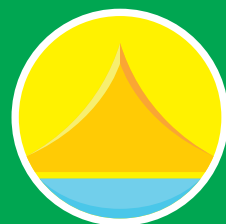


Corporate Social Responsibility Report

Thaivivat Insurance PCL

2018



THAIVIVAT
INSURANCE

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In Relation to this Report

Thaivivat Insurance Public Company Limited prepared this Corporate Social Responsibility Report for the year 2018 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 2018. 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 1993.

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:

Trusted

Upholding professionalism to build customer trust

1. Conduct business with fairness
2. Promote anti-corruptions
3. Disclosure of information and reports

Progressive

Continuously develop products and services to address every consumer demand

Innovative

Using latest innovation to deliver service excellence

4. Responsibility toward consumer
5. Develop products and services that will help to uplift the quality of life and society

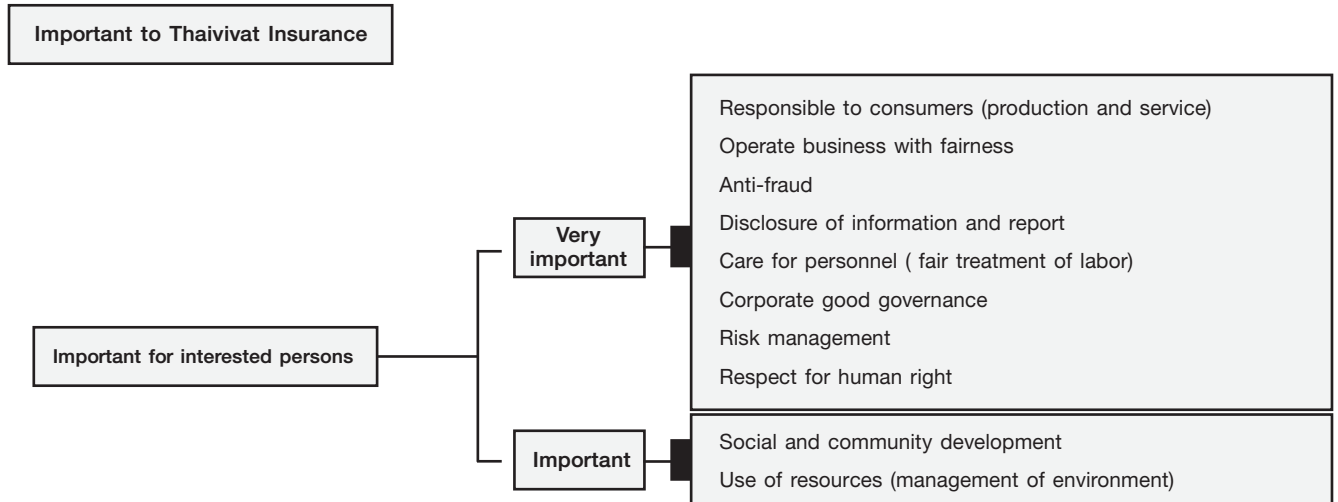
Togetherness

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

6. Personnel Benefits
7. Carry out community and social development
8. Conduct environmental management



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"> - Well-defined products that are able to provide the required protection and are highly understandable - Excellent sale and after-sale service quality - Fair compensation - A highly stable insurance company capable of paying compensation when an incident occur 	<ul style="list-style-type: none"> - Sales promotion - Excellent sale and after-sale service quality - Provide protection as per the given insurance policy - Develop high quality products that can serve customer demands - Deliver fair, accurate and quick compensation payment - Manage insurance related risk in accordance with regulation of Office of Insurance Commission (OIC) 	<ul style="list-style-type: none"> - Satisfaction Survey - Provide channel (s) for comments/ suggestions - Head Office and Branches - Customer Relations Tel. 1231 - Claim Hotline Tel. 1231 Ext.2 - Website: thaivivat.co.th - Facebook: www.facebook.com/thaivivat
Trade Partner	<ul style="list-style-type: none"> - Follow the trade agreement - Increase the quantity/value of products and services 	<ul style="list-style-type: none"> - Conduct business with fairness - Equitable and fair treatment among all trade partners - Strict compliance with trading terms and conditions including the established agreement - Select appropriate trade partner that demonstrates ethics, professionalism and good reputation - Establish clear procurement procedure 	<ul style="list-style-type: none"> - Policy and Code of Business Ethics - Site visit and evaluation - Website: thaivivat.co.th
Personnel	<ul style="list-style-type: none"> - Fair compensation - Follow Code of Ethics in relation to labor - Ensure safety of life and properties - Offer opportunity for knowledge development and professional career path - Balance between work and life 	<ul style="list-style-type: none"> - Support skills and knowledge training - Has a policy on providing appropriate staff compensation and welfare and equivalent to that of other businesses of similar nature - Career stability and good career path - Pleasant and safe working environment - Activities for building corporate bond 	<ul style="list-style-type: none"> - Communicate with personnel regarding staff welfare - Satisfaction Survey - Meetings by function - Complaints Handling Unit, HR Department - Directly raise complaint to the Management - E-mail: hrdept@thaivivat.co.th

Stakeholder	Expectation	Practice	Contact Channel
Shareholder	<ul style="list-style-type: none"> - Business growth - Good corporate governance - Rights and equality of shareholders - Anti-corruption - Access to accurate information 	<ul style="list-style-type: none"> - Long-term and continuous returns - Conduct business based on the principles of good governance and corporate governance - Disclose reports as per defined schedule and the regulation of SET 	<ul style="list-style-type: none"> - Annual Report - Shareholders' Meeting - Contact Investor Relations Tel. 1231 ext. 5938 - E-mail: nantawan_aru@thaivivat.co.th - Website: thaivivat.co.th/th/investor_contact.php
Competitor	<ul style="list-style-type: none"> - Compete in business with a sense of morality 	<ul style="list-style-type: none"> - Compete with morality - Must not seek trade secrets of competitors through unacceptable means - Must not damage the reputation of competitors through discredits 	<ul style="list-style-type: none"> - Website: thaivivat.co.th
Creditor	<ul style="list-style-type: none"> - Prompt debt payment - Compliance with the defined terms and conditions 	<ul style="list-style-type: none"> - Strictly follow debt payment deadline and the agreement terms and conditions - Comply with the terms and conditions in relation to guarantee and capital management - 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 - Ensure appropriate capital management structure existed to maintain creditor confidence 	<ul style="list-style-type: none"> - Contact Finance Department Tel. 1231 - Website: thaivivat.co.th
Debtor	<ul style="list-style-type: none"> - Compliance with relevant requirements and conditions - Interest rates are in accordance to the law 	<ul style="list-style-type: none"> - Strict follow the agreement terms and conditions - In case debtor fails to follow the agreed terms and conditions which resulted in default, the Company will negotiate with that debtor in order to seek fair and reasonable solution 	<ul style="list-style-type: none"> - Contact Finance Department Tel.1231 - Website: thaivivat.co.th
Society and Environment	<ul style="list-style-type: none"> - Conduct business with responsibility - Carry out community development - Legal compliance - Cooperate in government projects 	<ul style="list-style-type: none"> - Recognize and demonstrate accountability toward the economic, social and environmental impacts resulting from the Company's business operations - Conduct business based on the principle of good corporate governance and under the supervision of government agencies - Support, assist and participate in various social and community development activities 	<ul style="list-style-type: none"> - Contact the Company Tel. 1231 - Website: thaivivat.co.th - Contact the Company's Secretary Office



Trusted

**Upholding professionalism
to build customer trust**

- Good Corporate Governance and Fair Business Operation
 - Anti-Corruptions
 - Disclosure of information and reports
- 



THAIVIVAT
INSURANCE

Good Corporate Governance and Fair Business Operation

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 2018 (Form 56-1) on the heading of "Management." And on website www.thaivivat.co.th

Anti-Corruption

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:

	Sunee Theravithayangkura. Director and Company Secretary
E-letter	sunee_non@thaivivat.co.th
Telephone	1231
	Nantawan Arunpiriyakul, Compliance Section
E-letter	nantawan_aru@thaivivat.co.th
Telephone	1231 Ext. 5938
Letter	Nantawan Arunpiriyakul, Compliance Section
	Thaivivat Insurance PCL
	71 Din Daeng Road, Samsen Nai Sub-district, Phya Thai District, Bangkok 10400

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

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) 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

**Never stop developing products and
services to serve every customer need
using innovation which ensures
service excellence**

- Responsibility to Consumers
- Products and Services for Community
and Social Development



Responsibility to Consumers

Thaivivat Insurance Public Company Limited is committed to create the insured's satisfaction for its products and services given its responsibility to the insured by delivering good quality services at reasonable price following the regulations of the Office of Insurance Commission (OIC). For example, the form and message in the insurance policy must be consistent with the insurance premium determination and have clear meaning, and the definitions being used must correctly follow academic rules in order to prevent legal interpretation in case of any claims. On top of this, the Company offers insurance premiums which are appropriate and at the rates approved by the registrar.

In addition, the Company has developed and improved various insurance policies to meet the changing demand of the Thai society including continuous service improvement in tandem with changing technology in order to increase the speed in providing services to the insured and to consistently maintain lasting customer relationship.

The Ability to Compensate Claims

The stability of an insurance company is vital to the credibility of its insurance products. As a financial institution, insurance companies directly affect the insured and the overall economy, especially by its ability to compensate insurance claims. Therefore, Thaivivat Insurance PCL recognizes the importance of maintaining its financial position as required by the laws and regulations of the regulatory bodies such as the OIC. In 2018, the Company had the capital adequacy ratio (CAR) in the third quarter of more than 300%, indicating its high ability to compensate insurance claims.

Compensation Service

The Company has developed policy for claim payment to ensure fast and timely service that can truly help the people. The Company makes the decision to pay the claims within 14 days after the claim has been accepted in order to ensure timely response that meets the need of the insured. The Company strictly adheres to the terms and conditions in its agreement with customers to prevent possible litigations that may arise.

The Company has introduced innovation and new information systems in its insurance services. The Company has used E-Claim for full claim management service to increase its efficiency in servicing customers in accident and enhance the service potential of claims inspectors enabling them to print out repair orders at the accident spot 24 hours across the country. Apart from this, the Company has opened 27 branches throughout the country and offered repair notification service for the insured of motor insurance at car service centers that have joined the program to ensure the convenience of the insured in making claims and to provide the insured necessary advice and assistance.

Product Development and innovation in insurance

The Company is committed to developing products to meet consumer demand in the past years. In 2018, the Company received the following awards in innovation:

On Friday 7 September 2018, the Company received the award "Technological Innovation Excellence for Insurance", the 2018 Prime Minister's Insurance Awards at "THAILAND INSURANCE EXPO 2018" organized by the Office of Insurance Commission (OIC). In this occasion, Mr. Jiraphant Asvatanakul, CEO and Managing Director of Thaivivat Insurance PCL, received the award "Technological Innovation Excellence for Insurance" from Mr. Apisak Tantiworawong, the Minister of Finance. The honorary award will encourage us to continuously develop our insurance products and innovation to meet consumer demand.

On 5 October 2018, the Company received an award and certification as an innovative organization under the program to promote innovation in SET listed companies from Mr. Wichet Tantiwanich, National Innovation Committee, National Innovation Agency (Public Organization) at the seminar "Innovative Organization for Sustainability in the Stock Exchange of Thailand (SET)" jointly organized by the National Innovation Agency (Public Organization) (NIA) and SET and mai. The event intended to strengthen the competitiveness of listed companies and allow the companies to understand its potential, leading to more innovation that can serve consumer needs and corporate sustainability.

Product Development – “Thaivivat Active Health” Health Insurance

Many Thai people are facing health problem. One of the causes stems from our negligence to exercise or pay attention our health. As an insurance company that has always focused on the importance of consumer health, the Company is committed to promoting good health and sustainable well-being. In 2018, the Company developed and introduced a new health insurance product called “Thaivivat Active Health Insurance” to encourage healthy consumer lifestyle using health and wearable technology with an aim to promote exercising and good discipline as well as to change consumer behavior in the long term, especially for those who have just started exercising.

Aside from being an insurance policy that promotes healthy and disciplined living for the users, Thaivivat Active Health is an insurance policy which encourages users to exercise regularly through the use of IoT connected to Smart Watch and wearable technology which can track exercise information as well as the use of Thaivivat Health Application which has been designed for use with the health insurance in providing information on health and daily exercise. This helps the users in making a health plan and creates awareness for the users by using their exercise information to calculate monthly discount on premium up to 40 percent, encouraging users to exercise on a regular basis.

Product development – Pay-Per-Use Motor Insurance

In 2018, the Company continued to introduce innovation in its insurance products. Pay-Per-Use Motor Insurance is one of the products that have been consistently innovated in terms of service and function in order to meet consumer needs. To ensure consumers receive the best service and highest benefit, the application has been developed with on-off function and accident notification service using GPS without requiring users to explain the directions. The users can track the claim staff’s route, find the nearest garage, police station, hospital, and fire station, and renew insurance policy through the application without contacting the staff, allowing for increased convenience and fast contact in case of emergency.

The Company developed a tool that can connect to the application for automatic on-off function and introduced the use of TBeacon and USBTBeacon to enable fast connection by just installing the tool in the car and connecting it to Thaivivat application, allowing for convenient on-off of insurance.

Product development – “Travel Insurance On-Off”

In 2018, the Company stepped up its innovation to a higher level by introducing travel insurance product that meet the needs of today’s consumers called “Travel Insurance Plus On-Off” which enhances service convenience and serves technology need of today’s users in their daily life. The travel insurance focuses on value for money for travelers by allowing them the flexibility in planning their trip. Travelers pay the premium only for the period they actually take the trip which helps save travel expenses. The travel insurance allows travelers to top up or adjust their travel duration. The remaining days can be credited to the next trip, meeting the lifestyle of frequent and business travelers. Travelers can use the application “Thaivivat Travel” to check the insurance coverage and contact for assistance in case of medical or travel emergencies anywhere in the world 24 hours, giving confidence on all your journeys.

Development of diverse purchase and premium payment channels

In terms of service, the Company has improved access to its insurance products and constantly enhanced its insurance-related services. The Company offers diverse purchase channels to allow consumers convenient access to its products including through agents, brokers, department stores, convenient stores, and website www.thaivivat.co.th which has been certified by the Department of Business Department for its standards on online purchase and payment system, allowing customers to choose from a variety of premium payment options including credit card, bank counters, and mobile payment.

Other Services

Customer relations center to provide convenience for the insured, there are competent staff who will provide advice, help customers understand, solve and follow up with the problems of the insured, ensuring that the insured are being serviced accurately and efficiently.

In addition, customer relations center is the department which keeps information on customer satisfaction. The information on customers' problems which have been reported to the center will be used to improve service quality and operations. Custom relations center can be contacted at Tel No. 1231 during business hours (Monday-Friday 8.00-18.00 hrs.) through the Company's website www.thaivivat.co.th and Facebook: www.facebook.com/thaivivat.

Claim Service Center to provide fast assistant service to our insured customers, especially motor and health insurance customers, the Company has a center that receives claims and inspects car accidents 24 hours every day with the use of real-time tracking and GPS. Staff at the center can send information to the claims inspector who is closest to the accident spot to ensure quick service and customer confidence. On top of this, customers who have registered and installed Thaivivat mobile application can report accident by pressing the button "Emergency Report" without dialing and can send the location to the Company without having to explain the directions.

Claim Service Center can be contacted at 1231 ext.2. 24 hours every day.

- Roadside Assistance Service is a service for customers whose car has broken down on the way which might be caused by engine or equipment failure. The Company provides staff who can assist customers by providing technical advice and solving the situation. The Company also provides onsite technicians to provide basic help at the accident spot as well as car towing service to the repair center. The service is available 24 hours by contacting the Claim Service Center.

Products and Services for Community and Social Development

Community and social development is a key element of sustainable business development. Today, there is a demand for all business sectors to increase corporate social responsibility. The Company, therefore, needs to focus on community and social development which is an important factor for sustainable growth of insurance business.

The Company recognizes the importance of insurance and mass access to insurance. As a result, the Company operates through micro-insurance program and emphasizes on-the-road damage minimization in line with the Company's motor insurance which is its core product. The Company carried out Excellent Service Program during 2018 New Year and Songkran as outlined below:

Micro-insurance

The Company carried out work for community and social development following the policy of the Office of Insurance Commission (OIC) in the Insurance Development Plan No. 3 (2016-2020), particularly in promoting knowledge and access to insurance. The Company promoted insurance products for micro-level customers to ensure that people have insured security in their lives and assets, alleviating government burden in remedying people and engaging in Thailand's social development.

The Company provided insurance service in various forms, taking into account the needs of the people which continue to change in tandem with the society and economy. The Company recognizes the importance of insurance system access of people at every level. As a result, the Company has a policy to promote micro-insurance with simplified coverage, affordable premium, and wide and easy access through its purchase channels. The Company's key micro-insurance products are as follows:

1. Cancer Micro-insurance

Thaivivat collaborated with Counter Service to offer micro-insurance at more than 6,000 counter services throughout Thailand to allow greater access to needed insurance products. These products consist of:

1. "Jai Pum Micro-Insurance for Cancer" covering all types of cancers except skin cancer at a premium rate of 711 baht per year and total coverage amount of 70,000 baht and
2. "Jai Pum Micro-Insurance for Cancer" covering all types of cancer except malignant melanoma and skin cancer

2. Rice Insurance for 2018 harvest year

Thaivivat is 1 out of 22 companies which participated in the government's In-Season Rice Insurance Project with an objective to create income stability for rice farmers in 30-Million-Rai targeted areas and reduce the costs and risk associated with rice yield. The farmers will be insured for seven types of natural disasters including flood or heavy rainfall, drought or intermittent rainfall, storm or cyclone, freezing weather or frost, hail and fire on which farmers are covered for 1,260 baht per Rai. For weed and disease outbreak, farmers are covered for 630 baht per Rai. In-season rice insurance is available at the Bank of Agriculture and Agricultural Cooperatives so that rice farmers across the nation can gain access to insurance products.

3. "200" Micro-insurance

Thaivivat is an insurance company which joined the "Insurance Policy 200" Project initiated by the Office of Insurance Commission (OIC). The Insurance 200 for people with 20 to 60 years of age is a personal accident micro-insurance which covers the insured for 1,000 baht in case of death, amputation, eyesight loss, or permanent disability caused by accident, for 50,000 baht in case of homicide, and for 10,000 baht in case of death from illnesses by paying an insurance premium of 200 baht per year. Its objective is to provide opportunity for people at all levels to gain access to affordable accident insurance products.

4. Fire Micro-insurance for Residential

Thaivivat is an insurance company which participated in the “Fire Micro-Insurance Policy for Residential” Project initiated by the Office of Insurance Commission (OIC). With only an annual premium of only 400 baht, the fire micro-insurance covers damage on resided property caused by four types of incidence including fire, lightning strike, explosion (insurance coverage amounting 300,000 baht for half-concrete-half-wooden house, 150,000 baht for wooden house, and 50,000 for small wooden property) and natural disasters (storm, flood, earthquake, and hail – combined coverage amount not exceeding 10,000 baht). If the damage makes the insured unable to reside in their property and need to find a temporary place to stay, the Company will compensate for rent up to 300 baht per day but for no more than 30 days. Its objective is to provide opportunity for people at all levels to gain access to affordable fire insurance products.

5. Field corn insurance

The Company is one out of 14 companies participating in the “Field Corn Insurance” Project with an objective to create stability for farmers in 2-Million-Rai target areas in 33 provinces. It aims to support farmers in growing field corn after rice growing season in order to avoid oversupply and price drop of rice as well as to mitigate the costs and risk from yield. Farmers are insured for eight types of disasters including flood or heavy rainfall, drought or intermittent rainfall, storm of cyclone, freezing weather or frost, hail, fire, and elephant attack with coverage of 1,500 baht per Rai and insured for weed and disease outbreak with coverage of 750 baht per Rai. Field corn insurance is available at the Bank of Agriculture and Agricultural Cooperatives so that farmers across the nation can gain access to insurance products.

“Excellent Service” Program during New Year and Songkran Festival

Both public and private agencies recognize the importance of road accidents in Thailand which is ranked among the highest in the world causing loss of lives and assets and preventing the country from advancing. In response, several campaigns and projects have been continuously carried out to reduce the number of road accidents and loss of lives due to road accidents. Among these efforts, car insurance plays a vital role in non-life insurance industry; as a result, the Company created a campaign called “Excellent Service during New Year and Songkran Festival 2018” by working with the Department of Highways and the Expressway Authority of Thailand to facilitate both the citizens and government officials in performing their duties during the holidays with an aim to prevent accidents. The Company also provided motor insurance service during New Year and Songkran seasons on which the number of commuters traveling on the roads and road accidents are at its highest.

“Excellent Service during New Year and Songkran Festival 2018” took the following steps:

1. Deployed accident inspection and operation staff to be stationed at service locations in various provinces across the country with maximum number of service staff in areas with heavy traffic, major highways, and popular tourist attractions.
2. Increased the number of customer service and operational staff to sufficiently meet customer demand during the festive seasons.

Knowledge and Access to Insurance

Knowledge and understanding of insurance among consumers is a vital issue. Even though technology is increasingly being used to provide information, there remain some consumers who lack access to insurance information. As a result, these consumers become unaware of the benefit of insurance in helping reduce life and property risk in case of unexpected incidence. As an insurance company, Thaivivat plays a role in promoting the news, knowledge, and understanding about insurance by developing the following details:

1. Created content and published insurance knowledge including on motor insurance, health insurance, travel insurance and other insurance through online channels such as website and other social media.
2. Collaborated with key opinion leaders to create awareness and encourage consumers to recognize the importance of insurance in reducing life and property risk.



Togetherness

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

- Employee Benefits
- Community and Society Development Activities
- Environmental Management



Employee Benefits

Thaivivat recognizes that employees are the most valuable resource who must receive care and capacity development to efficiently perform their work. The Company focuses on developing employees at all levels on a continuous basis to enhance their knowledge, capability, skills, and positive attitude. The Company emphasizes knowledge enhancement, especially for technical knowledge, by providing both in-house and outsourced trainings. In terms of remuneration, the Company puts an emphasis on fair compensation with biannual evaluation and keeps track of the industry's average salaries to ensure appropriate salary structure.

In terms of benefits and welfare, besides annual sick and vacation leaves, Thaivivat pays a special attention to employees' health and living quality as well as their family members. All the benefits given to employees are intended to create workplace happiness for employees which will lead to employee productivity.

Once employees pass the trial period, the employees will officially become full-time employees. All the Company's employees are full-time employees who receives remuneration and benefits from the Company as outlined below:

Welfare for Good Quality of Life

● Provident Fund

Thaivivat has a policy to ensure that all employees have retirement savings after they leave the Company. The Company established a provident fund for employees who have been with the Company for at least three years. Once employees become members of the fund, they will contribute 5 or 10 or 15 percent of their monthly salary to the fund and the Company will contribute another 7.5 percent of the employee's monthly salary. The Company's provident fund is managed by a fund management company who is the fund manager.

● Welfare Loan

Employees who have been with the Company for at least three years are eligible to apply for the Company's welfare loan for residential, medical, or educational purposes.

● Financial Aid for Employees and Their Family Members

For wedding and parents' funerals

● Medical Treatment

Aside from providing social security insurance for all employees in accordance with the labor law, Thaivivat offers basic medical service by Chulalongkorn Hospital's team and preliminary diagnosis before transferring to hospital in case of severe conditions. The service can be accessed every work day at the Company's headquarters where most employees work.

● Accident Insurance

For employee welfare, Thaivivat provides personal accident insurance for employees in case of accidents that lead to death in order to alleviate the burden for the employee's family.

● Health Insurance

To ensure convenience for employees, Thaivivat offers health insurance to employees covering medical expenses that are not already covered by social security.

Employee Benefit and Development

Thaivivat continuously provides trainings for employees both on insurance knowledge and other skills which are necessary for insurance and service operations. In 2018, the organizational restructuring separated Personnel Development Department from HR Department to achieve greater personnel development efficiency.

At the start, the Company provided new employees with basic insurance knowledge through the 2018 training program called "Get to Know Insurance Business" at ThaiRe Services Co., Ltd. Ratchadapisek Road, Bangkok.

Class 1:12 December 2018 with eight new employees.

After completing the program, the Company provided additional trainings which were intended for further skill enhancement. In 2018, the training programs comprise:

- “Essential HR Functions for Non HR people” by Assistant Prof. Dr. Tuchpong Settabut at Thaivivat Building, 6th Floor Meeting Room with an aim to increase knowledge and understanding of the roles and basic concepts of organization and human resource management

Class 1: 6 October 2018 with 45 participants

- Coaching Skill-Management in the new era “Agile Scrum” by Ajarn Santitat Paimai on 3 November 2018 at Thaivivat Building, 6th Floor Meeting Room for 50 supervisors with an aim to create better understanding of the synergy which can result from teamwork and to apply the new technique to team management
- “Microsoft Excel for Work” by Ms. Anyamanee Arakwanich on 7 December 2018 at Thaivivat Building, 6th Floor Meeting Room for 40 participants with an aim to enhance knowledge and understanding of pertinent Excel work

Apart from internal training programs, Thaivivat provides employees with trainings on work-related knowledge and skills organized by external organizations. The Company selects participants based on relevancy and provides work-related trainings for eight hours per employee on average.

Career Opportunity for the Disabled

Thaivivat is pleased to offer suitable jobs to people with disabilities with standard remuneration and equal career advancement opportunity.

From 2018 to now, Thaivivat has recruited six disabled people as follows:

Visual impairment	1 person
Hearing impairment	4 persons
Motion impairment	1 persons

Employee Relations Activity

Thaivivat organizes employee relations activities every year with a focus on fostering relationship between employees and across departments as well as promoting teamwork and coordination to ensure good collaboration. The Company also promotes exercising and engagement among its employees.

Workplace Safety

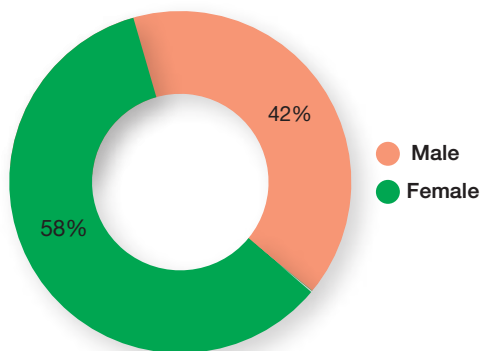
Thaivivat is committed to ensure employee welfare and safety since it believes that welfare and safety will lead to good quality of life and is one of the factors which promote work efficiency and confidence in job performance. The Company has accurately and properly prepared key measures in case of emergency as outlined below:

- The Company implements preventive and fire safety awareness measures and organizes fire evacuation drill on an annual basis. The Company also checks its fire extinguishers and alert system consistently to ensure employees’ awareness in case of possible incidence. In 2018, the Company organized a fire prevention training on 1 December 2018 by inviting a fire fighter team from Sutthisan Fire Station, Fire Division 3, Office of Disaster Prevention and Mitigation to give basic theoretical and technical knowledge. The 2018 fire evacuation drill was organized on 7 December 2018 at Thaivivat Building with supervision by the fire fighter from Sutthisan Fire Station.

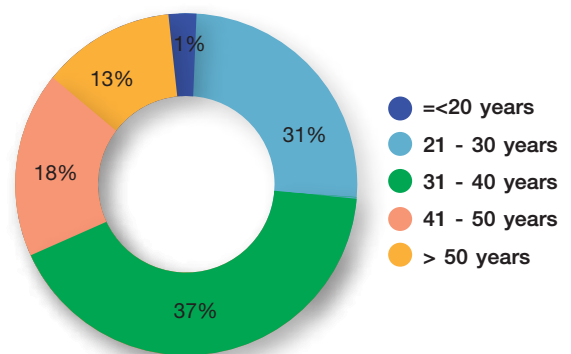
- The Company established policies and principles on safety practices for operational and claims inspectors. For employees who frequently use cars or motorcycles for work, especially claims inspectors, customer service staff, and insurance agents, the Company issues rules and regulations on individual safety (driving safely, and wearing proper uniforms with bright-colored strap as well as helmet and seat belt) and vehicle safety (using the Company's cars which have been checked, installing camera in the cars, and wearing GPS) as well as strong penalty. In 2018, there were four accidents which occurred during work with four claims inspectors who were injured but now recovered.

Overview of Thaivivat Insurance's Personnel 2018

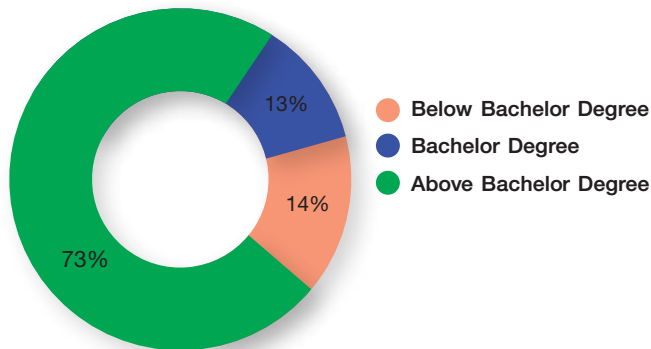
Personnel Propoortion Gender



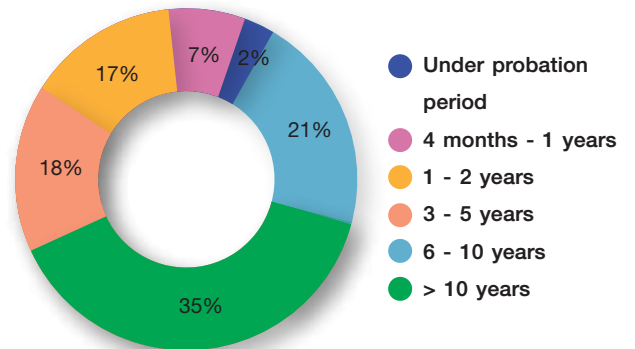
Personnel Propoortion by Age



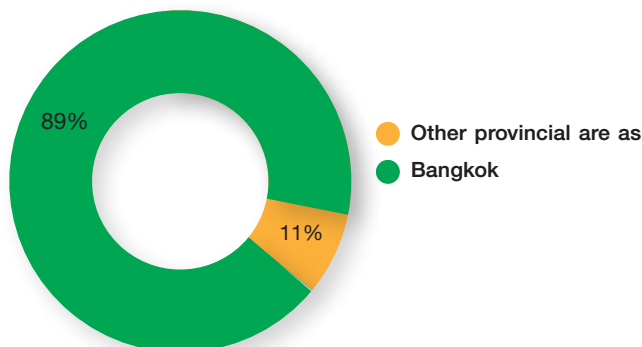
Personnel Propoortion by Education



Personnel Propoortion by Employment Period



Personnel Propoortion by Province



Community and Society Development Activities

Thaivivat recognizes the importance of community and social development based on human rights principle both in business operations and community and social development activities such as human resource development which is key to business development and sustainability. The Company has a policy which emphasizes equal treatment of employees and stakeholders with discrimination against color, race, gender, religion, ethnicity, nationality, income level, or disability and accepts and respects differences in ideas, societies, legal environment, and culture (more details in “employee care”). In 2018, the Company promoted community and social development through the following donations and charities:

Education Promotion Activity

Thaivivat continuously supports equal treatment of human rights for all peoples in the society, particularly right to basic education as the Company realizes that human resource development aimed at enhancing people’s knowledge, skills, competence, and morale is vital to national development and sustainability. In 2018, the Company provided the following educational support:

- On 30 December 2018, the Company contributed financially and donated gifts and prizes to Police General Pow Sarasin Foundation at Baan Tawan Mai under the New Year’s project for children to support the nation’s child revitalization and development in an effort to ensure quality human resource for the Thai society.
- On 13 January 2018, the Company contributed financially and gave scholarship to children of police officers at Din Daeng Police Station on National Children’s Day. The event was held at Din Daeng Police Station and was aimed to increase child engagement and teach children how to live happily in the society and be a good citizen of the nation.

Contribution to Community and Social Development

Society and Community

The Company contributed to the following organizations and agencies in 2018:

- Throughout 2018, the highly competitive environment led Thai people across the country to have different opinions on various issues. These differences have led to violence and divisiveness in the society. However, in times of crises, we often witness love, unity, and altruism among Thais. The phrase “Thai people love each other” rings true in our nation and our blood. Thaivivat as a company that promotes love and unity among the people in the nation has always recognized its role in helping the society. Therefore, the Company sponsored the charitable event “Thai people love each other” in collaboration with Dara Daily Newspaper. There were activities for good cause and merchandise selling whose proceeds were donated to 14 foundations in an effort to create unity in the society from 29 -30 September 2018.
- On 7 October 2018, the Company supported accident insurance for participants in the “Run, Family, Charity Ramathibodi’s Surgery”. The proceeds from the event were donated to purchase equipment and media tools for medical education at the Department of Surgery, Ramathibodi Hospital. The event was aimed at fostering family relationship through exercise for good health and well-being.
- For the past years, Thaivivat has focused on cultural preservation and promoted Thai arts and culture. To promote understanding and love of Thai culture and increase people’s engagement in protecting national treasure, the Company sponsored “Unique Running” which aimed to promote a good image for Thailand as well as its culture and traditions which are globally recognized. The sponsorships included:

1. The Company provided accident insurance for runners at the “Ayuddhaya Marathon 2018” held at Ayuddhaya Historical Park (Old City Hall) on a route packed with cultural and architectural beauty of Ayuddhaya.
2. The Company provided accident insurance for runners participating in “Baan Chiang Marathon” held at Baan Chiang Ancient Village which is a historical site in Nong Han District, Udonthani, offering us a journey to the pre-historical era of about 5,000 years ago.

Sports, Religion, and Culture

In 2018, the Company contributed to the following organizations and agencies to support religion, culture, and sports:

- On 17 November 2018, the Company was part of the “Bangkok Marathon” event by providing accident insurance to over 27,000 runners with an effort to promote exercising for good health. The event was the biggest marathon race in Thailand with both Thai and international runners participating in the event, helping promote tourism in the country.
- On 23 September 2018, the Company sponsored “YOLO Run Bangkok 2018” to promote health awareness through exercise as well as family activity.
- On 23 December 2018, the Company provided accident insurance to runners in the “Farm Chokchai Run de Farm” to promote health awareness through exercise and support eco- and agri-tourism as well as forest protection.

Environmental Management

Thaivivat is committed to preserving the society and environment by conducting its business based on ethics and good governance as well as on social and environmental awareness which will lead to sustainable business development. Even though Thaivivat Insurance is not in a manufacturing sector which requires a large amount of natural resources in its production, the Company undoubtedly utilizes energy and other resources to operate its business. As a result, the Company focuses on creating awareness of economical and optimal resource utilization as well as of employees' role in environmental conservation.

- On 30 May 2018, the Company gave fire insurance policy with coverage of 150 million baht to the Sirindhorn International Environmental Park Foundation to promote the work of the foundation on revitalizing and preserving the environment for future development. The Park is a learning and training center for environmental revitalization and conservation as well as global energy conservation. The park helps promote innovation, connect science and technology to local wisdom, and promote the application of sufficient economy principle for sustainable community development with R&D network both in and outside the country. Its main objective is to provide knowledge and understanding and create awareness of environmental and energy revitalization and conservation among people from all groups including children, youth, academia, local communities, and general public.
- One of the ongoing problems is the decline of forest and wildlife animals which seems to be getting worse. The main cause is humans who are not aware of the value of these resources. As an organization that recognizes the importance of environmental resources and continuously takes part in promoting the conservation of forest, wildlife animals, and environment, the Company in collaboration with Nation organized "Run for the Animals 2018" to promote awareness of environmental conservation. Part of the proceeds was donated to the Seub Nakhasathien Foundation which was established to protect natural sanctuaries and habitats for wildlife animals, be a network for knowledge and understanding of the importance of natural resources, and promote engagement in preserving forest, wildlife animals, and natural sanctuaries. Another event which the Company organized was aimed at promoting waste reduction which is one of the existing social problems as well as supporting "Amazing Thailand Tourism Year 2018" following government policy using sports as the medium on 23 September 2018.

Product Development in Technology for Environment (Paper Usage Reduction)

- In 2018, Thaivivat enhanced and increased its business development in electronic form to preserve the environment through paper usage reduction. In Thailand, there are 34 kilograms of paper usage per person per year or 2 million tons per year. The growth of paper usage continues to rise at 15 percent per year (Source: Bureau of Hazardous Waste Management). As a result, the Company pays special attention to the optimization of paper usage to reduce the amount of paper waste and the use of natural material and energy in paper production by taking the following steps:

1. PR/Promote practices to reduce paper usage through activities including:

- Paper reuse (2-sided paper usage)
- Paper sorting for recycle (paper with blank page, used colored paper, and used white paper)

2. Develop electronic purchase system. Customers can choose our products such as motor insurance and travel insurance via online purchase channels without the use of paper. Customers can also choose to obtain policy via electronic channels including email and mobile application rather than obtaining a paper policy in an effort to reduce paper usage and promote energy and environmental conservation.



Caring is Giving