



CORPORATE SOCIAL RESPONSIBILITY

ACE and its subsidiaries (“the Group”) prioritize social responsibility and focus on building sustainable relationships with communities surrounding power plants. To support this, the Group implements community-related projects to ensure that both the power plants and the local communities grow together.

1. ACE COMMUNITY EMPLOYMENT PROMOTION PROJECT

The Group is committed to social responsibility, which led to the launch of a project aimed at promoting job creation and providing employment opportunities in communities surrounding its power plants. This project is intended to foster stability for both the organization and local communities. The Group prioritizes recruiting qualified local candidates, ensuring that community members have access to employment opportunities while strengthening positive relationships with the local communities. Job vacancies are regularly advertised to keep communities informed and encourage local participation in the recruitment process. As a result, the Group has employed over 200 individuals from local communities across the 13 provinces where its power plants are located.

2. PROJECT ON PARTNERSHIP MEETINGS WITH PUBLIC SECTOR FOR COMMUNITY CAREER ADVANCEMENT

After the COVID-19 pandemic stabilized, the Group established policies to improve quality of life, support local communities, and create new career opportunities. These initiatives aim to promote sustainable social and economic development. To achieve this, the Group has launched various career development projects, including straw mushroom cultivation in baskets, making tie-dye fabric seat cushions, enhancing bag design skills, creating product sales pages, and income-generating activities such as handmade doormats, among others. Ultimately, these efforts will help communities build stronger futures and better livelihoods.

3. PROJECT ON FIELD SURVEY TO GATHER COMMUNITY FEEDBACK ON DESIRED SUPPORT

The Group has arranged for public relations officers, human resources officers, and environmental officers to visit nearby communities to inquire about and understand the support they require. The Group also participates in various community relations activities to foster good relationships with the communities surrounding its power plants. Furthermore, the Group has established measures to return benefits to local communities, such as supporting local educational authorities to improve the quality of teaching.

4. ACE OPEN HOUSE PROGRAM

The Open House program provides an opportunity for community members to visit the Group's power plants, helping to alleviate any concerns they may have. In 2024, the Group extended invitations to the Community Participation Committee of each project – which includes representatives from local government agencies, educational institutions, community leaders, and residents from surrounding communities, including those living within the project area—to visit and inspect the organization's operations.

5. COMPLAINT HANDLING PROGRAM

The Group has set up a clear process for receiving complaints, presented in the form of a flowchart. This process includes the contact information for responsible staff, channels for submitting complaints, detailed procedures, timelines for resolution, and clearly assigned responsibilities. If an issue remains unresolved, the complainant will receive updates every seven days. The Group will work to find appropriate solutions and address issues as promptly as possible.

6. COMMUNITY MEETING PARTICIPATION PROGRAM

The Group assigns public relations officers to regularly attend meetings with local communities. These officers serve as the company representatives at monthly community meetings to listen to opinions and complaints, provide clarifications, and help foster understanding and confidence regarding the project's environmental management, as appropriate.

7. PROJECT FOR PREPARING DOCUMENTATION OF THE COMPLAINT-HANDLING PROCESS AND ESTABLISHING A COMMUNITY COMPLAINT CENTER

The Group assigns public relations officers to participate in various engagement activities with local communities and to follow up on complaints or disturbances related to the project. These officers are responsible for preparing documentation for the complaint-handling process and for establishing a Community Complaint Center. The center is also equipped with a suggestion box and direct phone numbers of responsible staff. The Group is committed to resolving complaints and addressing community concerns as promptly as possible.



CORPORATE SOCIAL RESPONSIBILITY (CSR) STRATEGIC PLAN

ACE is firmly committed to operating sustainably and responsibly in the electricity generation industry. Under the vision of becoming one of **“the world's leading clean energy power plant operators, with responsibility towards the environment, society, and shareholders adhering to the principles of good governance.”** With moves towards sustainable business operations, ACE recognizes its duties and corporate mission, which plays a role in conducting business to benefit and meet the expectations of stakeholders both inside and outside the organization. This includes communities and vulnerable groups surrounding the power plant, with a focus on engaging and improving their quality of life while growing the business.

With a steadfast commitment to fostering robust growth on a balanced, stable, and sustainable foundation, **ACE has structured its sustainability strategy** around three principal pillars, encompassing economic, social, and environmental dimensions. This ensures that the organization can effectively drive its business as intended and be prepared to face future challenges. The details are as follows:

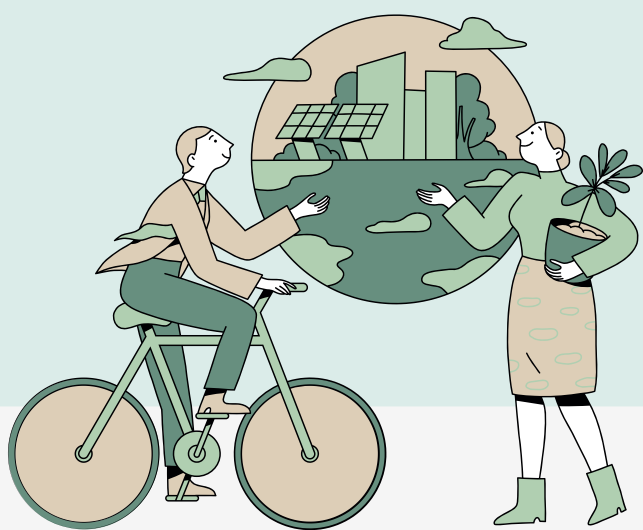
| Environment and Climate | People and Social | Economic and Profit |
|---|---|--|
| <ul style="list-style-type: none">• Eco-friendly business that helps solve climate change.• Utilize sustainable and renewable resources. | <ul style="list-style-type: none">• Positive Social Impact<ul style="list-style-type: none">◦ Job creation, income generation, and family institution promotion and spreading wealth.• Create energy security at local, national, and global levels<ul style="list-style-type: none">◦ Empower local and national energy self-reliance.◦ Enhance grid stability.• Reduce risk tied to dependence on large power plants (e.g. IPP)<ul style="list-style-type: none">◦ Maximize efficiency (Reduce loss in transmission) | <ul style="list-style-type: none">• Strong corporate governance and code of conduct• Firm and sustainable growth• Deliver benefits to stakeholders (Farmers, suppliers, communities, lenders, shareholders, and the world) |

CSR STRATEGY

To ensure that the Group’s sustainability efforts are aligned with its strategic direction, effectively implemented, and achieve defined objectives in accordance with both national and international sustainability standards, a Corporate Social Responsibility (CSR) strategy has been established. This strategy serves as a guideline for driving business operations in a consistent and efficient manner.

The Community Relations Department has outlined the **CSR strategy as follows:**

1. Promote stakeholder engagement in environmental, social, and community activities to support sustainable development.



2. Create shared value across the organization’s value chain to enhance the economy, improve quality of life, and promote environmental well-being for both local communities and the company.

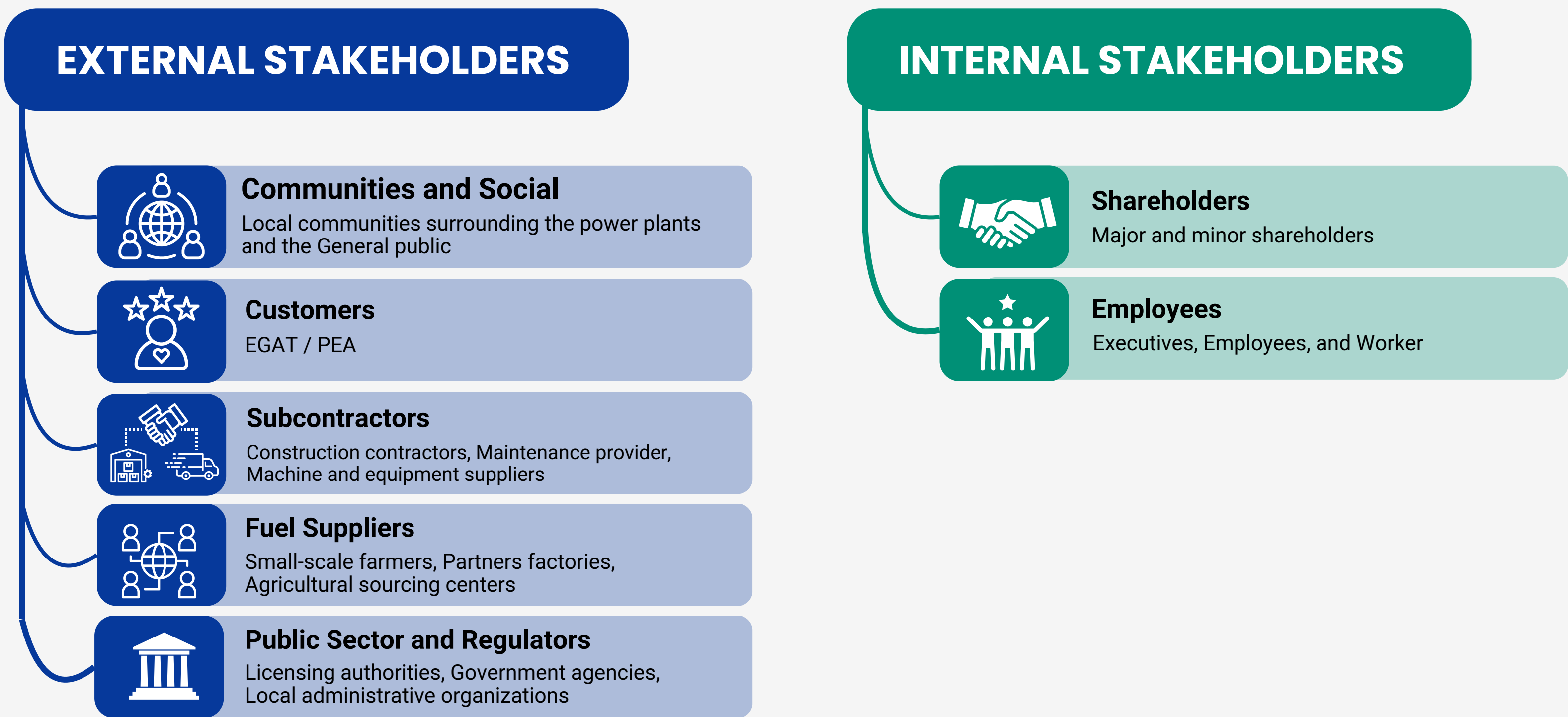


3. Continuously promote and embed social responsibility awareness until it becomes an integral part of the organizational culture.



STAKEHOLDER ENGAGEMENT

Stakeholders are a critical factor in driving corporate social responsibility (CSR) activities towards sustainability. Therefore, the Group has classified its stakeholders across the value chain into internal and external stakeholders, divided into seven main groups as follows:





The Group prioritizes stakeholders based on their level of influence on the organization’s operations and the benefits or impacts they may experience, whether direct or indirect. The highest priority is given to communities, followed by employees, public sector and regulators, fuel suppliers, subcontractors, customers, and shareholders.

ANALYSIS OF COMMUNITY EXPECTATIONS AND ENGAGEMENT WITH LOCAL COMMUNITIES IN SURROUNDING OPERATIONAL AREAS




Following surveys and analyses of issues in communities surrounding the company's project sites, which were conducted through various processes including village assembly meetings with local administrative authorities, community participation committee meetings, and dialogue sessions with community leaders and village representatives, the findings revealed that community problems and needs can be categorized into eight key areas, which align with the Corporate Social Responsibility (CSR) strategy of Absolute Clean Energy Public Company Limited. This categorization enables a more systematic and effective response to genuinely address the communities' needs, as follows:

| Aspect | Related Environment | Issues/Needs | Target Areas/ Groups | Expectations and Solutions |
|--|--|---|-------------------------------------|---|
| 1) Infrastructure  | 1. Lack of public spaces for shared use within the sub-district area. 2. Deterioration of various buildings and facilities in the villages. | - Sports grounds - Multi-purpose halls | - Local residents - All villages | Collaboration with local agencies to organize activities as follows: <ul style="list-style-type: none">Establish community sports grounds for the sub-district.Renovate and repair multi-purpose halls for functional use. |



Remark : Local agencies such as local administrative organizations, local government agencies

| Aspect | Related Environment | Issues/Needs | Target Areas/ Groups | Expectations and Solutions |
|---|--|--|--|--|
| 1) Infrastructure (Continued)  | 3. Roads do not meet standards, and some are damaged due to traffic from both local and external users. | Increased number of standardized roads | Transportation routes in the area | - Collaborate with local agencies to organize activities for the construction, renovation, and repair of damaged roads. |
| | 4. The electrical system does not yet cover all areas, resulting in insufficient lighting. | Insufficient lighting in public areas. | Public areas and roadways | - Collaborate with local agencies to organize activities and install sufficient lighting in public areas and along roads to enhance safety and convenience, while helping to prevent crime and accidents in the community. |
| | 5. Inadequate drainage systems are causing blockages and emitting unpleasant odors, leading to disturbances. | - Drainage channels/pipes - Clearing of drainage paths/channels | The community in the sub-district area. | - Collaborate with local agencies to organize activities and install additional drainage channels and pipes to improve water flow efficiency, preventing blockages and foul odors. - Collaborate with local agencies and the community to dredge canals and drainage paths. |
| 2) Economic  | 1. Insufficient income to cover expenses. | Accumulation of debts from both formal and informal sources. | Local residents | - Promote the planting of "Chaiyo" saplings and purchase agricultural waste for use as fuel in biomass power plants, helping generate income for local residents. - Organize activities and vocational training programs to enhance the skills of local residents. - Encourage residents to adopt the Sufficiency Economy Philosophy in their daily lives. |
| | 2. High production costs & low yields | - Financial losses. - Accumulation of debts. | - Local residents. - Occupational groups - Community enterprises | - Form groups to share knowledge and strengthen bargaining power in all aspects. - Promote the use of local raw materials. - Establish investment networks. |
| | 3. Lack of distribution channels for community products | No central market for selling community products. | Various occupational groups within the sub-district. | - Establish a community market as a venue for selling local products. |
| | 4. Few tourist attractions within the sub-district, and they are not well-known to outsiders. | No tourist visits. | Areas within the sub-district. | - Promote and develop local attractions to gain wider recognition through various media channels, focusing on diverse types of tourism such as wellness tourism, local wisdom, cultural heritage, and traditional lifestyles. |


Remark : Local agencies such as local administrative organizations, local government agencies



| Aspect | Related Environment | Issues/Needs | Target Areas/ Groups | Expectations and Solutions |
|---|---|---|---|---|
| 2) Economic (Continued)  | 5. Unemployment | <ul style="list-style-type: none">- Job selectivity among job seekers- Difficulty in finding employment that matches qualifications and skills | Unemployed individuals in the sub-district area. | <ul style="list-style-type: none">- Give priority to local residents for job openings and offer a variety of positions that match their qualifications and skills. This includes expanding operations to support business growth and increase local employment.- Set appropriate wage rates based on job roles, qualifications, and work experience.- Announce job vacancies through local government agencies and community leaders. |
| 3) Water resources  | 1. Inadequate supply of water for household consumption in certain areas during the dry season. | Seasonal drought conditions. | Areas within the sub-district. | <ul style="list-style-type: none">- Support funding for the installation of village water supply systems and promote access to sufficient, quality water for daily use and consumption in accordance with safety standards. |
| | 2.1 Shallow ditches caused by weeds and sediment accumulation 2.2 Flooding during the rainy season because of inadequate drainage. 2.3 Shortage of water for agriculture during the dry season. | <ul style="list-style-type: none">- Ditches within the sub-district area- Water sources for agriculture | Areas within the sub-district | <ul style="list-style-type: none">- Collaborate with local agencies and the community to organize ditch dredging throughout the sub-district.- Support and promote the construction of water gates and check dams to manage increased water flow. |
| 4) Public Health  | 1. Some business operations in the area may be hazardous to the community. | Some operations pose a danger to human health, well-being, and the environment. | Businesses causing harm to the community. | <ul style="list-style-type: none">- Strictly comply with all applicable laws and regulations.- Monitor environmental quality at least twice a year and share the results with the community through various channels.- Collaborate with local authorities and nearby businesses to form groups or initiatives that promote compliance with laws and regulations across all local operations. |
| | 2. Potential sources of contagious diseases, such as avian influenza and dengue fever. | Impact on public health and the environment. | Risk areas such as temples and military camps | <ul style="list-style-type: none">- Support and promote disease prevention campaigns in collaboration with government agencies, communities, and volunteers. |
| | 3. Some individuals lack the knowledge and skills needed to properly care for the elderly, persons with disabilities, and bedridden patients. | Increasing number of elderly, persons with disabilities, and bedridden patients | Elderly, persons with disabilities, bedridden patients, and their families in the sub-district. | <ul style="list-style-type: none">- Collaborate with local agencies to enhance the knowledge and skills of family members and caregivers, enabling them to provide proper care and rehabilitation for patients.- Provide essential household items to help reduce their living expenses. |

Remark : Local agencies such as local administrative organizations, local government agencies

| Aspect | Related Environment | Issues/Needs | Target Areas/ Groups | Expectations and Solutions |
|---|---|---|--|--|
| 4) Public Health (Continued)  | 4. Some individuals do not take proper care of their health and have unhealthy eating behaviors, leading to an increase in non-communicable diseases such as hypertension and diabetes. | The number of patients with diabetes and high blood pressure is rising. | Community members and patients with diabetes / hypertension in the sub-district. | - Collaborate with local agencies to provide mobile health services for community members. - A reduced number of people with non-communicable diseases in the area. |
| | 5. Lack of health screening equipment | Inadequate healthcare services for all community members | Village Health Volunteers (VHV) within the sub-district | - Support and promote the provision of adequate and effective equipment for proper healthcare services. |
| | 6. Many people are unaware of the benefits of exercise. | Community members have poor health and a higher risk of illness. | Local residents | - Organize activities to promote physical exercise within the area. - Support and encourage the establishment of exercise areas and creative spaces so locals have places to work out. |
| | 7. Problems with alcohol and tobacco consumption. | Harmful to health and leads to insufficient household expenses. | Local residents | - Promote behavior change through campaigns aimed at reducing alcohol and tobacco consumption. |
| 5) Education, Religion, Tradition, and Culture  | 1. Most children in the sub-district attend schools outside the area. | Increased household expenses | Children and youth in the community | - Collaborate with local agencies to improve the quality and credibility of local schools, encouraging parents to enroll their children locally rather than sending them outside the district, thereby helping to reduce household expenses. |
| | 2. Lack of sports buildings and equipment in the sub-district. | Inconvenient for residents to exercise or participate in sports competitions. | Local residents | - Collaborate with local agencies to provide suitable exercise spaces and purchase sports equipment for community use. - Organize awareness campaigns to promote the importance of regular exercise among residents. |
| | 3. Lack of successors for local arts, culture, traditions, and wisdom | Younger generations are less interested in local arts, culture, traditions, and wisdom. | Children, youth, and local residents. | - Collaborate with local agencies to organize activities that promote the preservation and continuation of local arts, culture, traditions, and wisdom. |

Remark : Local agencies such as local administrative organizations, local government agencies

| Aspect | Related Environment | Issues/Needs | Target Areas/ Groups | Expectations and Solutions |
|--|--|---|--|--|
| 6) Social  | 1. Insufficient knowledge of fund management in the sub-district. | Fund management doesn't meet its objectives. | Fund management committees | - Collaborate with local administrative organizations and relevant government agencies to promote and ensure proper, appropriate, and efficient fund management. |
| | 2. People with disabilities and the elderly face difficulties in daily living. | - Insufficient facilities for people with disabilities and the elderly. - Lack of caregivers | People with disabilities and the elderly in the sub-district. | - Collaborate with local administrative organizations and relevant government agencies to improve the living environment and provide accessible facilities in both residences and public areas. - Encourage local agencies to provide adequate volunteer support for the care of people with disabilities and the elderly. - Encourage and support relatives and family members to receive proper training in caregiving knowledge and skills. - Provide essential supplies to patients, the elderly, and underprivileged individuals facing life challenges in the community to help reduce their living expenses. |
| | 3. Lack of disaster preparedness | Damage and losses caused by disasters | Communities within the sub-district | - Promote the development of management, planning, and preparedness for emergency situations within local communities, ensuring the safety of lives and property. |
| | 4. Dangers on the road and traffic accidents | An Increasing number of traffic accidents in the area | - Road users and local residents - Transportation routes within the area. | - Collaborate with local administrative organizations and relevant government agencies to provide adequate traffic and warning signs for effective traffic management. - Organize campaigns to raise awareness and promote responsible road behavior among community members, aiming to improve road safety and reduce the loss of life and property. |
| | 5. Some individuals show a lack of public-mindedness. | - Disregard for public interests - Disrespect for the rights of others | Local residents | - Organize campaigns with local administrative organizations and relevant agencies to encourage community members to foster public-mindedness and increase community engagement. |
| | 6. The increasing spread of illegal drugs in the area. | - Crime in the area. - Health and family problems. | Youth and local residents | - Collaborate with local administrative organizations and relevant agencies to support and promote activities that prevent youth and community members from becoming involved with illegal drugs. |

| Aspect | Related Environment | Issues/Needs | Target Areas/ Groups | Expectations and Solutions |
|---|---|---|--|---|
| 7) Environment  | 1.1 Lack of waste sorting before disposal, and the problem of foul-smelling garbage. 1.2 Unauthorized waste disposal in abandoned areas and public spaces. | Negative impacts on the environment and public health | Businesses and residents both within and outside the area. | - Support and promote awareness campaigns to encourage proper waste separation and motivate community members to actively participate in waste management programs. |
| | 2. Discharge of untreated wastewater into public water sources | Water pollution and unpleasant odors. | Households and businesses in the sub-district | - The company provides high-efficiency wastewater treatment systems for its production processes and regularly tests discharged water to ensure compliance with legal standards. - The quality of public water sources meets the required standards. - The company works with local agencies to encourage households to install grease traps and businesses to implement proper wastewater treatment systems. |
| | 3. The landscape and environment within the sub-district lack visual appeal and order due to insufficient maintenance. | The environment isn't well-organized. | Areas within the sub-district. | - Collaborate with local agencies and the community to improve the landscape of communities around power plants, ensuring cleanliness, attractiveness, and proper organization. |
| 8) Politics and Governance  | 1. Some individuals have low levels of participation in activities organized by the company and the community. | Some individuals do not participate in activities organized by the company and the community. | Local residents | - Support and promote activities that build understanding and encourage greater public participation in local development. |
| | 2. Some individuals lack basic legal knowledge for daily life. | Legal violations committed unintentionally due to ignorance | Local residents | - Organize training sessions to educate the community on essential everyday laws. |
| | 3. There is still a lack of public engagement in government anti-corruption efforts. | Corruption Issues | Local residents | - Support the development of community networks to monitor and prevent all forms of corruption. - Promote knowledge of corruption prevention and anti-corruption measures. |


Remark : Local agencies such as local administrative organizations, local government agencies

In response to identified community issues and expectations, the Group initiated projects in 2024 to address these needs and collaboratively create social value through community and environmental development. These initiatives align with the Company’s Corporate Social Responsibility (CSR) strategic framework. Key ongoing projects include:


PROJECT: "CHAIYO SAPLING PROMOTION: CREATING JOBS, GENERATING INCOME"

This project has been an ongoing initiative by the Group since 2013 to support farmers and nearby communities within a 10-kilometer radius by providing eucalyptus saplings (Chaiyo saplings). It includes comprehensive training on everything from sapling varieties and suitable planting areas to cultivation methods, care, harvesting, and transportation. The project also connects participants with buyers (such as power plants and branch factories) and provides contact channels for purchasing staff. In addition, price guarantees are offered to build confidence among local farmers.

This project not only generates additional income for farmers and communities but also creates jobs and increases employment in areas such as woodcutting and transportation services, planting services, and more. In 2024, the Group supported 583 farmers with 58,350 Chaiyo saplings, covering more than 220 rai of planting area across 11 provinces nationwide. An evaluation of last year’s operations indicates that the project has produced more positive than negative impacts.



Farmers generated additional income totaling 5,134,800 baht from selling Chaiyo saplings (an average of 8,807 Baht per farmer).



The number of farmers participating in the project was 583, an increase of 32.59% (compared to 393 farmers in 2023).

| Economic Impact | Social Impact | Environmental Impact |
|--|---|--|
| <ul style="list-style-type: none">Generate stable income | <ul style="list-style-type: none">Sustainable self-reliance of communities | <ul style="list-style-type: none">Reduce deforestation of natural forestsApply chemical fertilizers for cultivation and maintenance |
| Economic Value | Social Value | Environmental Value |
| <ul style="list-style-type: none">Number of farmers and community members who joined the project: 583Total cultivation area: 220 raiAverage income increase per participant: 8,807 baht/person Total income generated: 5,134,800 bahtWood sold as fuel for the production process: 4,668 tons | <ul style="list-style-type: none">Create jobs and career opportunities for the community. | <ul style="list-style-type: none">Reduce the use of chemical fertilizers and pesticides: Eucalyptus trees require fertilizers only during the initial planting stage and maintenance 1–2 times per year, and they do not require pesticides. The cost is approximately 500 baht per rai per year.Decrease fuel consumption for transporting biomass fuel (eucalyptus wood). |

OUR COMMITMENT TO SUPPORTING CHILDREN AND YOUTH

Absolute Clean Energy Public Company Limited (ACE) and its subsidiaries (“the Group”) recognize that **children and youth** are valuable assets and a crucial foundation for future sustainable development. Therefore, the Group places strong emphasis on protecting children's rights in all aspects, including the right to live in safety, the right to access education, and the right to a good quality of life, based on the principles of non-discrimination and without any form of exploitation. In addition, the group has adopted human rights principles as operational guidelines, both in internal management and in building strong and sustainable relationships with the communities in which it operates.

Furthermore, the Group maintains a clear stance of "zero tolerance for child labor," whether directly or indirectly, through the strict oversight of contractors and business partners to ensure compliance with human rights principles. Simultaneously, the Group promotes access to fundamental rights for children and youth in the area, such as access to age-appropriate education, maintaining good physical and mental health, developing life skills, and cultivating morals and ethics. This enables them to grow in an environment that fosters learning and supports the full development of each child's potential.

The Group believes that investing in youth is investing in the nation's future. Therefore, it focuses on designing projects and activities that not only provide short-term support but also create long-term, sustainable impact. The Group aims for children and youth who participate in its projects to apply the knowledge, skills, and experience they gained to effectively develop themselves, their families, and their communities. This will lead to overall social development that aligns with its Group's vision of conducting business alongside social and environmental responsibility.

Consequently, the Company has initiated and implemented various projects focused on enhancing knowledge, developing potential, and improving the quality of life for children and youth. These initiatives benefit both employees' children within the organization and children in the communities surrounding its operational areas, as follows:

Promoting Children's Knowledge and Education

The Group recognizes that education is a crucial foundation for human resource development and a key driver for improving long-term quality of life. Therefore, the Group places strong emphasis on promoting educational opportunities for children and youth. This includes support for employees' children as well as communities surrounding its power plants—areas where the Group operates and actively engages with local society.

To fulfill this commitment, the Group has organized various activities that promote holistic learning both inside and outside the classroom. These initiatives aim to create educational opportunities and develop the potential of young people, empowering them to become responsible and capable citizens in the future. Key projects include the following:

Project "Happy Learning" for ACE Employees' Children

The "Happy Learning" project is organized to support out-of-classroom learning for employees' children, offering two distinct classes:

- **English Class:** Children are divided into two groups based on their current proficiency levels, ensuring that each child can learn effectively and fully develop their English language skills.
- **Singing Class:** This class encourages children to use their free time productively while instilling values such as morality, gratitude, and gentleness through music. It also aims to build their confidence, promote self-expression, and help them enjoy music and singing.



Education Scholarship Support

To promote education and create learning opportunities, the Group continuously provides scholarships to children and youth in local communities. This support is delivered through various activities, such as National Children's Day events, graduation ceremonies, and other relevant community activities. The purpose of these scholarships is to motivate students, foster a positive attitude towards education among youth, and support their development into valuable human resources for the nation's future. This initiative reflects the Group's commitment to contributing to social development and enhancing the educational quality for children in the area—helping them grow up happily, equipped with knowledge and opportunity.



Enhancing Knowledge for Children in Communities

Nowadays, learning is no longer confined to the classroom; it also stems from everyday life experiences. Recognizing this, the Group places strong emphasis on promoting out-of-classroom learning by organizing a variety of activities that help children and young people in nearby communities develop practical skills and knowledge. These activities aim to encourage creative and enjoyable learning while raising awareness of personal health and social well-being.



Examples of activities include drawing and coloring contests under the theme “Tobacco is Toxic – Think Together, Warn Together” (Tobacco Health Warnings), as well as parade campaigns held on World No Tobacco Day to raise awareness of the dangers and harmful effects of tobacco use.



The Company organized National Children's Day activities under the theme “Exploring the World of Energy,” offering young participants the opportunity to learn about waste management and clean energy through a variety of engaging experiences. Activities included drawing and coloring, quiz competitions with prizes, and creative games that combined educational content with entertainment. These initiatives not only enhanced scientific understanding but also fostered critical thinking, encouraged collaboration, and instilled a strong sense of social responsibility.

Promoting Children's Physical Health and Sports Potential

The Group recognizes that good health is a crucial foundation for the holistic development of children and youth. In particular, strong physical health has a direct impact on their quality of life and long-term learning potential. Therefore, the Group focuses on promoting physical activity and sports among children and youth in nearby communities through the following initiatives:

Sports Equipment Support

The Group supports physical exercise, sports, and the development of physical well-being among children and youth by providing sports equipment to schools and community learning centers for use in educational instruction and recreational activities. The Group believes that encouraging children and youth to engage in regular physical activity not only helps them maintain good health but also instills discipline, teamwork, sportsmanship (understanding how to win and lose), and the ability to collaborate effectively. These essential skills can be further developed to cultivate quality personnel in the future.



Youth Sports Competition Events

To provide opportunities for local children and youth to showcase their athletic potential, develop physical skills, and make productive use of their free time, the Group has been supporting youth sports competitions. Furthermore, sports activities serve as a bridge to build positive relationships among young people in the community, foster unity, and instill the values of sportsmanship. These competitions represent another approach to promoting health and enhancing the quality of life for local residents in a sustainable way.



Promoting Community Well-being

The Group places great importance on improving the quality of life for children and youth in local communities. It believes that children are valuable members of society who will grow up to drive communities forward. Therefore, supporting their well-being has been an ongoing priority for the Group. The Group has implemented various activities and projects to create a positive environment that fosters children's growth and development. By caring for the well-being of children in the community, the Group not only demonstrates its commitment to social responsibility but also helps lay a strong foundation for the sustainable development of local communities.

Project “Nong-Tong-Im” : Healthy Meals for Happy Kids

The "Nong-Tong-Im" Project provides lunch meals to students in small schools, aiming to ensure that children receive sufficient and nutritious food, and to reduce disparities in learning opportunities and access to education. This project reflects the Group's ongoing commitment to promoting children's well-being and fostering an environment that supports the sustainable development of local youth.



Installation of Wall-Mounted Fans in local Schools

The Group focuses on creating a suitable learning environment for students in local schools, especially as rising temperatures increasingly affect children's well-being and learning effectiveness. In response, the Group provided wall-mounted fans to nearby schools and engaged employee volunteers to help install the fans and electrical systems in multipurpose buildings. This support enables these spaces to be used for student activities more conveniently and safely. The initiative aims to alleviate heat and improve the quality of life, safety, and overall well-being of both students and school personnel.



National Children's Day Activities

The Group recognizes that childhood happiness is a crucial component of physical, mental, and social development. To support this, the Group organizes National Children's Day events, offering school supplies, snacks, and various gifts to children. The events also features creative activities that promote learning outside the classroom, such as drawing and coloring, quiz competitions, and skill-building games. These activities are designed to create an atmosphere of fun, foster creativity, and encourage age-appropriate learning. Beyond providing short-term joy, these events also contribute to the long-term well-being of children in the community by offering access to opportunities, appropriate support, and participation in positive activities. Such initiatives are fundamental to nurturing children into responsible, capable citizens in the future.



Promoting Morality and Ethics Among Youth

Project "ACE Cultivating Knowledge and Nurturing Morality"

The Group values the development of youth potential in all aspects—knowledge, life skills, and moral and ethical values. It believes that cultivating a strong moral conscience from an early age lays the foundation for nurturing responsible and capable citizens in the future. As part of this effort, the Group organized moral and ethical training under the "ACE Cultivating Knowledge and Nurturing Morality" Project for schools near its power plants. The project brought together students from grades 7 to 9, along with teachers and company volunteers, to exchange knowledge and experiences.

These activities emphasized hands-on learning, enabling youth to apply ethical guidelines in their daily lives. They supported the development of concentration, a strong sense of right and wrong, discipline, gratitude, and the ability to living harmoniously with others in society. This project reflects the Group's commitment to holistic human development. It is a key part of building a strong foundation for youth in the community, helping them grow into responsible citizens who contribute to society in a sustainable way.



GUIDELINE FOR COMMUNICATION AND COMPLAINT HANDLING



1. Objectives

The guideline explains the practices and responsibilities for communicating information in accordance with the Socio-Economic and Public Participation Action Plan and the Project Public Relations Action Plan. This includes the dissemination of information about the Group's products and responses to environmental inquiries from external stakeholders and communities, with the following objectives:

- To explain the methods for communicating information about the Group's products and environmental operations from the Group to external stakeholders and communities.
- To describe the methods for receiving and responding to project-related communications, including information requests, news announcements, and complaints regarding the Group's products and environmental issues from external stakeholders and communities.
- To effectively implement measures for preventing and mitigating environmental impacts and addressing complaints from the communities and external stakeholders.

2. Scopes

This serves as a guideline for receiving complaints from external stakeholders and communities, as well as for communicating information regarding products, environmental operations, and the mitigation and prevention of environmental impacts by power plants within the Group. The scope of this guideline includes:

- **Information Application:** These operational procedures apply to all types of information, including information requests related to environmental causes and impacts, environmental management system operations, and the company's production processes and products.
- **Communication Scenarios:** This guideline applies to communication in both normal and unusual situations.

3. Definition

- **Internal Stakeholders** refer to individuals who are personnel of the company, such as employees.
- **External Stakeholders** refer to individuals and entities that are not considered company personnel. These include, but are not limited to, vendors, suppliers, contractors, customers, private sector organizations, government agencies and local authorities, banks, insurance providers, shareholders, and the media.
- **Community Leaders** refer to individuals who play a role in managing and supporting people in their communities and are officially recognized by government agencies or local administrative organizations (e.g., sub-district headmen, village heads, Sub-district Administrative Organization (SAO) members, municipal council members, or village health volunteers (VHV)). This group also includes highly respected individuals considered thought leaders in the community, such as abbots, school directors, local elders ("Por Kru"), or local agricultural experts ("Mor Din").
- **Communities** refer to groups of people residing in areas surrounding the power plant.
- **Communication** refers to the transmission and receipt of information, updates, and suggestions regarding the company's environmental and product matters, utilizing various communication channels to reach the intended recipients.
- **Internal Communication** refers to communication that takes place within the company, specifically between the organization and its employees.
- **External Communication** refers to communication between the company and individuals, communities, and external stakeholders.
- **Receiving complaints** refers to the process of accepting grievances related to the company's products or environmental impacts, submitted by both internal and external individuals or entities. Complaints can be submitted through various channels, including verbal notification, telephone calls, written letters, complaint boxes, community relations officers, complaint coordination centers, community leaders, the Environmental Impact Monitoring Committee, and government agencies.
- **Decision Makers** refer to groups of individuals responsible for considering, deciding on, and reviewing issues that need to be communicated to employees, communities and external stakeholders. This group includes the Environmental Committee, the Management Representative (MR), the Production and Efficiency Manager, and relevant departments. The Community Relations Department serves as the communicator based on the resolutions made.

- **Environmental Impact Monitoring Committee** refers to a group of individuals appointed by authorized personnel in the project area, such as the Provincial Governor, Chief District Officer, or company directors. The committee includes representatives from the public or community leaders, experts or academic institutions, the power plant, and relevant government agencies or local administrative organizations. The committee is responsible for monitoring and inspecting the power plant's operations.
- **Complaint Coordination Center** refers to a center responsible for receiving suggestions and complaints related to issues arising from the Group's power plant operations. Its purpose is to gather feedback from the public and stakeholders, and to address any grievances resulting from these operations.
- **Complaint Box** refers to a channel used for receiving notifications of problems and complaints from individuals or external stakeholders. These boxes are installed at key community locations such as village community halls, homes of sub-district/village heads, sub-district health promotion hospitals, temples, schools, and local administrative organizations (municipalities, sub-district administrative organizations), among others.
- **Communication Channels** refer to the various methods used to send information to target groups.
 - **Internal Communication Channels:** Email, notice boards in each factory, community relations officers, voice broadcasting systems, applications, and social media.
 - **External Communication Channels:** Community notice boards, leaflets, voice broadcasting systems, community leaders, government agencies, call centers, email, community relations officers, official letters/notices, applications, and social media platforms such as the company website, Facebook, Line Official, etc.

4. Responsibilities

- **The Management Representative (MR) / Management** is responsible for the following:
 - Approve and review communication topics related to the company's environmental matters and product information.
 - Receive and respond to communications from employees, as well as from external individuals, organizations, and agencies, regarding complaints, challenges, and legal issues related to environmental and product management, as well as the company's performance in these areas..
 - Follow up on complaints from both internal and external stakeholders.
- **The Community Relations (CSR) Department** is responsible for the following:
 - Track news and developments related to the company's environmental and product issues from the Environmental Working Group and the Production and Efficiency Manager and communicate this information to both internal and external stakeholders.
 - Promote, organize, and encourage activities that invite employees to provide feedback and suggestions concerning the company's environmental aspects, production processes, and product matters.
 - Communicate approved topics to both internal and external target groups.
 - Prepare forms for receiving complaints and suggestions from the general public, local communities, and internal and external agencies.
 - Identify areas requiring environmental impact surveys resulting from the company's activities.
 - Receive, record, and forward complaints about the company's environmental and product matters to the Environmental Department and Production Process Department for investigation.
 - Follow up on progress and report the results of corrective actions for the company's environmental and product issues back to the complainants.
 - Liaise with external stakeholders to communicate important information related to the causes of the company's environmental and product impacts.

- **The Production and Performance Manager** is responsible for the following:
 - Receive and respond to communications from employees, as well as from external individuals, organizations, customers, and agencies, regarding complaints, challenges, and legal issues related to the company's product and environmental management, as well as its performance in these areas.
 - Appoint working committees or responsible individuals to investigate and resolve issues.
 - Review communication materials and implement corrections related to the company's products.
 - Monitor the progress and resolution of company product complaints.
- **The Environmental Committee** is responsible for the following:
 - Monitor and control employee operations and business activities to ensure strict compliance with relevant environmental standards, regulations and laws.
 - Provide guidance and raise awareness through advice, direction, promotional activities, and awareness-building about environmental issues arising from work activities.
 - Handle environmental complaints by scheduling meetings (including date, time, and venue) to investigate facts and consider the issue in line with complaint handling procedures.
 - Conduct fact-finding investigations to reach conclusions acceptable to all parties. If the investigation reveals that the Group's operations have caused adverse community impact as alleged in the complaint, the committee will determine corrective and preventive measures, and assign responsible parties.
 - Monitor and inspect the implementation of complaint resolution actions.

5. Equipment

- Complaint submission boxes
- Document storage systems
- Information / Notice boards (factory and community locations)
- Call center telephone

6. Operating Procedures

- **Complaint Reception**
 - External complaints can be submitted through various channels, including: complaint forms (in accordance with the ISO 14001 document system for each power plant), telephone calls, verbal notifications, and complaint boxes. All complaints will be collected and forwarded to the Community Relations Officer, who is responsible for coordinating with complainants to conduct an on-site inspection at the reported location. The Community Relations Officer will record the details in the form within 1 day and subsequently coordinate with the Environmental Committee, the Production and Performance Manager, and other relevant departments to collectively resolve the complaint. Complaints are categorized into two types: 1) Issues that can be resolved immediately, and 2) Issues that cannot be resolved immediately.
- **Complaint Handling**
 - Environmental Complaints: MR and the Environmental Committee will meet to plan actions and assign responsible parties (according to the Environmental Committee appointment announcement for each plant).
 - Product Complaints: MR and the Production and Performance Manager will meet with relevant parties to plan actions and assign responsible parties.
- The Community Relations Officer will record causes and corrective measures in the complaint form, holds meetings to determine causes and record additional details, and update complainants on progress every 7 days.
- A summary report of complaint impacts and resolution results will be prepared and reported to the MR and relevant departments. Complainants will also be informed within 3 business days after resolution is completed.
- Follow-up results will be reported to the MR and relevant departments, and relevant parties will be informed of the complaint's status.
- Follow-up regarding complaints from external agencies, communities, and Impact Monitoring Committees, as well as from the Complaint Coordination Center and complaint boxes. Results of this follow-up will be reported to the MR, relevant departments, and relevant parties will be informed of complaint status.

Complaint Reception

| Responsible Parties | Work Procedures |
|--|--|
| <div><ul style="list-style-type: none">• CSR Officer• Management• Environmental Committee• Production and Efficiency Manager• Relevant Departments</div> | <div><div>External Complainant(s)</div><div>The Community Relations Officer receives the complaint and records it on the form.</div><div>The Community Relations Officer notifies the Environmental Committee and the Production and Efficiency Manager.</div><div><div>Meet with relevant parties</div><div>Record on the form and report the corrective actions</div></div><div><div>In cases of immediate resolution</div><div>In cases where immediate resolution is not possible</div></div><div>Action within 3 days</div><div>Action within 7 days</div><div>Define the action plan, responsible party, and corrective method</div><div>Take action</div><div>The Community Relations Officer summarizes and reports the results of the corrective actions.</div><div><div>Environmental Impact Monitoring Committee</div><div>Environmental Committee and Production and Efficiency Manager</div><div>Complainant(s)</div></div></div> |

Communications

| Responsible Parties | Work Procedures |
|---|---|
| <ul style="list-style-type: none">CSR Officer | <div><div>Communications (Internal and External)</div><div>Communication Methods</div><div><div>Internal Communications</div><div>External Communications</div></div><div><div>Email, notice boards in each factory, community relations officers, voice broadcasting systems, applications, and social media.</div><div>Community notice boards, leaflets, voice broadcasting systems, community leaders, government agencies, call centers, email, community relations officers, official letters/notices, applications, and social media platforms such as the company website, Facebook, Line Official, etc.</div></div><div>Define the action plan, responsible party, and corrective method</div></div> |



7. Remediation for affected individuals from Safety and Environmental Impacts

Remediation refers to the provision of financial assistance or other forms of support to alleviate the hardship and losses experienced by individuals affected by the Group's operations. The objective is to restore the living conditions of affected individuals to a state as close as possible to their state prior to the incident. Remediation can be categorized into the following types:

- **Financial Assistance:** This is the most common form of remediation, including financial aid for individuals who have been injured, become disabled, or died, as well as for those who have suffered property damage such as to their homes, agricultural land, or agricultural produce.
- **Medical Expenses:** In cases where affected individuals have sustained injuries, they will be compensated for actual medical treatment costs incurred.
- **Loss of Income Compensation:** When affected individuals are unable to pursue their occupations for a certain period, they will receive appropriate compensation for their lost income.
- **Other Forms of Assistance:** Beyond monetary compensation, additional forms of support may be provided, such as psychological counseling, job placement services, or legal aid.

Eligible Recipients for Remediation

- **Deceased Individuals:** Legal heirs of individuals who died as a result of the incident are entitled to receive financial assistance.
- **Injured Individuals:** Persons who sustained physical injuries as a result of the incident.
- **Persons with Disabilities:** Individuals who lost a body part or became disabled as a result of the incident.
- **Property Owners:** Individuals whose property was damaged as a result of the incident.
- **Persons with Psychological Trauma:** Individuals who suffered psychological distress as a consequence of the incident.

Remediation Application Process

1. **Document collection:** Affected individuals or their legal heirs must gather all relevant supporting documents related to the damages sustained, such as death certificates, medical certificates, or proof of property ownership.
2. **Application submission:** Submit the application for financial assistance to the Group through designated channels.
3. **Review Process:** The Group will verify the submitted documents and review the application for completeness and eligibility.
4. **Approval and Payment:** Once the application is approved, financial assistance will be disbursed to eligible recipients.

