right.
2. Ensure equal treatment in all employment processes, including recruitment, compensation, working hours and leave, performance evaluation, training and development, career progression, and other aspects—without discrimination.
3. Prohibit forced labor, child labor, and illegal migrant labor and strictly prevent any physical or psychological abuse, including coercion, detention, threats, harassment, exploitation, or any form of violence.
4. Treat all employees fairly and equally, providing equal work opportunities under legal rules, company regulations, announcements, and orders. Employees are granted the right to voice opinions, file complaints, and access disciplinary hearings before any action is taken.
5. Encourage employees to exercise their rights as citizens in accordance with the constitution and relevant laws. The company will not violate the human rights of any stakeholders, even during political or democratic instability.
6. Commit to anti-corruption by ensuring that neither the company nor its employees engage in or support corruption. The company also refuses to collaborate with partners, customers, or stakeholders who violate universal human rights principles or engage in corrupt practices.

The company enforces the highest level of disciplinary action for violations related to these matters. New employees receive training on the company's Code of Conduct and Human Rights Policy A whistleblowing and complaint mechanism is in place, allowing employees to report concerns through the Audit Committee All complaints are kept confidential in accordance with the company's Whistleblower Protection Policy to ensure the safety of employees or whistleblowers.

Reference link for social and human rights policy and guidelines : <https://www.ttwplc.com/storage/about/policy/20220124-ttw-human-right-policy-en.pdf>

#### Information on review of social and human rights policies, guidelines, and/or goals over the past year

##### Review of social and human rights policies, guidelines, and/or goals over the past year

Review of social and human rights policies, guidelines, and/or goals over the past year : No

#### Information on compliance with human rights principles and standards

##### Compliance with human rights principles and standards

Human rights management principles and standards : Thai Labour Standard: Corporate Social Responsibility of Thai Businesses (TLS 8001-2010) by the Ministry of Labour

#### Information on Human Rights Due Diligence : HRDD

## Human Rights Due Diligence : HRDD

Does the company have an HRDD process : No

### Information on incidents related to legal or social and human rights violations

#### Number of cases and incidents of significant legal or social and human rights violations

	2022	2023	2024
Total number of cases or incidents of significant legal or social and human rights violations (cases)	0	0	0
Total number of cases or incidents leading to significant labor disputes (cases)	0	0	0
Total number of incidents or complaints related to consumer rights violations (cases)	0	0	0
Total number of incidents or complaints related to business partner's rights violations (cases)	0	0	0
Total number of cases or incidents leading to disputes with the community/society (cases)	0	0	0
Total number of cases or incidents related to cybersecurity or customer data breaches (cases)	0	0	0
Total number of cases or incidents related to workplace safety and occupational health (cases)	0	0	0

## Fair labor practice

### Disclosure boundary in fair labor practice in the past years

Boundary type	:	Company
Total number of disclosure boundaries	:	3
Actual number of disclosure boundaries	:	3
Data disclosure coverage (%)	:	100.00

### Information on employees and labor management plan

#### Employees and labor management plan

The company's employee and labor management plan	:	Yes
Employee and labor management plan implemented by the Company in the past year	:	Fair employee compensation, Employee training and development, Promoting employee relations and participation, Migrant/foreign labor, Child labor, Occupational health and safety in workplace

The Company and its subsidiaries have established employee policies and provided a manual of such policies so that all employees are clearly aware of the policies and the welfare practices that employees deserve, including fair and equal treatment of all employees without exception regardless of birthplace, race, religion, gender, marital status, language, or position. The Company does not use or support child labor, human trafficking, or any form of fraud or corruption. The Company also offers opportunities for employment for persons with disabilities. The Company has in place policies and guidelines regarding fair employee compensation and welfare at a level comparable to other businesses in the same industry.

The Company also provides a variety of benefits in addition to those prescribed by law, such as the establishment of a provident fund at suitable rates according to the length of employment, annual health checkups, medical expenses, dental expenses, prescription glasses expenses, health insurance, life insurance, accident insurance, etc. The Company provides office cars for executive management, allowing them to have greater flexibility and convenience in performing their jobs. The Company also promotes various activities for employees, such as the TTW Running Club and participation in running events organized by external agencies, including provided a safe and pleasant working environment, provided a first aid room, a gym and exercise equipment, to promote good health among employees.

Reference link for employee and labor management plan	:	<a href="https://www.ttwplc.com/storage/sustainable/sustainability-execution/social/20240412-ttw-respect-for-human-rights-en.pdf">https://www.ttwplc.com/storage/sustainable/sustainability-execution/social/20240412-ttw-respect-for-human-rights-en.pdf</a>
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### Information on setting employee and labor management goals

#### Setting employee and labor management goals

Does the company set employee and labor management goals?	:	No
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### Information on performance and outcomes for employee and labor management

#### Performance and outcomes for employee and labor management

Performance and outcomes for employee and labor management	:	Yes
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Throughout the year 2024, the Company and its subsidiaries had no disputes, litigation, or complaints between the Company and its employees. This also includes no accidents requiring time off work. Annual statistics of occupational accidents and sickness rates are disclosed in the Sustainable Development Report.

### Information on employment

#### Employment

	2022	2023	2024
<b>Total Employment (Person)</b>	323	322	321
Percentage of employees to total employment (%)	100.00	100.00	100.00
Percentage of non-employee workers to total employment (%)	0.00	0.00	0.00
<b>Total employees (persons)</b>	323	322	321
Male employees (persons)	265	266	265
Percentage of male employees (%)	82.04	82.61	82.55
Female employees (persons)	58	56	56
Percentage of female employees (%)	17.96	17.39	17.45
<b>Total of workers who are not employees (Person)</b>	0	0	0
Male workers who are not employees (Person)	0	0	0
Percentage of male non-employee workers (%)	0.00	0.00	0.00
Female workers who are not employees (Person)	0	0	0
Percentage of female non-employee workers (%)	0.00	0.00	0.00

#### Number of employees categorized by age

	2022	2023	2024
Total number of employees under 30 years old (Persons)	54	47	N/A
Percentage of employees under 30 years old (%)	16.72	14.60	N/A
Total number of employees 30-50 years old (Persons)	215	224	N/A
Percentage of employees 30-50 years old (%)	66.56	69.57	N/A
Total number of employees over 50 years old (Persons)	54	51	N/A
Percentage of employees over 50 years old (%)	16.72	15.84	N/A

#### Number of male employees categorized by age

	2022	2023	2024
Total number of male employees under 30 years old (Persons)	48	43	N/A
Percentage of male employees under 30 years old (%)	18.11	16.17	N/A
Total number of male employees 30-50 years old (Persons)	176	184	N/A

	2022	2023	2024
Percentage of male employees 30-50 years old (%)	66.42	69.17	N/A
Total number of male employees over 50 years old (Persons)	41	39	N/A
Percentage of male employees over 50 years old (%)	15.47	14.66	N/A

#### Number of female employees categorized by age

	2022	2023	2024
Total number of female employees under 30 years old (Persons)	6	4	N/A
Percentage of female employees under 30 years old (%)	10.34	7.14	N/A
Total number of female employees 30-50 years old (Persons)	39	40	N/A
Percentage of female employees 30-50 years old (%)	67.24	71.43	N/A
Total number of female employees over 50 years old (Persons)	13	12	N/A
Percentage of female employees over 50 years old (%)	22.41	21.43	N/A

#### Number of employees categorized by position

	2022	2023	2024
Total number of employees in operational level (Persons)	286	285	N/A
Percentage of employees in operational level (%)	88.54	88.51	N/A
Total number of employees in management level (Persons)	28	29	N/A
Percentage of employees in management level (%)	8.67	9.01	N/A
Total number of employees in executive level (Persons)	9	8	N/A
Percentage of employees in executive level (%)	2.79	2.48	N/A

#### Number of male employees categorized by position

	2022	2023	2024
Total number of male employees in operational level (Persons)	246	246	N/A
Percentage of male employees in operational level (%)	92.83	92.48	N/A

	2022	2023	2024
Total number of male employees in management level (Persons)	13	15	N/A
Percentage of male employees in management level (%)	4.91	5.64	N/A
Total number of male employees in executive level (Persons)	6	5	N/A
Percentage of male employees in executive level (%)	2.26	1.88	N/A

### Number of female employees categorized by position

	2022	2023	2024
Total number of female employees in operational level (Persons)	40	39	N/A
Percentage of female employees in operational level (%)	68.97	69.64	N/A
Total number of female employees in management level (Persons)	15	14	N/A
Percentage of female employees in management level (%)	25.86	25.00	N/A
Total number of female employees in executive level (Persons)	3	3	N/A
Percentage of female employees in executive level (%)	5.17	5.36	N/A

### Significant changes in the number of employees

Significant changes in number of employees over the past 3 : No  
Years

### Employment of workers with disabilities

	2022	2023	2024
Total employment of workers with disabilities (persons)	1	1	1
Percentage of disabled workers to total employment (%)	0.31	0.31	0.31
Total number of employees with disabilities (Persons)	1	1	1
Total male employees with disabilities (persons)	1	1	1
Total female employees with disabilities (persons)	0	0	0
Percentage of disabled employees to total employees (%)	0.31	0.31	0.31

	2022	2023	2024
Total number of workers who are not employees with disabilities (persons)	0	0	0
Percentage of disabled non-employee workers to total non-employee workers (%)	0.00	0.00	0.00
Contributions to empowerment for persons with disabilities fund	Yes	Yes	Yes

## Information on compensation of employees

### Employee remuneration by gender

	2022	2023	2024
Total employee remuneration (baht)	165,530,001.00	165,799,297.00	0.00
Total male employee remuneration (baht)	120,819,251.00	119,858,727.00	0.00
Percentage of remuneration in male employees (%)	72.99	72.29	0.00
Total female employee remuneration (baht)	44,710,750.00	45,940,570.00	0.00
Percentage of remuneration in female employees (%)	27.01	27.71	0.00
Average remuneration of employees (Baht / Person)	512,476.78	514,904.65	0.00
Average remuneration of male employees (Baht / Person)	455,921.70	450,596.72	0.00
Average remuneration of female employees (Baht / Person)	770,875.00	820,367.32	0.00
Ratio of average remuneration of female employees to male employees	1.69	1.82	0.00

### Provident fund management policy

Provident fund management policy : Have

- **Provident Fund** to provide financial security for employees in cases of retirement, resignation, termination, disability, or death, the Company offers a Provident Fund as an employee benefit. This fund is jointly contributed by both employees (from their salaries) and the Company, in accordance with the fund's regulations. The Company has appointed Kasikorn Asset Management as the fund manager. In 2024, 307 employees voluntarily participated in the Provident Fund, accounting for 95.6% of the total workforce.

### Provident fund for employees (PVD)

	2022	2023	2024
Number of employees joining in PVD (persons)	307	306	307
Proportion of employees who are PVD members (%)	95.05	95.03	95.64
Total amount of provident fund contributed by the company (baht)	10,159,505.00	10,771,196.00	N/A

	2022	2023	2024
Percentage of total amount of provident fund contributed by the Company to total employee remuneration (%)	6.14	6.50	N/A

## Information on employee development

### Employee training and development

	2022	2023	2024
Employee development plans as part of annual performance reviews	Yes	Yes	Yes
Average employee training hours (Hours / Person / Year)	19.00	15.00	N/A
Total amount spent on employee training and development (Baht)	931,014.00	697,217.00	N/A
Percentage of training and development expenses to total expenses (%) <sup>(*)</sup>	0.000371	0.000275	N/A
Percentage of training and development expenses to total revenue (%) <sup>(*)</sup>	0.000163	0.000119	N/A

Additional explanation : <sup>(\*)</sup> Total revenues and expenses from consolidated financial statement

## Information on safety, occupational health, and work environment

### Statistic of accident and injuries of employees from work

	2022	2023	2024
Total number of lost time injury incidents by employees (Cases)	0	0	0
Total number of employees that lost time injuries for 1 day or more (Persons)	0	0	0
Percentage of employees that lost time injuries for 1 day or more (%)	0.00	0.00	0.00
Total number of employees that fatalities as a result of work-related injury (Persons)	0	0	0
Percentage of employees that fatalities as a result of work-related injury (%)	0.00	0.00	0.00

Additional explanation : <sup>(\*)</sup> The company with the total number of employees over 100 or more

<sup>(\*\*)</sup> The company with the total number of employees less than or equal to 100

## Information on promoting employee relations and participation

### Employee engagement

	2022	2023	2024
Total number of employee turnover leaving the company voluntarily (persons)	16	14	N/A
Total number of male employee turnover leaving the company voluntarily (persons)	13	12	N/A
Total number of female employee turnover leaving the company voluntarily (persons)	3	2	N/A
Proportion of voluntary resignations (%)	4.95	4.35	N/A
Percentage of male employee turnover leaving the Company voluntarily (%)	4.02	3.73	N/A
Percentage of female employee turnover leaving the Company voluntarily (%)	0.93	0.62	N/A
	2022	2023	2024
Evaluation result of employee engagement	Yes	Yes	Yes

### Employee internal groups

Employee internal groups : Yes  
Types of employee internal groups : Welfare Committee

## Responsibility to customers/ consumers

### Information on responsibility to customers/consumers policy

#### Consumer data privacy and protection policy and guidelines

Consumer data privacy and protection policy and guidelines	:	Yes
Consumer data privacy and protection guidelines	:	Collection of personal data, Use or disclosure of data, Rights of data owners, Retention and storage duration of personal data, Company's measures for third parties' use of customer data, Security measures of personal data
Reference link to consumer data privacy and protection policy and guidelines	:	<a href="https://www.ttwplc.com/storage/about/policy/ttw-pdpa-policy-en.pdf">https://www.ttwplc.com/storage/about/policy/ttw-pdpa-policy-en.pdf</a>

#### Responsible sales and marketing policy and guidelines

Responsible sales and marketing policy and guidelines	:	No
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#### Policy and guidelines on communicating the impact of products and services to customers / consumers

Policy and guidelines on communicating the impact of products and services to customers / consumers	:	No
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### Information on customer management plan

#### Customer management plan

Company's customer management plan	:	Yes
Customer management plan implemented by the company in the past year	:	Responsible production and services for customers, Communication of product and service impacts to customers / consumers, Development of customer satisfaction and customer relationship, Consumer data privacy and protection

The company adheres to its obligations with customers as a manufacturer and distributor of tap water by adhering to the principles of treating every customer by delivering goods and services that are clean, sufficient, and continuous based on fairness, can be verified, free from bribery and corruption, and to build lasting relationships between each other. The company has set out policies and guidelines with customers. Regarding actions and responsibility to customers in concrete.

1. Provide accurate, sufficient, and up to date information for customers about the products and services without saying exceeding the truth that causes customers misunderstand about the quality, quantity, or any conditions of that product or service.
2. Comply with various conditions strictly for customers. In case any conditions cannot be met, customers must be notified to find the solutions to solve the problems.
3. Contact with customers politely, effectively and should be reliable for customers.
4. Provide systems and processes for customers to make complaints about the quality, quantity, and safety of products and services, including the speed of response or delivery, and to take the utmost action to provide customers with quick response.
5. Maintain the confidentiality and protection of customers' personal data in compliance with the Personal Data Protection Act (PDPA) and ensure that customer information is not misused for personal or third-party benefit.
6. Do not request, accept, or pay any benefits, which indicates actions that are dishonest to customers.

Reference link for company's customer management plan	:	<a href="https://www.ttwplc.com/storage/sustainable/sustainability-execution/economic/20240412-ttw-products-and-services-responsibility-en.pdf">https://www.ttwplc.com/storage/sustainable/sustainability-execution/economic/20240412-ttw-products-and-services-responsibility-en.pdf</a>
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### Information on setting customer management goals

#### Setting customer management goals

Does the company set customer management goals : No

## Details of setting customer management goals

### Information on performance and results of customer management

#### Performance and outcomes of customer management

Performance and outcomes of customer management : Yes

In 2024, there is no dispute between the company and the customer. In the tap water production and distribution business, TTW can produce tap water for customers according to the contract. Overall, the availability of tap water is higher than the criteria specified in the tap water purchase contract, and able to produce tap water in accordance with the World Health Organization (WHO) standards, and from the satisfaction survey, customers are satisfied with the operations of the company with a total average of 97 percent.

#### Customer satisfaction

	2022	2023	2024
Evaluation results of customer satisfaction	Yes	Yes	Yes

#### Channels for receiving complaints from customers/consumers

Company's channels for receiving complaints from : Yes  
customers/consumers

Telephone : 020199490

Fax : 024206064

Email : cg@ttwplc.com

Company's website : www.ttwplc.com

Address : 30/130 Moo 12, Phuttha Monthon Sai 5, Raikhin,  
Sampram, Nakhon Pathom 73210

## Responsibility to community/ society

### Information on community development and engagement policies

#### Community development and engagement policies

Community development and engagement policies : Yes

Reference link for community development and engagement policies : <https://www.ttwplc.com/storage/about/policy/sustainable-development-policy-en.pdf>

### Information on community and social management plan

#### Community and social management plan

Company's community and social management plan : Yes

Community and social management plan implemented by the company over the past year : Employment and professional skill development, Education, Religion and culture, Forests and natural resources, Sports and recreation, Occupational health, safety, health, and quality of life, Disadvantaged and vulnerable groups, Water and sanitation management, Reducing inequality

TTW operates its business with a cautious concern about communities and society, especially the communities where TTW has an operation. It has been included in the mission of TTW that the company shall be a good member of society and extend attentiveness towards communities. Therefore, this has been a part of duties and responsibilities to be performed and taken by the management and all employees, starting from providing true and updated information, living with communities peacefully by paying respect to their cultures and traditions, taking part in developing the good quality of life for community people, and cooperating with communities in developing lively environment of localities, which would lead to sustainable development for society as a whole, as well as participation in the enhancement of a quality of life and co-operate with local creative communities and society for sustainability.

Reference link for company's community and social management plan : <https://www.ttwplc.com/storage/sustainable/sustainability-execution/social/20240412-ttw-social-and-community-stewardship-en.pdf>

### Information on setting of community and social management goals

#### Setting of community and social management goals

Does the company set community and social management goals : No

### Information on outcomes and results of community and social management

#### Performance and outcomes of community and social management

Performance and outcomes of community and social management : Yes

#### Social and Community Stewardship

##### 1. Education Support Project

The company places great importance on promoting learning, skill development, and reducing educational inequality in Thai society. It is committed to supporting education initiatives to mitigate these disparities, aligning with the United Nations Sustainable Development Goal 4 (SDG 4: Quality Education). To support equal access to education, the company has implemented various education support projects, including: Scholarship programs for students in service areas, Research grants for university students, Knowledge-sharing and business experience programs, Development of public utilities, landscape improvements, and school infrastructure renovations, Provision of modern teaching materials to underprivileged schools and institutions. These initiatives aim to enable educational institutions in disadvantaged areas to become more self-sufficient and enhance their capacity for human resource development. The company also supports schools in adapting to rapid social changes to better prepare youth for the future, ensuring they grow into competent and high-quality individuals who will contribute to Thailand's long-term economic growth and development.

## 2. Support Clean Drinking Water Project

The Company realizes the utilities system for the community as the schools and communities in the service area are still facing a shortage of clean water for consumption. Therefore, it focuses on supporting clean drinking water to reduce such impacts, to be part of the Sustainable Development Goals regard solving problems and impacts from Clean Water and Sanitation: SDG6 of the United Nations.

The Company has established a project to support clean drinking water, for example, the production of bottled water with the “RO Drinking Water” or “Reverse Osmosis System” which has been certified for the production and product by the Food and Drug Administration (FDA) since 2008 to the present, to support activities in the public interest of stakeholders or communities in the service area. Moreover, the Company has installed a drinking water filtration system for the schools in the service areas where there is a shortage of clean water for consumption, thus reducing the cost of purchasing water and being able to provide services to nearby communities, including supporting tap water to the communities surrounding the water treatment plant that lack of water for consumption during drought situations.

## 3. Circular Economy Project

Due to the increasing impact of Solid waste and the shortage of global resources, the Company has realized the adoption of the circular economy as one of its sustainable development strategies including a guide for social operations and communities to be part of the Sustainable Development Goals regarding the Responsible Consumption and Production: SDG12 of the United Nations.

The Company believes that the efficient use of resources in accordance with the circular economy principle is the efficient use of natural resources, reducing unnecessary waste and the shortage of resources from reuse, to create value for society in long term. Therefore, the Company has established a circular economy project, such as establish the sludge mixed with food waste, a research in collaboration between TTW and Kasetsart University, and Laem Phak Bia Environmental Research and Development Project, due to the Royal Decree of King Rama 9 to change the behavior of Solid waste management at source, which is one of the real drivers of the circular economy, that is, Solid waste collecting and managing waste correctly and efficiently in order to bring as much waste back into the recycling process as possible, with a quality waste separation procedures to reduce the amount of contaminated Solid waste, create cooperation in the community according to the “Baworn” approach, including houses, temples, schools, with proper Solid waste management from the beginning linked to Solid waste management within the organization.

## 4. Water Resource Conservation Project

“Water” is an essential component of human beings and the most necessary of life, it is also the source of living, such as plants and animals, which causes abundance for all living creatures. As the country’s leading tap water producer, we are committed to minimizing the impact of water shortage in both quantity and quality as part of achieving the United Nations Sustainable Development Goals (SDGs), Clean water and sanitation: SDG6 of the United Nations.

The company organizes water resource conservation projects, such as the Bang Sue Canal Water Quality Restoration Project to conserve the Tha Chin River between communities, the government, and related agencies, including joining activities with the We Love Tha Chin River Nakhon Pathom Club to create awareness and join in solving water resource problems with communities and related agencies.

## 5. Project to provide assistance and donations for society and environmental

The Company actively fulfills its social responsibility by supporting society in various ways, including providing academic services, building robust communities, developing income-generating careers, and fostering cooperative development to address multidimensional poverty. Additionally, the Company consistently contributes assistance and donations, aligning with its commitment to achieve the Sustainable Development Goal of eliminating all forms of poverty in every region (No Poverty: SDG1) as outlined by the United Nations.

In 2024, the company provided financial support and essential supplies for social and environmental initiatives to external organizations both within and outside its service areas, totaling 34,036,127.04 THB.

## Benefit from implementing social development project

### Financial benefits

Does the company measure the financial benefits from social : No  
development?

### Non-financial benefits

Does the company measure the non-financial benefits from : No  
social development?

### Expenses from social and environmental development project

	2022	2023	2024
Total financial contribution to community/social development projects or activities (Bath)	50,676,709.45	19,110,406.89	34,036,127.04
Percentage of financial contribution for community/social development projects or activities to total expense (%) <sup>(*)</sup>	2.019483	0.753812	1.753645
Percentage of financial contribution for community/social development projects or activities to total revenue (%) <sup>(*)</sup>	0.888308	0.326182	0.660612

*Additional Explanation : (\*) Total revenues and total expenses from total financial statement*

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