

Sermasang Power Corporation Public Company Limited

COMMUNITY ENGAGEMENT SURVEY REPORT 2025



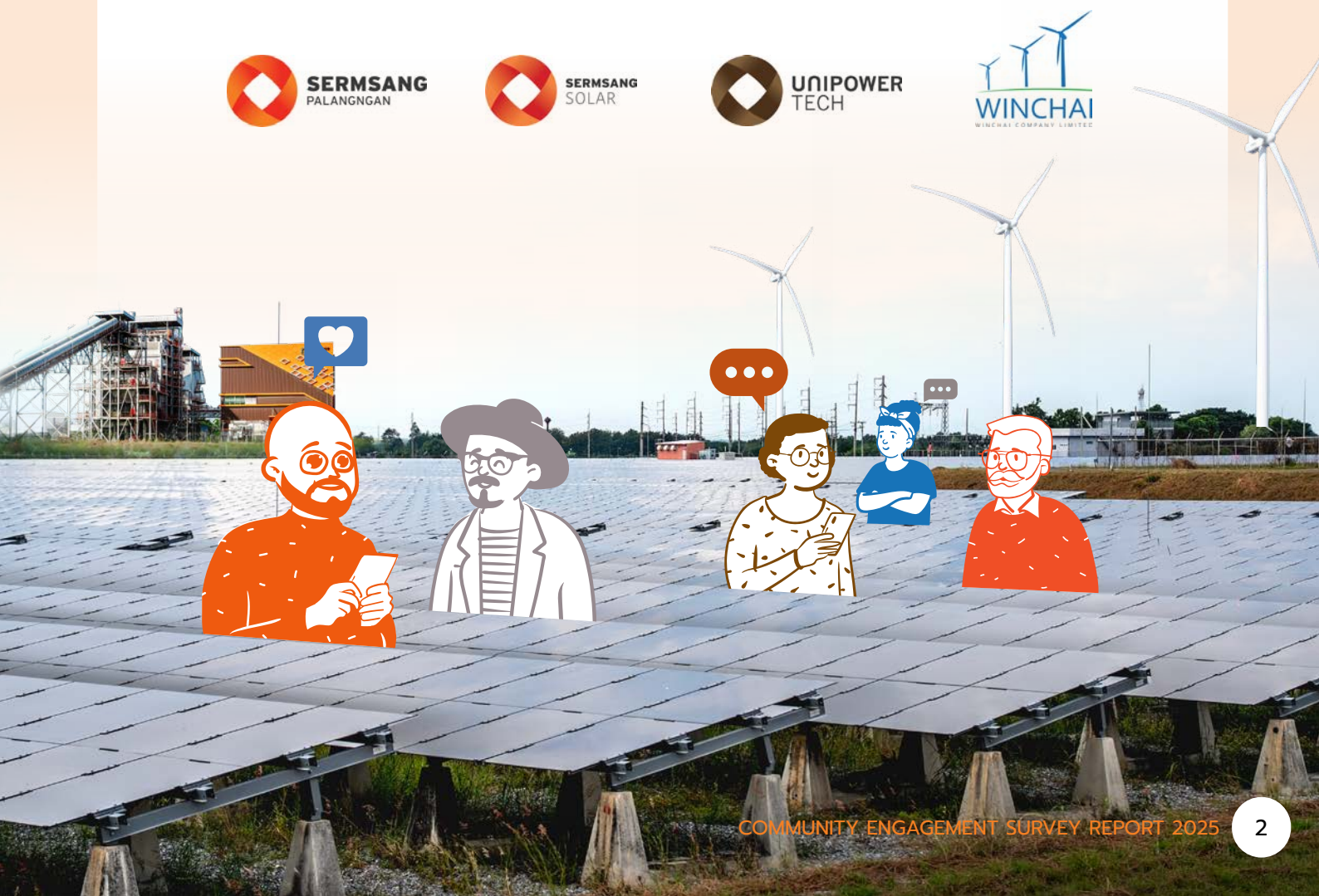
Introduction

This report presents the results of the 2025 Community Satisfaction and Engagement Survey, covering the group's nationwide operations. The primary objectives are to evaluate the effectiveness of community relations strategies and the social impact generated by the organization's projects.

In alignment with international sustainability standards, the Group prioritizes stakeholder engagement as a core driver of sustainable development. The company has evolved from reporting purely quantitative data to providing

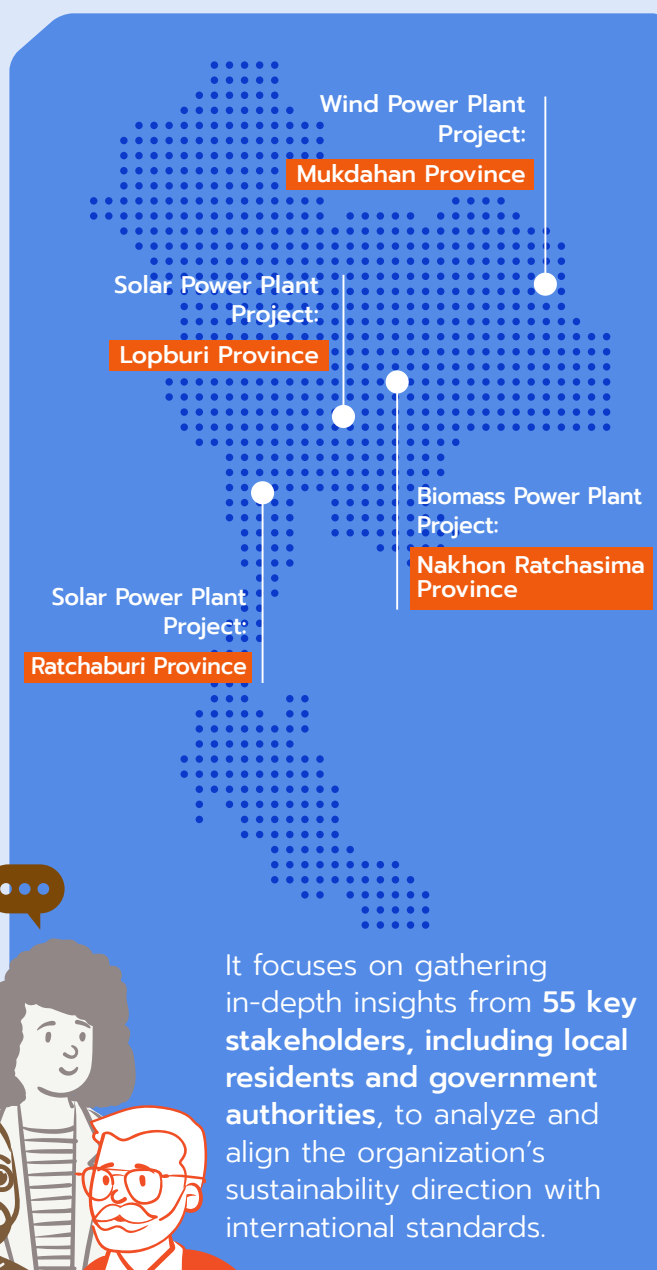
in-depth qualitative analysis. This approach aims to understand the authentic attitudes, needs, and expectations of communities, leading to efficient social risk management and the creation of shared value.

The data in this report was collected and analyzed through international standard processes, emphasizing transparency and data accuracy. This serves as a vital database for determining business directions that foster growth alongside the concrete stability of the community and environment in the future.



Overview of Community Relations Performance and Group Satisfaction

In driving a sustainable clean energy business, the Group adheres to the principle of building trust and acceptance from the community as the heart of its operations. In 2025, the company enhanced its stakeholder listening process through systematic community satisfaction and engagement surveys, covering four key strategic areas



The overall achievement assessment shows that the commitment to impact management and continuous social activities

resulted in an average satisfaction index score of **86.77%**

which is categorized as **"Excellent."**

Performance by Project:

- Solar Power Project, Ratchaburi: 90.59%
- Wind Power Project, Mukdahan: 88.57%
- Biomass Power Project, Nakhon Ratchasima: 85.40%
- Solar Power Project, Lopburi: 82.50%

These numerical successes confirm the efficiency of the collaboration between the company and the community. This not only creates positive attitudes toward clean energy but also fosters confidence in monitoring processes and transparent communication.



The Power of Participation and Trust:

Communities around project areas show positive attitudes and a deep understanding of clean energy values. Renewable energy technology acceptance scored nearly 100% in all areas, reflecting the organization's efficiency in building genuine trust.



Readiness to Become Sustainable Partners:

Readiness to participate in activities is a key success indicator. In Mukdahan and Nakhon Ratchasima, community readiness to act as advocates for energy activities reached 92–100%, signaling a transition to “Strategic Partners.”



Success in Awareness and Brand Image:

Group effectively built recognition for Corporate Social Responsibility (CSR) projects, especially in Lopburi and Nakhon Ratchasima, with awareness exceeding 80%. Educational projects were ranked as the most beneficial and desirable.



Excellence in Standards and Environmental Management:

Commitment to eco-friendly business is proven by community feedback. Notably, for the Biomass Power Project (UPT), the community confirmed excellent management of dust, odor, noise, and wastewater (0% Impact).



Strength and Diversity of Stakeholder Networks:

Survey data from 55 stakeholders shows acceptance from groups with deep roots in the area (76–93% residing over 10 years).



Project-Based Community Engagement Survey Results



Sermsang Palangngan Co., Ltd.

Key Issues from the 2025 Satisfaction Survey



Total Respondents

16 people



Gender

Male : 50%

Female : 50%



Survey Results

The weighted calculation across all dimensions of satisfaction and engagement yields a total score of

82.5%

Evaluation Level: Excellent



Education Level

12.5%

Primary School

25%

Secondary School or equivalent

50%

Bachelor's degree

12.5%

Master's Degree or higher



Occupation

75%

Civil Servant

12.5%

Company Employee

6.3%

General Labor/ Housewife

6.3%

Others



Age Groups

25%

20-30 years

31.3%

46-60 years

37.5%

31-45 years

6.3%

Over 60 years

CSR Project Perception:

Successfully built brand recognition, with **81.3%** of the community being aware of the company's CSR projects. The community views educational support as the most beneficial activity.

Energy Knowledge and Attitude:

The community has a highly positive attitude and is very open to clean energy. The most accepted technology is solar power generation (**93.8%**).

Areas for Further Knowledge Promotion: **56.3%** of the sample group are still unsure about fossil fuel sources, and **62.5%** remain concerned about waste-to-energy power generation.

Participation and Satisfaction:

85% of the community are ready and willing to support the company's public relations and news dissemination



Sermsang Solar Co., Ltd.

Key Issues from the 2025 Satisfaction Survey



Total Respondents

17 people



Gender

Male : 64.7%

Female : 35.3%



Survey Results

The weighted calculation across all dimensions of satisfaction and engagement yields a total score of

90.6%

Evaluation Level: Excellent



Education Level

5.9%
Primary School

47%
Secondary School or equivalent

35.3%
Bachelor's Degree

11.8%
Master's Degree



Occupation

17.7%
Agriculture

11.8%
Civil Servant/
State Employee

29.4%
Private Business/Trade

11.8%
General Labor/
Housewife

17.7%
Company Employee

11.8%
Student



Age Groups

11.8%
Under 20 years

5.9%
20-30 years

47%
31-45 years

23.5%
46-60 years

11.8%
Over 60 years

CSR Project Perception:

Awareness is at a good level, with more than half of the community (**58.8%**) knowing the company's CSR projects. The remaining 41.2% who are not yet aware represent a significant opportunity to expand communication and build proactive relationships in the future.

Energy Knowledge and Attitude:

The community has an excellent foundation in energy conservation, with **94.12%** understanding the function of energy-saving devices and electricity meters. However, there are information gaps that require further education, particularly regarding fossil fuel types (**41.18%**) and the waste-to-energy process (**52.9%**) to build long-term deep-seated confidence.

Participation and Satisfaction:

The community is enthusiastic and ready to assist the company with public relations, with an average readiness of **92.94%**.



Uni Power Tech Co., Ltd.

Key Issues from the 2025 Satisfaction Survey



Total Respondents

15 people



Gender

Male : 53.3%

Female : 46.7%



Survey Results

The weighted calculation across all dimensions of satisfaction and engagement yields a total score of

85.4%

Evaluation Level: Excellent



Education Level

13.3%

Primary School

46.7%

Secondary School or equivalent

40%

Bachelor's Degree



Occupation

33.3%
Agriculture

20%
Company Employee

20%

Private Business/Trade

13.3%

General Labor/ Housewife

6.7%

Civil Servant/ State Employee

6.7%

Professionals



Age Groups

13.3% **33.3%**

20-30 years 46-60 years

46.7% **6.7%**

31-45 years Over 60 years

CSR Project Perception:

The community has a very strong perception of the company's CSR projects at **80%**. **100%** of the respondents believe that educational support is the activity that best meets the local development needs.

Energy Knowledge and Attitude:

The community has a positive attitude and a high level of clear and correct understanding of energy (**93.3%**), and they place full **100%** importance on energy for daily life.

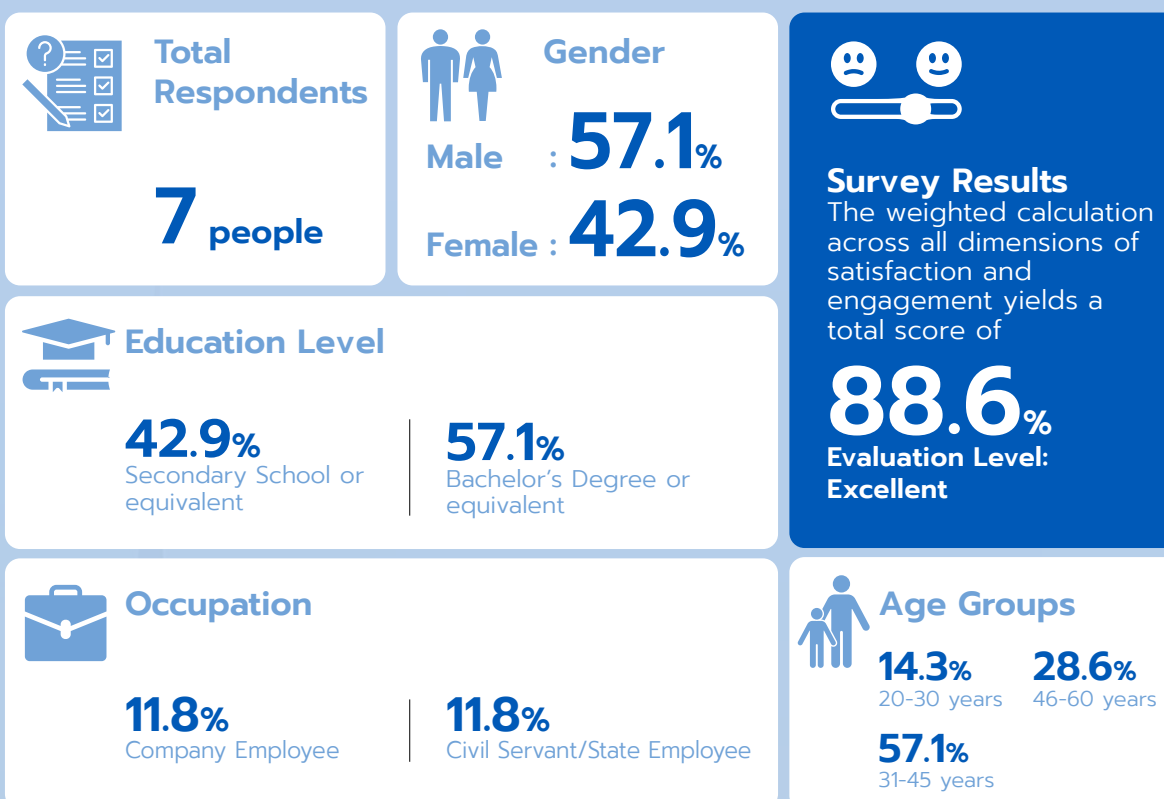
Participation and Satisfaction:

92% of the community are ready and willing to support the company's public relations and news dissemination.



Winchai Co., Ltd.

Key Issues from the 2025 Satisfaction Survey



CSR Project Perception:

Highly successful in community outreach, achieving the highest level of CSR project awareness at **100%**. Projects in environment, education, and sports are recognized as highly effective in solving problems and benefiting the community.

Energy Knowledge and Attitude:

Overall, the community has a positive attitude and is **85%** open to clean energy, particularly regarding energy saving and the use of LED bulbs. However, some misconceptions persist, and there are areas where further knowledge should be promoted, such as waste-to-energy power generation.

Participation and Satisfaction:

91.4% of the community are ready and willing to support the company's public relations and news dissemination.



Overall Satisfaction Summary

The results of the 2025 community satisfaction survey reflect a strong foundation of energy understanding and awareness within the community. The community is highly open to and has a positive attitude toward clean energy technology. **The overall corporate evaluation stands at an excellent level of 86.77%**, which is a good sign for future renewable energy project expansions. This directly aligns with SDG 7 (Affordable and Clean Energy) and SDG 13 (Climate Action).

Communities across all four project areas showed clear readiness and enthusiasm to participate in various company activities, particularly in acting as advocates for public relations. Satisfaction with the participation process is also very high at **89.8%**. The community appreciates the company's efforts to allow them to participate in planning, regular monitoring, and rapid problem-solving. This reflects success in building positive relationships, consistent with SDG 16 regarding inclusive and transparent decision-making.

Despite the excellent overview, communication gaps regarding CSR projects persist in some areas. For instance, at Sermsang Solar (Ratchaburi), **41.18% of respondents are still unaware**

of the company's CSR projects. Additionally, communities in many areas share concerns about the high cost of equipment, maintenance complexities of clean energy, and waste-to-energy power generation. These represent opportunities for the company to enhance communication to foster deeper and more accurate understanding, supporting SDG 12 (Responsible Consumption and Production).

Community feedback is vital data. In 2025, the number one common need across all areas is support for "Education," followed by environmental and sports activities. The company can use this to improve its shared value creation strategy and develop concrete action plans, driving SDG 4 (Quality Education) and SDG 3 (Good Health and Well-being).

In summary, the 2025 survey confirms the potential for building sustainable cooperation and reflects the success of transitioning from **"proactive relationships" to becoming "Sustainability Partners."** By bridging energy knowledge gaps and accurately meeting community needs, the Group can elevate its corporate image and drive sustainable development for all parties, which is the heart of SDG 11 (Sustainable Cities and Communities) and SDG 17 (Partnerships for the Goals).



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