

STAKEHOLDER ASSESSMENT BASED ON VALUE CHAIN

BCPG recognizes the importance of stakeholders in all aspects of its value chain as key drivers in forming a sustainable business across operations. Thus, BCPG has made it a priority to maintain long-term trust as well as build good relationship with stakeholders through exceptional contribution and engagement activities, coupled with performing stakeholder engagement survey on BCPG's sustainability to ensure that all concerns and interests have been placed into company's consideration.

In 2021, BCPG identified nine groups of stakeholders, including Employee, Customer, Supplier, Shareholder & Investor, Business partner, Community, Regulator & Government, Financial Institution and Press & Media.



Stakeholders	Issues of Interests	Actions & Responses	Value Creation	Engagement & Communication Approaches
Employee	<ul style="list-style-type: none"> • Transparency • Business growth with environmental and social responsibility • Labor and Human rights including occupational health and safety • Workplace environment • Skill development • Career path and stability including performance-based evaluation, and reward and recognition • Fair compensation, welfare, and benefits 	<ul style="list-style-type: none"> • Communicate business code of conduct and strictly adhere to its implementation • Communicate with employees about current business achievement • Engage/Collaborate with employees through sustainability-related projects, e.g., environmental project (waste segregation), CSR volunteering project • Establish environmental campaigns for employees for awareness raising, e.g., encourage use of recyclable/ recycled materials with rewarding through application Wellios • Ensure compliance with Thai labor standards and treat employees with respect following human rights principles • Enact occupational health and safety policy and relevant procedure to mitigate work hazard and maintain zero injuries • Establish program(s) for human capital development and provide necessary training for capacity development and ensure work safety • Retain good and talented employees by appraisal, reward and recognition • Provide employees with fair compensations and benefits • Promote channels for employees to submit opinions or complaints 	<ul style="list-style-type: none"> • Maintain trust and long-term relationships with employees • Provide safe working environment for employees, incl minimization of work-related accidents/injuries • Raise employees' awareness on environmental management and sustainability • Build capacity for employees in renewable energy to help the society transition into cleaner energy • Provide career promotion and stability 	<ul style="list-style-type: none"> • Employee engagement survey • Company-wide communication between HR Department and employees • Meeting the Management (Talk to You activity) • Appointment of Welfare Committee • Annual report and company website • Complaint and whistleblowing channels (https://www.bcpgroup.com/en/corporate-governance/whistleblowing-channel)
Customer	<ul style="list-style-type: none"> • Business ethics, transparency, and compliance • Business growth • Cybersecurity • Climate-related opportunities and environmental concerns • Energy Innovation management (energy innovation) • Safe working environment • Readiness of information and response to customer's enquiry, incl information accuracy 	<ul style="list-style-type: none"> • Ensure compliance with applicable laws and regulations relevant to business operation • Inspect the operations of the business lines in the Company • Enact data protection management in compliance with Personal Data Protection Act B.E. 2562 and continuously maintain data protection and storage in accordance with ISO 27001 standard (Information Security Management System) • Provide necessary training for employees on information security awareness and establish reporting channel for receiving for suspicious email • Maintain implementation of digital energy management and inspection of consumption of electricity consumption by the Energy Audit • Maintain implementation of safety management in accordance with ISO 45001 standard • Cooperate for responding to enquiries with accurate information and timely manner 	<ul style="list-style-type: none"> • Deliver quality product and services as expected • Maintain positive relationship and long-term trust with customers • Strengthen cybersecurity in energy sector 	<ul style="list-style-type: none"> • Customer satisfaction survey • Customer visits and meetings • Mutual agreement in writing • Annual report and company website • Complaint and whistleblowing channels (https://www.bcpgroup.com/en/corporate-governance/whistleblowing-channel)

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Supplier & Contractor	<ul style="list-style-type: none"> Business ethics and transparency Business growth Labor and Human rights Environmental awareness 	<ul style="list-style-type: none"> Establish the standardized supplier code of conduct and communicate to suppliers Equally and fairly as stated in Business Codes of Conduct and maintain relationship with suppliers, incl rapid response and promotion of human rights and labor affair Establish and enact sustainable supply chain to better mitigating risk and growing together with suppliers, i.e., registration for approved vendor list (AVL), supplier risk assessment and evaluation Development partnership projects including capacity building through training 	<ul style="list-style-type: none"> Maintain positive relationship and long-term trust with suppliers Promote supplier's sustainable development Minimize environmental and social impacts throughout value chain 	<ul style="list-style-type: none"> Supplier meeting Supplier assessment and evaluation, incl auditing program Supplier training Annual report and company website Complaint and whistleblowing channels (https://www.bcpogggroup.com/en/corporate-governance/whistleblowing-channel)
Shareholder & Investor	<ul style="list-style-type: none"> Business ethics and transparency Business growth (e.g., direction, progress of project in pipeline) Business performance (e.g., shareholder returns) Environmental and social responsibility on business operation Energy innovation 	<ul style="list-style-type: none"> Strictly comply with the business code of conduct and ensure compliance with applicable laws and regulations relevant to business operation Disclose the proper information with transparency and in timely manner. The disclosed information is easy-to-use and easily accessible on company website, i.e., factsheet, company profile, operation results. Appoint an investor relations department to accommodate proper liaison with shareholders and investors and cooperate for responding to enquiries with accurate information and timely manner Disseminate opinions and questions received from investors to the management Make the payment of dividends to the shareholders appropriate to the operating results and BCPG's policy Explore clean and affordable energy investments 	<ul style="list-style-type: none"> Adhere to good corporate governance principles Assist in driving disclosure transparency in the market Maintain relationship with confidence and long-term trust with shareholders and investors Support movement and dynamic in green investment or sustainable finance Deliver strong performance for shareholder/investors who support clean energy 	<ul style="list-style-type: none"> Meeting between BCPG and investors/shareholders, i.e., analyst meeting (quarterly), roadshow, company visit, conference call, Annual General Meeting (AGM), SET Opportunity Day, management discussion and analysis (MD&A), etc. Discuss, analyze and respond to enquiries and comments through investor relation activities/channels, i.e., teleconference, email, Facebook, website, etc. Disclose information to SET Annual report and company website Complaint and whistleblowing channels (https://www.bcpogggroup.com/en/corporate-governance/whistleblowing-channel)
Business Partner	<ul style="list-style-type: none"> Business ethics and transparency Business growth – direction in renewable energy Business operation and performance including environmental and safety management, and social consideration 	<ul style="list-style-type: none"> Strictly comply with the business code of conduct and ensure compliance with applicable laws and regulations relevant to business operation Cooperate with relevant governmental authority regarding energy policy and practice Collaborate in business development, e.g., expansion of energy storage business in potential areas Collaborate in innovation development for better performance, e.g., improvement of battery storage for enhancing performance 	<ul style="list-style-type: none"> Adhere to good corporate governance principles Maintain relationship with confidence and long-term trust with business partners Contribute to Thailand energy transition to clean energy and to regional expansion of affordable renewable energy Contribute to advocacy of future demand of renewable energy 	<ul style="list-style-type: none"> Regular business meeting Annual report and company website Complaint and whistleblowing channels (https://www.bcpogggroup.com/en/corporate-governance/whistleblowing-channel)

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Community	<ul style="list-style-type: none"> Business impacts on the community and the environment Business commitment on local employment Engagement of community and business including supporting communities' activities 	<ul style="list-style-type: none"> Strictly comply with applicable environmental and safety laws and regulations relevant to business operation Hire local people in the surrounding communities near the power plants Support community activities in forms of monetary or non-monetary as appropriate, such as sports activities and educational activities on a regular basis as well as supporting to mitigate the COVID-19 educate youth in vicinity for renewable energy and its impacts Share resource for creating benefit/value for surrounding communities, e.g., share vacant area in power plant premise with nearby communities for agricultural purpose 	<ul style="list-style-type: none"> Minimize impacts from business operation to community and environment Maintain relationship and long-term trust with surrounding communities, incl community cooperation for future opportunity Contribute to reduction of country's unemployment rate 	<ul style="list-style-type: none"> Engage local community by local staff working at operating site, such as village chief, community representatives Community opinion survey either annual survey or for specific purpose, e.g., prepare/update code of principle (COP) Annual report and company website Complaint and whistleblowing channels (https://www.bcpoggroupp.com/en/corporate-governance/whistleblowing-channel)
Financial Institution	<ul style="list-style-type: none"> Business ethics and transparency Business compliance including environmental and safety management on business operation and loan agreement Business awareness on social consideration including stakeholder participation Risk management 	<ul style="list-style-type: none"> Strictly comply with conditions of loan agreements and other specific conditions issued by the financial institutions Strictly comply with the rules and regulations of public finance institutions Cooperate for responding to enquiries with accurate information and timely manner 	<ul style="list-style-type: none"> Adhere to good corporate governance principles Maintain relationship with confidence and long-term trust with financial institutions Support movement and dynamic in sustainable finance Maintain a healthy balance of the finance and debt markets 	<ul style="list-style-type: none"> Meeting between BCPG and financial institutions, i.e., meeting with management, meeting with analyst, regular discussion (physical at BCPG's premise or online platform where appropriate) Prepare contracts and agreements in writing Annual report and company website Complaint and whistleblowing channels (https://www.bcpoggroupp.com/en/corporate-governance/whistleblowing-channel)
Regulator & Government	<ul style="list-style-type: none"> Compliance with applicable laws and regulations Business ethics and transparency Environmental and social consideration for business direction Stakeholder participation Collaboration with governmental sector in supporting development of energy, e.g., policy advocacy, provision of accurate information 	<ul style="list-style-type: none"> Strictly comply with the business code of conduct Strictly comply with applicable laws and regulations relevant to business operation Provide, respond and clarify with accurate information within determined period Operate business with due care and minimize potential environmental and social impacts, i.e., maintain implementation of environmental management in accordance with ISO 14001 standard and safety management in accordance with ISO 45001 standard Inspect the operations of the business lines in the Company Cooperate and support government authorities in order to promote environmental and social operations, e.g., provision of technical expertise and exchange knowledge to improve energy policy and practice 	<ul style="list-style-type: none"> Adhere to good corporate governance principles Maintain positive relationship with confidence and gain both long-term trust with regulators and public trust Reduce of potential conflict with regulators through accurate and transparent information Assist in driving disclosure transparency contribute to the calibration of national energy policy and practice as well as affordable of cleaner energy Contribute to the country's NDCs in GHG emissions 	<ul style="list-style-type: none"> Meeting and visit in various occasions Business visit Engage in and support projects of governmental authorities Response of information upon request Annual report and company website Complaint and whistleblowing channels (https://www.bcpoggroupp.com/en/corporate-governance/whistleblowing-channel)
Press & Media	<ul style="list-style-type: none"> Information transparency and disclosure, e.g., business growth (direction/expansion/ progress), awareness on social consideration Communication channels – easily accessible and convenient, prompt response 	<ul style="list-style-type: none"> Disclose up-to-date information through company's communicating platforms Appoint a corporate communication department to accommodate proper liaison with press and media Respond to enquiries with accurate information and timely manner 	<ul style="list-style-type: none"> Maintain positive relationship with media and gain public trust Provide easy access to accurate and factual information for the public Assist in raising standards for disclosure transparency Promote corporate sustainability in energy sector 	<ul style="list-style-type: none"> Press release on regular basis Media interviews and meeting, e.g., interview management for interviewing operation projects or business situation Business visit Organizing activities for media relationship, e.g., media visit on special occasions, annual media thank you party, etc. Annual report and company website Complaint and whistleblowing channels (https://www.bcpoggroupp.com/en/corporate-governance/whistleblowing-channel)