

*Corporate Social  
Responsibility*  
Report

2017

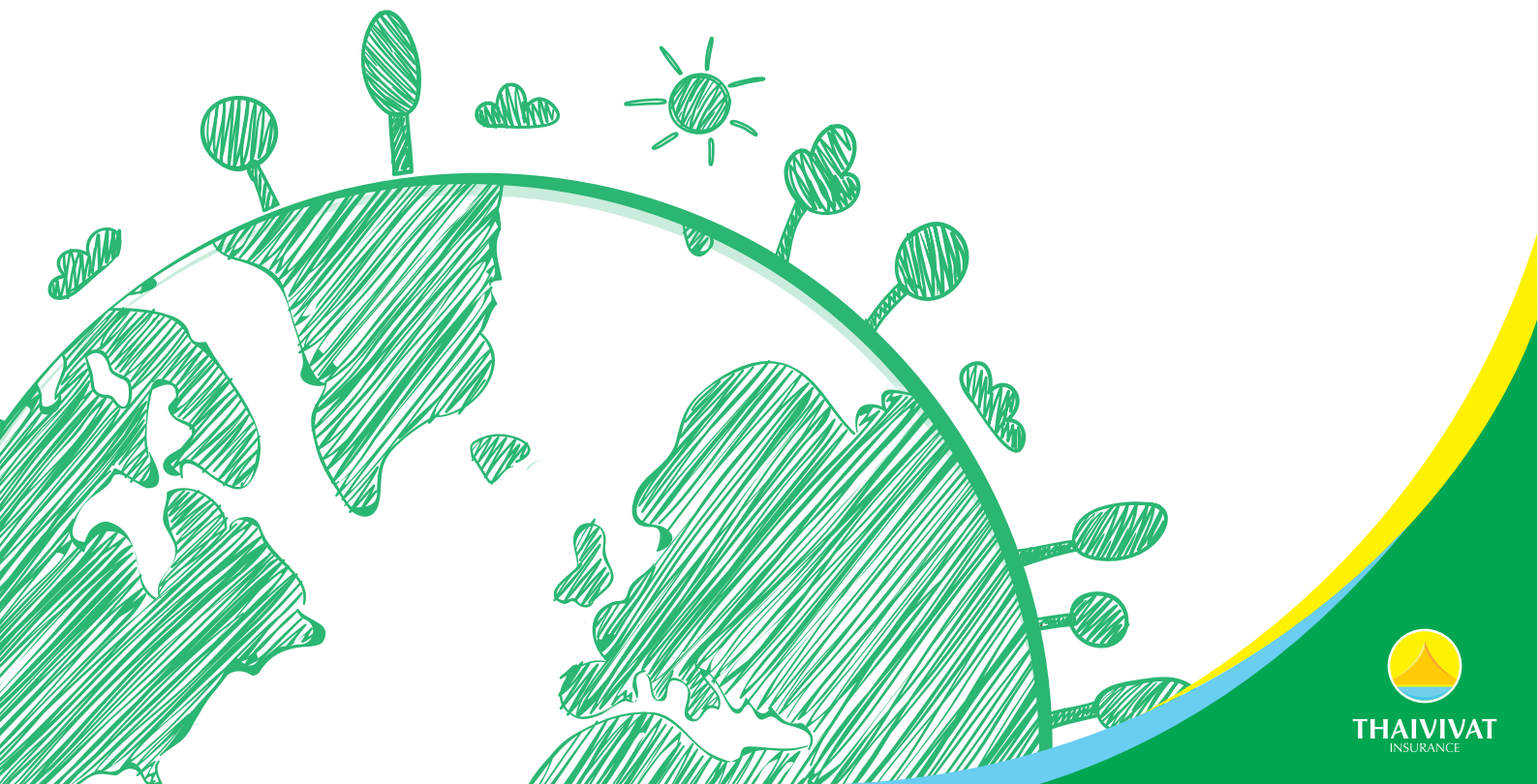


**THAIVIVAT**  
INSURANCE

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# In relation to this Report

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Thaivivat Insurance Public Company Limited prepared this Corporate Social Responsibility Report for the year 2016 to reflect its policy, strategy, thinking process and its business operation in the capacity as a finance institution which contributed to the development of Thai society in terms of financial stability for Thai people and Thai business through insurance business transaction of the Company as well as the disclosure of its operating results to interested parties, not only in the financial aspect, but also in the aspect of social and environmental issues. The Company had the policy of running its business under the ethical principles and good business governance, taking into account the social and environmental responsibility at the distant and immediate level. It therefore plunged into the CSR-in-process and the CSR-after-process continually.

## **Guidance for Reporting**

This Report covered the operation in 2017. The information was compiled from its previous operations, particularly, centering on its operation at the head office, the principal office, to lay down the policy, strategies and the operations as a whole of the Company. Moreover, mentions were of the guidelines for development of the company and its personnel to be ready for the responsibility according to the mission assigned as well as the data in relation to its internal operations along the CSR line concerned.

Thaivivat Insurance PCL was aware of its limitation and its readiness to declare the information in the Report. However, this report applied the guideline on preparing a report based on the corporate social responsibility of Stock Exchange of Thailand as a reference framework for consistency with the standard of a listed public company in the Stock Exchange of Thailand in which the Company was listed since 1991.



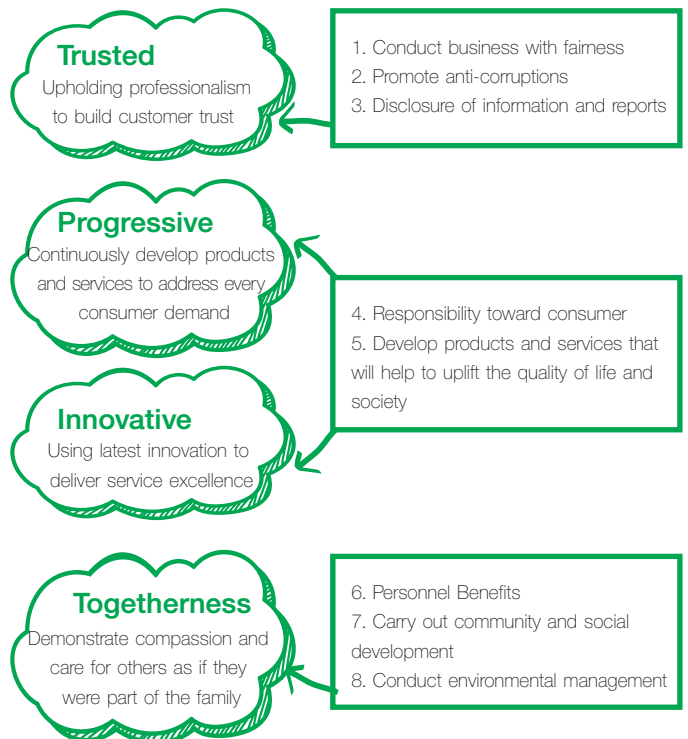
**Criteria for Reporting Content Selection**

The Company had considered matters in relation to Corporate Social Responsibility (CSR) based on the nature of the Company’s business which is being the number one provider of non-life insurance service that is most widely trusted by the customers and determined corporate vision of offering stable security for Thai society. The Company’s corporate missions are as follow:

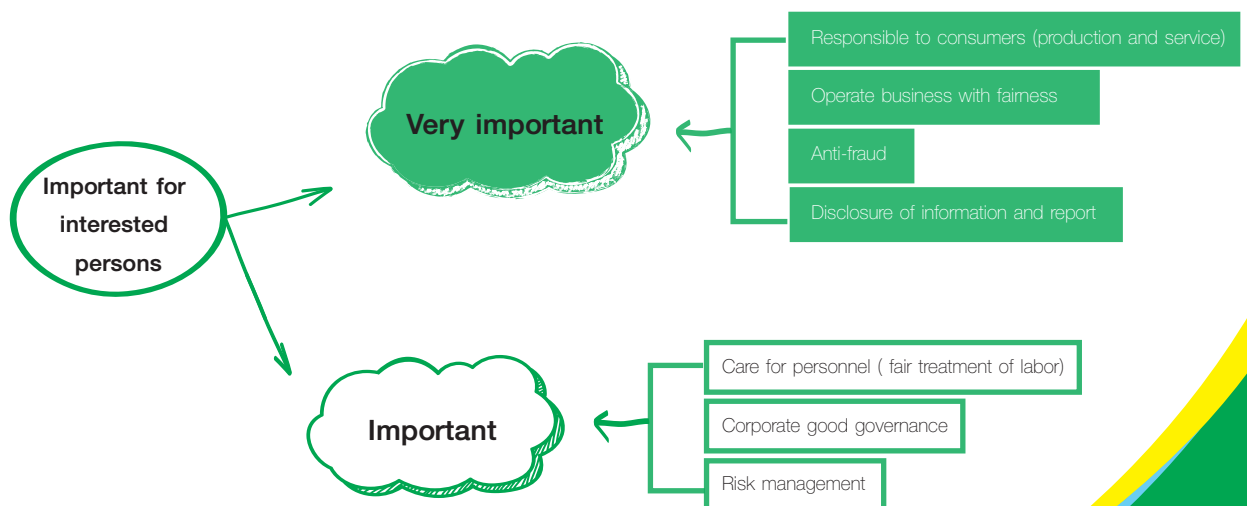
- Development of the organization to strong financial standing and management based on good corporate governance.
- Development of the products to be more cost-effective enabling the reduction of risks and alleviation of loss of the public appropriately.
- Development of service to good standard, thus fairly enhancing the customer satisfaction and trading partners.

All of which are the keys to steering corporate performance in relation to economic, social and environmental aspects in the direction that will help to ensure the mutual interests of the stakeholders at every level.

Since 2015, the Company began to create mutual values in addition to the existing corporate vision and missions in order to instill common operational practice from theoretical to operational level to ensure consistency and concrete implementation of the defined corporate vision and missions. The Company also tried to promote personnel engagement to create a sense of unity within the organization. This includes:



In order to categorize the level of importance of each CSR aspect, the Company had also taken into account the opinions of the stakeholders.



## Engagement with the Stakeholders

| Stakeholder   | Expectation   | Practice  | Contact Channel   |
|---------------|---|---|---|
| Customer      | <ul style="list-style-type: none"> <li>- Well-defined products that are able to provide the required protection and are highly understandable</li> <li>- Excellent sale and after-sale service quality</li> <li>- Fair compensation</li> <li>- A highly stable insurance company capable of paying compensation when an incident occur</li> </ul> | <ul style="list-style-type: none"> <li>- Sales promotion</li> <li>- Excellent sale and after-sale service quality</li> <li>- Provide protection as per the given insurance policy</li> <li>- Develop high quality products that can serve customer demands</li> <li>- Deliver fair, accurate and quick compensation payment</li> <li>- Manage insurance related risk in accordance with regulation of Office of Insurance Commission (OIC)</li> </ul> | <ul style="list-style-type: none"> <li>- Satisfaction Survey</li> <li>- Provide channel (s) for comments/ suggestions</li> <li>- Head Office and Branches</li> <li>- Customer Relations Tel. 02 695 0777</li> <li>- Claim Hotline Tel. 02 695 0700</li> <li>- Website: thaivivat.co.th</li> <li>- Facebook: www.facebook.com/thaivivat</li> </ul> |
| Trade Partner | <ul style="list-style-type: none"> <li>- Follow the trade agreement</li> <li>- Increase the quantity/value of products and services</li> </ul>  | <ul style="list-style-type: none"> <li>- Conduct business with fairness</li> <li>- Equitable and fair treatment among all trade partners</li> <li>- Strict compliance with trading terms and conditions including the established agreement</li> <li>- Select appropriate trade partner that demonstrates ethics, professionalism and good reputation</li> <li>- Establish clear procurement procedure</li> </ul>                                     | <ul style="list-style-type: none"> <li>- Policy and Code of Business Ethics</li> <li>- Site visit and evaluation</li> <li>- Website: thaivivat.co.th</li> </ul>   |
| Personnel     | <ul style="list-style-type: none"> <li>- Fair compensation</li> <li>- Follow Code of Ethics in relation to labor</li> <li>- Ensure safety of life and properties</li> <li>- Offer opportunity for knowledge development and professional career path</li> <li>- Balance between work and life</li> </ul>  | <ul style="list-style-type: none"> <li>- Support skills and knowledge training</li> <li>- Has a policy on providing appropriate staff compensation and welfare and equivalent to that of other businesses of similar nature</li> <li>- Career stability and good career path</li> <li>- Pleasant and safe working environment</li> <li>- Activities for building corporate bond</li> </ul>  | <ul style="list-style-type: none"> <li>- Communicate with personnel regarding staff welfare</li> <li>- Satisfaction Survey</li> <li>- Meetings by function</li> <li>- Complaints Handling Unit, HR Department</li> <li>- Directly raise complaint to the Management</li> <li>- E-mail: hrdept@thaivivat.co.th</li> </ul>                          |
| Shareholder   | <ul style="list-style-type: none"> <li>- Business growth</li> <li>- Good corporate governance</li> <li>- Rights and equality of shareholders</li> <li>- Anti-corruption</li> <li>- Access to accurate information</li> </ul>  | <ul style="list-style-type: none"> <li>- Long-term and continuous returns</li> <li>- Conduct business based on the principles of good governance and corporate governance</li> <li>- Disclose reports as per defined schedule and the regulation of SET</li> </ul>  | <ul style="list-style-type: none"> <li>- Annual Report</li> <li>- Shareholders' Meeting</li> <li>- Contact Investor Relations Tel.1231 ext. 5938</li> <li>- E-mail: nantawan_aru@thaivivat.co.th</li> <li>- Website: thaivivat.co.th/th/investor_contact.php</li> </ul>   |
| Competitor    | <ul style="list-style-type: none"> <li>- Compete in business with a sense of morality</li> </ul>  | <ul style="list-style-type: none"> <li>- Compete with morality</li> <li>- Must not seek trade secrets of competitors through unacceptable means</li> <li>- Must not damage the reputation of competitors through discredits</li> </ul>  | <ul style="list-style-type: none"> <li>- Website: thaivivat.co.th</li> </ul>  |



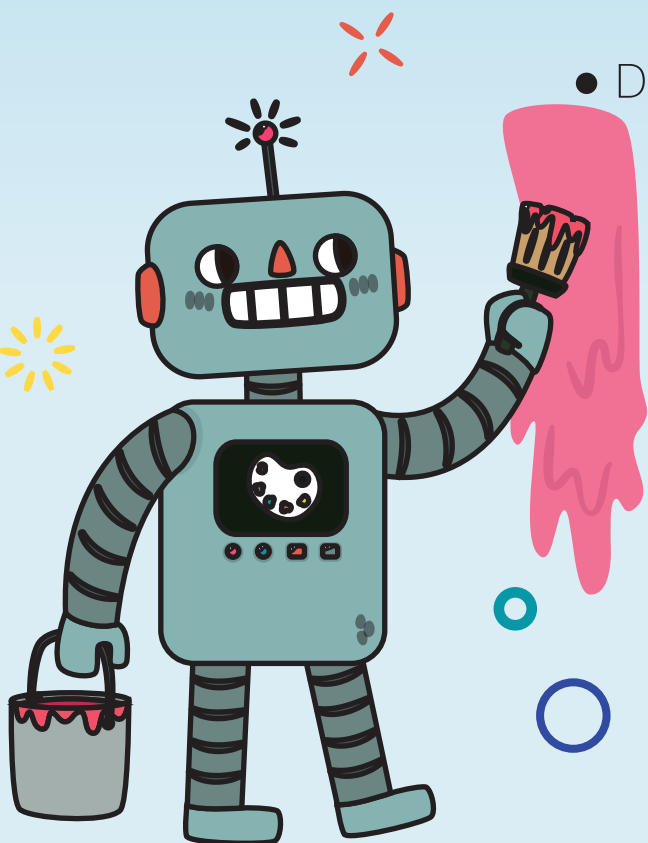
| Stakeholder             | Expectation   | Practice  | Contact Channel   |
|-------------------------|---|---|---|
| Creditor                | <ul style="list-style-type: none"> <li>- Prompt debt payment</li> <li>- Compliance with the defined terms and conditions</li> </ul>   | <ul style="list-style-type: none"> <li>- Strictly follow debt payment deadline and the agreement terms and conditions</li> <li>- Comply with the terms and conditions in relation to guarantee and capital management</li> <li>- In case of failure in following the agreed terms and conditions which resulted in defaults, the Company shall immediately notify the creditor in advance and shall completely disclose all information to jointly seek proper solution</li> <li>- Ensure appropriate capital management structure existed to maintain creditor confidence</li> </ul> | <ul style="list-style-type: none"> <li>- Contact Finance Department Tel. 1231</li> <li>- Website: thaivivat.co.th</li> </ul>  |
| Debtor                  | <ul style="list-style-type: none"> <li>- Compliance with relevant requirements and conditions</li> <li>- Interest rates are in accordance to the law</li> </ul>   | <ul style="list-style-type: none"> <li>- Compliance with relevant requirements and conditions</li> <li>- Interest rates are in accordance to the law</li> </ul>   | <ul style="list-style-type: none"> <li>- Contact Finance Department Tel.1231</li> <li>- Website: thaivivat.co.th</li> </ul>   |
| Society and Environment | <ul style="list-style-type: none"> <li>- Conduct business with responsibility</li> <li>- Carry out community development</li> <li>- Legal compliance</li> <li>- Cooperate in government projects</li> </ul> | <ul style="list-style-type: none"> <li>- Recognize and demonstrate accountability toward the economic, social and environmental impacts resulting from the Company's business operations</li> <li>- Conduct business based on the principle of good corporate governance and under the supervision of government agencies</li> <li>- Support, assist and participate in various social and community development activities</li> </ul>  | <ul style="list-style-type: none"> <li>- Contact the Company Tel. 1231</li> <li>- Website: thaivivat.co.th</li> <li>- Contact the Company's Secretary Office</li> </ul> |



# TRUST

## Upholding professionalism to build customer trust

- Conduct business with fairness
  - Promote anti-corruptions
- Disclosure of information and reports



# Good Corporate Governance and Fair Business Operation

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## **Policies and Guidelines**

In the aspect of corporate governance for business transparency, verifiability, the company followed the principles of good corporate governance. For this purpose, the company set up a supervisory unit to ensure that various operations went properly according to various regulations and the provisions of the law of the Office of Insurance Commission (OIC) and other supervisory organizations concerned, namely, the Stock Exchange of Thailand (SET) and the Office of Securities and Exchange Commission (SEC) and the Anti-Money Laundering Office (AMLO).

Thaivivat Insurance PCL took into account equality, fairness, avoidance of taking unfair advantage and the honesty in running the insurance business through protection of the interest in collaboration with persons involved who would be treated fairly in the course doing business by strict compliance with the law and rules jointly formulated; espousing business ethics in doing business, not demanding for, not receiving and distributing any interest in bad faith in trading with the trading partners according to the principles of good governance.

As of December 18, 2017, Thaivivat Insurance Public Company Limited received the Thai Chamber of Commerce Business Ethics Standard Test Award 2017 (TCC BEST Award). The award presentation ceremony held to honor companies with excellent policies and practices on good corporate governance, transparency, and corporate social responsibility.

## **Corporate Governance Related Agencies**

The Compliance Department was established under control of the Benefits Department as a center of compilation and tracing data and information of relevant external regulations. The regulations are translated and/ or summarized for benefits of company's departments and personnel to comply with those relevant regulations.

Moreover, an internal audit unit was set up as an independent organization, to report directly to the Audit Committee and the Company's Board of Directors, to have the duty to audit, review internal activities, operations within the company; to provide counseling, propose opinions and advice on remedying, improving the operation properly and efficiently. As regards the report on good governance, it was already reported in the Form of Items of Annual Data 2017 (Form 56-1) on the heading of "Management." And on website [www.thaivivat.co.th](http://www.thaivivat.co.th)

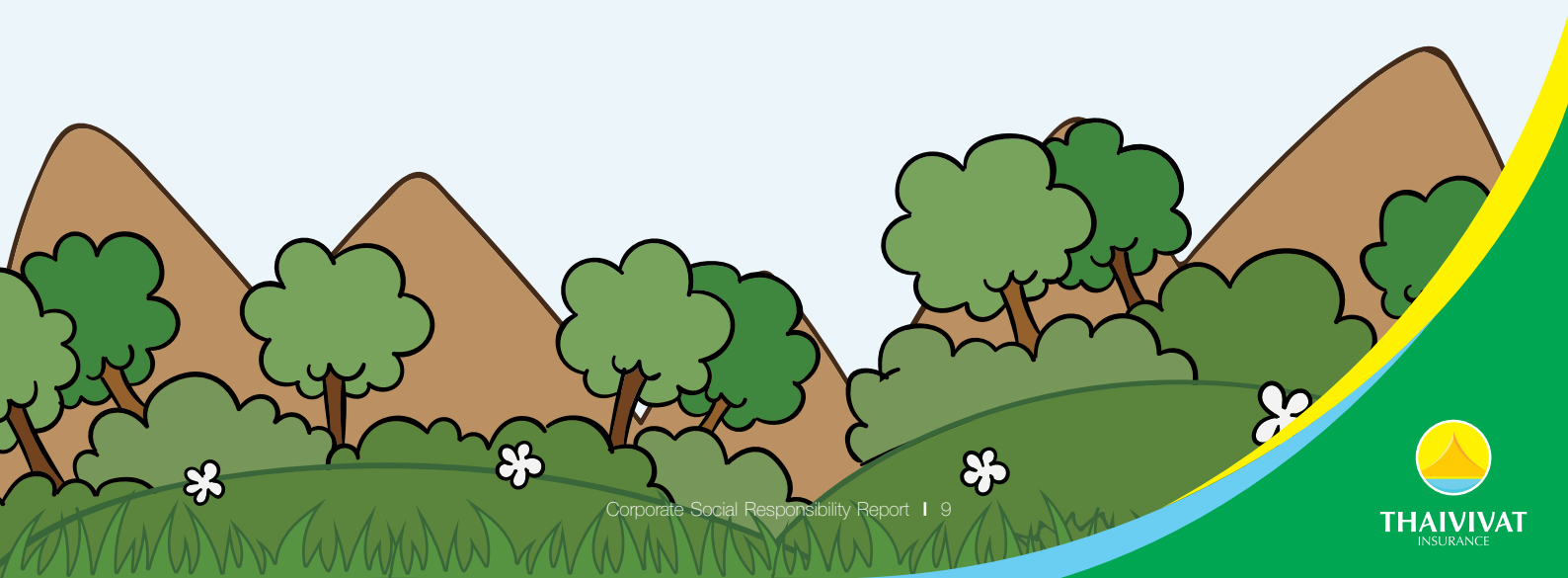


# Anti-Corruption

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Thaivivat Insurance PCL was aware of problem of corruption which affected the Company's ability for competition and sustainable development to the extent it increased the cost of business operation, resulting in lowered operating efficiency, thus failing to create maximum benefits for consumer. The company therefore attached importance to anti-corruption of all forms, not only in the light of violating the law, but it was contravening the good moral virtues and ethics; it was therefore unacceptable behavior.

By recognizing the importance of preventing corruption and supporting anti-corruption operation in wider scale, the Company therefore developed Anti-Corruption Policy and Code of Conduct for Anti-Corruption and has continuously carried out transparency and operational performance review and audit on yearly basis, including ensuring that the Company's operational performance in all aspects are in compliance with the determined operational standard. The Company's Anti-Corruption Policy shall be reviewed on two-year basis as deemed appropriate or whenever significant changes are required.





Based on recent audit results, Thaivivat Insurance Public Company Limited had fulfilled the requirements of Private Sector Collective Action Coalition Against Corruption Council by having fully developed and adopted Anti-Corruption Policy and Code of Conduct for Anti-Corruption throughout the organization, allowing the Company to become an official member of Collective Action against Corruption on October 18, 2017. Since Private Sector Collective Action against Corruption is under the support of the Thai Government and Office of the National Anti-Corruption Commission (NACC), the Company therefore worked closely with the government sector as well as civil society and mass media sector in setting transparency and anti-corruption standard within the business industry, including taking part in developing the country.

The Company also regularly communicates its Anti-Corruption Policy and Code of Conduct for Anti-Corruption among its

personnel via various channels, provides in-house personnel capacity development training programs and even communicates with its trade partners and external agencies through notices which require their cooperation in avoiding acceptance of gifts of every kind. The Company also determined Whistle Blowing Policy which provides several channels for whistle blowing or complaints as follow:

- Letter** Nantawan Arunpiriyakul, Compliance Section  
**Thaivivat Insurance PCL**  
71 Din Daeng Road, Samsen Nai Sub-district, Phya Thai District, Bangkok 10400
- E-letter** Nantawan\_aru@thaivivat.co.th
- Telephone** 1231 ext. 5938

In respect to whistle blower protection scheme, the details are provided in the Company’s Anti-Corruption Policy which is accessible through the Company’s website.

# Disclosure of Information and Reports

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The company was aware of the data of the company that it had effect on the decision-making of investors and interested parties of the Company, it therefore emphasized the disclosure of correct, complete, reliable key information about the company to the public; both of the financial information and non-financial information according to the requirements of the SET and as per the Notification of the Office of Insurance Commission (OIC) Re: Criteria, Method and Conditions in Relation to Disclosure of Statements of Financial Position and Operating Results of Non-Life Insurance Company B.E. 2551 (2008) which requires accurate, complete and on-time disclosure of relevant information to ensure equitable information access among all shareholders. Apart from disclosure of information within the organization and among relevant organizations, the general public as well as the stakeholders can also access the Company's information via the Company's website.

The information made available on Company's website ([www.thaivivat.co.th](http://www.thaivivat.co.th)) include:

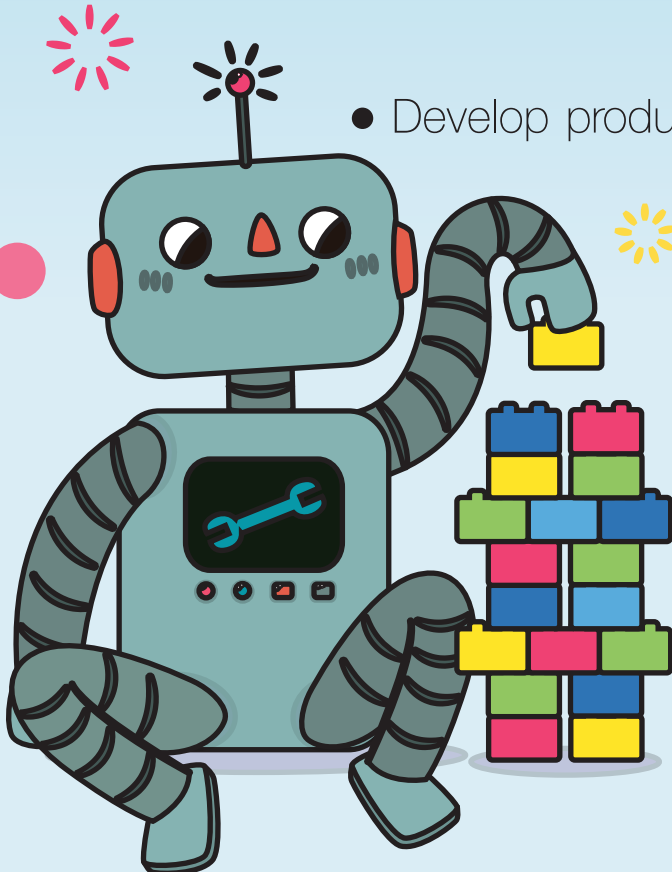
- The Articles of Association
- Corporate Governance Handbook and Principles
- Code of Business Ethics
- Important Financial Information and Financial Statements (yearly and quarterly)
- Annual Registration Statement (Form 56-1)
- Annual Report
- CSR Report
- Shareholders' Meeting Notices and Minutes
- Anti-Corruption Policy
- Code of Conduct for Anti-Corruption
- Notice for Non-Acceptance of Gifts
- Laundering Prevention and Suppression Policy



# PROGRESSIVE AND INNOVATIVE

Continuously develop products and services  
to address every consumer demand Using  
latest innovation to deliver service excellence

- Responsibility toward consumer
- Develop products and services to uplift the quality  
of life and society



# Responsibility to Consumers

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Thaivivat Insurance PCL is determined to create satisfaction in the product and assurance in service to the insured with responsibility to the insured that the insured receives good, quality service at suitable price in accordance with the supervisory criteria of the Office of the Insurance Commission (OIC). That is, the format and the text in the insurance policy must be consistent with the rate of insurance premium and have the clear meaning as well as the definition being used must correct according to technical principle as to preclude the problem of legal interpretation in the event of complaint in relation to premium. Furthermore, the rate of premium being applied is suitable and at the rate approved by the registrar.

In addition, there has been various developments, improvements on the format of the insurance as to suit the changing need of Thai society as well as continual development and improvement on service in tandem with the changing technology as to create convenience, speed in providing service to the insured as well as maintaining relationship and sustainability with the customers seriously and consistently.

## **The Company's Indemnity Capability Upon Claiming**

The stability of an insurance company is highly crucial to maintaining the credibility of its insurance products. As a type of financial institution, insurance companies can directly affect the insurer as well as the overall economy of the country, particularly in terms of its indemnity capability. Bearing this in mind, Thaivivat Insurance Public Company Limited realizes the importance of maintaining the financial position required by laws and the regulations of relevant regulators such as OIC. In 2017 as of Quarter 3, the Company's capital adequacy ratio (CAR) reached over 300%, marking its high level of indemnity capability.

## **Service in compensation**

The company has formulated a policy in relation to the payment of compensation to ensure speedy, timely service in this aspect and capable of helping the people substantially by considering to pay the compensation within 14 days. This is for speedy response to the need of the insured in timely manner in strict compliance with the terms and conditions of the agreement made with the customer as to preclude a lawsuit that might be damaging to the company.

The company has introduced innovation and new technologies to be adapted to the insurance service work with application of e-claim system to the service in full management of compensation to enhance the efficiency, facilitating the speed for the customer who met with the accident, thus increasing the potential of providing service of the peril survey staff, enabling them to print out a repair order at the point of accident throughout 24 hours. Moreover, the company has opened 27 branches to provide service in compensation countrywide including the repair notice service for the insured of motor car insurance in the motor car service center which joins the project for the convenience of the insured to claim for indemnity and to provide advice and assistance to the insured.

### Thaivivat Application

In 2017, Thaivivat Insurance Public Company Limited had introduced its brand-new insurance service function to support the ‘Pay-Per-Use Motor Insurance’ with the ‘TBeacon’ technology connected to the Thaivivat application on smart phone. TBeacon provides automatic start and stop insurance function in addition to several services on customers’ smart phones including car accident hotline and insurance premium payment. When reporting a car accident, a customer would not be required to dial any phone number as the location of the accident, the nearest hospital, and the service center could intelligently be tracked by the application of GPS. The Thaivivat application can be installed on the IOS and Android mobile platforms.

### The Development of the Pay-Per-Use Motor Insurance

On March 30, 2017, Thaivivat Insurance Public Company Limited was honored with the ‘Thailand ICT Excellence Award 2017’ in the Innovation Project category by the Ministry of Digital Economy and Society in the Thailand ICT Management Forum & Thailand ICT Excellence Awards 2017 held under the theme ‘Leading Digital Transformation: From Idea to Action’. This honorable award could guarantee the company’s splendid achievement of product innovation. Admittedly, the Pay-Per-Use Motor Insurance was developed to highly satisfy all customers, where insurance premiums could be calculated from the actual driving time and distance. This was considered one for the most innovative insurance products in the current market.



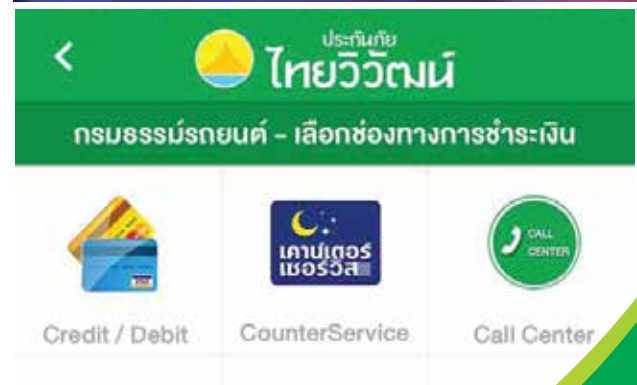
มอบของขวัญสำหรับลูกค้า: ใช้งานฟรีสำหรับการติดตามรถโดยเซ็นเซอร์

โปรโมชันพิเศษ



บริการลูกค้า

บริการซ่อมรถ



## Development of Diverse Purchase and Premium Payment Channels

In respect to service improvement, the Company has added additional channels for customer to conveniently access its insurance products and constantly improves the quality of existing insurance services. The Company offers diverse purchase channels to ensure highest convenience for customers. This includes insurance agents and brokers, counter service at department stores and convenient stores nationwide as well as the Company's website [thaivivat.co.th](http://thaivivat.co.th). Certified by the Department of Business Development, the Company guarantees completely safety in terms of online purchase and payment. Through this system, the insurer is given a wide range of options for payment namely credit card, bank counters and mobile payment.

## Other services

- **The customer relations center**

To make the customers convenient as the one stop service, we provide proficient staffs who will give you an advice, help you to understand, solve problems initially and follow up to take care the customer's problems to be fixed properly and efficiently.

Moreover, Customer Relations is a department that stores the data of customers' satisfaction towards the service, the data of problems will be based to improve company's service and operation.

Customer Relations can be reached at telephone number 02-695-0777 and 1231 in office hours (Monday - Friday at 8.00-18.00 hrs.) website [www.thaivivat.co.th](http://www.thaivivat.co.th) and facebook [www.facebook.com/thaivivat](http://www.facebook.com/thaivivat).

- **Claim Service Center**

To provide the service promptly in assisting the customers all over the country, especially for car and health insurance, the company provides a center to receive accident notifying and to investigate car accidents for 24 hours every day with the real-time tracking system of staffs through satellite that use GPS (Global Positioning System). The staffs

at the Claim Service Center will report the accidents to investigating staffs who are the nearest to accident spots to service sharply and make the customers feel secured. In addition, the customers who registered and installed Thaivivat mobile Application on mobile phone can notify by pressing the button "Emergency Notification" without putting phone number and route explanation because the accident spots will be sent to the company immediately.

Claim Service Center can be reached at 02-695-0700 and 1231 24 hours every day.

- **Roadside assistance service.**

The service is for the customers whose car is broken on the way that might be caused by broken engine or equipments that make the car cannot be driven. Staffs are provided to give a technical advice to assist solving the circumstances. There are also onsite Technicians to initially assist at the spot of accident and provide car towing service to an automobile repair center. The service is for 24 hours. Please contact Claim Service Center.



# Products and Services for Community and Social Development

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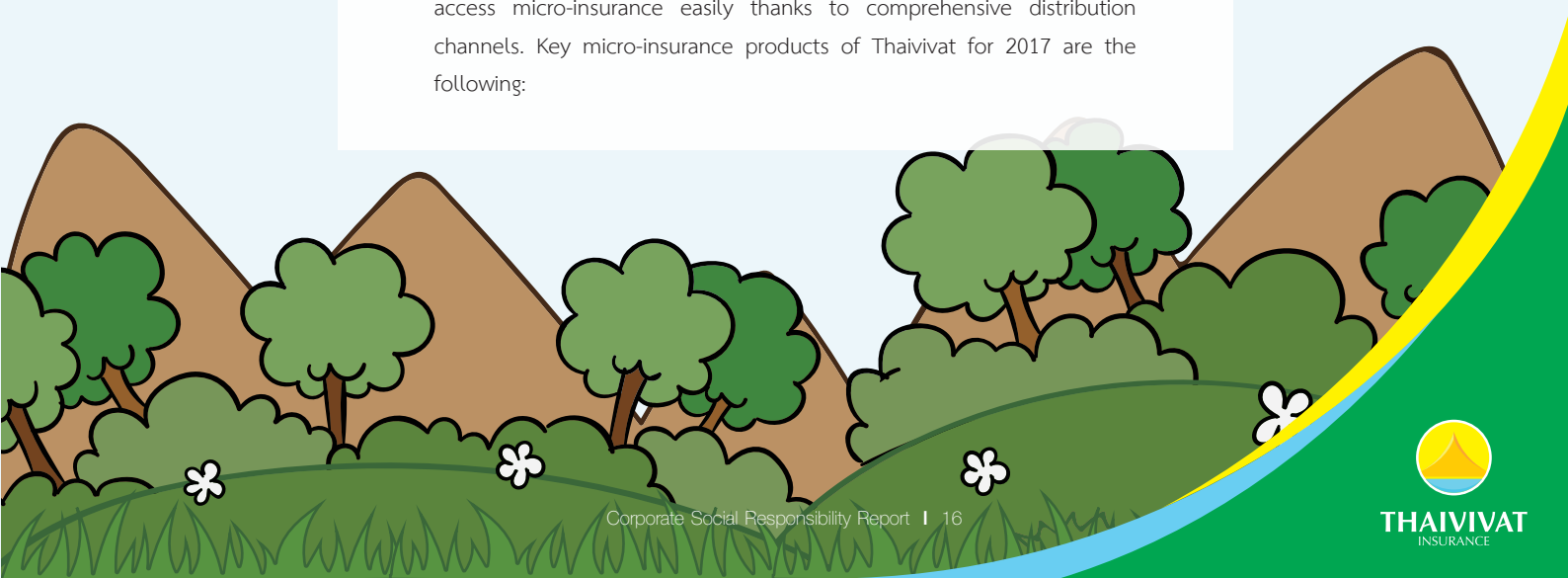
The community and social development is a key composition of sustainable business development. Currently business development and investment at Asian regional level call for business to take into account increased social responsibility. It is imperative that importance be attached to the community and social development in the light of an advantage and composition of the sustainability in doing business.

By realizing the importance of insurance and insurance service accessibility, the Company therefore introduces micro-insurance program as alternative choice for consumers and focuses on minimizing damages from road accidents in line with its motor insurance program which is the Company's core product. These had been carried out under "Excellent Service Program" which took place during the 2017 New Year and Songkran Festival as per the following details:

## **Micro-insurance**

Thaivivat Insurance PCL had carried out the work for community and social development in accordance with the policy of the Office Insurance Commission (OIC) in the Insurance Development Plan No 3 (2017-2020). In particular, on the part of enhancing confidence, the awareness of the importance of insurance and the access to the insurance system by the people at all level. Since suitable insurance plays a role in the stability of the quality of life of the people which is the participation in important development of Thai society.

The company has provided service in insurance in various, distinct formats taking into account the needs of the people which are changing in tandem with social and economic situation. The company also envisions the importance of access to the insurance system by the public at all levels. The company therefore has a policy to promote micro-insurance with simplified coverage, economic premium rate. All level of the public can access micro-insurance easily thanks to comprehensive distribution channels. Key micro-insurance products of Thaivivat for 2017 are the following:





### 1. Cancer Micro-insurance

to cover cancer in collaboration with the counter service under the All Insurance Project, which emphasizes public access to sale of micro-insurance by selling via the counter service with over 6,000 branches in Thailand cancer Micro-insurance program consists of:

1. “Jai Pum Micro-Insurance for Cancer” covering all types of cancers except skin cancer at premium rate of 711 Baht per year and total insurance amount of 70,000 Baht and
2. “Jai Pum Plus Micro-Insurance for Cancer” covering all types of cancer except malignant melanoma and skin cancer.

### 2. Rice Insurance for the 2017 harvest year

Thaivivat is among the 16 insurance companies that joined the Rice Insurance Project with the government with to help build income stability among rice farmers in targeted areas nationwide totaling 30 million Rai by reducing costs and risks in relation to yields. This is done by dividing the insured rice fields into 5 zones based on risk level. The average damage criteria from 2005 – 2012 was studied in order to determine the appropriate premium rate for each risk level. Under such program, rice farmers will be entitled to seven types of natural disasters coverage including flooding or heavy rain, drought, delayed rainy season, storm or typhoon, cold weather or frosts, hailstorm and fire at premium rate of 1,111 baht per Rai, including weeds and epidemics at premium rate of 555 Baht per Rai. The Company also offers In-season Rice Field Insurance Program is available at the Bank of Agriculture and Agricultural Cooperatives so that rice farmers nationwide can have access to insurance service.

### 3. “200” micro-insurance

Thaivivat Insurance PCL is an insurance company participating in the “Insurance coverage 200 policy” project in collaboration with the Office Insurance Commission (OIC). The insurance coverage 200 is a personal accident micro-insurance to provide coverage to the insured in the event of death, loss of limbs, eyesight, and complete disability due to accident. The coverage is 1 year with premium of mere 200 Baht for the insured aged 20 – 60 years having the objective to provide opportunity to the people at all level to by insurance policy at affordable price.





**“Excellent Service” Program during New Year and Songkran Festival**

Both public and private sectors recognizes the significance of road accidents, particularly when Thailand is ranked among the top countries having the highest rate of road accidents in the world. This brings not only losses of life and property but also prevents the country from becoming fully developed. In response, numerous campaigns and projects has been continuously carried out to minimize the number of road accidents as well as losses of life due to road accidents. Among this, car insurance plays a vital role in non-life insurance industry. For this reason, the Company therefore initiated a campaign called “Excellent Service during New Year and Songkran Festival 2017” by working together with Department of Highways and Expressway Authority of Thailand in order to facilitate both the citizens and government officials were assigned on duty to assure road safety during the special holidays, including providing car insurance service during New Year and Songkran season during which the number of commuters traveling on public roads it’s at the highest not to mention highest risk of road accidents.

Thaivivat Insurance Public Company Limited had launched its ‘Excellent Services during the Festive Seasons 2017’ project with the following practices.

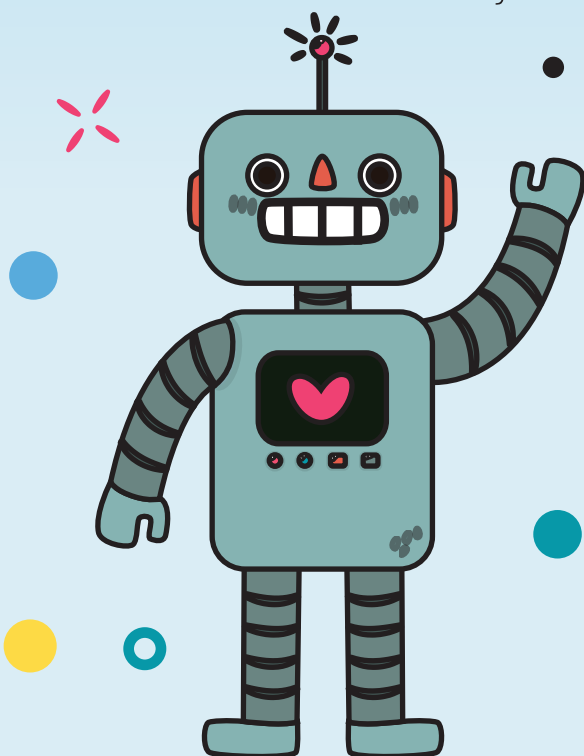
1. Deployed teams of accident inspection and operations officers to be stationed at security checkpoints in various provinces across the country, with the maximization of workforces at major highways, heavy traffic areas, and significant tourist attractions, as part of the goal to be prepared for possible accidents and untoward cases.
2. Increased the number of operations and customer service officers to cope efficiently with accidents and untoward cases that might occur during festive seasons like the New Year and Songkran celebrations.



# TOGETHERNESS

**Demonstrate compassion and care for others as if they were part of the family**

- Personnel Benefits
- Carry out community and social development
- Conduct environmental management



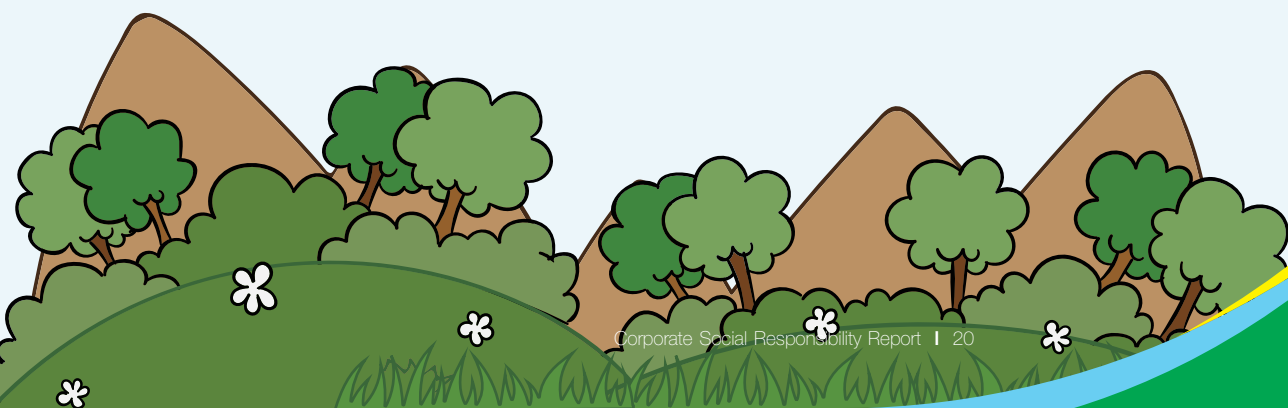
# Personnel Benefits

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Personnel are valuable resource who must be cared for and their ability upgraded for readiness to perform the duty efficiently. The Company therefore attaches importance to the development of staff at all levels as to enhance the knowledge, ability, skill, creating good attitudes by attaching the importance to developing the body of knowledge by means of both internal training within the company and with various external organizations. Moreover, the company has yet introduced a policy in determining fair remuneration with assessment of work performance at least twice a year and to follow up on salary rate movement as to formulate correct, suitable salary in terms of incentive and welfare benefits.

Apart from proper refreshment leave, Thaivivat Insurance also put a concern on health care and life quality of the staff as well as their family. Various incentives and welfare benefits which the company accords to its personnel are to ensure that all of thaivivat's staff is happy at work which will lead to effective work performance

Members of staff and personnel of the Thaivivat Insurance PCL when having satisfactorily passed the probation would be placed in employment as a regular employee and all regular employees would receive remuneration and are entitled to various fringe benefits from the Company as follows:



## Welfare for Better Quality of Life

- **Staff Provident Fund**

The company also introduced a policy for every member of the staff to have savings for use after they leave the employment of the Company by means of establishing the Staff Provident Fund for employee who having worked for 3 years consecutively to be eligible for membership. A member of the Staff Provident Fund contributes 5 percent of the staff's monthly salary to the Fund on a monthly basis and the Company contributes at the rate of 7.5 percent of the staff's monthly salary on a monthly basis. This Staff Provident Fund is managed by the Fund Management Company as the Fund manager.

- **Loan welfare**

Personnel of the Company having completed at least 1 year of work as a staff of the Company shall be entitled to apply for loans with the Company either for residential, medical or educational purposes.

- **Financial Aids for Personnel and Family Members**

The Company shall provide financial aids in two circumstances: marriage of the personnel and funeral of personnel's father or mother.

- **Medical treatment**

Besides taking out social security insurance for every member of staff to accommodate the entitlement to medical treatment in accordance with the labor law, the Company has arranged for the availability of a nurse team from Chula Hospital to provide first-aid care and diagnosis for referral in the case of serious illness as welfare for members of the staff on every working day at the company's principal office at which most of the employees of Thai Viva Insurance PCL are working.

- **Accident insurance**

Accident insurance is taken out for the welfare of the employee. The company has taken out personal accident insurance coverage for members of the staff in the event of deadly accident as to alleviate the burden of the staff's family.

- **Health Insurance**

To ensure personnel convenience, the Company provides health insurance to all personnel covering additional medical expenses apart from the ones provided by social security.

## Employees' benefits and Development

Thaivivat Insurance Public Company Limited provides training to develop the proficiency of staffs constantly to improve insurance knowledge and other required skills for insurance operation and services. In 2017, organizational restructuring had been carried out by clearly separating Personnel Development Department from HR Department to ensure better personnel development efficiency.

Each year the Company begins by providing knowledge training to newcomers In 2017, Thaivivat Insurance Public Company Limited had introduced its career orientation program titled 'Get to Know Insurance Business' to provide new employees with sufficient knowledge on insurance and other related business matters, at Thaire Services Company Limited on Ratchadapisek Road.

Class 1, July 19, 2017, participated by 18 new employees.

Class 2, December 6, 2017, participated by 15 new employees.

After completing the career orientation program, Thaivivat Insurance also held further training programs to maximize employees' knowledge and expertise on their responsible daily operations. In 2017, remarkable training programs could be described as follows:

- 'Efficient Teamwork' – hosted by Mr. Kanokchat Thavoranand, Motor Claims Manager. Held on the 6th floor of Thaivivat Insurance Headquarters, the training program, designed to encourage all employees to cooperate and reduce conflicts in working as a team, was divided into six major classes explained below:

Class 1, October 29, 2017, participated by 35 employees.  
 Class 2, November 11, 2017, participated by 27 employees.  
 Class 3, November 18, 2017, participated by 34 employees.  
 Class 4, November 25, 2017, participated by 46 employees.  
 Class 5, December 9, 2017, participated by 28 employees.  
 Class 6, December 16, 2017, participated by 31 employees.

- Setting Priority of Routine Tasks’ – hosted by Mr. Somkrit Suracheevakrit, Sales Director. The training program, participated by 45 supervisors, was held on November 4, 2017 on the 6th floor of Thaivivat Insurance Headquarters, aiming to generate greater understanding towards effective management, considered a key role in managing team.
- ‘Power Vision: Design and Development’ – hosted by Ms. Ratchanee Wongkitpattana, Senior Manager. Organized on November 18, 2017 on the 6th floor of Thaivivat Insurance Headquarters, the training program aimed to stimulate the IT program design and development, joined by 17 employees.
- ‘Coordination with Efficiency and Happiness’ – hosted by Ms. Pimol Chantaveeworakul, Operations Director. The training program, held on November 22, 2017 on the 6th floor of Thaivivat Insurance Headquarters, was designed to increase work efficiency and professionalism, while being happy with responsible tasks, participated by 54 employees.

Aside from the internal training programs, Thaivivat Insurance also provided its employees with further training sessions organized by external organizations. More specifically, employees were required to complete an approximate training period of eight hours per year.

### Employment Opportunity for the Disabled

At Thaivivat Insurance, we accept people with physical disabilities to join our team by offering employment in appropriate positions based on their physical capability. The Company also formulated remuneration standard and provides equal opportunity to progressive career path.

### Career Opportunity for the Disables

At present, Thaivivat Insurance Public Company Limited has recruited six disables with outstanding skills and abilities to work in certain departments.

|                     |               |
|---------------------|---------------|
| Blindness           | - 1 employee  |
| Hearing Problem     | - 4 employees |
| Movement Difficulty | - 1 employee  |

### Employee Relations Activity

Thaivivat Insurance Public Company Limited has organized its employee relations activity on a yearly basis, aiming to foster concrete relationship among employees from different departments in the organization. Additionally, employees have been encouraged to recognize the importance of exercise, while creating bonding and teamwork in the workplace.

### Occupational Safety

Thaivivat Insurance Public Company Limited is strictly committed to providing its employees with occupational safety, as part of the intention to promote a better quality of life and wellbeing among employees at all levels. To achieve the next level of occupational safety development, it is greatly necessary for the company to determine security policies in order to be ready for any unexpected circumstance.

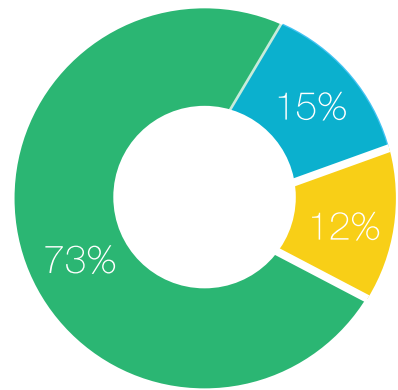
- The company conducts a fire prevention training and a fire evacuation drill on a yearly basis, where fire extinguishers and other related devices will be inspected and maintained in good conditions at all times, prompting employees to cope efficiently with a real situation that may take place. In 2017, the company organized its fire prevention training on December 9, supported by a team of fire specialists from Suthisan Fire Station, while the fire evacuation drill was conducted on December 11. Both drills were held at Thaivivat Insurance Headquarters.
- In the same year, the company had also issued policies and principles on operations and management for all employees to pursue, with regard to the effectiveness of occupational safety.

- For those in necessity of using a car or a motorbike, the company had ordered them to strictly pursue the driving safety rules and other technical requirements. In 2017, there were two accident cases occurred, where two people were minimally injured from the accidents and already recovered from the injuries.

**An overview of the personnel of Thaivivat Insurance PCL**

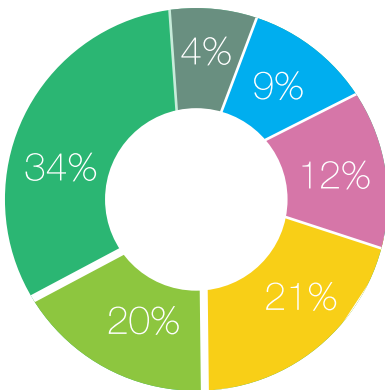
**Personnel Propoortion Gender**

- Male
- Female



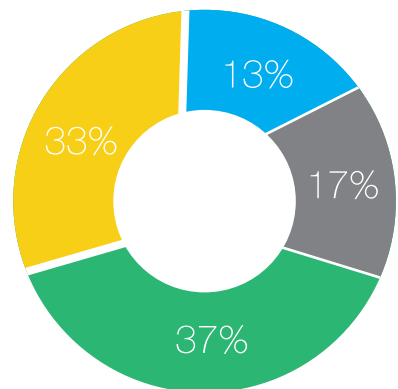
**Personnel Propoortion by Employment Period**

- Under probation period
- 4 months - 1 years
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- > 10 years



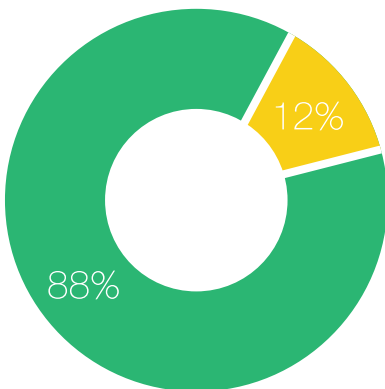
**Personnel Propoortion by Education**

- Below Bachelor Degree
- Bachelor Degree
- Above Bachelor Degree



**Personnel Propoortion by Province**

- Other provincial are as
- Bangkok



**Personnel Propoortion by Age**

- =<20 years
- 21 - 30 years
- 31 - 40 years
- 41 - 50 years
- > 50 years



# Community and Social Development Activities

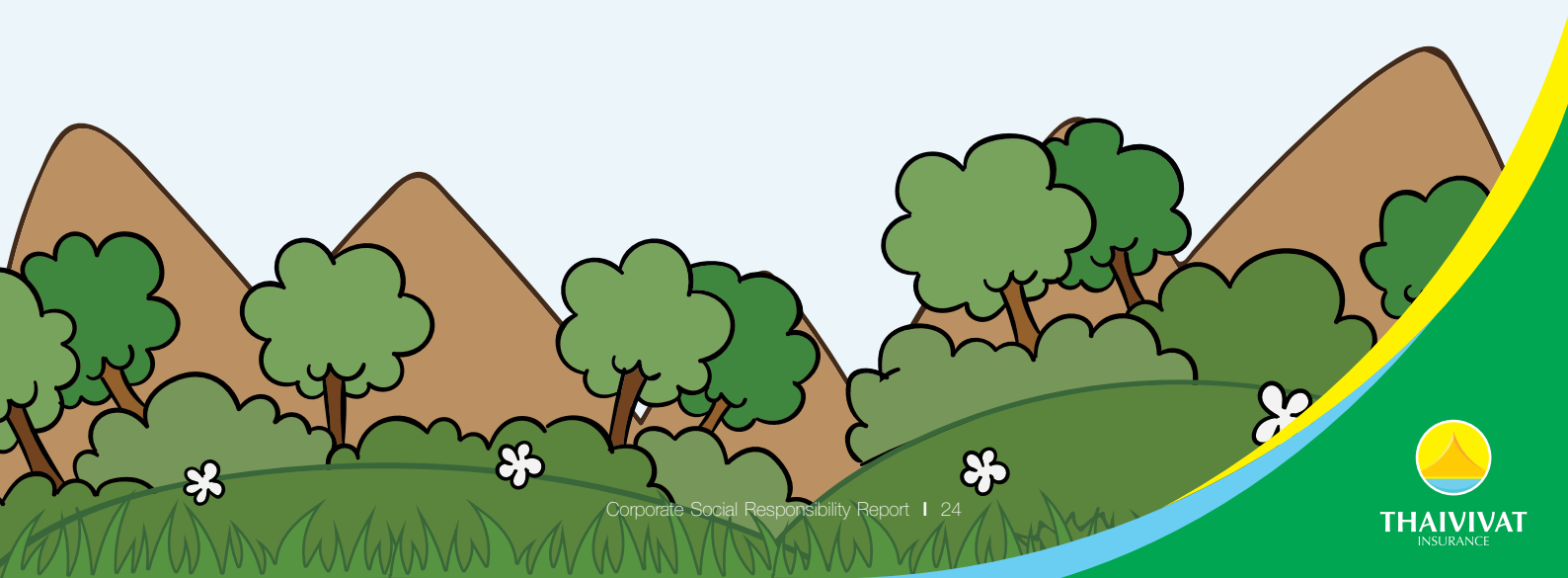
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The Company is aware of the importance of community and social development by respecting and upholding the basic principles of human rights both in business process and community and social development activities. Apart from business process such as human resource management which is also the key to achieving business growth and sustainability, the Company also has a policy on ensuring fair and equal treatment among every group of personnel and stakeholders regardless of their color, race, gender, ethnicity, nationality, financial status and physical disability, including respecting and accepting differences in terms of view, society, environment, law and culture (For more details, see section “Personnel Benefits”). In 2016, the Company had carried out several community and social development activities through donations and charity as per the following details

## **Education Promotion Activity**

The Company has continuously supported equal opportunity as per the basic principle of human rights among all social groups, especially the rights to basic education. This is because building competent human resource completed with required knowledge and skills and a keen sense of integrity is vital to driving national security and development. In 2016, the Company had provided educational supports as follow:

During November 25-26, 2017, Thaivivat Insurance Public Company Limited held its charity rally to mark the 250th anniversary of the Thonburi Kingdom discovered by King Taksin the Great. This knowledge-based activity aimed to raise funds for Wat Intharam School’s construction of a sound lab room.





## Contributions to Community and Society Development Activities

### ● Community and Society

Thaivivat Insurance Public Company Limited offered financial donations to certain community and society development projects and made positive contributions to local agencies.

- Organized its Big Cleaning Day as part of Thailand's merit-making activities in dedication to His Majesty the late King Bhumibol Adulyadej. This voluntary activity was held on September 16, 2017 at Wat Phai Ton in Bangkok's Phayathai district. Aside from the cleaning activity, the company also donated drinking water and presented sandalwood flowers to those present at the venues of His Majesty the late King Bhumibol Adulyadej's Royal Cremation.
- Held a marigold flower plantation activity in remembrance of His Majesty the late King Bhumibol Adulyadej on October 5, 2017.

### ● Sports, Religion, and Culture

Thaivivat Insurance Public Company Limited presented its financial donations to certain projects related to the development of sports, religion, and culture.

- Co-hosted a religious ceremony dedicated to His Majesty the late King Bhumibol Adulyadej on September 6, 2017.
- Held an afternoon praying activity on every Buddhist holy day and Friday during 12:30 – 13:00 hrs.



# Management of Environment

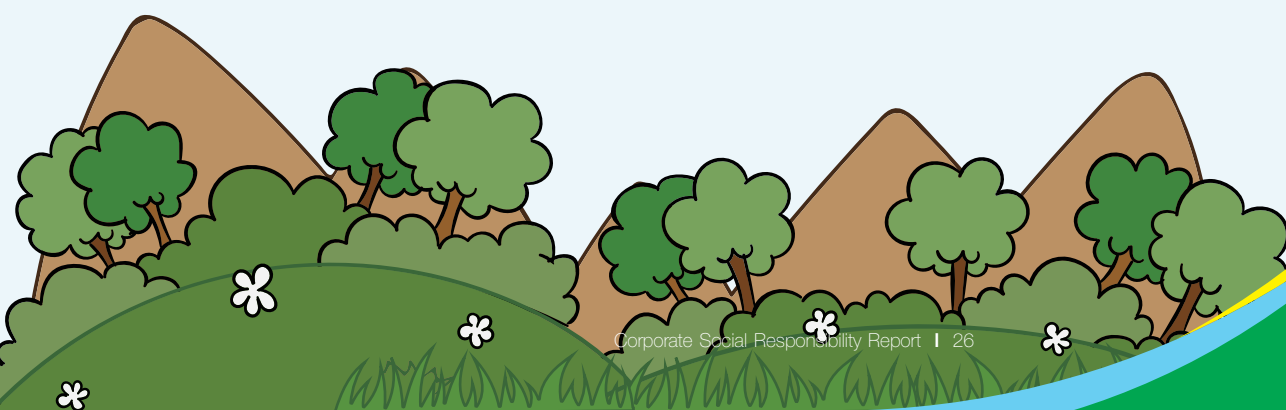
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The company is determined to conserve society and the environment by means of doing its business under the code of ethics and good corporate governance in tandem with care and attention given to society and the environment that leads to sustainable development in spite of the fact that Thaivivat PCL is not in the industrial sector that necessitates the use of natural resources in the production comprehensively; but it cannot be denied that the company has used the natural resource in the aspect of energy and various resources to drive the business. The company therefore attaches importance to create the awareness of using energy and the company's personnel resource economically and cost-effectively as well as the awareness of the commitment to care for the environment and the personnel of the company.

## **Energy Conservation Project (Utilization of LED Light Bulbs)**

In 2017, Thaivivat Insurance Public Company Limited had determined to utilize LED light bulbs in all areas to support the energy conservation project launched by the Department of Alternative Energy Development and Efficiency, the Ministry of Energy. The energy conservation project also aimed to encourage investors and business entrepreneurs to reduce energy consumption, save energy cost, and increase competitiveness, leading to substantial minimization of energy imports for Thailand as a whole.

The utilization of LED light bulbs at Thaivivat Insurance Headquarters, a high-rise building of 11 storeys with 2,557 light bulbs in total, was completed in May 2017, which helped save the electricity cost of up to 860,801.41 Baht. This energy-focused project had been expected to hugely reduce the company's overall operating cost in the long run.



# *Caring is Giving*

