

Caring for communities affected by construction operation.

Sino-Thai Engineering and Construction Public Company Limited (STEC), a subsidiary of STECON that operates the core business, realized that construction operation may directly and indirectly affect the current environment and well-being of the surrounding communities. To achieve sustainable development and enhance understanding with the community, each construction project therefore prepares a public relations plan about the operation to ensure that the community will be aware of and understand about the Company's construction project.

(1) Public relations and public participation policy

1. To publicize information on construction project by indicating information related to the project such as project name, project construction plan, contractor company, project owner, point of contact and phone number, setting up signs in important area, and publicize through various social media such as online news agencies, news and traffic radio, Facebook pages, and websites of relevant agencies, etc., so that the public can receive accurate and straightforward news in case of road closure or diversion that may affect the communities or commuters.
2. To build good relationships with local government organizations and people in the community, and coordinate and solve problems that may arise from the construction project.
3. To receive news and information from the communities regularly and continuously.
4. To provide support, organize useful activities or take action in various fields to reduce impacts and create enjoyable coexistence among the Company, community and society in order to create good relationships in return for the community and society.
5. To prepare a work plan in order to examine concerns of the community and society that may be affected by the Company's operation at present and in the future in order to make improvement and correction; perform analysis to meet the community's needs by assigning community relations officers to coordinate and connect with the community, provide information on the implementation of various projects to the community and society so that they will be aware of the process, work method, as well as potential impact through the meeting with community leaders, juristic persons, companies, department stores.

(2) Complaints Management

The Company's construction project assigns a person responsible for receiving complaints, who is responsible for publicizing the information of construction project, and receiving opinions, suggestions, and complaints about the construction project. People can make complaints through various channels as specified such as call center, website, Facebook, etc. The construction agency will coordinate and resolve problems, and the result of all complaint resolution processes will be recorded and notified to the complainant.