

Human Rights Due Diligence

1	2	3	4	5	6
Policy commitment	Assess potential human rights risks	Integrate human rights risk assessment into Human Rights Policy	Identify and implement mitigation measures for human rights impacts	Tracking and monitoring of human rights performance	Remediate adverse impacts



Human Rights Risk Assessment and Impact Mitigation

WHA Utilities and Power Public Company Limited (WHAUP) performs a continuous Human Rights Risk Assessment at the corporate level, encompassing its entire value chain. WHAUP has identified human rights issues and conducted an impact assessment in high-risk or vulnerable groups, such as children and migrant workers, as well as an assessment of the likelihood of potential organizational, operational, and individual impacts. The Human Rights Risk Assessment criteria were developed by considering two factors, namely likelihood and impact, which cover human rights issues, community rights, customer rights, dealing with partners and contractors, as well as security and the environment.

Following the implementation of preventative and corrective human rights guidelines, WHAUP has devised measures to control and mitigate potential impacts and assessed residual risks based on the findings of the Human Rights Risk Assessment to ensure that its Human Rights Management is effective in mitigating impacts throughout the value chain. WHAUP monitors and prioritizes the following issues:

Human Rights Issues

Human Rights Issues	Impact	Implementation of preventive and corrective measures
Health and Safety		
<ul style="list-style-type: none"> Unsafe working conditions or improper safety information disclosure that could lead to accidents 	Employee	<ul style="list-style-type: none"> Revise regulations for safer workplace Organize safety training and update safety-related laws for staff

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For example: equipment-related accidents, electric shock, leakage current, or falling from height		<ul style="list-style-type: none"> ● Provide safety equipment and personal protective equipment (PPE) ● Implement a full security management system
Health and Safety		
<ul style="list-style-type: none"> ● Providing improper product safety information that could lead to misuse-related risks 	Community and Customer	<ul style="list-style-type: none"> ● Develop a product safety guidebook ● Publish product information and a guidebook to raise consumers' and communities' awareness of the product's proper use
Standard of Living and Quality of Life		
<ul style="list-style-type: none"> ● Water management, competition for water with local communities and wastewater releases into natural sources 	Community	<ul style="list-style-type: none"> ● Commit to managing water efficiently and effectively ● Set target to reduce water uses from natural sources through Recycled water/ Reclamation water System ● Strictly follow manufacturing effluent control standard in factories, industrial estates, and industrial zones ● Control and monitor water management parameters in accordance with EIA requirements ● Continuously improve the efficiency and effectiveness of WHAUP's water production and water treatment systems

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Health and Safety in Value Chain		
<ul style="list-style-type: none"> Accidents from construction activities which could lead to work-related injuries or loss of life For example: falling from height, cuts from sharp objects, burn wounds 	<p>Contractor and Supplier</p>	<ul style="list-style-type: none"> Develop safety manual for contractors which they must strictly follow Assess safety risks and develop safety procedures for each work tasks/types Implement an approval process for all suppliers and contractors before entering work premises Continuously assess and monitor the safety systems within work premises

Remediate Adverse Impacts

Recognizing that its business operations and activities may result in human rights violations against its stakeholders, WHAUP is dedicated to preventing and mitigating potential human rights risks. WHAUP has implemented several measures to mitigate the impacts of any human rights violations that may result from or be associated with its operations. This comprises grievance mechanisms and complaint channels by phone, email, and website, as well as, contacting relevant personnel. WHAUP will examine the causes and rectify the problems, while maintaining the confidentiality of the data. In addition, support or compensation is offered after the examination in accordance with established procedures, including the provision of comprehensive insurance in the event of loss or damage. WHAUP regularly examines its human rights performance and human rights issues to ensure that its human rights management is effective. As there were no human rights violations in the previous year, there were no remediation actions.

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