



Practice Guidelines on Community Engagement and Development
Electricity Generating Public Company Limited

- 1. Strictly comply with laws and regulations related to information disclosure, communication on operation performances, and prevention or reduction of impact to stakeholders in local communities.**
 - 1.1 Prepare a complete, updated, and ready to be used list of laws, rules, regulations and/or best practices of relevant regulatory agencies.
 - 1.2 Thoroughly conduct a detailed study of laws, regulations and/or best practices and prepare a checklist to verify conformity of relevant operations.
 - 1.3 Control all relevant parties to strictly comply with laws, regulations and/or best practices as specified in the checklist.
 - 1.4 Verify conformity of the work practices at least once a year.

- 2. Focus on promoting community engagement to build understanding and good relationships with stakeholders in communities around the operation sites as well as support the prevention and/or reduction of social risks that may affect corporate sustainability.**
 - 2.1 Survey and analyze community and social conditions and the impact from company's operations including monitoring and mitigation plan during the following time periods:
 - During project development
 - During construction
 - During operation period until the end of operation contract
 - And/or during the period of any activities which may have impact to relevant stakeholders in local communities

The scope and guidelines for implementation shall base on laws, regulations and/or best practices of relevant regulatory agencies.

- 2.2 Establish and define the priorities of stakeholders in the community. Identify their concerns about impact on quality of life or the needs of the community relevant to our operations.
- 2.3 Provide information and knowledge to the community about our company's operations before performing any activity in an area. Ensure to cover major stakeholders in the community and be relevant to governing laws.
- 2.4 Encourage key stakeholders to engage or give suggestions about the company's operations in a format appropriate to the operational context of such area. For example: tripartite committee, working group, joint project team, or any other suitable format consisting of at least 3 parties from the company, government agencies, and the relevant communities.
- 2.5 Allow key stakeholders to exchange ideas with the organization relating to the community's concerns. This is to be executed in an appropriate format at least once a year.
- 2.6 Review expectations of key stakeholders in the community at least once a year.
- 2.7 Continuously initiate community projects and/or participate in community relations and social activities to promote long-term relationship with the communities.

3. Engage in community activities in accordance with the sustainable development guidelines.

- 3.1 Initiate and implement projects that are in line with our business operations or the needs of communities in relevance to guidelines for sustainable development.
- 3.2 Promote and strengthen the community potential with sustainability in mind.
- 3.3 Help to provide solutions to the community problems and/or contribute to social benefits according to the local context with practicality and sustainability in mind.
- 3.4 Collaborate with agencies, network partners, and all relevant parties while encouraging the community to engage in the projects.
- 3.5 Promote knowledge sharing to communities. Encourage the communities to learn and/or develop their potentials with sustainability in mind.
- 3.6 Promote income distribution to the community. For example: employment support, local job creation suitable to local context, support and promote occupational skill development to generate additional income, etc.
- 3.7 Strengthen self-reliance of the communities while taking into account the various aspects of sustainable development such as education, conservation of local cultures

and traditions, promoting safety and good hygiene, technological development accompanying the local wisdom, and infrastructure development, etc.

3.8 Promote participation to protect and restore environment, natural resources, ecological systems, and biodiversity in the area preserving all forms of life including terrestrial and marine fauna and flora as they are the basic resources to sustainable development of the community. Other associated elements can be added according to nature of the problems and needs of the communities under the condition that it shall not cause conflicts with any rules and regulations at local, national, and international levels.

3.9 Provide assistance to communities during emergency, crisis, and natural disasters including the provision of essential appliances, food and medicine, shelters, and expenses on necessities and other relevant operations.

4. Cultivate and encourage employees and relevant parties to take on community-oriented responsibility.

4.1 Disseminate the policy, implementation guidelines, goals, and operating results to all employees and relevant parties.

4.2 Provide opportunities to employees and relevant parties to attend training or seminars of community engagement topic.

4.3 Encourage employees and relevant parties to share experience on community engagement and social projects to other employees and external parties.

4.4 Encourage employees to participate in community engagement programs as deemed appropriate.

4.5 Encourage stakeholders to participate in community engagement programs as deemed appropriate.

5. Continuously disseminate the operating results to the community and the public.

5.1 Provide opportunities to the stakeholders to participate in Plant Visit if requested. Other form of similar activities can also be initiated if deemed appropriate to the local context.

5.2 Issue and disseminate an informative document on our company's operations, stakeholder engagement, and community engagement at least one issue per year.

5.3 Disseminate information on corporate social responsibility activities and community engagement to communities and the public via suitable channels and to ensure it is in accordance with best practices of relevant regulatory agencies.

6. Promote cross-functional exchange of learning and experience sharing to continuously improve operation performance.

6.1 Participate in activities/projects within the networks or of other agencies related to community development at least once a year.

6.2 Review the knowledge and experience gathered from past activities and from knowledge exchange with other agencies as deemed appropriate for the benefits of future projects.

7. Provide communication channels accessible by stakeholders in the community as to promote effective communication.

7.1 Provide at least one communication channel as deemed appropriate that is practically accessible by stakeholders in each community. The communication channel must be able to support emergency communication of situations threatening life or property.

7.3 Identify department/person to be responsible as contact point for the communication channel and ensure that stakeholders clearly acknowledge.

8. Continuously follow up, review, and evaluate the results.

8.1 Follow up, review, and evaluate activities under article 1-7 at least once a year.

8.2 For continuous improvement, take into account the results of article 8.1 as basis information to plan activities of the following year.