

COMMUNITY COMPLAINT MANAGEMENT

Community Complaint Management Standard is a guide of Banpu and its subsidiaries to handle community feedback and complaints. The standard is intended to assist community engagement practitioners in dealing with community concerns which align with the company's commitment as stated in the Community Engagement Policy and Human Rights Policy.

The objective aims to:

1. Provide a complainant with access to an open and responsive complaint handling process.
2. Enhance the ability of Banpu to resolve complaints in a consistent, systematic, and responsive manner to the satisfaction of the complainant and the organization.
3. Enable Banpu to identify trends and eliminate causes of complaints and improve its operations.
4. Assist Banpu to create a community-focused approach to resolving complaints.
5. Provide a foundation for continual review and analysis of the complaint handling process and the resolution of complaints.
6. Strengthen Business Continuity Management (BCM) to prevent possible risks and ensure a smooth operation while building confidence among community's stakeholders.

Community Complaint Management is considered as a part of the dispute mechanism or otherwise known as the grievance mechanism with local communities. When we are involved in local concerns, this management standard will be applied to handle and resolve possible disputes or grievances. At Banpu, Community Complaint Management is a process that enabling people to be heard, including handling complaints, is recognized as a key component of accountability to the communities that we support in development and humanitarian contexts. In addition, it also strengthens our Business Continuity Management (BCM) by reducing possible risks that would interrupt the operation.

Community Complaint Management Process

Under Banpu dispute mechanism, we define community complaint management process as the effective process established in advance for community groups and individuals to be aware that they can safely bring complaints to the company (confidentially if necessary) and that the company will respond respectfully. At Banpu, there are 3 levels of complaints which are categorized as minor, moderate, and major.

A community complaint may be made in person, by phone, by email or in writing. Upon receiving the complaint, the complaint receiver must report it to the Complaint Management Center for proper management, however, in some local context, the complaint receiver can be the same person as the complaint management center. All complaints should be dealt with promptly, courteously and in accordance with their urgency. The essential steps are as follows information in the figure below.

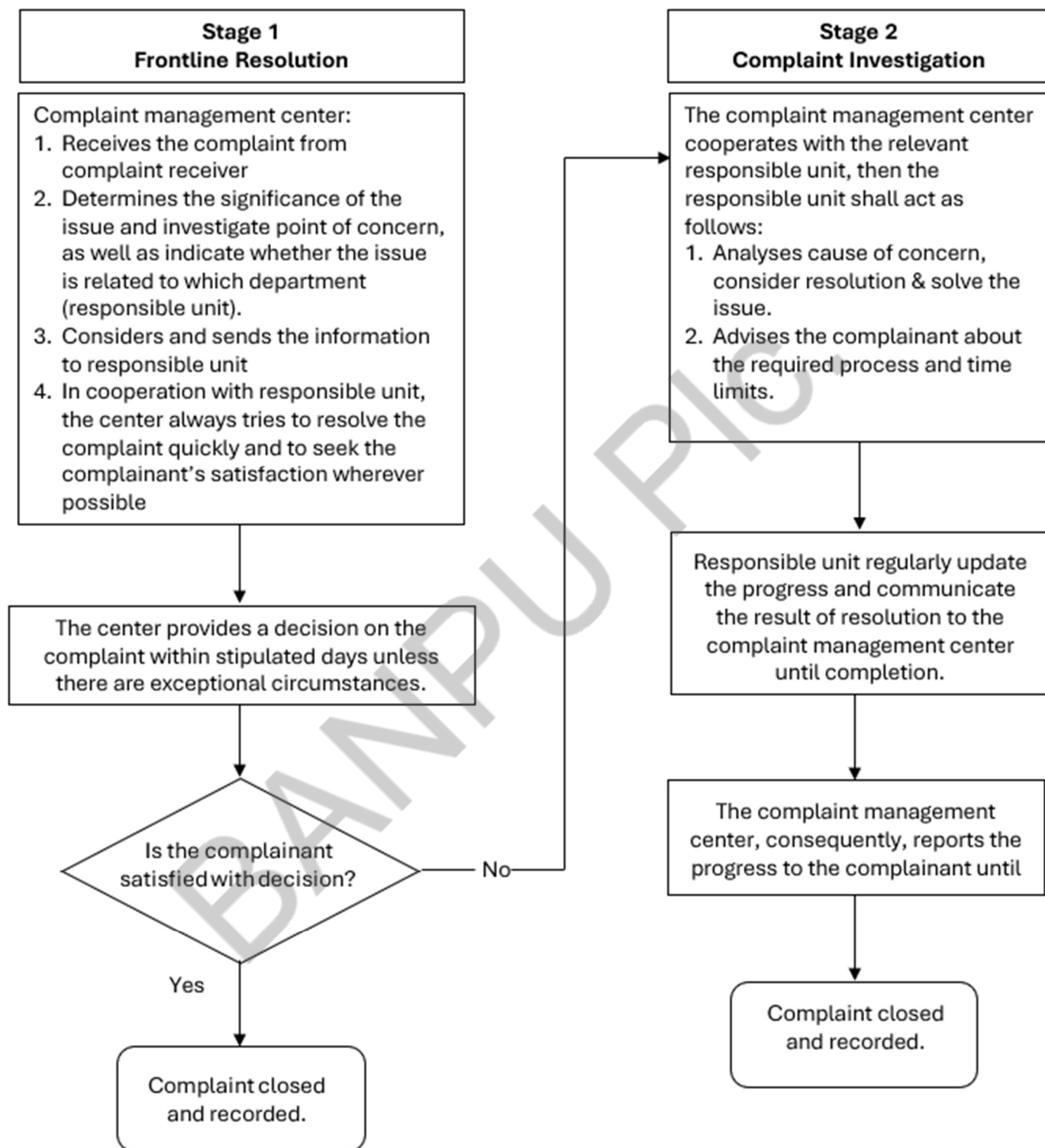


Figure 1: Complaint Handling Flowchart