

Standard Practice Manual			
Stakeholder Engagement			
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Department: Health, Safety, Environment and Community Engagement		Approved by: Jirameth Achcha	

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INTRODUCTION

Due to rapid business expansion at a regional level and diversified locations of operation in various base countries, Banpu Public Company Limited and its subsidiaries need the standardized working system for their engagement and building of a long term relationship with all stakeholders in order to attain its business objectives efficiently and effectively, and to ensure its best practices and corporate good governance.

OBJECTIVE

To provide standardized working guideline for stakeholder engagement activities, resulting in close and smooth coordination between the Company and the community (Company, community and other key stakeholders) as well as gaining supports and long-term relationship with the local communities wherever we operate.

SCOPE

This standard practice manual governs all business units, persons and any units having roles and responsibilities related to Community Engagement and Community Relations, under Banpu Public Company Limited and its subsidiaries.

Under this standard practice manual, the specific roles of each party are as follows:

CE Corporate	Set up corporate standard template for adaptation by Country's community function/unit to suit their local situations.
Country's community function/unit	Set up company policy, strategies and standards as the direction for community function/unit at operational sites to follow, with adjustment to suit particular local situations.
Community function/unit at operational sites	Set up implementation plans to ensure achievement of the objectives as set in the company policy and strategies as well as perform according to the company standards.

DEFINITION

CE	Community Engagement
CR	Community Relations

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CCC	Community Consultative Committee, a committee comprising of representatives of local people in the area, officials from local authorities and the company's community officers (COs), responsible for planning, implementing and monitoring CE projects with an ultimate aim to respond to community's real needs.
Stakeholder profile	Detail of a stakeholder individual, group, or organization. These characteristics include demographic, socio-economic conditions, structure, key functions, roles & responsibilities, priorities, key interest, characteristics of relationship between the company and each stakeholder, as well as implications to Banpu Public Company Limited and its subsidiaries
Social mapping	A series of community information including geography, population, economy, health, education, society and environment, infrastructure, public utilities and institutions as well as stakeholder mapping. The database covers current problem and need for alternative solutions, strength and potential of the community which will be useful for CE strategic planning, development and execution.

REFERENCE

TH-HSEC-CD-PO-01 Community Development Policy

PROCESS / CONTENT

The standard practice manual of Stakeholder Engagement defines stakeholders as "... those groups who affect and/or could be affected by Banpu's activities, products or services and associated performance. Banpu will have many stakeholders, each with distinct types and levels of involvement, and often with diverse and sometimes conflicting interests and concerns." Stakeholder Engagement is defined as "... the process used by Banpu to engage relevant stakeholders for a purpose to achieve accepted outcomes."

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PROCESS DETAIL

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1. CED projects management and execution shall be conducted in parallel with sustainable/long-term community relations establishment, leading to community acceptance on the company as a community member. Close coordination and effective communication will help mitigate the risk of community misunderstanding about the company.
2. Banpu's and its subsidiaries' CE management and execution at all levels shall be conducted through participatory approach, encouraging for cooperation, coordination and collaboration among the stakeholders and community members.
3. Prior to CE project development, stakeholder engagement shall be conducted with consideration of the following key procedures:
 - 3.1 Stakeholder profile shall be prepared and completed in the pre-construction stage and to be updated in every two or three years. The following information shall be included:
 - 1) Names of key persons/ representatives of the key stakeholder groups
 - 2) List of contact persons of the stakeholder
 - 3) Organization structure of the stakeholder (if any)
 - 4) Stakeholder's goals and/or objectives
 - 5) Roles or implications of the stakeholder on Banpu and its subsidiaries (permitting/ licensing, report approval, coordination, knowledge/ know-how, etc.)
 - 6) Expectation of the stakeholder from Banpu and its subsidiaries
 - 7) Specific engagement method with each particular stakeholder

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3.2 Stakeholder analysis shall be conducted and completed in the pre-construction stage and to be updated in every two or three years or when needed. The content shall be as follows:

- 1) Assessment of stakeholder’s interest and influence
- 2) Assessment of stakeholder’s expectation, perception and positioning
- 3) Assessment of likelihood and degree of impacts
- 4) Establishment, review and revision of strategy in engagement with each particular stakeholder

- 4 Regular and proper communications with the stakeholder are considered as fundamental tasks of community units at all levels in maintaining and strengthening relationship, enhancing understanding in the stakeholders’ needs, communicating project information or its significant upcoming movement to the community/ stakeholders, as well as receiving their views, feedbacks, and attitudes. Communication can be in forms of visits, formal meetings, report presentation, participation in social functions or traditional events, etc.

Under this manual, the specific role of each party is as follows:

- 4.1 CE Corporate: support Country’s community function/unit and community function/unit at operational site and maintain relationship at Corporate level.
 - 4.2 Country’s community function/unit: support community function/unit at operational site and maintain relationship at country level.
 - 4.3 Community function/unit at operational site: act as the company representative to pay regular visits to all stakeholders, communicate company/project information, understand their needs, receive their views, feedbacks & attitudes, promote self-reliance of the local communities & sustainability of CE projects, as well as maintain relationship with the stakeholders in accordance with the company policy and strategy.
5. Stakeholder engagement at all levels shall be conducted in compliance with local laws and regulations, ensuring that projects/activities are in line with government requirements and local/international practices.

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RELEVANT DOCUMENTS

Stakeholder Template in Government Sector

Name:	Location:
Key person:	Internal contact person:
Objective or purpose of this group: 1) 2)	Issues of engagement with this group: 1) 2)
What do we expect the group to help? <input type="checkbox"/> Coordination how: <input type="checkbox"/> Knowledge how: <input type="checkbox"/> Equipment how: <input type="checkbox"/> Staff how: <input type="checkbox"/> Other how:	What does the group need from project? <input type="checkbox"/> Coordination how: <input type="checkbox"/> Knowledge how: <input type="checkbox"/> Equipment how: <input type="checkbox"/> Staff how: <input type="checkbox"/> Other how:
What degree does it help / impact us? <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/> Positive <input type="checkbox"/> Negative	How does it help / impact project? <input type="checkbox"/> Program how: <input type="checkbox"/> Organization how: <input type="checkbox"/> Asset how:
Describe how does it help / impact? 1) 2)	Relationship or conflicts with other? 1) 2)
How to engage and communicate with this group?	

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Stakeholder Template in Non-Government Sector

Name:	Location:
Key person:	Internal contact person:
Objective or purpose of this group: 1) 2)	Issues of engagement with this group: 1) 2)
What do we expect the group to help? <input type="checkbox"/> Coordination how: <input type="checkbox"/> Knowledge how: <input type="checkbox"/> Equipment how: <input type="checkbox"/> Staff how: <input type="checkbox"/> Other how:	What does the group need from project? <input type="checkbox"/> Coordination how: <input type="checkbox"/> Knowledge how: <input type="checkbox"/> Equipment how: <input type="checkbox"/> Staff how: <input type="checkbox"/> Other how:
What degree does it help / impact us? <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/> Positive <input type="checkbox"/> Negative	How does it help / impact project? <input type="checkbox"/> Program how: <input type="checkbox"/> Organization how: <input type="checkbox"/> Asset how:
Describe how does it help / impact? 1) 2)	Relationship or conflicts with other? 1) 2)
How to engage and communicate with this group?	

Stakeholder Template in Academic Sector

Name:	Location:
Key person:	Internal contact person:
Objective or purpose of this group: 1) 2)	Issues of engagement with this group: 1) 2)
What do we expect the group to help? <input type="checkbox"/> Coordination how: <input type="checkbox"/> Knowledge how: <input type="checkbox"/> Equipment how: <input type="checkbox"/> Staff how: <input type="checkbox"/> Other how:	What does the group need from project? <input type="checkbox"/> Coordination how: <input type="checkbox"/> Knowledge how: <input type="checkbox"/> Equipment how: <input type="checkbox"/> Staff how: <input type="checkbox"/> Other how:
What degree does it help / impact us? <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/> Positive <input type="checkbox"/> Negative	How does it help / impact project? <input type="checkbox"/> Program how: <input type="checkbox"/> Organization how: <input type="checkbox"/> Asset how:
Describe how does it help / impact? 1) 2)	Relationship or conflicts with other? 1) 2)
How to engage and communicate with this group?	

