

Corporate Governance
and Social Responsibility
Report 2014

Light
for Sustainable
Life

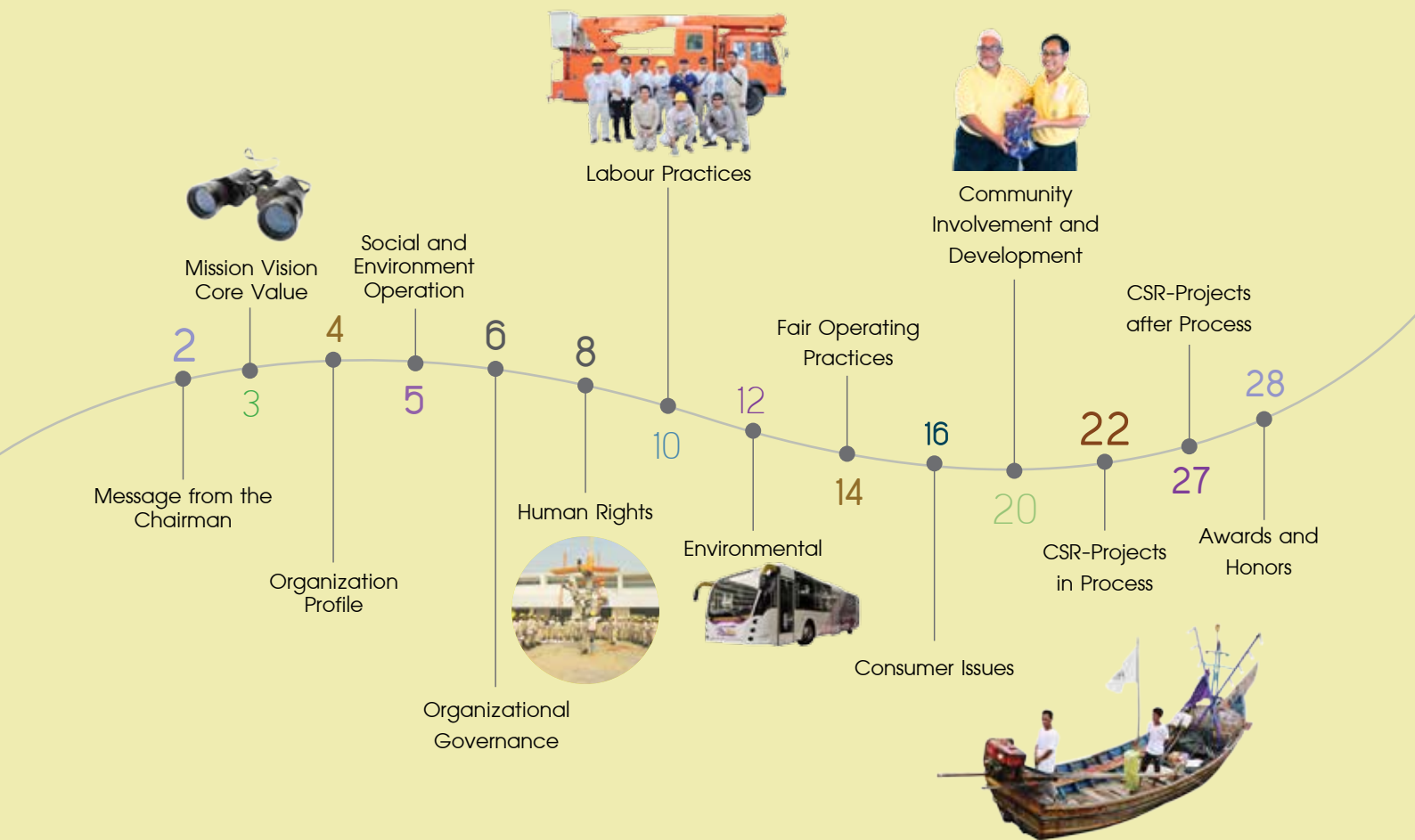


Light

for Sustainable
Life

Well-prepared is PEA for the stride by Thais under better living conditions and by contented communities and society, amid fertile natural surroundings. In pursuit of sustainable, contented lifestyles, PEA's mission has successfully catered to requirements over the years.

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Message from the Chairman

Corporate Governance and Social Responsibility Committee

To attain sustainable quality of life, economy, and society and supply electrical energy as well as running other businesses, the Provincial Electricity Authority (PEA) is committed to providing its services with high efficiency and reliability so as to cater to customers' needs and forge satisfaction with its quality and services. To this end, it strives to constantly develop its organization in tandem with social and environmental responsibility for maximum efficiency and effectiveness.

Through the past 54 years, PEA has developed renewable-energy projects that has led to continuous learning among families, communities, and society by encouraging the household, business, and industrial sectors to recognize and value conscientious electricity consumption and advocating power generation from renewable energy so as to lower greenhouse gas emissions, which lead to global warming.

For corporate governance, PEA is committed to achieving success through forging PEA's values of integrity, honesty, transparency, and freedom from corruption for optimal national interests; fair treatment of stakeholders; and a balance among the economy, society, and the environment in its pursuit of a high-performance organization that is both strong and sustainable for Thailand's move into the ASEAN Economic Community (AEC).



Mr. Somporn Chaibangyang

Chairman of Corporate Governance
and Social Responsibility Committee
Provincial Electricity Authority

MISSION

PEA is responsible for the provision of standardized electricity services and related business to attain the customer's satisfaction on products and services through PEA's continual corporate development plans with the recognition of social and environmental responsibility.

VISION

PEA, a leading modern organization, aims to provide efficient and reliable electricity services for quality of life, sustainability of economy and society.

CORE VALUE

Good Services,
Good Governance.

Organization Profile

Organization Name

Provincial Electricity Authority (PEA)

Goods and Services

Distribution of electrical energy through 533 power stations located in sales areas

Nature of Business

As an energy-related state enterprise attached to the Ministry of Interior, PEA was formed under the Provincial Electricity Authority Act of B.E. 2503 (1960) on September 28, 1960. Taking transfer of the assets, liabilities, and responsibilities of the then Provincial Electricity Organization, PEA has as its core missions the generation, supply, delivery, and distribution of electricity to the public as well as assorted businesses and industries.

Service Areas

PEA service areas cover 74 provinces nationwide, accounting for 510,000 square kilometers or approximately 99 percent of the country (excluding Bangkok, Nonthaburi, and Samut Prakan).

The service areas are divided into four regions: North, Northeast, Central, and South. Each region consists of three regional offices, totaling 12. There are provincial offices, district offices, and sub-district offices throughout the country to ensure maximum service area coverage.

Head Office

200 Ngam Wong Wan Road, Lat Yao, Chatuchak, Bangkok 10900

Subsidiary

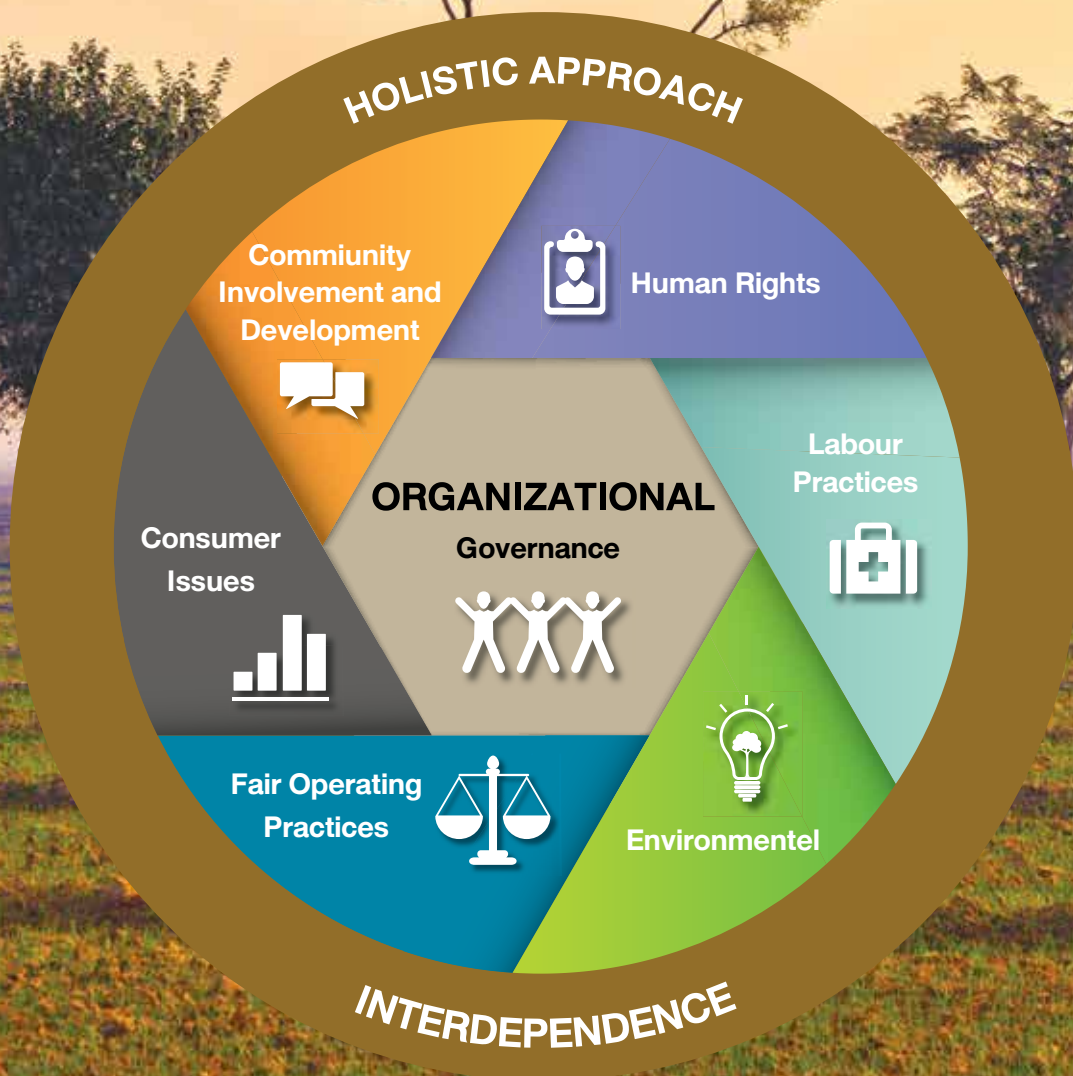
PEA Encom International Co., Ltd.

Headcount

The total headcount of 28,109 is made up of 3,913 at Head Office (2,351 male, 1,562 female) 24,196 in provincial offices (18,479 male, 5,717 female).

Social and Environment Operation

PEA's CSR work follows the ISO 26000 approach by following its guidelines for across-the-board integration, captured as follows:





Organizational Governance



PEA structures and manages its tasks with due regard for stakeholders and a focus on improvement of operation virtue and ethics, all the while observing good governance. The Corporate Governance and CSR Committee ensures conformance to all rules, reviews the handbook of good governance to ensure alignment with the principles and guidelines of good governance, and monitors and assesses conformance to policies and plans.

Good Governance Policy

Recognizing the value of good governance, PEA promotes among its executives and employees work transparency and accountability, which would result in sustainable growth on a firm foundation. To this end, it has defined the following policy elements of good governance.

1. All executives and employees must observe the seven principles of good governance:
 - 1) Accountability
 - 2) Responsibility (competency and efficiency)
 - 3) Equitable treatment
 - 4) Transparency
 - 5) Short-term and long-term value creation such that any value change must supplement competitiveness
 - 6) Ethics
 - 7) Participation to promote opportunities for the public in expressing views about actions potentially affecting the environment, hygiene, quality of life, and community/local lifestyles.

2. All executives must play a leading role for commitment to compliance with the law and ethical behavior, which includes forging organizational ambience, inspiring, and ensuring that employees jointly comply with the law and exhibit ethics.

3. Executives and employees must show commitment and responsibility in their roles, while remaining primarily committed to PEA's interests and managing tasks with virtue and responsibility to stakeholders, society, and the environment.

Social and Environment Policy

Managing its business under good governance, PEA strictly observes good organizational governance and business ethics with responsibility to society, environment, and its stakeholders. It is committed to resisting corrupt practices of all forms. To become an organization of transparency, fairness, and accountability, PEA therefore defines an anti-corruption and whistleblower protection policy:

1. PEA must be a clean, corruption-free organization.

2. Employees must steer clear of corrupt practices of all forms and must not, directly or indirectly, tolerate them.

3. Conformance to this policy must be regularly reviewed. Practices and operating requirements must be reviewed to ensure alignment with rules and provisions of laws.

4. Employees must be allowed to file complaints when coming across unsuitable behavior or behavior against PEA's business ethics.

5. PEA must listen to all complaints fairly, transparently, and attentively, while treating all parties with fairness and allocating adequate periods for investigation. Complainants' names are to be held confidential, and complainants are to be protected from reprisal during and after investigation.

6. Those aware of corrupt practice matters must hold them secret and not reveal them, taking into consideration whistleblowers' safety and possible damage, information sources or related parties, except when such information is needed under the organization's regulations or by law. Intentional violation leading to such disclosure calls for disciplinary action or legal proceedings against violators, or both.

Anti-Corruption and Whistleblower Protection Policy

Provincial Electricity Authority (PEA)'s policies were revised, with an emphasis placed on maximum efficiency and effectiveness of corporate responsibilities PEA has set the Policy as follows :

1. Focus on continuous improvement in electricity services in accordance with corporate governance, morality, transparency, accountability, legitimacy with regard to human rights, employees' rights, consumers, environment, and stakeholders.

2. Encourage and support all level of employees to have good attitudes on social and environmental responsibility to support the corporation culture. Become a transparent corporation with ethics and morality. Create a good environment for employees' happiness together with employees' capability development for the corporation's targets achievement.

3. Support and promote the use of renewable and alternatives energy with efficient energy usage, to strengthen the communities with sustainable development.

4. Link between social and environmental operation with the communities, to enhance the quality of life, and sustainable development of communities and society.

5. Integrate the social responsible operation to corporate-wide activities together with potential development, self-learning encouragement and innovation development. To become a "High Performance Organization in Social Responsibility" that is ready for the ASEAN Economic Community (AEC) in a sustainable way.



Human Rights



Human Rights Practices

- PEA supports and respects protection of human rights by diligently guarding against involvement in human rights violations, including forced labor and child labor.
- PEA encourages vigilance for conformance to human rights regulations involving its businesses and actively promotes conformance to international human rights principles.
- PEA respects employees' rights to express views, including their freedom of expression and access to data or views through assorted media, and has put in place communication channels for stakeholders' opinions.
- PEA boasts guidelines for the respect of rights and fair treatment of labor, including its support to a hotline fund by establishing a fund for hotline staff that face work- related accidents and the provision of health care to employees and their families.

Employee Capability Development

Under its strategic plans, PEA strives to become a live organization that focuses on human and intellectual capital development, promotes a continued organizational culture of learning and knowledge management, and improves the quality of life for its personnel while boosting their capability development to cope with changes, leading to operating efficiency to fulfill organizational goals. Also striving to develop capable smart grids for adequate and efficient service filled with international security and reliability, PEA continually develops electrical energy infrastructure for a better quality of life and national competitiveness.

- Under PEA's training and development plan: 62 courses, a total of 160 batches or 14,436 people. The plan falls into these aspects:
 1. Executive development (9 courses, 39 batches, 614 people)
 2. Management (35 courses, 97 batches, 9,583 people)
 3. Engineering (1 course, 2 batches, 195 people)
 4. Learning organization (LO)(12 courses, 11 batches, 3,982 people)
 5. International (4 courses, 7 batches, 38 people)
 6. Scholarships (1 category, 2 people).
- Extraordinary training and seminars (25 courses, 43 batches, 3,949 people)
- External training of executives and employees (23 courses, 24 batches, 40 people)
- Overseas training, study visits, and seminars (16 courses, 166 people)
- e-Learning training project, totaling three courses this year:
 1. "Improving English towards ASEAN Economic Community (AEC) by e-Learning" for 2014, through the SPEEXX English-learning program from May to October 2014 for 3,160 trainees.
 2. "Tell Me More" English-language training program from December 2013 to December 2014 for 450 trainees for the four quarters.
 3. "Moving forward ASEAN Economic Community (AEC) with English Camp" for those taking English-language e-Learning through the SPEEXX and the Tell Me More programs, covering two batches of 118 people.
- Held talks in the KM Center to transfer knowledge, experiences, and advanced technology through VDO conference.
- Developed a PEA personnel grooming plan for the impending AEC in 2015.
- Provided preparatory training for executive development and external courses by sending executives to external agencies' training/seminars/study visits, including King Prajadhipok's Institute and Damrong Rajanubhab Institute.

This year, 1,724 hours was spent on training PEA personnel: 28,109 trained personnel undergoing a total of 48,484 hours of training.



Labour Practices

PEA's policy on work safety, health, and environment (SHE) is formulated by a unit that designs operation approaches in line with the Zero Accident Policy. Personnel are cultivated and trained to always keep safety at the back of their mind. Also, applicable laws and regulations are reviewed. To this end, a SHE committee has been set up in line with the law, with relevant SHE management practices undertaken.

Safety, Health, and Environment Policy

- Superiors and employees must value SHE as a top priority.
- Superiors must support all practices undertaken to lower accidents, with a focus on zero accident.
- Continuously, superiors must manage, whereas employees must practice SHE in line with the law, standards, and rules on safety.
- Employees must be encouraged to apply knowledge while exercising awareness and good attitudes on safe work practices, including public campaigns on safe usage of electricity.
- PEA supports the efforts through adequate resource and budget allocation for SHE tasks.
- PEA ensures that all its units seriously manage, monitor, and assess the outcomes of its SHE tasks.



SHE Training and Activities

This year, PEA conducted the following SHE training and activities:

- Developed a handbook, guidance, and standards on work safety
- Held meetings with supervisor technicians on hazard anticipation techniques
- Wrote articles on safety for journals and electronic media
- Produced safety videos for PEA officers
- Inspected the safety of operating kits of the area units and their attached units
- Inspected hazardous elements in the surroundings for electricity users or officers

- Held training for work safety, health, and environment committee members
- Held PEA's incident prevention committee meetings
- Held meetings to develop PEA's incident indices
- Held meetings to develop safety plans
- Staged fire and evacuation drills
- Held training on primary firefighting
- Held meetings of SHE Committee of Head Office
- Assessed reports on safety practice outcomes for staff and workers
- Assessed and reported on the task outcomes for all SHE committees
- Presented certificates to area offices and PEA branch offices that experienced no accidents
- Staged exhibitions and booths to publicize and promote safety in conjunction with internal and external agencies.

Emergency and Crisis Responses

Formulating its master plan for public disaster prevention and mitigation for 2012-2016 for public disasters and security threats, PEA strives for suitable measures to prevent, plan responses, and get ready for natural disasters or threats of wars potentially detrimental, particularly to power systems. This master plan consists of a policy and a five-year operating plan to provide clear operating guidelines for PEA units and get them ready to prevent and respond to abnormal conditions speedily with minimal losses. This year PEA defined a plan to prevent and put out fires, together with another plan for public disasters in workplaces as guidelines for emergencies and timely responses.

PEA Work-Related Accidents

This year a total of 49,582 PEA personnel performed their jobs, with 29 injured and 11 fatalities. Injury lost work-days amounted to 79,705, and the incident index for PEA is 0.1220.



Environmental





In conjunction with the Ministry of Industry and the Energy Policy and Planning Office (EPPO), Ministry of Energy, PEA launched the “Industries Save Power, Thailand Save Energy” project to drive industrial plants nationwide to convert to energy-saving LED devices. Participating plants would qualify for an EPPO subsidy, implemented by PEA: for each power unit saved, the subsidy is one baht. Nationwide, participating plants numbered 199 for the conversion of light bulbs to energy-saving types, particularly LEDs, with superior light intensity, longevity, durability, environmental friendliness, and—above all—more than 50% energy-saving. To elaborate, if 100 million fluorescent lamps were converted to LEDs, Thailand would save 2,400 megawatts (MW) in power demand, which roughly equals four times the power-generating capacity of Bhumibol Dam. Through the year, PE successfully installed 280,000 energy-saving bulbs, cut 43 million units of energy consumption, and cut 20 tons of carbon dioxide emissions (equivalent to 10,000 reforested trees). This year, PEA presented certificates to the first 15 out of 199 plants to show the rest this energy-saving success, a simple cost reduction method in the workplace with quick, tangible results. In Thailand, among the economic drivers, the business sector and the industrial sector top power demand. If power demand among them were lowered, Thailand’s energy consumption as a whole would be efficiently slashed.

Today, fuel prices are on a rise, with a spiraling outlook. Alternative or renewable energy, made available with electrical automotive technologies, is therefore a viable option of fuel consumption reduction, while lowering pollutants. PEA therefore supported the move by granting scholarships to Suranaree University of Technology to investigate a demonstration project on the PEA Ze-bus, inaugurated on September 11, 2014. PEA Ze-bus is a 43-seat bus with a maximum speed of 90 kilometers/hour and up to 100 kilometers coverage for each three-hour battery charging. It is real-life application of the first Thai-built bus, with a low floor for the handicapped, Internet-Wifi aboard, and a GPS tracking system. Passengers can inspect its operation and travel data by using handheld apps (iOS and Android). Finally, the lighting system and display boards are all of LED technology. If successful, Thailand would derive a prototype pollution-free bus that is totally electric and practical that would form a guideline for the development and application of electric buses for the transport sector, support PEA’s smart-grid development plan, and lower fuel imports, while benefiting the national economy and easing pollution.





Fair Operating Practices



As a state enterprise with a key role in national economic and social development for the common good, PEA has won trust and acceptance for its energy services, a result of selfless executives and employees, who are aware of the fair, conscientious, and ethical job performance under a code of conduct. Therefore, on January 22, 2014, PEA announced a code of ethics for its personnel represented by nine core values:

1. Commitment to virtue and ethics
2. Keen awareness, integrity, honesty, and responsibility
3. Commitment to national interests above personal interests, and absence of conflicts of interest
4. Commitment to doing the right, fair, and legal deeds
5. Swift, courteous, and non-discriminatory public service
6. Complete, accurate, and factual provision of information to the public
7. Focus on work effectiveness, standard-keeping, quality, transparency, and accountability
8. Commitment to democracy under monarchy rule
9. Commitment to PEA's professional code of conduct.

Measures Taken When Products, Services, or Operation Harms Society

Recognizing the criticality of power users whose lives and properties may be jeopardized by power consumption, PEA has defined measures against negative social impacts by focusing on continually educating the public and power users to master safe usage of electricity nationwide, as evident in the "Safe Communities Use PEAPower", "United Communities, Secure Power Systems", and "PEA Concerned about Everyone" projects. It also conducts PR campaigns and extensively publicizes safe usage of electricity.

For incidents potentially affecting PEA's electricity sale during crises necessitating vigilance of power systems to prevent or lower losses of lives and properties, ease impacts, and restore situations to normal, including catastrophes, riots, terrorism, and power supply shortages, PEA has developed an operation handbook requiring all units' conformance to various problem-solving procedures, mobilization of forces, and assistance leading to speedy, effective rehabilitation.

A case in point was when PTT Plc scheduled a 28-day natural gas distribution suspension from June 13 to July 10 of the natural gas output from the JDA-A18 Malaysia-Thailand Joint Development Area, which caused the 700-MW Chana Power Plant in Songkhla to suspend operation and the South to face a power shortage. PEA set up a center to handle the crisis and coordinate with relevant agencies in managing power usage in the South, including a campaign for all sectors to save power and prevent widespread power outage.

In addition, in emergencies like a recent earthquake in Chiang Rai, which caused damage and extensive power outage, PEA mobilized personnel to quickly repair power systems and restore power supply, together with the allocated 200,000-baht budget for fixing power systems in earthquake-hit homes.



Consumer Issues



Satisfaction of PEA's CSR Project Participants

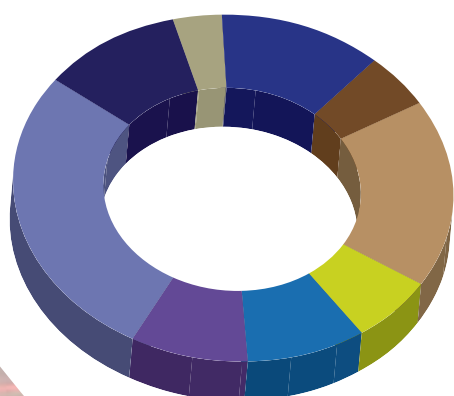
PEA developed a satisfaction survey questionnaire to collect data and gauge views of participants in its CSR projects to serve future revisions of project development. Numbering 400, respondents mostly resided in subdistrict municipality areas. Aged 31-40, with less than a bachelor's degree, they are by and large farmers. For information awareness, they cited the "Safe communities Use PEA Power" project the most, largely as a result of PEA personnel's recommendation. Most respondents were satisfied with PEA. As for the benefits derived from project and activity participation, these averaged 4.35 (87%), whereas the overall satisfaction with PEA's CSR projects averaged 4.26 (85.2%).



Awareness of PEA's CSR Projects

Project	Persons	%
Safe Communities Use PEA Power	209	52.25
United Communities, Secure Power Systems	84	21.00
Renovation of Power Systems in Remote School Buildings	102	25.50
PEA Conserves Water, Builds Weirs	99	24.75
PEA Saves Electricity, Saves Energy	99	24.75
PEA Mobile Medical Units	125	31.25
PEA LEDs for Thai Cultural Tourist Attractions	9	2.25
PEA Volunteers	78	19.5
PEA LEDs for Thai Fishing Communities	24	6.00
PEA Reforestation and Forest Stewardship	146	36.50
PEA People Restore Thai Seas	8	2.00
Community Relations Work under PEA's Projects	62	15.50
Others	14	3.50

Information Acknowledgment Channels on PEA's CSR Projects



Project	Persons	%
TV/Cable TV	104	26.00
Radio/intercom/broadcast vans	42	10.50
Billboards/posters	150	37.50
Newspapers/journals	55	13.75
Leaflets/brochures	77	19.25
Internet	75	18.75
PEA personnel	235	58.75
Community leaders	92	23.00
Others	29	7.25

Satisfaction with PEA's CSR Projects

Item	Satisfaction					Average	%
	Least	Little	Moderate	Much	Most		
1. Project/activity format	2 (0.50)	3 (0.75)	34 (8.50)	208 (52.00)	153 (38.25)	4.27	85.40
2. Learning from participation	0 (0.00)	1 (0.25)	46 (11.50)	212 (53.00)	141 (35.25)	4.23	84.60
3. Benefits from participation	0 (0.00)	0 (0.00)	35 (8.75)	189 (47.25)	176 (44.00)	4.35	87.00
4. Application of knowledge	0 (0.00)	0 (0.00)	50 (12.50)	188 (47.00)	162 (40.50)	4.28	85.60
5. Locations of projects/activities	0 (0.00)	3 (0.75)	56 (14.00)	174 (43.50)	167 (41.75)	4.26	85.20
6. Project/activity PR	0 (0.00)	4 (1.00)	74 (18.50)	198 (49.50)	124 (31.00)	4.11	82.20
7. Overall satisfaction	0 (0.00)	0 (0.00)	46 (11.50)	174 (43.50)	180 (45.00)	4.34	86.80
Average satisfaction with CSR project implementation						4.26	85.20

Source: Corporate Social Responsibility Project Management Division, PEA (as of December 2014)

Customer Management

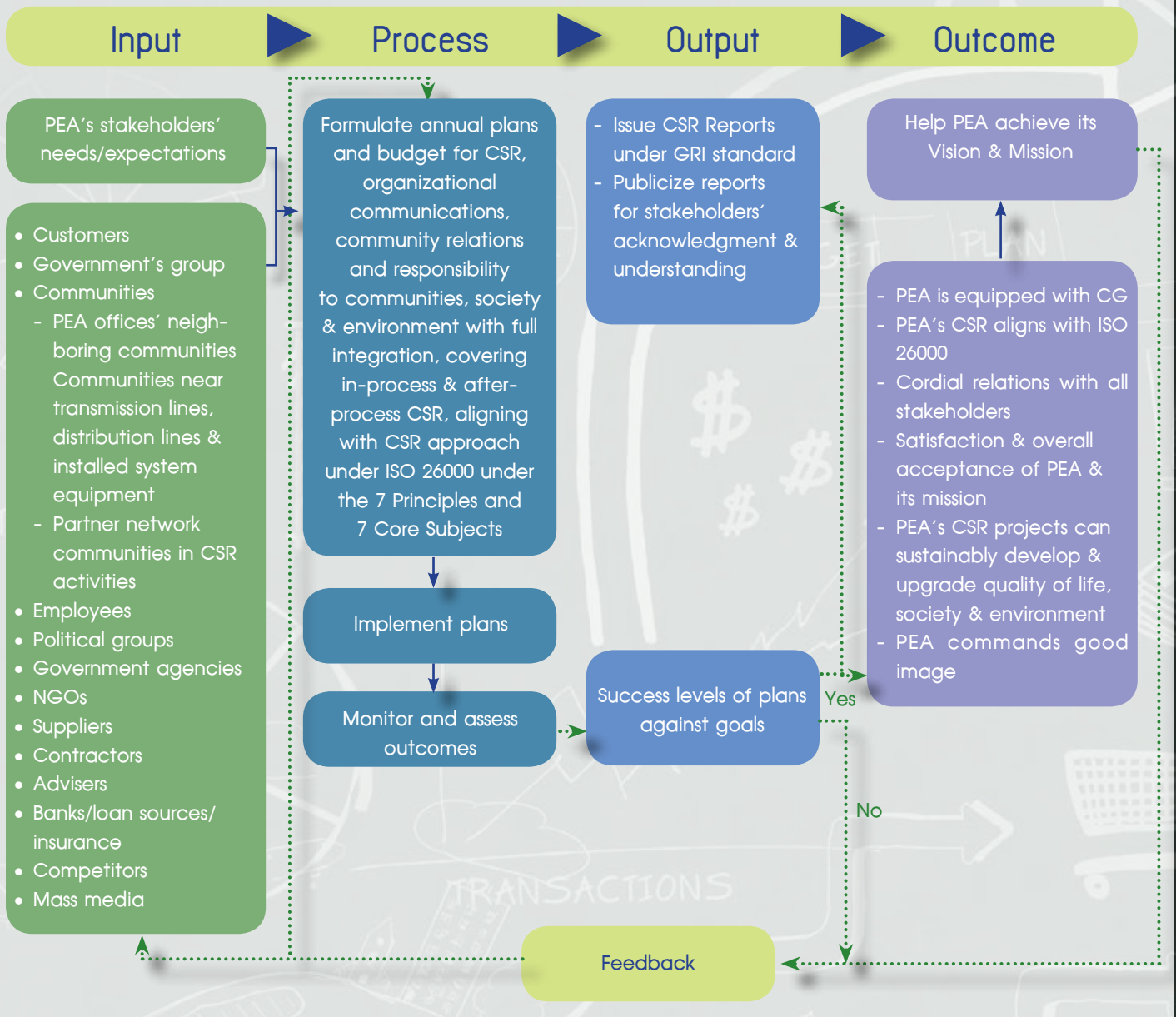
PEA's customer centricity focuses on forging good relationship with customers, developing nationwide PEA offices, and running PEA customer service centers to handle the likes of bill payment, power use application, installation of power meters, and filing of applications. It also set up a complaint-handling panel to enable all service-related complaints to be efficiently and effectively handled, systematically integrated, and the complaint management process improved with a project-tracking system to raise the efficiency of monitoring and assess responses to power users' complaints in line with PEA's service standard. The

project tracking system has won a Thailand ICT Excellence Award 2013 and a Thailand Public Service Award 2014 for excellence in management innovation (good level), thanks to the 1129 PEA Call Center tracking system. The call center houses notifications about electricity supply problems, power bills, and around-the-clock complaint-handling and service handling. Today, PEA's SMS reminder system for overdue power bills is operated through mobile phones at no charge. Users may fill out a form at all PEA offices or via the 1129 PEA Call Center.



Community Involvement and Development

PEA's process for establishing good relations with society, communities, and stakeholders



Recognizing that a strong society emerges from the public with a high quality of life, leading to community partnership, PEA undertook projects and activities to promote the quality of life covering livelihood, education, hygiene, convenience, and safety in life as well as properties, in addition to the conservation of energy, natural resources, and the environment.

PEA defines a community as a group of people residing in PEA's electricity distribution area, benefiting from or affected by its business, including its CSR partnership network. Communities regarded as important to PEA are grouped by physical characteristic and relationship to PEA as follows.

Important Community	Benefit of PEA's Business to Community	Adverse Impact of PEA's Business on Community
1. Communities around PEA's offices, including office buildings, power stations, warehouses, power-generating plants, concrete-product plants, and hydropower plants	<ul style="list-style-type: none"> • Power system security and reliability • Promotion of livelihood and job creation • Service convenience 	<ul style="list-style-type: none"> • Safety from power system • Unsightly landscape • Noise and air pollution • Inability to erect tall buildings and grow tall trees • Change in community ecology • Traffic problems
2. Communities near transmission lines, distribution lines, and installed system equipment	<ul style="list-style-type: none"> • Rising land value • Lower power usage application fees • Power system security and reliability • Promotion of livelihood and job creation • Cost-saving in power zone expansion • Access to public electricity 	<ul style="list-style-type: none"> • Unsightly landscape • Noise disturbance of power equipment • Wave disturbance • No trees along power system • Sense of endangered lives and properties. Obstructing steel wires.
3. PEA's CSR partnership communities, including schools, government agencies, local administration bodies, and volunteer members		<ul style="list-style-type: none"> • Sacrifice of participating time • No compensation • Travel expenses for participation

PEA has defined a policy for managing and developing its CSR for society and the environment by carrying out "in process" and "after process" CSR projects in support of public service activities.

CSR-Projects in Process

1. Community Power Generation from Renewable Energy

- Project to Develop Prototype Mobile Biomass-Energy Power Generation System

One of PEA's plans to prevent power disruptions is to trim tree branches near distribution systems for the security of public electricity distribution. Numerous cut branches are transported to prepared sites for local administration bodies to dispose of, leaving some unsightly spots behind, which prompted PEA's idea of doing R&D (research and development) on agricultural scrap to fuel power generation, which is achieved by converting to a mobile gasifier generator of no lower than 20 kilowatts. Besides making use of scrap, PEA eases air pollution resulting from burning materials. During catastrophes or abnormal situations, PEA can temporarily move this power-generation system to areas that need electricity. Also, PEA has reviewed community-designed application of technology, which consists of a car for installation as required by the Department of Land Transport, equipped with maintenance equipment that can manage slopes and rough terrains. At the same time, PEA has investigated systems for raw-material digestion, fuel dehumidification, biomass transport, waste management systems, and a system connected to power distribution under PEA's standards. Creating Shared Value (CSV) between PEA and communities will be fostered, with a focus on the values and worth to the economy, society, and environment. The project will be running from 2014 to 2016.

- Development of Community Power Plants

PEA has engaged in an R&D project for a prototype biogas power generator at Chitralada School on the compound of the Royal Chitralada Palace, a project to investigate renewable-energy power generation for communities for biomass power generation for communities removed from power grids, and a project on smoke into electricity to develop biomass power generation from branch scrap and agricultural scrap, among others.

2. Promotion of Conscientious, Economical, and Safe Usage of Electricity

- Safe Communities Use PEA Power



In conjunction with educational institutions attached to the Office of the Vocational Education Commission (OVEC) and the Department of Disaster Prevention and Mitigation (DDPM), PEA has devised projects to promote safe usage of electricity to educate government agencies, local administration bodies, community leaders, and other PEA-related agencies. During normal situations, it staged training activities featuring PEA's and DDPM's personnel on proper, safe, and economic consumption of power, as well as primers on repairing electrical appliances for electrical-power students at the vocational and higher vocational levels at institutions attached to OVEC and located in PEA jurisdictions (308 institutions, each with 25 students, for a total of 7,700 students/year). Those passing the courses then qualified to provide inspection and repair of electrical appliances in no less than 300,000 households, schools, and buildings in communities nationwide each year under the guidance of PEA's engineers and technicians.

- PEA LED for Thai Cultural Tourist Attractions



PEA has not only improved lighting systems, but also installed LED energy-saving appliances to promote and encourage energy-saving, lower power bills and light-bulb maintenance expenses, and lower greenhouse gas emissions. This year PEA proceeded with an LED promotion project at seven archeological sites in Mae Hong Son Municipality, namely Wat Phra That Doi Kong Mu, Wat Kam Kaw, Wat Phra Non, Wat Chong Klang, Wat Chong Kham, Wat Hua Wiang, and Phaya Singhanath Racha Monument. High-pressure sodium, fluorescent, and metal halide light bulbs made way for 100-watt LED spotlights, 15-watt box canopy type, 22-watt fluorescent type, along with the installation of main distribution boards and load panels, complete with underground wiring systems for tidiness and safety among tourists and Buddhists. In addition, additional high-voltage and low-voltage power systems and transformers were installed at Wat Phra That Doi Kong Mu to promote provincial ecotourism, spread income, and improve national economic and social wellbeing.

- PEA LED for Thai Fishing Communities



To lower greenhouse gas emissions resulting from power-generating engine combustion, PEA investigated the feasibility of employing LEDs in fishing vessels that relied on lights to lure marine lives. To this end, it surveyed prototype fishing boats in Chon Buri, collected data on energy and productivity of these boats before and after LED conversion, and analyzed technical, economic, community, and environmental aspects of outcomes.

- PEA Care for Life



This project educated government agencies, community leaders, teachers, students, and the public on electricity distribution systems; proper, safe, and economical usage of electricity; first-aid for the electrocuted; and notification of disrupted electricity supply. Trainees applied such knowledge to lower household energy consumption, lessen electricity supply disruptions, prevent fatalities due to electrocution, and forge cordial relations between PEA and communities.

3. Community Environmental Stewardship

- PEA Reforestation and Forest Stewardship



In joining efforts to accommodate HRH Princess Maha Chakri Sirindhorn's initiatives concerning conservation of plant genetics, PEA introduced Mahesak-Sak Sayamin plants to its own acreage since 2012 and continuing annually to restore forests and ecology harmed by PEA's activities, while conserving natural resources, forests, and the environment through less emission of greenhouse gases. To this end, it and communities around each PEA area office planted and looked after 1,100 such trees, together with no less than 11 rai of public land, temples, schools, and public areas of government agencies, for a total of 13,200 trees.

- PEA Water Savior through Weir Construction

His Majesty the King stated on March 17, 1986, "The key principle is that one must have access to water for consumption and other uses for growing trees, for lives exist there. Where there is water, there are human beings. Without it, human beings cannot exist. Without electricity and water, human beings also cannot exist." With that in mind, in conjunction with communities, PEA has begun this project since 2010 by using defect concrete materials from power poles and pre-stressed concrete stubs as weir materials. Surveying locals' ideas, it then designed durable such weirs to stand erosion and torrents. Once constructed, weirs were dedicated to local agencies to look after to restore equilibrium to the surroundings and the ecology, lower soil erosion, collect sediments, and prolong periods before lower water sources get shallow.



- **PEA Thai Seas Restoration**

PEA laid submarine cables to a number of islands to distribute electricity to island residents, a possible disrupter of the surroundings and marine ecology around construction sites. This is why PEA launched projects to restore natural resources after laying cables, including seagrass planting, support to marine nurseries, building fish habitats (artificial reefs), and restoring coastal forests in conjunction with communities, fishermen, students, and local agencies. These actions produced community participation in line with the community partnership policy.



- **Reduction of Greenhouse Gas Emission**

Internally and externally, PEA ran a project to support greenhouse gas emission reduction under the Greenhouse Gas Protocol (2004) to offset its action on global climate change and lower greenhouse gas emission, a key cause of global warming. PEA successfully lowered greenhouse gases by about 2,684,798.04 tCO₂/year.



4. Morality, Ethics and Operation under Corporate Governance

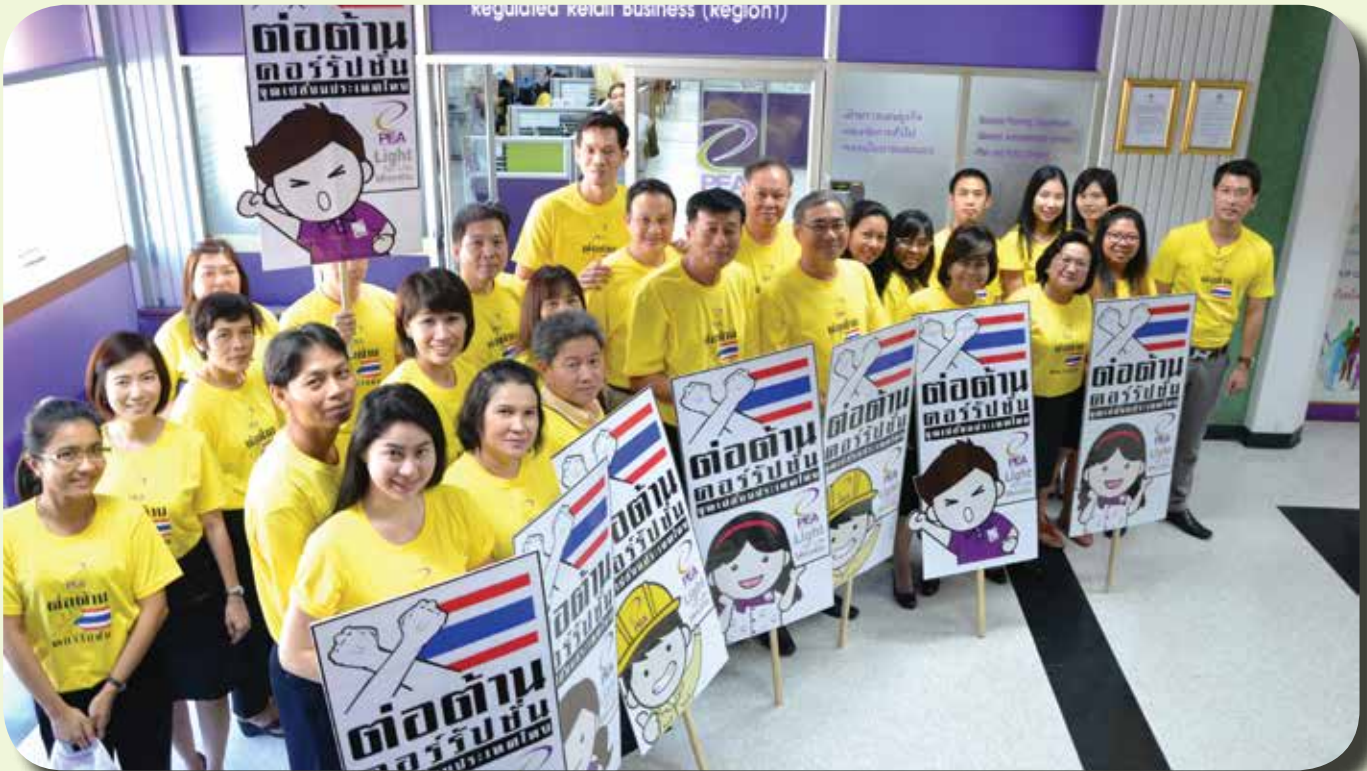
PEA implemented the national strategy on corruption prevention and suppression, phase 2 (2013-2017), as its operating framework, consisting of four main action plans:

Promotion of learning and conformance to the principles of virtue and ethics: Formulation of a five-year soft control plan, consisting of training/dissemination of the basics of good governance, policy and principles of good governance, PEA code of conduct, work virtue and ethics, good governance operating guidelines, PEA code of ethics, and regulations for employees.

Promotion of values in praise of virtue and integrity: Admiration of units with outstanding services and of virtuous employees, identification and admiration of employees that give the country and PEA outstanding services.

Formulation of a cooperation mechanism for the prevention and suppression of corrupt practices: Complaints are filed on violations or non-compliance with the code of ethics and updates on violations of the code of ethics every four months for reporting to the Office of the Ombudsman of Thailand since 2011.

Upgrading of PEA personnel in the prevention and suppression of corrupt practices.



CSR-Projects after Process

- PEA Mobile Medical Units in Conjunction with Class 27 National Defense College, Saeng-Sai Kee Hetrakul, and Daily News newspaper



PEA recognizes the value of participation in the stewardship of the quality of life for those living in remote provincial areas. With Class 27 National Defense College, Saeng-Sai Kee Hetrakul, Daily News newspaper, and the Department of Medicine, PEA launched mobile medical units that provided free medical care services to residents of remote communities 12 times a year. Equipped with sophisticated apparatus from leading hospitals, these doctors were experienced in providing care for general disorders, gastro-intestinal, eye, heart, pediatric, skin, bone and joint, and gynecological diseases, among others, to raise the quality of life of patients. To this end, PEA sponsored electricity supply, vehicles, officers, and hardware. Each year, no less than 20,000 people had access to such medical care.

- PEA Victims of Natural Disasters Rehabilitation

To swiftly aid and provide relief to victims of natural disasters, PEA planned survival kits of essential consumer goods, food items, and blankets for possible use and timely distribution. In addition, valuing quality, adequate potable water, PEA produced its own drinking water for distribution to victims of natural disasters.

Running a project to install a solar-powered water-pumping system for drought-hit areas, PEA designed and installed the system in areas removed from the grid. This project consisted of a feasibility study, expenditure estimate, and installation of a water-pumping system. Once the project was completed, it was handed over to communities of 15 provinces, namely Chiang Rai, Phrae, Kalasin, Khon Kaen, Maha Sarakham, Nong Bua Lamphu, Nakhon Ratchasima, Chaiyaphum, Tak, Sukhothai, Chanthaburi, Bung Kan, Udon Thani, Roi Et, and Yasothon. Each province was represented by two villages, a total of 30 systems.



- Blood Donation to Thai Red Cross Society

Recognizing that blood is valuable for saving the lives of the sick or those facing accidents, PEA donates blood to Thai Red Cross Society four times a year (January, April, July, and October). This year, a total of 1,164 employees and workers donated 465,200 cubic centimeters.



Awards and Honors



Awards and Honors

Honorary Engineer Award (CSR Organization)

Proposed by an Engineering Institute of Thailand under the Royal Patronage panel in charge of rights and code of conduct, PEA won an Honorary Engineer Award (CSR Organization), bestowed by HRH Princess Maha Chakri Sirindhorn on March 7 this year. As a rule, the award goes to people and organizations that have done good engineering deeds for the country. PEA's CSR performance is widely visible for awareness cultivation among children and youths through a project called "Banthuk Nak Prayat Tua Noi (Junior Saver)", in which outcomes of a project called "Youths Conserve the Earth, Eases Global Warming" are mapped. In addition, PEA applied guidelines under HM the King's address (Water is Life) to its projects on water conservation, weir construction, and prototype clean energy for agriculture, all in honor of HM the King. This award was for PEA's projects in honor of HM the King on his 84th birthday anniversary.



34th Suriyasadithon Award 2014

PEA took the winning award for wall calendars under the “Life for Light” concept for social and environmental betterment. Originated by the Public Relations Society of Thailand, Suriyasadithon Awards identifies outstanding calendars each year to promote creativity as an organizational PR medium—that is, variety, aesthetics, intellect, and practical use. PEA’s 2014 calendar, bearing the “Light for Life” theme, communicated PEA’s role of not only bringing illumination to the public, but also bringing love, warmth, security, and safety to society. Customer-centric, the state enterprise has upgraded its aspects of services to integration and sophistication, forging confidence with power systems that are safe and reliably efficient, while adhering to social and environmental responsibility in its sustainable growth together with communities, society, and partners.



FIRI Award for the Best Invention Certificate

At the Inventors’ Day this year, held on June 23-26, First Institute Inventor and Research in IRAN presented a FIRI Award for the Best Invention to PEA for the alarm and safety cap invented by the Firefly Force Group, attached to the Amphawa District PEA Office. PEA entered this innovation to the contest for display at a booth at the event, hosted by the Office of the National Research Council, to encourage its innovators and inventors to visit exhibitions and activities staged by various agencies as a means to build on creativity for promoting the organization’s image.

Outstanding Business Operator for Workplace Safety, Health, and Environment Awards

On July 3 this year, PEA Head Office won a special mention award for the management and protection of workplace safety, health, and environment at the 28th National Safety Week, presented by the Bureau of Labour Safety, Department of Labour Protection and Welfare, Ministry of Labour. The awards recognized business operators with outstanding management and practices on workplace safety, health, and environment in line with work safety laws and in pursuit of international standards.





Gold-Level Plaque for ZERO Accident Campaign 2014 activities

On August 8 this year, PEA won a gold-level plaque for its ZERO Accident Campaign 2014 Activities, presented by the Department of Labour Protection and Welfare, Ministry of Labour. The recognition stimulated and inspired business operators to efficiently manage and observe workplace laws on safety, health, and environment, helping workers avoid work hazards and lost time or lost work days. In deciding gold-level plaques, the criteria were complete compliance, at least 10 million consecutive man-hours, and at least nine months of consecutive work.

Thailand Public Service Award 2014

On October 3 this year, PEA won a Thailand Public Service Award 2014 for excellence in management innovation at the “good” level for its Project Tracking System and the 1129 hotline. Since 2003, the Office of the Public Sector Development Commission organized this award presentation in recognition of service by the public sector—including government agencies, provincial administrations, universities, local administration bodies, and public organizations—to honor and provide moral support to officers and agencies that proved outstanding for developing or improving services to the level of responding to and creating satisfaction among service users. The performances of these winners not only reflected their service efficiencies recognized by the public at the national level, but also by the international community.



Winner of Third Outstanding Provident Fund Contest 2014

On November 20 this year, HRH Princess Maha Chakri Sirindhorn bestowed on PEA a winner’s plaque at the Third Outstanding Provident Fund Contest 2014 for funds larger than 5 billion baht. The Provident Fund Association stages this annual contest to recognize those funds with efficient management, good governance, and the inspiration of confidence among members, apart from exemplifying for other provident funds to learn and improve their own management. The panel reviewed the management structure, roles and responsibilities of the employer and the fund committee, reliability for post-retirement members, fund’s role in the development and capability of fund members, and fund’s role toward the Provident Fund Association and society.

Green Office Award 2014

On December 4 this year, PEA took four Green Office Awards 2014 at the gold (excellent) level for its Buri Ram office, Amphoe Bang Mun Nak (Phichit province), Amphoe Suan Taeng (Suphan Buri province) Mini-office, and the PEA warehouse in Amphoe Photharam (Ratchaburi province). The Department of Environmental Quality Promotion, Ministry of Natural Resources and Environment, devised Green Office criteria in response to today's key environmental concerns, namely global warming, seeking to help public and private offices consume in an environmentally friendly way and adopt such criteria in lowering greenhouse gas emissions, while grooming them for international standards of environmental friendliness.



2014 Asia Asset Management Best of the Best Awards

On March 27, 2015, the registered PEA Provident Fund took the Asia "Best of the Best Award 2014" for Plan Sponsor of the Year, presented by the Asia Asset Management: The Journal of Investments and Pensions in Hong Kong.



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