

Establish understanding and trust

Transparent and continuous communications with communities is a key factor to ensure their understanding, trust and confidence in the Company Group's operations. Accurate understanding is significant particularly among neighboring communities and this requires communications via continuous activities, direct and indirect, that ease community concerns and clearly address their doubts for a good relationship in the long run.

In this regard, 9 power plants under the Company's operational control (contributing 63.42% of total revenue) implemented the following actions in 2024:

Project/Objectives	Actions/Results
RATCH Group PCL.	
Information disclosure via news media <ul style="list-style-type: none"> To disclose social responsibility actions to the general public. 	<u>Actions:</u> Publicizing social operations like CSR activity/project via news media and activity with Thailand Business Council for Sustainable Development (TBCSD). <u>Results:</u> 5 press releases to news media and 13 releases to TBCSD.
Notification of actions that may cause impacts on community <ul style="list-style-type: none"> To notify community of the Company's activities that may cause impacts. 	<u>Actions:</u> Sending notifications containing details of activities, possible impacts, and the communication channel to stakeholders nearby RATCH's buildings. <u>Results:</u> 15 letters to two companies ties, 1 letter to 12 households.
Ratchaburi Power Plant	
Communications for better relationships <ul style="list-style-type: none"> To build understanding in the production process and environmental management. To communicate about the power plant's decommissioning upon the end of power purchase agreements in 2025 and 2027. 	<u>Targets:</u> Coconut growers and other farmers in 9 subdistricts around the power plant. <u>Actions:</u> Conducted 8 activities to inform the results of the community relations efforts throughout the year and direction of the plant after the expiration of the electricity purchase agreement. <u>Results</u> <ul style="list-style-type: none"> 444 target audiences joined the activities. (98.6% of target) Satisfaction score was 90.25%.
Communication via online media channels <ul style="list-style-type: none"> To promptly disclose operational actions. 	<u>Targets:</u> Neighboring communities and the general public in Ratchaburi Province. <u>Actions:</u> Dissemination of the power plant's information and activities, general knowledge and other activities happening around the power plant and in the province.

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<ul style="list-style-type: none"> To conduct 2-way communication channels. 	<p><u>Results</u></p> <ul style="list-style-type: none"> Publicizing information 157 times via Facebook Fan Page: “Our home by Ratchaburi Power Plant” which had 33,510 followers. Publicizing activity news and knowledge 95 times via Line Open Chat which had 1,850 chat members.
<p>Information disclosure via community leaders and local government offices</p> <ul style="list-style-type: none"> To inform them of the operations and activities that may cause impacts on community. 	<p><u>Targets:</u> Provincial government offices, local administrative bodies and schools in 9 subdistricts around the power plant, as well as local media channels.</p> <p><u>Actions:</u> Publicizing information via the annual reports on environmental and social activities, newsletters and press releases.</p> <p><u>Results</u></p> <ul style="list-style-type: none"> Annual reports on environmental and social activities were sent to 632 relevant offices. Sent community notification letters on 4 topics, including informing about testing the operation with backup fuel and requesting access to the area for surveying the raw water pipeline system and the fuel oil pipeline system, among others. 16 press releases were sent to local media channels.
<p>Friend’s Visit</p> <ul style="list-style-type: none"> To build understanding in the production process and environmental management. 	<p><u>Targets:</u> Women’s groups in Muang, Photharam, Bang Phae and Damnoen Saduak districts</p> <p><u>Actions:</u> A tour to the power plant where visitors were given the information about power generation and environmental management.</p> <p><u>Results</u></p> <ul style="list-style-type: none"> 200 women from target areas joined the activity. The score of satisfaction and understanding was 90.88%.
RATCH Cogeneration Power Plant	
<p>Information for local government offices, community leaders and community</p> <ul style="list-style-type: none"> To inform them of the power plant’s information and operational results. 	<p><u>Targets:</u> Local government offices and community leaders in Tha Khlong municipal area.</p> <p><u>Actions:</u> A meeting to inform the targets of the power plant’s operational results and hear their opinions on issues of concern.</p> <p><u>Results:</u> Leaders of 43 communities joined the meeting.</p>
<p>Information for government offices and community</p>	<p><u>Targets:</u> Government offices and the youth in the area.</p> <p><u>Actions:</u> Organizing 2 exhibitions.</p>

Project/Objectives	Actions/Results
<ul style="list-style-type: none"> To inform them of the power plant's information, operational results, and environmental management. 	<p><u>Results:</u> The targets understood the power plant's operations and environmental management through the exhibitions that attracted more than 350 visitors.</p>
<p>Student Tour</p> <ul style="list-style-type: none"> To build understanding in the power generation process and knowledge about global energy. 	<p><u>Targets:</u> Executives, teachers and students of Wat Thamnawa School in Chiang Rak Noi Subdistrict, Bang Pa-in District, Ayutthaya Province.</p> <p><u>Actions:</u> A tour to EGAT Learning Center and the power plant.</p> <p><u>Results:</u> Grade-9 students, school executives and teachers joined the activity, totaling more than 50 people.</p>
RATCH Energy Rayong Power Plant	
<p>Community's bulletin boards</p> <ul style="list-style-type: none"> To publicize the information on environmental monitoring. 	<p><u>Actions:</u> Publicizing 2 environmental monitoring results to communities in Nong Lalok Subdistrict, Ban Khai District.</p> <p><u>Results:</u> The general public, community leaders and local government officers received accurate information on the power plant's environmental operations.</p>
Berkprai Cogeneration Power Plant	
<p>Publicization of environmental quality measurement</p> <ul style="list-style-type: none"> To publicize the information on environmental quality monitoring reports. 	<p><u>Actions:</u> Preparation of easy-to-understand summaries of environmental quality reports for community and government offices.</p> <p><u>Results:</u> 2 summaries were posted on the community's bulletin board.</p>
<p>Opinion boxes</p> <ul style="list-style-type: none"> To communicate with community and receive complaints. 	<p><u>Actions:</u> Installation of 3 opinion boxes to receive opinions/recommendations from community members. The boxes are opened once a month and complaints are processed under the handling procedure.</p> <p><u>Results:</u> No complaint from community in 2024.</p>
Nava Nakorn Power Plant	
<p>Open House</p> <ul style="list-style-type: none"> To ensure community's understanding in the power plant's operations and establish a communication channel. 	<p><u>Targets:</u> Representatives of communities and local government offices within 5-km radius.</p> <p><u>Actions:</u> Observation of the power plant's production process and environmental quality management.</p> <p><u>Results:</u> 40 representatives of the communities and Tambon Phayom Administrative Organization joined the activity.</p>
<p>Student Tour</p> <ul style="list-style-type: none"> To educate the local youth about power generation and environmental management. 	<p><u>Targets:</u> Executives, teachers and students of Thamnawa School, one of schools within 5-km radius.</p> <p><u>Actions:</u> A tour to observe the power plant's production process and environmental management.</p>

Project/Objectives	Actions/Results
	<u>Results:</u> Students, school executives and teachers joined the activity, totaling 40 persons.
Education on air and noise quality monitoring <ul style="list-style-type: none"> To educate community about the environmental quality monitoring process and devices. 	<u>Targets:</u> Communities around the power plant. <u>Actions:</u> Inviting community representatives to observe the air and noise quality monitoring at 3 stations and a lecture on monitoring process and comparison of the results with legal requirements. <u>Results:</u> Communities better understood the power plant's compliance with environmental quality management requirements.
Information disclosure via online media <ul style="list-style-type: none"> To publicize the power plant's information and activities. 	<u>Targets:</u> Government offices, community leaders and the general public living around the power plant. <u>Actions:</u> Publicizing the power plant's information and activities and welcoming of opinions and input for mutual solutions. <u>Results:</u> Communities received accurate information in a speedy manner.
Groups of Ratch Pathana Energy PCL's power plants	
Information disclosure <ul style="list-style-type: none"> To publicize and build understanding in the operations which may cause impacts on neighboring communities. 	<u>Actions:</u> Publicizing the activities that may cause impacts on neighboring communities, so as not to cause misunderstanding. <u>Results:</u> Communities were notified of activities which may cause loud noise 7 times, concerning the maintenance, broadcasting/alarm test, emergency response drill (firefighting and evacuation), and steam pipeline cleaning.
Songkhla Biomass Power Plant	
Meeting to follow up environmental operations <ul style="list-style-type: none"> To publicize information and build understanding in the power plant's operations; and hear community complaints. 	<u>Actions:</u> A meeting for the leaders of neighboring communities, to explain the power plant's operations and environmental management as well as hear their recommendations and concerns. <u>Results:</u> The participants representing the communities and government offices attended the meeting. They filed no complaint or voiced any concerns.
Hin Kong Power Plant	
Our Neighbors <ul style="list-style-type: none"> To build understanding in the power generation process. 	<u>Actions:</u> Organized a field trip to Uthai Power Plant in Uthai District, Ayutthaya Province for the community leaders and members of 7 sub-districts near Hin Kong Power Plant, to educate them about a gas-fired power plant and its environmental management. <u>Outcome:</u> 92% of 676 participants stated they gained better knowledge and understanding in power plants' operations.

Project/Objectives	Actions/Results
Community Visit <ul style="list-style-type: none"> To build a good relationship and reduce conflicts relating to the power plant's operations. 	Actions: A visit of the power plant's officers to areas within 5-km radius, to explain the power plant's operations and environmental management. Results: Community leaders and members gained better understanding in the power plant's operations.

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 2024, all entities in the scope of reporting received no community complaint.

Complaint-receiving channel and issue-solving procedure

