



**Global Power Synergy Public Company Limited**

Local Stakeholder Engagement Guideline

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## GPSC Group - Local Stakeholder Engagement Guideline

### Local stakeholder's definition

1. Local people who live nearby the operation site within 5 km radius\*.
2. The representatives of tripartite
3. The representatives of electricity and utilities fund
4. Local communities that obtain both positive and negative direct impacts from GPSC activities
5. NGOs or local communities leader eg. Headmaster and head of villages

**\*Note:** Scope of local stakeholder engagement: 5 km referring to EIA

### Objectives

1. To provide the direction for maintaining and building good relationships between the company and local stakeholders nearby all GPSC local operation
2. To develop and promote a good understanding of stakeholders' expectation, interests and needs
3. To identify engagement approaches to local stakeholders

### Accountability Local Stakeholder Engagement

The staff and resources devoted to undertaking the community engagement activities and allocation of roles and responsibilities to carry out these activities under Corporate Social Responsibility Division. This includes:

- The formal allocation of responsibility for community engagement to a top local manager.
- The appointment of a team members.

Top local manager, senior managements and relevant personnel must receive training on capacity building and methods of engagement as specified in the Stakeholder Engagement policy/procedure.

### Composition of local stakeholder engagement guideline

#### 1. Develop good relationships between the company and local stakeholders

The Company must put a great effort in the local engagement activities which are likely to impact or be impacted by its operations and activities

#### 2. Identify and prioritize local stakeholders

The Company must do the identification and prioritization for local stakeholders that have impacts on its operations and activities. Local stakeholders should derive from 8 main group that have been identified based on GPSC corporate stakeholder guideline as follows:

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- 1) Shareholders
- 2) Investors
- 3) Government agencies and related organizations
- 4) Employees
- 5) Suppliers and contractors
- 6) Business partners
- 7) Customers
- 8) Community and Society

### 3. Analyse the result

The Company must engage with its local stakeholders to minimize risks and to find results that have mutual benefits.

#### Identification of local stakeholders

The Company identifies local stakeholders by observing their scope of involvement and specific attributes. The Company has identified the relevant local stakeholders as follows:

1. Local community who live nearby the operation site within 5 km radius
2. Local Non-Government Organization (NGOs)
3. Local Government sectors such as municipalities
4. Local community leaders
5. Local business owners
6. Local media agencies
7. Other relevant stakeholders

#### Prioritization of local stakeholders

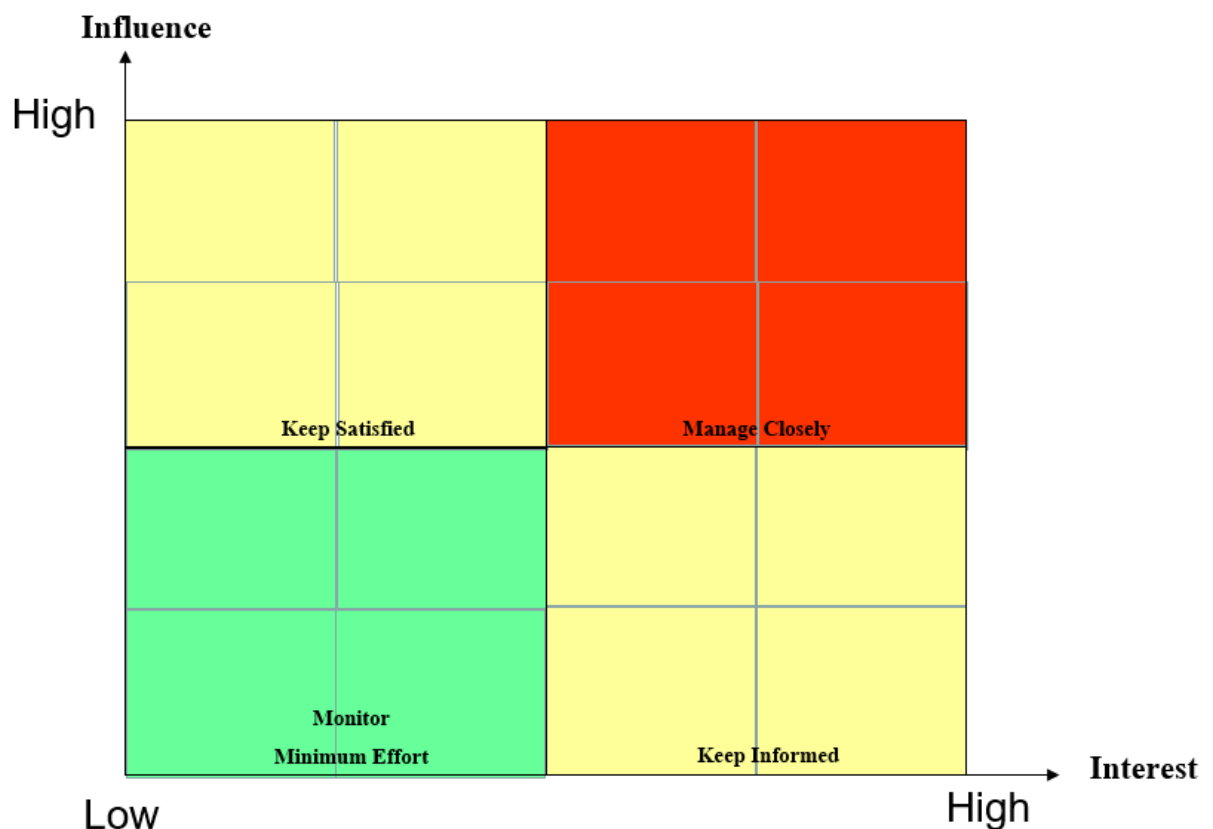
The different group of local stakeholders can be found nearby companies' operational sites which can be identified as individuals or groups. Different local stakeholder groups that are affected to varying degrees will receive different level of participation from the companies' operational sites. The process of identifying stakeholders may start with posing question and deliberating on basic issues affected by the production of goods and services of the company. The posing of specific questions related to the purpose of this particular process should also be undertaken to systematically rank and develop connections among identified local stakeholders as follow:

1. The Company prioritizes the relevant issues by using a local stakeholders' matrix to map each local stakeholder group based on its influence and interest on the Company in order to create stakeholder profile at local level as follows:

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- a. **Influence:** local stakeholder groups are likely to impact the Company's achievement of strategic objectives.
- b. **Interest:** local stakeholder groups are positively or negatively impacted by the Company's operations and activities.

Both influence and interest will prioritize via company data gathering approaches including survey, interview, complaints from grievance mechanism, feedback from company staff into low to high levels on each axis to identify high priority stakeholder at local level.



2. Based on the Local stakeholder analysis, appropriate levels of engagement will be chosen as follows:

- a. **Manage Closely:** Local Stakeholders who have high influence and high interest on the Company should be fully engaged with the greatest effort to respond to their needs.
- b. **Keep Satisfied:** Local Stakeholders who have high influence but low interest on the Company should be kept adequately informed.
- c. **Keep Informed:** Local Stakeholders who have low influence but high interest on the Company should receive a response to their needs and expectations.
- d. **Monitor Minimum Effort:** Local Stakeholders who have low influence and low interest on the Company should be monitored.

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### Methods of engagement

Once the company have specified and prioritized local stakeholder group, the company should follow up the issues that local stakeholders take interest in, as well as their respective influence on such issues, in order to identify the appropriate ways in creating participation with local stakeholders. The method of engagement should be selected to appropriately meet the needs, capacity and expectations of the relevant stakeholders. Different methods may be used concurrently or sequentially. These may include the following:

Activity	Frequency	Manage Closely	Keep Satisfied	Keep Informed	Monitor Minimum Effort
Meeting of Tripartite	Three times a year	√	-	-	-
Attitude surveys	Twice a year	√	-	-	-
Evaluation of GPSC sites' environmental impact	Once a year	√	√	√	-
Visit and engage local communities	Weekly	√	√	√	-
Supporting local activities following CSR strategy	occasionally	√	√	√	√
Open House	At least once a year	√	√	√	√
GPSC sites' visiting	occasionally	√	√	√	√
Public Hearing	After GPSC planned to extend operational sites	√	√	√	√
Publication	Three times a year	√	√	√	√
Local dissemination	occasionally	√	√	√	√
Website	occasionally	√	√	√	√
Telephone and Email contacting	occasionally	√	√	√	√
Whistleblowers	occasionally	√	√	√	√

### **Guidance for communicating the results of Stakeholder Engagement**

The summary of the local stakeholder engagement process should be communicated by the company, as well as the selected action plan both thoroughly and swiftly. This is undertaken by communication between the company with every local stakeholders by using the form of reports sent to all stakeholders and should offer the possibility of a response, in order for individuals to express comments or concerns after an engagement has been created. A follow-up should be conducted by the company, to ensure that stakeholders have received the results of discussions and action plans. The company may also consider disclosing information to the public after all feedbacks and all results deriving from engagement have been concluded.

The company shall disseminate outcomes and lesson learned from local stakeholder engagement across organization through available dissemination channels including dedicated interactive intranet site, standardized debriefing process, training modules, internal conference, road shows, etc.

### **Handling Stakeholder Engagement Risks**

The Company must identify and handle any related risks, and plans to deal with unwanted situations. The risks may include:

- a. Conflict and between participating stakeholders
- b. Disruptive stakeholders, unwillingness to engage or participation fatigue
- c. Creating an expectation that the organization is unwilling or unable to deliver
- d. Disempowered or uninformed stakeholders

### **Monitoring and measurement**

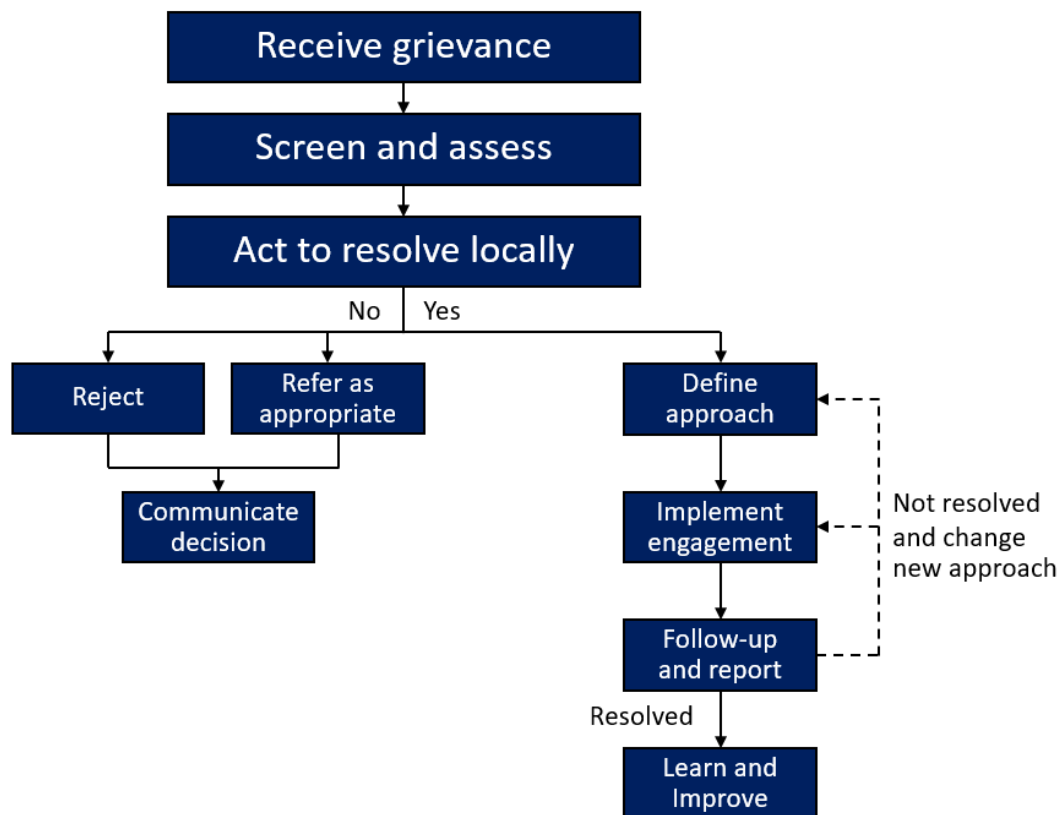
Once the implementation of the local stakeholder engagements have been done, the company should follow-up and evaluate this undertaking, in order to improve its future efficiency. The implementation of the action plan should be monitored with the integration of opinions and recommendations from stakeholders regarding important issues of the company. Finally, the company should disseminate the results to the public, as stated above. Engagement results, along with potential impacts of the engagement process should be communicated to local stakeholders, as well as the public outside of this process to allow for their understanding of the scope of the company. This occurs by the company disseminating information to external parties, which would help to reflect the value the company places on this process, as well as the suggestions by stakeholders in helping to determine the strategy and project implementation of the company. Various channels for reporting may be used, such as through the annual company sustainability report, reporting via the website, etc. It may also be

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considered to report important content to groups of stakeholders participating in the engagement process, such as the guidelines, methods used, frequency of engagement creation, the main issue or concerns discussed during the engagement and measures or procedures to tackle said important issues.

### Grievance Mechanism

The objective of developing grievance mechanism is to openly receive all comments and complaints related to the company activities. The grievance mechanism and the grievance form should be provided on the company website or contacted to hotline or dedicated email. In order to ensure the assessment of the mechanism's efficiency, internal audits of the operation will be carried out periodically as following figure below.





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After receive grievance the company should screen and assess the obtained grievance. Since the company decide to response to the grievance, the company should select the appropriate approach to implement an engagement. If the result show that the issues have been solved, the company should learn and prevent the occurrence of the same issues, if not the company should re-process to find new approaches.

### **Reference:**

This document is developed in compliance with GPSC Stakeholder Engagement Procedure