

No. 25/2021

(Translation)

## Stakeholder Engagement Procedure

### 1. PURPOSE

B.Grimm Power Public Company Limited realises the importance of treating and respecting all groups of stakeholders on the basis of “Compassion”. We value every stakeholder in every sector, we engage with them in various manners, which enable us to learn of their expectations and determine appropriate responses to all of them. Additionally, we have used the input gained from our stakeholder engagement to improve our operational efficiency. In doing so, we have garnered their trust and support in our organization in the long run, helping our company grow sustainably.

### 2. OBJECTIVES

B.Grimm Power has adopted the *AA1000 Stakeholder Engagement Standard (SES) 2015*, as a well-known and international standard on stakeholder engagement to establish the applicable framework for the assessment, design, implementation and communication to all stakeholder groups of B.Grimm Power.

### 3. SCOPE

This Stakeholder Engagement Procedures shall be applies to all local operations of B.Grimm Power and its subsidiaries (the Company) in identifying, assessing and engaging with internal or external stakeholders.

### 4. PRINCIPLES

B.Grimm Power is committed to developing the best practice to understanding and evaluating adherence to all stakeholders in order to provide the comprehensive and balanced involvement, resulting in outcomes that address and respond to issues and impacts in an accountable way based on;

**Inclusivity:** B.Grimm Power strives to encourage all stakeholders in our engagement activities to see whether our business are likely to impact or be impacted by its operations and activities.

**Materiality:** B.Grimm Power determines the relevance and significance of an issue to an organisation and its stakeholders. A material issue is an issue that will influence the decisions, actions and performance of an organisation or its stakeholders and will lead to the proper and effective stakeholder prioritization and stakeholder engagement planning.

**Responsiveness:** B.Grimm Power shall respond to all stakeholder issues that affect its sustainability performance, in order to make proper and effective decisions, actions and performance, as well as communication to all stakeholders.

## 5. STAKEHOLDER ENGAGEMENT PROCESS

The stakeholder engagement process includes four stages:

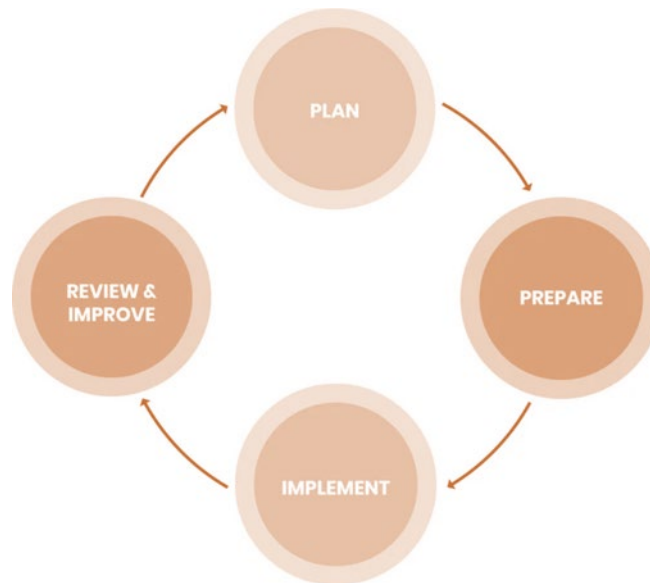


Figure 1 Four Stages of Stakeholder Engagement Process

## 6. STAKEHOLDER IDENTIFICATION

The relevant departments that are direct functions to business-related stakeholder shall be responsible for consideration for grouping stakeholders as defined below;

**Dependency:** Groups or individuals who are directly or indirectly dependent on the organisation's activities, products or services and associated performance, or on whom the organisation is dependent in order to operate

**Responsibility:** Groups or individuals to whom the organisation has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities

**Tension:** Groups or individuals who need immediate attention from the organisation with regard to financial, wider economic, social or environmental issues

**Influence:** Groups or individuals who can have an impact on the organisation's or a stakeholder's strategic or operational decision-making

**Diverse perspectives:** Groups or individuals whose different views can lead to a new understanding of the situation and the identification of opportunities for action that may not otherwise occur

## 7. STAKEHOLDERS GROUP

The Company has defined the relevant stakeholders as follows:



Figure 2 Stakeholders Group of B.Grimm Power

## 8. STAKEHOLDER PRIORITIZATION

The relevant departments shall consider the importance of stakeholder and prioritize by considering as follows;

- knowledge of the issues associated with the purpose and scope of the engagement;
- expectations of the engagement;
- existing relationship with the organisation (close or distant; formal or informal; positive or negative);
- dependence on the organisation,
- willingness to engage;
- level of influence;
- type (civil society, government, consumer, etc);
- cultural context;
- geographical scale of operation;

- capacity to engage (e.g. language barriers, IT literacy, disability);
- legitimacy and representation; and
- relationships with other stakeholders.

The relevant departments shall assess an importance of stakeholder by considering 2 dimensions, which are influence for the operations of stakeholder, and impact of B.Grimm Power's operations on the stakeholders. As shown in the matrix below, which indicates the view between Power and Interest, where the position of each stakeholder reflects the weight of the importance that the organization should treat each stakeholder in the process.

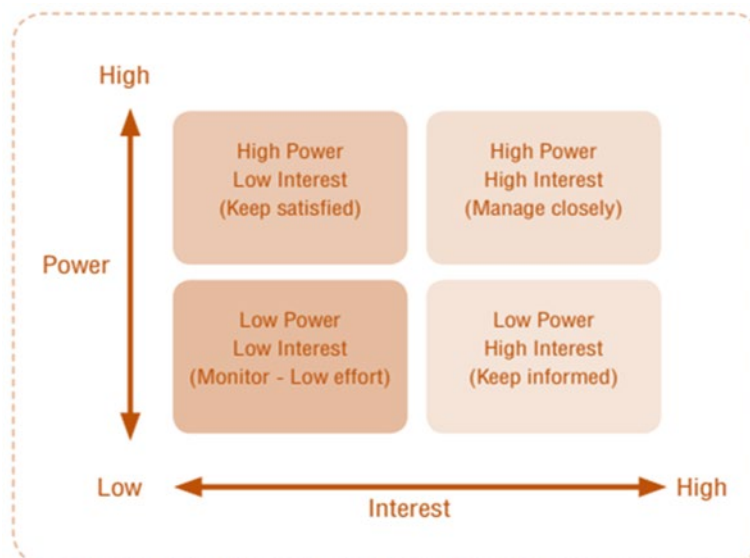


Figure 3 Stakeholders Mapping Matrix

## 9. DETERMINE ENGAGEMENT LEVEL(S) AND METHOD(S)

The relevant departments shall also include in their planning process activities and methods that are essential to engagement but are not themselves formal engagement methods. Such pre-engagement activities include:

### **Analysing stakeholder views**

- Protests
- Letters
- Media
- Grievance mechanisms
- Websites
- Other advocacy efforts

### **Tracking information**

- Media tracking
- Internet tracking
- Social network tracking
- Secondhand reports

### **Creating awareness**

- Bulletins, newsletters and brochures
- Websites
- Speeches and conference presentations
- Road shows
- Press releases
- Advertising and other public displays
- Lobbying
- Social Media

### **Different Levels and Approaches to Engagement**

Stakeholder engagement is a two-way process. However, there are different levels and associated engagement methods depending on the nature and extent of stakeholder involvement.

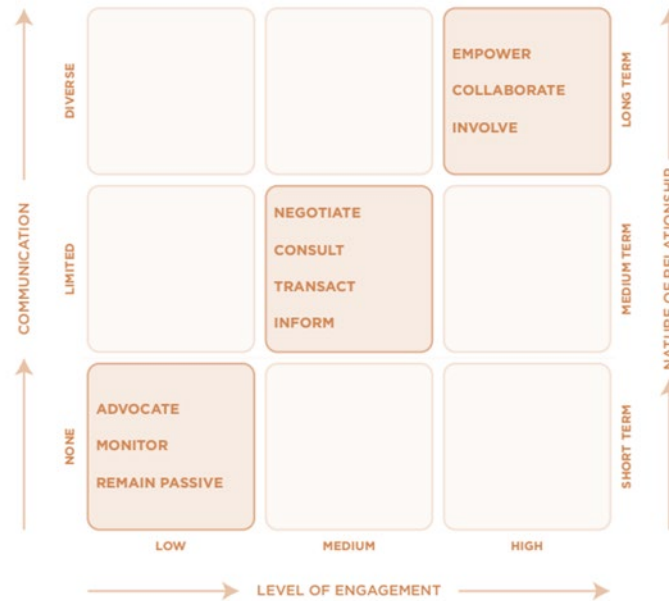


Figure 4 Levels and Approaches of Engagement

The relevant departments shall involve stakeholders in the design and implementation of the engagement purpose and scope that are best suited to the purpose and scope of engagement and to the relevant stakeholders in order to ensure that the stakeholders have sufficient capacity to engage and meet their expectations base on the approaches of engagement below;

LEVEL OF ENGAGEMENT	METHODS OF ENGAGEMENT
<b>Remain Passive</b> <i>No active communication</i>	<ul style="list-style-type: none"> <li>Stakeholder concern expressed through protest</li> <li>Letters</li> <li>Media</li> <li>Websites etc.</li> </ul>
<b>Monitor</b> <i>One-way communication: stakeholder to organisation</i>	<ul style="list-style-type: none"> <li>Media and internet tracking.</li> <li>Second-hand reports from other stakeholders possibly via targeted interviews.</li> </ul>
<b>Advocate</b> <i>One-way communication: organisation to stakeholder</i>	<ul style="list-style-type: none"> <li>Pressure on regulatory bodies</li> <li>Other advocacy efforts through social media</li> <li>Lobbying efforts</li> </ul>
<b>Inform</b> <i>One-way communication: organisation to stakeholder, there is no invitation to reply</i>	<ul style="list-style-type: none"> <li>Bulletins and letters</li> <li>Brochures</li> <li>Reports and websites</li> <li>Speeches, conference, and public presentations</li> </ul>

LEVEL OF ENGAGEMENT	METHODS OF ENGAGEMENT
<p><b>Transact</b></p> <p><i>Limited two-way engagement: setting and monitoring performance according to terms of contract</i></p>	<ul style="list-style-type: none"> <li>• Public- Private partnerships</li> <li>• Private Finance Initiatives</li> <li>• Grant-making</li> <li>• Cause-related marketing.</li> </ul>
<p><b>Consult</b></p> <p><i>Limited two-way engagement: organisation asks questions, stakeholders answer</i></p>	<ul style="list-style-type: none"> <li>• Surveys</li> <li>• Focus groups</li> <li>• Meetings with selected stakeholder/s</li> <li>• Public meetings</li> <li>• Workshops</li> </ul>
<p><b>Negotiate</b></p> <p><i>Limited two-way engagement: discuss a specific issue or range of issues with the objective of reaching consensus</i></p>	<ul style="list-style-type: none"> <li>• Collective bargaining with workers through their trade unions</li> </ul>
<p><b>Involve</b></p> <p><i>Two-way or multi-way engagement: learning on all sides but stakeholders and organisation act independently</i></p>	<ul style="list-style-type: none"> <li>• Multi-stakeholder forums</li> <li>• Advisory panels</li> <li>• Consensus building processes</li> <li>• Participatory decision-making processes</li> <li>• Focus groups</li> <li>• Online engagement tools</li> </ul>
<p><b>Collaborate</b></p> <p><i>Two-way or multi-way engagement: joint learning, decision making and actions</i></p>	<ul style="list-style-type: none"> <li>• Joint projects</li> <li>• Joint ventures</li> <li>• Partnerships</li> <li>• Multi-stakeholder initiatives</li> <li>• Online collaborative platforms</li> </ul>
<p><b>Empower</b></p> <p><i>New forms of accountability; decisions delegated to stakeholders; stakeholders play a role in shaping organisational agendas</i></p>	<ul style="list-style-type: none"> <li>• Integration of stakeholders into governance, strategy and operations of the organisation</li> </ul>

## 10. STAKEHOLDER ENGAGEMENT PLANNING

The relevant department develops stakeholder engagement together with the stakeholders in order to define the remedy and interested aspects based on Figure 4 for designing engagement plan for each group of stakeholder before submitting for the supervisor approval.



Figure 5 Components of an Engagement Plan

## 11. HANDLING STAKEHOLDER ENGAGEMENT RISKS

The relevant department shall identify, assess and address engagement risks. They shall establish the contingency plans to deal with unwanted situations. Engagement risks may include:

The Conflict between participating stakeholders

- 11.1 Creating expectations of change that the organisation is unwilling or unable to fulfil
- 11.2 Lack of balance between weak and strong stakeholders
- 11.3 Technical barriers in case of online engagement processes
- 11.4 Disruptive stakeholders, Unwillingness to engage, Participation fatigue
- 11.5 Uninformed or Disempowered stakeholders



## 12. MONITORING

The relevant departments shall monitor changes of stakeholder and concerns that relate to importance of stakeholder, which impact engagement planning. This process will enable the relevant departments to improve current and future management of engagement outputs, outcomes and impact.



Figure 6 Monitoring the Stakeholder Engagement Process

## 13. STAKEHOLDER ENGAGEMENT DISCLOSURE OR REPORT

Corporate Sustainability Department will gather the assessment results aligning with the engagement plan from the relevant department. The data will be used for summarising and assessing materiality in order to develop annually Sustainability Report using the Global Reporting Initiative (GRI) Standard, criteria on Stakeholder Engagement of GRI Standards 102-40, 102-41, 102-42, 102-43, 102-44, 102-19, 102-20, 102-21 & 103-2.

## 14. GRIEVANCE MECHANISM

Grievance mechanism is essential to acknowledge and monitor stakeholders' satisfaction, comments, and concerns. The relevant department that is responsible for the respective stakeholder group should provide specific and accessible channel for stakeholders in order that they can report issues and complaints. B.Grimm Power is also committed to protect all stakeholders from any risks from any conduct which is violates the Code of Conduct as well as from possible fraud, which may affect the Company's reputation or shareholders' equity. In this regard, we establish the grievance channel, transparent and fair practices for investigation of wrongdoing and fraud with the protection of informants with confidentiality.

#### Contact of Whistleblowing channels

- Mail: Whistleblowing Unit, B.Grimm Power Public Company Limited,  
5 Krungthepkreetha Road, Huamark, Bangkapi, Bangkok 10240 Thailand
- Email: [whistle\\_blowing@bgrimmpower.com](mailto:whistle_blowing@bgrimmpower.com)
- Website: [https://investor.bgrimmpower.com/whistle\\_blowing.html](https://investor.bgrimmpower.com/whistle_blowing.html)

#### 15. OWNERSHIP AND RESPONSIBILITY

- 15.1 Stakeholder engagement activities are to be managed by the department that is responsible for the respective stakeholder group.
- 15.2 The Investor Relations and Corporate Sustainability Department shall oversee the Company's engagement activities regarding Corporate Responsibility and Sustainability matters.

#### 16. RELATED POLICIES

These Procedure should be read in conjunction with the following documents issued by the Company:

- 16.1 Corporate Governance Policy
- 16.2 Code of Conduct
- 16.3 Whistleblowing and Grievance Policy

#### 17. REVIEW

These Procedure will be reviewed by the Board of Directors on an annual basis, taking into account the results of the stakeholder engagement and any concerns that may be raised.

This procedure shall come into effect from 16 June 2021 onwards.

*-Signature-*

(Mr. Harald Link)

Chairman