

Establish understanding and trust

Electricity generating, the company's main business, can contribute both a positive impact to the company in terms of business values and negative impacts concerning resource utilization and pollutant emissions that will first affect communities surrounding power plants and the environment. All power plants thus conduct environmental impact assessment, establish preventive and rectifying measures as well as impact monitoring measures, and carry out risk assessments that will prevent and reduce impacts from the designing, construction, production, maintenance and decommissioning stages. This is to ensure minimum impacts on community, society and the environment and compliance with all relevant standards, regulations and laws.

Nevertheless, despite all standards, regulations and laws, community and society at large remain anxious about power plants and continuous communication will play a role in building trust. Realizing the importance, the Company Group has drawn up an accessible and continuous communication process, taking it as a tool to distribute information and receive complaints on the operations. Such will help them promptly tackle problems and maintain community and society's trust in the organization. All power plants also put in place the systematic and efficient remediation process and timeline, on top of the environmental management system. The information contained in the communication plans of RATCH operational-controlled power plants, altogether 34 (contributing 98% of total revenue), is as follows:

Project/ Activity	Objective	Actions	Results
Ratchaburi Electricity Generating Co., Ltd.			
Communication via social media channels	<ul style="list-style-type: none"> Publicize information, contents, knowledge and power plant's activities for accurate understanding in the operations. 	<ul style="list-style-type: none"> Communicate via Facebook Fan Page Our home by Ratchaburi Power Plant 4 times a week Publish RG. Weekly News and RG. Scoop News on LINE Application 	<ul style="list-style-type: none"> The Fan Page had 32,451 followers (as of 8th December 2022), a 3.13% increase over 2021. 44 Issues of RG. Weekly News 44 editions of RG. Scoop News
Relationship-building communication	<ul style="list-style-type: none"> Boost relationship and confidence in the operations Inform and educate community leaders in nine 	<ul style="list-style-type: none"> Organize nine activities in nine sub-districts 	<ul style="list-style-type: none"> The activities drew 332 attendees. The attendees' satisfaction score was 90.02%.

Project/ Activity	Objective	Actions	Results
	target sub-districts about the production process and environmental management		
Information for community leaders and government offices	<ul style="list-style-type: none"> Inform community leaders in advance of the power plant's activities that may cause impacts/ concerns including fuel switch and transportation of diesel/bunker oil or limestone and gypsum 	<ul style="list-style-type: none"> Send 31 letters (as of 8 December 2022) containing the power plant's activities to government offices in Ratchaburi Province Post the letters on the LINE group chat of each sub-district 	<ul style="list-style-type: none"> Community acknowledged and showed understanding in the operations. Community filed no complaint.
Display of environmental quality measurement results through screen at the power plant's entrance	<ul style="list-style-type: none"> Directly inform community of the power plant's data Demonstrate transparency in performance disclosure 	<ul style="list-style-type: none"> Install a screen at the power plant's entrance 	<ul style="list-style-type: none"> Community showed acknowledgement and better understanding in the operations.
Preparation of annual environmental management report	<ul style="list-style-type: none"> Publicize the actions on environmental impact management as specified in EIA, the environmental management results (air, noise, water and waste), and community relations activities 	<ul style="list-style-type: none"> Prepare the annual report and distribute the report to 695 target offices 	<ul style="list-style-type: none"> Target recipients/community acknowledged the environmental management actions as specified in EIA and the results. No complaint was filed.
Friend's Visit Project for sub-districts beyond the 9 neighboring sub-districts	<ul style="list-style-type: none"> Build knowledge, understanding and trust on electricity generation process through the end of PPA, environmental management and community development initiatives for a group of educational personnel 	<ul style="list-style-type: none"> Knowledge session for educational personnel in Ratchaburi Province 	<ul style="list-style-type: none"> Ratchaburi's school executives and other personnel understand the generation process, environmental management and community development initiatives. The session welcomed 151 attendees and overall satisfaction score was 89.76%.

Project/ Activity	Objective	Actions	Results
	<ul style="list-style-type: none"> Ensure the group get the right knowledge for further information dissemination 		
RATCH Cogeneration Co., Ltd.			
Communications via online media	<ul style="list-style-type: none"> Publicize the power plant's operational information to government offices/community leaders and members of nearby communities to win their confidence and demonstrate operational transparency 	<ul style="list-style-type: none"> Use LINE application and community broadcasting system for periodic announcements Post announcements at government offices and in nearby communities Tri-annually announcements to community and government in expansion construction phase 	<ul style="list-style-type: none"> Community acknowledged and showed understanding in the operations. No complaint was filed.
Preparation of environmental management report	<ul style="list-style-type: none"> Raise confidence among stakeholders in the power plant's environmental management and relations activities 	<ul style="list-style-type: none"> Prepare the biannual report and distribution to target groups within 3-5 km radius from the power plant Tri-Partite Committee's meeting in every quarter 	<ul style="list-style-type: none"> Target groups/community acknowledged the environment management actions as specified in EIA and the results. No complaint was filed.
Exhibition on power plant's operations	<ul style="list-style-type: none"> Present knowledge on energy, the environment and electricity generation to the youth in neighboring communities 	<ul style="list-style-type: none"> An exhibition booth at Thammasat Klongluang Witayakom School's event entitled "Fine arts, Languages and Science" to promote knowledge in renewable energy and energy saving 	<ul style="list-style-type: none"> The youth and the interested gained more knowledge on energy, the environment and electricity generation. The understanding in the operations promoted positive awareness.
Study Trip at Berkprai Cogeneration Power Plant	<ul style="list-style-type: none"> Promote the right knowledge on power plant operations for the Tri-Partite Committee's members and local residents 	<ul style="list-style-type: none"> A visit to observe the production process of Berkprai Cogeneration Power Plant in Ratchaburi Province 	<ul style="list-style-type: none"> The attendees learnt about another SPP Power plant's operations and gained more knowledge, which further builds trust and promote coexistence.

Project/ Activity	Objective	Actions	Results
Nava Nakorn Electricity Generating Co., Ltd.			
Communications via online media	<ul style="list-style-type: none"> Disclose the power plant's operational information to relevant stakeholders, to build confidence and demonstrate transparency 	<ul style="list-style-type: none"> Use LINE application as the medium to disclose the information 	<ul style="list-style-type: none"> Stakeholders acknowledged and showed understanding in the operations. No complaint was filed.
Preparation of environmental management report	<ul style="list-style-type: none"> Publicize the actions in accordance with EIA measures and the results of environmental management (air, noise, water and waste) as well as relations activities 	<ul style="list-style-type: none"> Prepare and send report to target groups 	<ul style="list-style-type: none"> Target groups/community acknowledged the environment management actions as specified in EIA and the results. No complaint was filed.
Knowledge sharing activity on air quality measurement for 2022	<ul style="list-style-type: none"> Promote knowledge, understanding and trust in the operations for the Environmental Inspectors Committee and the interested public Promote the right knowledge on environmental quality measurement and engagement in environmental inspection 	<ul style="list-style-type: none"> Training the attendees on air quality and noise measurement 	<ul style="list-style-type: none"> The attendees learnt more about approaches of air and noise quality measurement and had trust in the operations. The satisfaction score for this activity was 89.51%.
2022 Open House for Tambon Phra Intharacha Municipality	<ul style="list-style-type: none"> Build knowledge and understanding in the electricity and steam generation process that demonstrates efficiency and safety/environmental supervision Build relationship with government offices and community 	<ul style="list-style-type: none"> Open for the target group to study the power plant's operation in order to promote better understanding 	<ul style="list-style-type: none"> Participants gained knowledge and understanding in the electricity and steam generation process, environmental and safety governance. The satisfaction score was 86.95%

Project/ Activity	Objective	Actions	Results
Berkprai Cogeneration Co., Ltd.			
Communications via social media	<ul style="list-style-type: none"> Communicate and disclose the power plant's operational information to stakeholders to build confidence and affirm transparency 	<ul style="list-style-type: none"> Use LINE application, community broadcasting system and corporate releases for the announcements at Berkprai Sub-district 	<ul style="list-style-type: none"> Community acknowledged and understood the power plant's operations. No complaint was filed.
Installation of opinion boxes in community areas	<ul style="list-style-type: none"> Increase channels to hear community opinions and suggestions 	<ul style="list-style-type: none"> Installation of 2 opinion boxes and Community Relations Division tasked to gather the opinions every month for monthly operational reports, to be submitted to the Management 	<ul style="list-style-type: none"> No complaint was received.
Preparation of environmental management report	<ul style="list-style-type: none"> Publicize the actions in accordance with EIA measures and the results of environmental management (air, noise, water and waste) as well as relations activities 	<ul style="list-style-type: none"> Biannually prepare and publicize the report to target groups which are Moo 6, 7 and 8 of Berkprai Sub-district, Ban Pong District, Ratchaburi Province and Tambon Berkprai Municipality 	<ul style="list-style-type: none"> Target groups/community acknowledged the environment management actions as specified in EIA and the results. No complaint was filed.
Sahacogen (Chonburi) PCL.			
Green Energy Newsletter	<ul style="list-style-type: none"> Publicize the company's activities internally (within Sahacogen Group) and externally (covering suppliers, customers and community) 	<ul style="list-style-type: none"> Prepare quarterly Green Energy Newsletters, containing general interesting information and its power plants' operations 	<ul style="list-style-type: none"> Four newsletters per year were sent to target recipients. Target recipients/ community were informed about its power plants' operations and general interesting information.
Communications via local newspapers	<ul style="list-style-type: none"> Publicize the company's operations to external parties (suppliers, customers and community) 	<ul style="list-style-type: none"> Prepare monthly reports on its power plants' activities and distribute the reports twice a month to local newspapers - Chonburi Post, Lamphun Media, Lamphun News and Lek Phet News - once/twice a month. 	<ul style="list-style-type: none"> Target recipients/ community were informed about its power plants' operations and general interesting information.

Project/ Activity	Objective	Actions	Results
Communications via Facebook Page: SAHACOGEN	<ul style="list-style-type: none"> • Increase communications channels to extend knowledge to community • Ensure the right understanding in power plants' operations and good image in the community 	<ul style="list-style-type: none"> • At least 3 postings a month on Facebook Page: SAHACOGEN 	<ul style="list-style-type: none"> • Target recipients/ community were informed about its power plants' operations and general interesting information. • The page had 409 followers (as of 30 Nov. 2022).
Complaint receiving and correction process	<ul style="list-style-type: none"> • Communicate with community, the general public or external organizations and receive their complaints related to issues possibly caused by the company's operations for prompt correction and impact mitigation 	<ul style="list-style-type: none"> • Prepare readiness of the complaint receiving and investigation process 	<ul style="list-style-type: none"> • No complaint was received.
Open House activity	<ul style="list-style-type: none"> • Promote knowledge and understanding in the generation process, environmental management and community stewardship 	<ul style="list-style-type: none"> • Organize the annual Open House activity for community representatives and the interested 	<ul style="list-style-type: none"> • Neighboring community gained knowledge and understanding in the eco-friendly generation process, safety management and community engagement.

Remediation and Grievance Mechanism

The company's power plants have established grievance channels through which community can file their opinions or complaints around the clock. The channels are the Community Relations Unit and/or community leaders or the tri-partite committee as well as telephone, opinion box, email, postal mail, LINE group chat, and mobile-phone short messages (SMS). The remediation and grievance mechanism was developed in line with the ISO 14001 standard for environmental management system standard. In 2022, all the power plants received zero complaint from all grievance channels

Complaint-receiving channel and issue-solving procedure

