

Stakeholder Engagement



Engagement Approaches and Issues of Interest for Stakeholders

Stakeholder	Engagement Approaches	Expectation/Interest	Report Topics/Responses by BCPG	Target/Work Plan for Next Year
Employees	<ul style="list-style-type: none"> • Communication between HR Department and employees • Employee satisfaction survey • Meeting the Management (Talk to You) • Suggestion channels • Complaint and whistleblowing channels • Appointment of Welfare Committee • Communications within the organization 	<ul style="list-style-type: none"> • Career paths and stability • Happiness at work • Work process, systems, and procedures • Fair compensation, welfare, and benefits • Reward & Recognition • Confidence in safety equipment and manufacturing process • Human rights and treatment of labour affairs 	<ul style="list-style-type: none"> • Employee satisfaction level at 75% (Targeted 73%) • Performance Mgt. at 75% • Career Development at 71% • Engagement & wellbeing at 77% • Collaboration at 82% • Communication at 78% • Reward & Recognition at 71% • Employee resignation rate at 8.1 % • Employee's work injury rate at 0/0 case 	<ul style="list-style-type: none"> • Employee satisfaction level at 75% with an emphasis on career path development and compensation/benefits. • Improvement of work process by using the automated system to enhance work efficiency and to allow employees more time for creativity at work. • Employee resignation rate not exceeding 5% in the next three years. • Employee's work injury rate at 0 case.

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Suppliers (contractors/vendors)	<ul style="list-style-type: none"> • Meetings between BCPG and suppliers • Complaints and suggestions channels • Entering into a mutual agreement in writing 	<ul style="list-style-type: none"> • Confidence and rapidity in the procurement process • Transparency in the business operation. • Quality of products/services • Human rights and treatment of labour affairs • Management of environment 	<ul style="list-style-type: none"> • Rapid responses (such as call forwarding to mobile phones when an officer is not at his or her desk, or sending enquiries via email in the case that it is unable to contact the officer). • Promoting policy on human rights and treatment of labour affairs. 	<ul style="list-style-type: none"> • More systematic management of suppliers, such as <ul style="list-style-type: none"> - Correspondence/communication - Approval Vender List (AVL) - Supplier evaluation • Encouraging the suppliers to acknowledge the Supplier Code of Conduct by at least 70%. • Summarizing issues that occurred, with solutions for the improvement of suppliers and users.

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Customers	<ul style="list-style-type: none"> • Meetings with BCPG and customers • Complaints and suggestions channels • Entering into a mutual agreement in writing • Customer satisfaction survey • Customer visits • Dissemination of information on the website 	<ul style="list-style-type: none"> • Compliance with laws, rules, and regulations • Cooperation in promptly providing accurate information • Giving advice or properly replying to enquiries • Transparency in the business operation. • Safe working environment • Corporate risk management • Management of innovation 	<ul style="list-style-type: none"> • Proper compliance with laws, rules, and regulations on the business operation. • Cooperation in replying to enquiries and submitting information accurately and promptly. • Inspection of the operations of the business lines in the Company. • Management of safety and occupational health under ISO 45001 standard. • Management of digital energy and inspection of consumption of electricity consumption by the Energy Audit. 	<ul style="list-style-type: none"> • Continuous building of good relationships with customers . • Engaging in the energy development and management to ensure more efficient use of energy by customers. • Summarizing issues that occurred between BCPG and customers, with solutions for the improvement of the operation in the future.

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Investors/ Shareholders	<ul style="list-style-type: none"> • Discussing, talking, enquiring, replying to enquiries, listening to comments via teleconference, email, website, and Facebook. • Meetings between BCPG and investors/shareholders, such as Analysts Meeting/ Roadshow/Company Visit/Conference Call/SET Opportunity Day. • Dissemination of information on the website. • Convening the annual general meeting of shareholders. • Disclosing information to the SET. • Organizing company visits. 	<ul style="list-style-type: none"> • Making payment of dividends at a satisfactory level and on a regular basis. • Witnessing profitable operating results and continuous stable growth . • Determining clear targets and directions for the future business expansion, and investing in businesses that give reasonable returns. • Business operations in accordance with sustainable development. • Progress of various projects that are in accordance with the specified work plan. • Higher Total Shareholder Returns (TSR). • Transparency in the business operation. 	<ul style="list-style-type: none"> • Making payment of dividends to the shareholders appropriate to the operating results and BCPG's policy. • Convening an Analysts Meeting and Opportunity Day on a quarterly basis in order to build confidence for investors. • Updating the Investor Relations on the website with accurate information and easy-to-use access. • Preparing the Factsheet/Company Profile for providing information to the shareholders and investors on BPCG's business and the operating results. • Dissemination of opinions and questions received from the investors to the Management. 	<ul style="list-style-type: none"> • Communicating opinions and questions received from the investors to the Management on a regular basis

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Communities/Society	<ul style="list-style-type: none"> • Communication via the employees who reside in the communities. • Conducting a survey of opinion in the community for the preparation of the Code of Practice (COP). • Complaint channels. • Dissemination information on the website 	<ul style="list-style-type: none"> • Engaging in and supporting community activities. • Developing the quality of life and promoting the generation of revenues in the communities. • BCPG’s operations do not have any adverse environmental impact on the community. 	<ul style="list-style-type: none"> • Supporting community activities, such as sports activities and educational activities on a regular basis. • Employment of 216 persons in the communities around the 18 power plant projects. • Dissemination of information that BCPG’s operations do not have any adverse impact on the environment 	<ul style="list-style-type: none"> • Engaging in and supporting community activities of at least one activity per community. • Employment of the people in the communities around the power projects of at least 85% of the total employment. • Organizing the Sharing Resource Activity for at least one community to increase revenue for the community. • The communities understand that BCPG’s operations do not have any adverse impact on the environment, based on the survey results in the Code of Practice (COP) relating to the community.

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Mass Media	<ul style="list-style-type: none"> Disseminating BCPG's operations via press conference/press releases on the business operations and the update of the organization on a regular basis. Visits of businesses that are related to BCPG in the country and abroad. Organizing activities that build and maintain good relationships with the mass media, such as visits to the mass media on special occasions, annual media thank you party, etc. Meetings with the Management for interview on the operations, projects, and situations. 	<ul style="list-style-type: none"> Equal access to information. Disclosing information on BCPG's operations, such as the business progress, the overall energy business, as well as the business growth and expansion in the future, covering the areas of environment, society, and other matters, in an accurate, prompt, and timely manner. Instituting communication channels with the mass media that are convenient, prompt, and easily accessible 	<ul style="list-style-type: none"> Disseminating the complete information to all types of mass media via different communication channels in a timely and prompt manner. 	<ul style="list-style-type: none"> Organizing a press conference at least once a year. Arranging for a press trip for a site visit at the Smart Project – Chiang Mai University. The media value in the printed media, television, and online media is not less than THB 200 million.
Creditors (Financial Institutions)	<ul style="list-style-type: none"> Meetings between BCPG's Management and creditors Meeting with analysts Having discussion at BCPG's premises and on online platforms. Preparing the annual report Preparing contracts and agreements in writing 	<ul style="list-style-type: none"> Compliance with conditions of the loan agreements. Cooperation with the banks on providing relevant information upon request. Opportunity to use comprehensive financial services with the banks and to become good partners for each other. Transparency in the business operation. Corporate risk management 	<ul style="list-style-type: none"> Strict compliance with conditions of the loan agreements. Strict compliance with the rules of public financial institutions Replying to enquiries from the credit analyst 	<ul style="list-style-type: none"> Seeking more opportunities to use comprehensive financial services that keep up with financial innovation

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Government Authorities	<ul style="list-style-type: none"> • Meetings with relevant government authorities • Meeting, clarifying and talking on different occasions • Engaging in and supporting projects of government authorities • Business visits by government authorities • Dissemination of information on the website • Response to requests for the disclosure of information • Preparing the annual report 	<ul style="list-style-type: none"> • Compliance with laws • Cooperation in promptly providing accurate information • Supporting the projects of government authorities • Giving an opportunity to the stakeholders to engage in sharing their opinions • Transparency in the business operation. 	<ul style="list-style-type: none"> • Proper compliance with laws, rules, and regulations relating to proper business operations • Inspection of the operations of the business lines in the Company. • Clarifying and submitting accurate information to the government authorities within a specified period. • Control and compliance with the environmental laws and ISO 14001 standard • Management of safety and occupational health under ISO 45001 standard • Support and cooperation with government authorities to promote environmental operations. 	<ul style="list-style-type: none"> • Exchange of opinions by inviting government officers for business visits to BCPG. • Requesting advice from relevant authorities in order for BCPG to properly comply with the procedures, and to improve BCPG's systems in line with these procedures and to expedite these procedures