Banpu Public Company Limited

Community Perception Survey

Management Standard

Ref: BP-GCS-SPM-003 Revision: 01

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Introduction

At Banpu, community engagement is defined as a relational process that facilitates communication, interaction, involvement, and exchange between the company and our community for a range of social and organizational outcomes.

Our commitment to sustainable development and responsible business practices is deeply rooted in our engagement with the communities where we operate. Understanding the perceptions, needs, and expectations of these communities is essential to building trust, fostering long-term relationships, and ensuring that our operations contribute positively to local well-being.

Objective

The objective of this standard is to support business units to establish and manage a systematic community perception survey. The guidance provides an overview of the approach together with guidance and tools for designing and implementing perception surveys that bring continuous improvement into decision-making. This contributes to better and more accountable community engagement programs and helps establish structures where people's opinions are listened to and acted on, especially when making decisions that directly affect them.

Scope

This manual shall be used for Banpu and our subsidiaries, which Banpu has management control. Moreover, this document should be promoted to our joint ventures and throughout the supply chain.

Process / Content

To support the commitment, Banpu is implementing a structured Community Perception Survey process. This initiative is designed to systematically gather feedback from community members, enabling us to align our actions with their priorities and concerns. By actively listening and responding to community voices, we aim to enhance our social performance, strengthen mutual trust, and empower communities to participate meaningfully in shaping their future.

Why is regular feedback from and dialogue with communities important?

1. It leads to better community engagement performance and ultimately to better results for communities. The goal of systematic community perception surveys is to support better performance and results for communities by grounding response in the needs, priorities and expectations of the people.
2. It improves the relationship and builds trust between communities and the company by regularly seeking out and responding to feedback from communities.
3. It empowers communities. Giving people ways to communicate their needs and concerns and space to have a say in actions that affect them, can enable people to act independently and make their own choices.

The objective of community perception survey

The main objectives include:

• Improved understanding of local people and impact on them during implementation, which is especially important and relevant with activities as sensitive, subjective and qualitative as sustainability building;

• Where possible, to have access to feedback directly from community stakeholders so that adjustments can be made before the operation has ended;

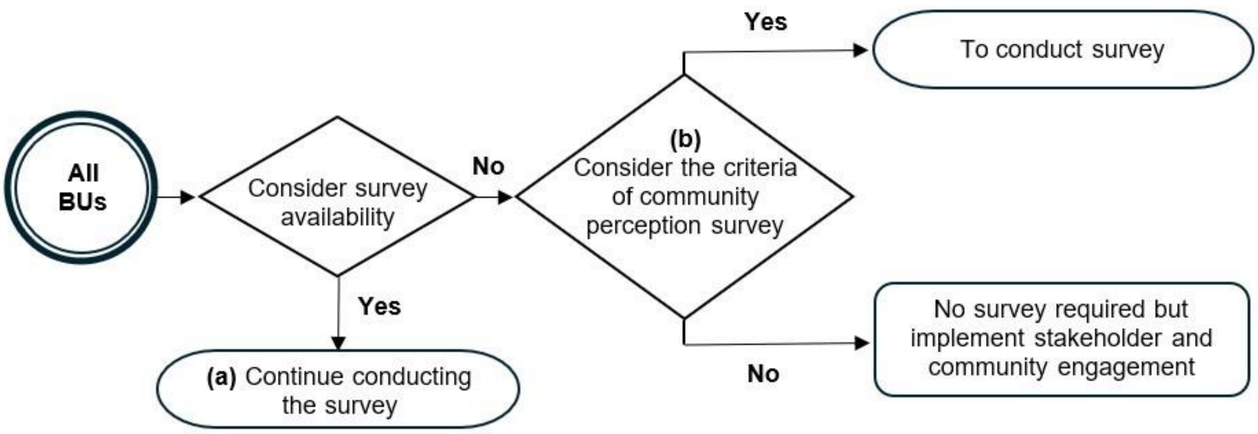
• Increased ability to tailor current and future community engagement programs to local needs, including ensuring Human Rights principles are followed;

• To empower beneficiaries through greater involvement and participation in community engagement programs implementation.

How community perception survey is carried out in Banpu

At the Initial Step

Each business unit must assess whether conducting the community perception survey is necessary. This determination should be made by evaluating the unit against the criteria outlined below.



(a) As an initial step, each business unit must assess whether a community perception survey is already available. If one exists, the unit should proceed with implementation using the corporate standard survey questionnaire as a guideline. It is also recommended that survey questions be aligned with the corporate version to ensure consistency.

(b) If a Community Perception Survey is not currently in place, the business unit shall refer to the criteria outlined in Table 1 to assess whether conducting such a survey is appropriate.

- If the survey is deemed appropriate, the business unit shall proceed with its implementation by following the steps provided below.
- If the survey is not deemed necessary, the business unit shall continue managing stakeholders and community engagement through existing practices. Please refer to BP-HSEC-SPM-006 Community Stakeholder Engagement

(c) For future assets or new developments, it is essential to incorporate the Community Perception Survey from the outset. The business unit should follow the procedures outlined in steps (a) and (b) to ensure proper evaluation and implementation.

To maintain a consistent feedback loop and effectively monitor changes over time, business units should conduct Community Perception Surveys at least every 3 years, or as appropriate based on the local context. This frequency supports strategic planning and enhances the quality of reporting. However, in certain jurisdictions, survey frequency may be governed by local laws or regulatory requirements, particularly for projects that require a Social Impact Assessment (SIA). Business units must ensure compliance by referring to applicable local regulations when determining survey schedules.

Table 1 Determining the Appropriateness of Conducting a Community Perception Survey

Topic	Detail
Essential Topic: Survey Mandatory	
1. Legal or Regulatory Requirements	Is there a legal, regulatory, or compliance requirement to conduct a survey to assess community perceptions (e.g., environmental impact assessments, permits)?
2. Stakeholder Expectations	Are key stakeholders (e.g., local governments, business partners, NGOs) expecting the company to gather community feedback?
3. Relevance of the Operation to the Community	Is the community directly or indirectly impacted by the company's operations (results are from e.g., environmental, economic, social assessments/survey)?
4. Potential for Major Changes or Developments	Are there any planned changes, expansions, or new developments that necessitate an SIA due to legal, regulatory, or stakeholder requirements?
5. Level of Community Interest or Participation	Is there sufficient interest or willingness within the community to engage in a survey? (e.g., via previous community events or conversations)
Suggested Area for Deliberation: Detail Review and Survey Coordination with CE BKK	
1. Proximity to the Community	Is the community within a reasonable distance (e.g., 3 km) from the operational site, where impacts could be felt?
2. Community Concerns or Complaints	Are there existing concerns, complaints, or negative feedback from the community about the operation?
3. Nature of Community Expectations	Are there high or unrealistic expectations from the community regarding the company's contributions or operational impacts?
4. Previous Survey or Data Availability	Has a similar survey been conducted recently, or is there existing data that would make conducting a new survey redundant?
5. Potential for Negative Impact on Relations	Could conducting the survey raise tensions or negatively affect the company's relationship with the community?
6. Resource Availability	Does the company have the necessary resources (time, budget, personnel) to conduct and analyze the survey properly?

Banpu Community Perception Survey Process

1. Before setting up the perception survey

a) Get buy-in from management and staff
A perception survey will require both financial and human resources to collect data and to follow up on the findings through further participatory analysis with communities. It is important, therefore, that staff and management are on board and are ready to allocate time to the feedback that local people provide.
b) Plan for it in your budget, work plan and staff job KPIs
The cost of activities linked to data collection, analysis and communication needs to be considered. It is helpful to plan for it from the outset when program and operational budgets are prepared. These include the frequency of data collection, the sample size, whether data is collected face-to-face or remotely and whether data collection is done by

staff or through an independent third party. Besides the said cost, it is helpful to budget for training staff as well. Planned activities also need to be included in work plans and considered in staff job KPIs.

c) Integrate into monitoring and evaluation systems

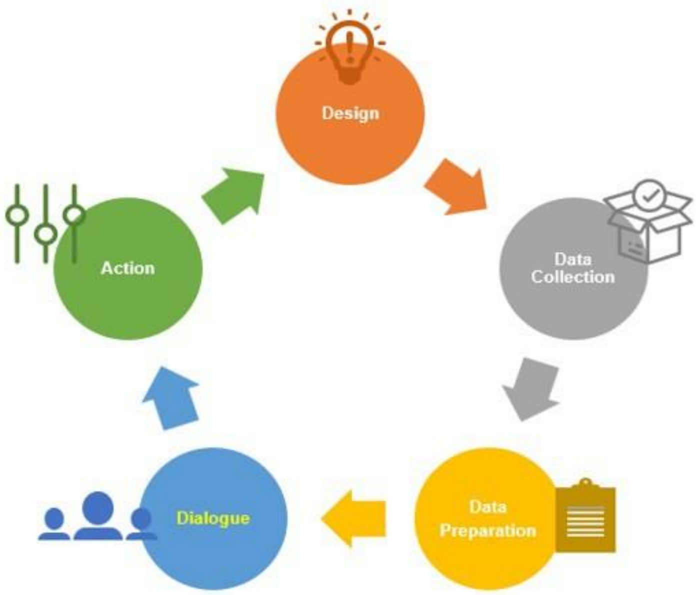
It is important that community perception surveys are introduced as part of regular monitoring and evaluation systems. This will help to ensure that community feedback is considered with other monitoring and evaluation data. Collecting feedback can also be integrated into other planned data collection efforts.

d) Define responsibilities

Make sure that all relevant stakeholders are involved and are clear about their roles in managing the perception survey.

2. Community Perception Survey Management

The feedback cycle lies at the core of the approach. It consists of five iterative steps: design, data collection, data preparation, dialogue, and action.



Step 1: Design

Designing the right questions is the starting point. It recommends reviewing our community engagement pro-gram's key objectives as well as community engagement work to understand what it sets out to achieve and reflect on information needs. The questions then need to be checked with the targeted people.

In general, questions relate to key dimensions of the company, i.e.

• The quality of relationships between the company and the local people.

• The level of community participation and involvement between company and the local people.

• Perceptions of outcomes or key results – the effects of community engagement programs.

• Perceptions of community because of engagement by the company.

How to design a questionnaire?

This information will help you draft survey questions.

1) Make it inclusive - it is important to include all the key stakeholders involved in the response.

2) Find the right questions - Closed questions with answers on a one to five scale have proven to be the best way to track changes over time. In addition, multiple choice or open-ended questions can be used sparingly for additional detail. There will be a chance to further gather qualitative data later in the process.

To get a good sense of the way local people experience our community engagement, their interest in the company and to understand what lies behind their perceptions, questions should be developed around the following four areas:

- **Relationships**: These questions measure the quality of the relationship between the company and the local community. The focus is on their trust in the people running the community engagement program – including Community Development Officers (CDOs) and employees, on whether they feel respected and if they see the employee as competent and responsive.
- **Empowerment**: These questions aim to help you figure out whether respondents feel that they can find solutions to their problems. If people are empowered, they can make a far greater contribution to the community than passive recipients.
- **Participation**: These questions aim to evaluate the participation level of the local people involved in the community engagement program implementation. Higher participation and involvement lead to community sustainability where the local people can identify their own needs as well as problems and find out their solution for the common benefit of the local people.
- **Outcomes**: These questions seek to find out the point of view of the local people on the progress of community engagement programs. Respondents are asked to rate progress relative to improvements in their living conditions and other desired community engagement program results.

3) Pilot and revise the questions - the next step is to test these questions with the communities. The wording of questions is crucial and needs to be checked before finalization to make sure they are easily understood and relevant to them. One approach to testing the questions is to conduct focus groups with people representing the potentially different views in the area where you are implementing. Consider what time of day makes most sense in terms of people's ability to attend the focus group discussions. Remember to leave time for team discussion on the feedback received afterwards. Another approach is to conduct a small pilot survey to test the questions through individual interviews.

Getting community engagement right through monitoring and evaluation

- Monitoring is the routine collection and analysis of information to track progress against set plans and check compliance to established standards. Evaluation involves identifying and reflecting upon the effects of what has been done and judging their worth.

- Timely, systematic and reliable monitoring and evaluation allows us to know if we are engaging communities the right way. Monitoring and evaluating through community engagement processes is key to ensure that programs are informed by feedback and opinions coming from the communities. Evidence-based analysis gives higher legitimacy to community engagement programs company developed and delivered.

Step 2: Data Collection

Financial resources: What financial resources are available for the survey?

When planning to conduct the survey, financial resources must be taken into consideration. The availability of resources will determine whether that is possible to engage extra personnel or contract an independent company to collect data.

The methodology implies asking questions. The pace of data collection recommends conducting on every 3 years or depending on the context. Methods of data collection should be context-specific and can range from face-to-face interviews using paper and pen or smartphones to SMS surveys and enumerated calls.

Determining how best to collect data in a cost-effective manner is crucial. The starting point is to think through the constraints and opportunities for data collection. The complexity of the survey questionnaire and level of details you require is also important. Analyzing these factors will help you choose the most appropriate approach to data collection.

What should you consider when you do data collection? Access: Do you have easy in-person access to respondents?

Face-to-face data collection is often the preferred option but collecting data this way is complicated in remote locations and where there are security and safety issues.

Literacy: How literate are respondents?

Respondents with high levels of literacy can fill out a questionnaire on their own. Meanwhile, low literacy levels need enumerators reading the questions aloud, maybe explaining them and filling out the survey form.

Details: How important is it to have the kind of qualitative information that open questions can provide?
Depending on the purpose of the data being collected, you might need to ask open-ended questions to capture specific details.

Availability of skilled employees/interviewers: Do staff have experience in conducting surveys?
Conducting surveys, especially face-to-face, requires interviewing skills. The lack of experienced individuals means that training is necessary.

Self-collection versus independent data collection

- Data can be self-collected by staff or independently collected by a third party. An experienced, independent data collection group is more likely to reduce response biases and provide high quality data.

- Collecting data by itself may be less costly. Internal data collection requires training of staff and setting aside resources. In addition to assigning staff as data collectors and training them, supervisors are necessary to ensure quality control. Data collection shall be well planned and managed.

- Self-collected data is prone to courtesy bias. To reduce courtesy bias, staff can take precautionary measures. These include informing responders that candid answers are more likely to influence program delivery, using technological tools that can provide for anonymity or in the case of face-to-face data collection, using staff from other units who are not known by the respondents to collect data. One can also consider making an agreement with a local university or another independent company to carry out the interviews on behalf of the company.

- Data collection through a third party usually requires less management sight than internally collected data. That said, briefing enumerators is important in ensuring a successful data collection process. **External enumerators need to be aware of the sensitivities and codes of conduct of the company regarding data protection.**

- As with any data collection, it is important that respondents give their informed consent before the interview and that surveys are conducted in an ethical manner, keeping in mind cultural sensitivities.

Step 3: Data Preparation
The next step is to analyze the data and to present it in a clear, simple and visually compelling format that stakeholders can easily understand. The data needs to be disaggregated by key characteristics such as gender, age, country of origin, etc. and analyzed, and compared with other data sources such as objective measures.

Triangulation
While perception-based surveys bring a unique perspective when evaluating humanitarian action, they can also favorably be combined with other sources of information. The process of comparing an attitude marker against some

objective criterion, or in more general terms to combine several methods to cast light upon a topic, is called triangulation.

This step helps us gather all the significant information for us to develop an analysis report that will later be communicated to key stakeholders in next step.

Step 4: Dialogue
This is the stage where staff makes sense of the data, learns more about what it means, and translates it into practical steps. This involves two steps:
1. Internal meetings to discuss the data.
2.Engagement with communities to seek their views on the findings and on future potential community engagement programs.

Internal dialogue
This step involves staff concerned with the implementation of the community engagement program coming together and discussing the results of feedback. This can be done in a dedicated for discussion.

The objectives of internal meetings are to:
• Discuss, analyze and summary the results of the survey, how it varies across locations or different groups of respondents (e.g. by gender, age, ethnicity).
• Identify and develop a shared understanding of the issues that require action or the issues that need further probing with community members.
• Agree on a practical and realistic improvement action plan.

Community dialogue
Dialoguing with communities what the data says and what the company plans to do about it is an essential part of the process. It allows you to have a reality check as to whether the analysis and interpretation of the data is right and resonates with communities.

Step 5: Action
This stage is about using the survey results for the benefit of community engagement improvement. It talks about taking account of the feedback and responding to it. You will have to look at the community feedback from communities in the previous step and develop an improvement plan.

Whether action is taken or merely considered, the cycle of data collection, analysis and dialogue soon begin over again, providing a continuous stream of feedback data against which we can track our performance and manage community engagement.

What actions can you take?

Address

Tackle the issues raised and discussed through dialogue as soon as possible. It is important that you communicate the time frame for specific corrective actions to the people to manage their expectations.

Advocate

You may not be able to make all possible changes. Some of the feedback might also relate to sues that are beyond the mandate of the company. Acting often involves using data as an advocacy tool, to leverage change and improvements by others.

Appraise and adjust

The changes might relate to the questions asked or the way they are asked. The appraisal can also look at how the data has been used, what additional analysis would be useful and what else you might have done to respond. It is important that you document what actions you plan to take, either through adjustments or through advocacy with other actors.

Relevant Documents:

BP-HSEC-SPM-006	Community Stakeholder Engagement
TH-BP-2025/038	Community Perception Survey Questionnaire