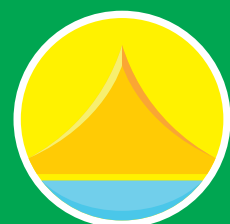


Corporate Social Responsibility Report

THAIVIVAT INSURANCE PCL.

2019



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

ความเป็นมืออาชีพ ที่สร้างความไว้วางใจให้กับลูกค้า

1. การประกอบกิจการด้วยความเป็นธรรม
2. การต่อต้านทุจริตคอร์รัปชัน
3. การเปิดเผยข้อมูลและรายงาน

Progressive

ไม่หยุดพัฒนาสินค้าและบริการ ที่เข้าถึงทุกความต้องการ

Innovative

นวัตกรรมสมัยใหม่ที่สร้างความเป็นเลิศในการให้บริการ

4. ความรับผิดชอบต่อผู้บริโภค
5. การพัฒนาผลิตภัณฑ์และบริการที่ช่วยพัฒนาคุณภาพชีวิตและสังคม

Togetherness

ความเห็นอกเห็นใจในการดูแลกันและกันดุจดังครอบครัว

6. การดูแลพนักงาน
7. การร่วมพัฒนาชุมชนและสังคม
8. การจัดการสิ่งแวดล้อม

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

Important to Thaivivat Insurance

Important for interested persons

Very important

Responsible to consumers (production and service)
Operate business with fairness
Anti-fraud
Disclosure of information and report
Care for personnel (fair treatment of labor)
Corporate good governance
Risk management
Respect for human right

Important

Social and community development
Use of resources (management of environment)

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 |
| 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 |

| Stakeholder | Expectation | Practice | Contact Channel |
|-------------------------|---|--|---|
| 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***

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



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 2019 (Form 56-1) on the heading of "Management." And on website www.thaivivat.co.th

Anti-Corruptions

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 carried out Anti-Corruption risk assessment process, review, audit transparency and work efficiency continuous every year to ensure 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.

Thaivivat Insurance Public Co., Ltd. had passed an assessment process that had a policy and complete anti-corruption guidelines according to criteria of the Private Sector Collective Action Coalition Against Corruption and certified as a coalition member on 14th October, 2016 and certified for renewal as a project member on 5th August, 2019. This was the national project supported by government and Office of the National Counter Corruption Commission. The company has joined with the government, civil society and the media to create transparent business standard, free from corruption and being a part of country upgrade.

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.

On 18 October 2019, the company received a certificate from Thailand's Private Sector Collective Action Coalition against Corruption (CAC) at the CAC National Conference Day 2019. The project's main objective is to encourage businesses to create concrete anti-corruption policies and adopt mechanisms to prevent bribery in order to build and expand a strong network of clean businesses.

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:

| | |
|-----------|--|
| 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
- Product and Service Development for Living
and Social Development



Responsibilities to the consumers

The company is committed to ensuring product satisfaction and service confidence of the insured through service quality and reasonable prices that are compliant with the Office of Insurance Commission (OIC)'s regulations. This means that forms and messages in insurance policies must be clear and consistent with the insurance premiums using correct insurance terms to avoid inaccurate legal interpretation for claims. Moreover, the company applies appropriate interest rates approved by the Registrar.

In addition, various insurance options have been developed to meet the changing needs of the Thai society, and services are continuously improved to respond to technological shifts in order to ensure quick and convenient services for the insured and to foster long-lasting customer relationships.

Compensation for incidents

The stability of an insurance company, a financial institution, is vital to the reliability of its insurance products and directly affects the insured and the country's overall economy, especially in terms of its ability to compensate. Thaivivat Insurance Public Company Limited recognises the importance of maintaining a good financial status according to the law and regulations such as those of the OIC. In 2019, the company had more than 300 percent of the capital adequacy ratio in its third quarter, firmly guaranteeing its ability to accept claims and pay compensations.

Claims service

The company has set a policy for compensation payment to ensure that claims service is quick and helpful. Claims are paid within 14 days from the date on which the claim is agreed in order to ensure speedy response to the insured. The company strictly follows the terms and conditions that it has with customers to avoid litigation which may damage the company.

The company has applied innovations and new information systems to its insurance services by adopting the E-Claim system to improve claims management services and convenience for customers in accidents. To enhance service quality, accident inspectors can print repair order instantly at the point of accident 24/7 across the country. Additionally, the company has opened 27 branches nationwide to offer claims services and provided repair services for car insurers at participating car service centers to ensure convenience of the insured in claiming compensation and acquiring counseling services.

Insurance product development and innovation

The company has always strived to develop products to meet consumer needs. In 2019, the company received the following innovation awards:

On 27 September 2019, Thaivivat Insurance Public Company Limited received 2018 Outstanding Non-Life Insurance Development Award and 2018 Outstanding Non-Life Insurance Company that has applied technology to insurance system with the honor of Minister of Finance, Mr. Uttama Savanayana at Thailand Insurance Expo 2019 organised by the Office of Insurance Commission (OIC) to promote people's trust in the insurance industry and to demonstrate the industry's commitment to product development and innovation by applying technology to insurance business to meet the needs of consumers and increase service convenience.

Thaivivat Active Health Insurance development

Active Health Insurance is an insurance product that has continuously been improved and developed. After its official launch last year, the company has aimed to motivate Thai people to take good care of their health since health is the basis for every aspect of life. When Thai people take good care of their health and have adequate risk prevention, they will be able to fulfil their life goals. This encourages the company to improve its products, and with the concept of health insurance that provides protection and care in the event of illnesses, Active Health Insurance aims to reduce health risks and allow the insured to live freely with a healthy and happy body and broad coverage from the product.

In 2019, the company has improved its products to provide greatest benefits for consumers by developing mobile applications and applying wearable technologies to accurately measure physical performance of consumers. Other benefits are also offered to consumers to meet their lifestyle including their food and exercise preferences. Active Bonus Point is given to incentivize consumers to exercise with a variety of exercise options including exercise classes and discounts for healthy food products to promote good health in all aspects of life.

"On-Off Car Insurance" development

In 2019, the company continued to enhance its innovative products, and the on-off car insurance is one of the products which have continuously been improved in terms of its services and features to meet consumer demand through the best service and benefits. The intelligent on-off insurance system, TVI Connect, has recently been introduced to transform the experience of turning on and off insurance coverage within the insurance industry using the NB-IoT technology under the collaboration of global innovation leaders including Thailand's No.1 telecommunications service provider, AIS, and the world's No. 1 cloud service provider, AWS, in developing hardware and real-time data connection to meet all consumer needs. The special feature of the TVI Connect device is that it can turn on and off insurance coverage as the car engine starts and stops.

All operations are enabled by the device itself without the use of Bluetooth or even the internet from a mobile phone. Consumers can check usage status through Thaivivat Motor Application with notifications sent every time the insurance is turned on and off, eliminating consumers' pain points in forgetting to turn on and off insurance coverage, in wasting their internet speed, and in running out of phone battery. The insurance also allows the car to be shared by many people without the driver having to install the application on his or her phone. The TVI Connect can easily be installed by connecting to a car's USB port. The TVI Connect system has passed stability and performance tests with AIS's NB-IoT network that covers 77 provinces nationwide and AWS's cloud system that supports 99.99 percent of the insurance's performance and the switching on and off of the insurance coverage for up to 10,000 times per second, representing an practical and complete example of IoT application in the Thai insurance industry today.

“On-Off Travel Insurance” development

In 2019, the company continued to improve travel insurance innovation to enhance service convenience and respond to consumer needs with a focus on technological application in daily life. A new travel insurance product has been developed to allow travelers to plan their trips by themselves and reduce their premium expenses with insurance premiums charged according to the actual number of travel days. The “Thaivivat Travel” mobile application has recently been introduced to provide travelers with greater convenience during their trips by offering translation service to allow travelers to communicate easily with local people and foreign currency information which is very useful for international travelers.

A variety of ways to purchase and pay premiums

In terms of service, the company has developed various ways to access insurance products and has continuously improved the quality of its various insurance services. The company offers various channels to customers to purchase insurance including agents, brokers, service counters in department stores, service counters in convenience stores nationwide, Thaivivat’s website www.thaivivat.co.th, and LINE Official Thaivivat Insurance. The channels meet the Department of Business Development’s security standards for insurance purchases and online payments, providing the insured with various payment options including credit card, payment at a bank, and other mobile payment.

Other services

Customer Center To provide convenience to the insured, trained staff are ready to offer advice to customers and solve customers’ problems.

In addition, the Customer Relations Center is also a department that collects information about customer satisfaction in the company’s services. The information of the problems stored at the center will be used to improve the company’s services and operations. Customers can contact the center at 1231 on working days (Monday-Friday from 8.00-18.00 hrs.) or via the website www.thaivivat.co.th and Facebook page www.facebook.com/thaivivat.

Accident Report Center To provide quick service to the insured across the country, especially those with car and health insurance, the company has set up a center for accident reporting and inspection that operates 24/7 using real-time tracking technology and GPS to show the location of accident inspectors. Staff at the center can notify the accident to the nearest accident inspector to ensure quickest service that provide confidence to the insured. Customers who have registered and installed the Thaivivat Application on mobile phones can report the accident by selecting “Report an Emergency” without having to dial a phone number or sending the accident location to the company.

You can contact the accident reporting center every day at 1231, 24 hours a day.

Roadside Assistance is a service for the insured in the event of a car breakdown which may be caused by the malfunction of the engine or other devices of the car. Staff are there to provide technical advice to assist customers in resolving the situation as well as on-site technical services which offers basic assistance at the point of accident including towing service to the repair center. The service is available 24 hours by contacting the accident reporting center.

Product and service developments that help improve the quality of life and society

Product and service developments that help improve the quality of life and society

Community and social development is an important part of sustainable business development. Today, every business sector is demanded to conduct business with greater consideration of social responsibility; therefore, the company must pay greater attention to the development of communities and society as a key factor for sustainable growth within the insurance industry.

The company recognises the importance of insurance and access to insurance for the majority of people and has offered micro insurance and focused on minimising the damage from road accidents which is in line with its core insurance product or car insurance. The company has carried out those initiatives through the following excellent service projects during the New Year's and Songkran festivals in 2017:

Micro-insurance

The company has worked towards community and social development following the Office of Insurance Commission (OIC)'s policy as stated in the Third Insurance Development Plan (2016-2020), especially in terms of knowledge enhancement and access to insurance through the promotion of retail insurance products.

To promote insurance as a guarantee for people's life and property and to alleviate the government's burden in compensating people as part of the country's development, the company has offered a variety of insurance products that are suitable for people with different social and economic needs with a focus on allowing access to the insurance system by all. Therefore, the company strives to promote retail insurance or "Micro Insurance" which offers easy-to-understand coverage, low insurance premiums, and access to people at all levels through a wide range of distribution channels. The company's key insurance products in 2017 included:

1. Cancer micro-insurance

Thaivivat Insurance co-operated with Counter Service to offer micro insurance products through Counter Service, which has more than 6,000 branches in Thailand, to provide easier access to insurance. The products include cancer micro-insurance that provides coverage for all types of cancer except skin cancer with a 711-baht annual premium that offers an insured sum of up to 70,000 baht and cancer micro-insurance that provides coverage for all types of cancer including Melanoma cancer but excluding skin cancer.

2. In-season rice insurance for 2019 harvest season

The company is one of the 22 companies that participated in the government's in-season rice insurance programme with the objective of providing financial protection for farmers in the target areas of 30 million rai across the country, reducing the cost and risk that may occur with their crops. Farmers receive a coverage of 1,260 baht per rai for seven types of natural disaster including floods or heavy rains, drought or intermittent rain, storm or typhoon, cold weather or frost, hail, and fire. Farmers will receive a coverage of 630 baht per rai for pests and disease epidemics. The insurance is available at the Bank for Agriculture and Agricultural Cooperatives for easy access.

3. 200 micro-insurance

The company is one of the insurance companies that participated in the "200 Insurance" project in collaboration with the Office of Insurance Commission (OIC). 200 Insurance is a personal accident insurance for individuals which provides a coverage of 100,000 baht for death, loss of hands, feet, and sight, and permanent disability caused by an accident, 50,000 baht for homicide, and 10,000 baht for death caused by an illness. The annual premium is 200 baht for people aged 20 to 60 years old with an aim of providing the opportunity for people of all levels to purchase accident insurance at an affordable price.

4. Home fire micro-insurance

The company is one of the insurance companies that participated in the "Affordable Home Fire Insurance Policy for Retail Buyers" in collaboration with the Office of Insurance Commission (OIC). This home fire insurance provides coverage for residential building damage caused by four types of incident consisting of fire hazards, lightning, explosion (the insured amount for concrete buildings is 300,000 baht, for half concrete half wood houses is 150,000 baht, for wooden houses is 100,000 baht, for wooden shophouses is 50,000 baht) and natural disasters (such as storm, flood, earthquake, and hail with the total insured amount of no more than 10,000 baht). If the damage causes the insured to not be able to live in their homes and need to find a temporary accommodation, compensation of no more than 300 baht per day will be provided but for not more than 30 days with an insurance premium of only 400 baht per year. The objective is to provide the opportunity for people of all levels to purchase insurance at an affordable price for damage protection.

5. Maize insurance

The company is one of the 14 companies participating in the Maize Insurance Programme with the objective of providing financial protection for farmers in the target areas of 2 million rai in 33 provinces, supporting farmers to grow maize after the rice farming season to prevent the oversupply of rice and price slump, and reducing the costs and risks that may occur to the crops. Farmers will receive a coverage of 1,500 baht per rai for 8 types of natural disaster consisting of floods or heavy rains, drought, intermittent rain, storm or typhoon, cold weather or frost, hail, fire and wild elephants and a coverage of 750 baht per rai for pests and disease epidemics. The insurance is available at the Bank for Agriculture and Agricultural Cooperatives to provide farmers with easy access to insurance.

6. Longan micro-insurance

The company is one of the two companies that participated in the Retail Longan Crop Micro-insurance Against Drought Programme using the drought index (measured by satellite) sold through the Bank for Agriculture and Agricultural Cooperatives (BAAC) to provide risk protection against drought for farmers. The insurance is available in 24 districts of Chiang Mai with the targeted areas of 100,000 rai (from the approximately 300,000 rais of Chiang Mai plantation land) with the first sales in January and February 2019 in order to provide protection against drought for longan farmers during March and April 2019. Farmers who borrowed from the Bank for Agriculture and Agricultural Cooperatives (BAAC) can request one unit of insurance for every 10,000 baht of the amount borrowed with a premium of 299 baht per protection unit with a maximum coverage of 2,100 baht. The coverage is divided into two parts including 900-baht compensation in the event of longer drought period than the drought index and 1,200-baht compensation in the event of continuous longer drought period

than the high drought index. The total coverage from both parts must not exceed 2,100 baht. However, if the insured area faces continuous drought (having no rainy day or daily rain of less than one millimetre consecutively) for more than the number of days determined as the drought index or the high drought index, the company will pay compensation to farmers through their BAAC accounts.

7. Milk cow insurance

The company co-operated with the Bank for Agriculture and Agricultural Cooperatives (BAAC) to distribute milk cow insurance through the bank, which has more than 1,000 branches. Dairy farmers (the insured) receive coverage for the loss or damage in four cases: 16,500 - 18,000 baht of the sum insured for the death of milk cows caused by accidents, fire, lightning, flood, landslide, storm, and earthquake, 16,500 - 18,000 baht of the sum insured for the death of milk cows caused by illness, 3,300-3,600 baht of the sum insured for the loss caused by milk cow's illness due to foot-and-mouth disease which prevents cows from producing milk, 1,650-1,800 baht of the sum insured for the loss caused by milk cow's illness due to mastitis. The compensation will be paid according to the agreed amount as specified in the insurance policy per cow per year. The insurance premium is between 600-1,257 baht for the dairy cow aged at least 18 months but not more than 8 years and all cows on the farm must be in healthy conditions guaranteed by a health certificate from a vet.

Excellent service projects during the New Year's and Songkran festivals

The government and private sector are aware of the high number of road accidents in Thailand, causing the loss of life and property and holding back the country's development. As a result, there have been campaigns and various projects aimed at reducing the number of road accidents and losses. Realising that car insurance is an important part of the insurance industry in Thailand, the company has introduced the "2019 Excellent Service during the New Year's and Songkran Festivals" project in collaboration with the Department of Highways and the Expressway Authority of Thailand to facilitate both the public and government officials who perform accident prevention duties during the festivals and to provide car insurance services during the New Year's and Songkran festivals which are the periods when the road is used the most and have the highest numbers of road accidents during a year.

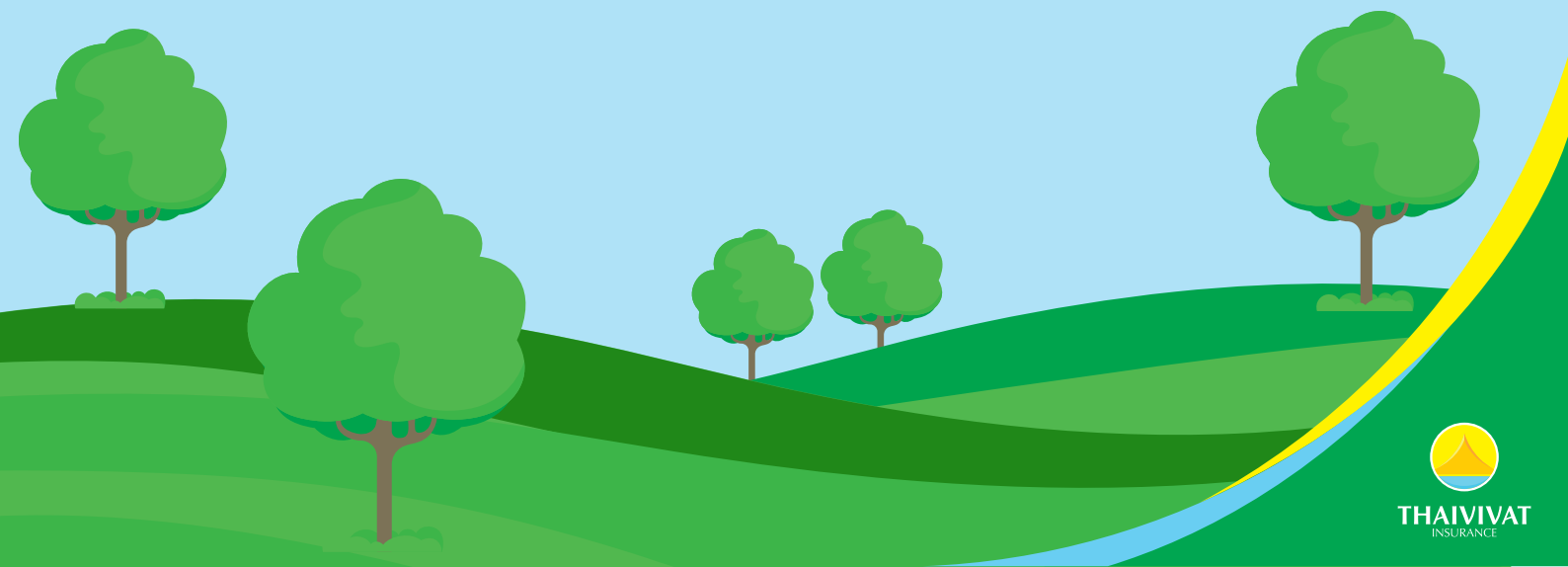
The "2019 Excellent Service during the New Year's and Songkran Festivals" project carried out the following activities:

1. Assigned accident inspectors and operational staff at service points in provinces to provide quick services and increased the number of service personnel in areas with heavy traffic, main roads, and tourist attractions.
2. Increased the number of accident reporting and operational staff to meet customer demand during festive seasons to ensure timely services.

Togetherness

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

- Employee Benefits
- Engagement in community and social development
- Environmental Management



THAIVIVAT
INSURANCE

Employee care

The Board of Directors recognises that employees are its valuable assets who must be provided with care and develop capabilities for efficient work readiness and set policies for the company to focus on developing its employees at all levels to increase their knowledge, abilities, and skills and to create positive attitude. The company pays attention to knowledge development, particularly in terms of technical knowledge, by providing internal and external trainings.

In terms of compensation, the company has a policy to provide fair compensation and welfare of employees as follows:

Short-term: The company evaluates employee performance twice a year, provides salary increases that take into account the market and competition together with their performance, and offers bonuses based on the company's profitability.

Long-term: The company provides long - term compensation by considering the balance between monetary and non-monetary rewards together with employee needs and the company's financial conditions in the long term.

In terms of benefits and welfare, apart from annual leaves, the company also places an emphasis on health care and the quality of life of its employees, including their families. A variety of benefits that the company offers to its employees aims to make employees happy at work in order to enhance employee productivity.

After probation, all employees will become the company's full - time employees and receive the following compensations and benefits from the company:

Welfare for good quality of life

- **Provident Fund:** The company encourages employees to save for retirement by setting up a provident fund for employees who have worked for the company for at least three years, consecutively. Employees who are members of the fund pay a contribution at the rate of 5, 10, or 15 percent of their monthly salary and the company pays a contribution to the fund at the rate of 7.5 percent of their monthly salary. The provident fund is managed by a fund management company who is the fund manager.
- **Employee loan:** Employees are entitled to borrow from the company after three years of employment. The objective of the loan must be for housing, medical care, or education.
- **Financial assistance for employees and their families:** for employees' weddings and their parents' funerals
- **Medical treatment:** Aside from providing social security as required by the labour law, the company has set up a nursing team from Chulalongkorn Hospital to provide first aid and conduct a diagnosis for cases that are serious and must be sent to the hospital. The service is available every working day at the head office building, which is the main place of operations.

- Accident insurance: For employee welfare, the company provides personal accident insurance to employees in the event of death caused by accident to ease the burden of the employee's family.
- Health insurance: To increase convenience for employees, the company has provided health insurance to support employees' medical care in addition to the medical treatment benefits under the social security programme.

Changes in employee care and development

The company has provided trainings to develop the capacity of employees on a regular basis, both on the knowledge of insurance and other skills necessary for providing insurance services and operations. In 2019, after the company's work restructuring, the personnel development department became clearly separated from the human resource management department with the aim of greater efficiency in personnel development.

Initially, the company provided training courses to new employees in 2019 as follows:

- "Get to Know Insurance Business" course – basic knowledge of insurance at ThaiRe Services Company Limited, Ratchada Road, Bangkok

The first class on 4 September 2019 with 17 new employees

- "Car products and customers' frequently asked questions" course by Khun Naiyana Paoon and Khun Sirithorn Praison at Thaivivat Insurance Building, 6th Floor Meeting Room, with the objective of providing knowledge and promoting understanding about the company's products and customers' frequently asked questions

The first class on 7 November 2019 with 42 employees

- "Basic Insurance Product Knowledge" course by Khun Duangchuda Prueksapisarn at Thaivivat Insurance Building, 6th Floor Meeting Room, with the objective of providing basic insurance knowledge

The first class on 14 November 2019 with 57 employees

After receiving the basic trainings, the company also organises training courses that increase employees' skills and are practical for work. In 2019, important training courses include:

- "Core Android Programming" course by Khun Chaiyasit Tayabowon held on 12 - 26 January 2019 at Code Mobile Company Limited, Bang Kho Laem, Bangkok. The objective was to allow participants to understand and be able to develop professional applications on Android in a short period of time. One employee attended the course.
- "Line API Chatbot" course by Khun Sitti Tiammekha held on 27 April 2019 at 3 Digits Academy (3DS INTERACTIVE), Sathorn Mansion, Bangkok. The objective was to allow participants to learn about how LINE API can be applied to the company's operations. One employee attended the course.

- "Privacy Law & Professional Indemnity" course by Khun Athistha Chitranukroh and Khun Paveena Juchuan held on 11 September 2019 at Hotel Aetas Lumpini Hotel, Bangkok. The objective was to provide knowledge and understanding about insurance for members and interested parties. Two employees attended the course.
- "AWS Technical Essentials" course by Dr. Wit Niannattrakul held on 13 September 2019 at Thaivivat Insurance Building, 6th Floor Meeting Room. The objective was to allow participants to learn how to use all the parts of AWS Management Console. 11 employees attended the course.
- "Architecting on AWS" course by Dr. Wit Niannattrakul held from 20 September to 4 October 2019 at Thaivivat Insurance Building, 6th Floor Meeting Room. The objective was to build a more efficient infrastructure that uses AWS to increase efficiency and reduce costs. 11 employees attended the course.
- "Workshop on Creating Workplace Participation for LGBT People to Promote Business and Human Rights in Thailand" by Emeritus Professor Withit mantraporn and Mr Doug Kerr held on 22 August 2019 at Shangri-La Hotel, Bang Rak, Bangkok with the objective of providing knowledge and understanding about the UNGPs principles, promoting the national action plan on business and human rights to prepare for the implementation of the national action plan on business and human rights, and preventing workplace discrimination. Three employees attended the workshop.
- "CompTIA Security +" course by Ajarn Sanan Kuerkulsasanakij held on 27 - 30 August 2019 at Software Park Building, Chaeng Wattana Road, Nonthaburi. The objective was to promote and develop more information security experts for the labour market and to keep up with the digital economy. One employee attended the course.
- "Machine Learning for Data Analytics" course by Asst. Prof. Dr. Suranapee Phoomwutisan held on 30 August 2019 at the Thai General Insurance Association, Soi Sukhumvit 64/1, Bangkok. The objective was for the participants to study the process of collecting large data for classification and to analyze and use that information in the future. Two employees attended the course.
- "What should employers who are required to remit money according to the Student Loan Act B.E. 2560 (2017) do?" course by Mr Chainarong Katchapanan, Nantawan Wongkachonkitti, and Ms Anchalee Phuriwitwattana held on 30 October 2019 at the Miracle Grand Convention Hotel, Lak Si, Bangkok. The objective was to publicize and promote knowledge and understanding about the criteria and conditions for the repayment to the student loan fund following the Act and to inform companies about the procedures, responsibilities, and how to deduct the salaries of employees who are borrowers. Two employees attended the course.
- "Personal Data Protection Act B.E. 2562 (2019) : Processes and Practices, Class 5 and Class 6" by Asst. Kanathip Thongraweewong and colleagues held on 17 - 18 October 2019 and 25-26 November 2019 at Amara Hotel, Surawong Road, Bangkok. The objective was to promote an understanding of the principles and essence of the Personal Data Protection Act B.E. 2562 (2019) such as the relationship of the digital legal system, key definitions, interpretation, enforcement, exceptions, penalties, as well as the impact on operators and business sectors. Two employees attended the course.

- "PEOPLE ACCELERATOR: Reskilling & Upskilling Your Workforce, The Key Success Factor for Your Business Transformation" by Khun Nopparat Phakdee held on 8 November 2019 at the Thai General Insurance Association, Sukhumvit Soi 64/1, Bangkok. The objective was to realise the potential and develop the mindset for lifelong learning and skills to cope with the fast-changing world. Two employees attended the course.
- "Personal Data Protection Law for Human Resource Management" course by Asst.Prof. Kanathip Thongraweewong and colleagues held on 11 - 12 November 2019 at Amara Hotel, Surawong Road, Bangkok. The objective was to create an understanding of the principles and essence of the Personal Data Protection Act B.E. 2562 (2019) as well as the impact and preparation for compliance of the human resource management department. Four employees attended the course.
- "Winning Strategies in Arbitration and Verdicts Related to Car Insurance" course by Mr Songserm Sutthipanya, Mr Kraipan Phasuk, and Ms Patcharin Buraphatsiri held on 11 December 2019, at the Thai General Insurance Association, Sukhumvit Soi. 64/1 Bangkok. The objectives was to enhance the skills in analysing and interpreting insurance policies, especially car insurance policies, following the policy conditions and related law as well as to provide knowledge about how to implement effective strategies in arbitration and verdicts related to car insurance to ensure accuracy and efficiency. Five employees attended the course.
- "Accident and Health Insurance Training Programme, Class 2" by Mr Kidej Anant Siriprapa and colleagues held on 12 - 26 December 2019 at the Thai General Insurance Association, Sukhumvit Soi 64/1, Bangkok. The objective was to increase the skills and offer techniques for accepting insurance application and considering compensation payment for accident or health insurance. Two employees attended the course.
- "Training Programme for Claims Employee (Property Insurance) with a work duration of no more than 2 years" by Mr Chaiyot Soonhor and colleagues held on 13 - 18 December 2019 at the Thai Insurance Association, Sukhumvit Soi 64/1, Bangkok. The objective was to increase the skills, knowledge, and understanding about the basics of insurance, risk management, terms and coverage of insurance policies, claims management principles, and laws related to claims management. Two employees attended the course.

In addition to internal trainings, the company also sends employees to attend training courses related to work organised by external parties. The company considers sending personnel in departments which are related to the topic of the training or seminar sessions. The company sends personnel to attend training and seminar sessions for eight hours per person on average.

Employing people with disabilities

The company welcomes people with disabilities for work in appropriate positions that are suitable for their physical abilities and in which their physical disadvantages do not hinder work performance. The company also sets the standard for compensation and provides equal opportunity for career advancement.

In 2019 until the present, the company has six employees with disabilities.

one visually impaired employee
five hearing impaired employees

Labour relations

The company engages with employees through numerous activities every year with a focus on fostering a good relationship between employees and departments across the organisation. Employees have the opportunity to learn to work in teams as well as coordinate and collaborate on various occasions, leading to a more harmonious work environment. Employees are also encouraged to exercise and engage with the company.

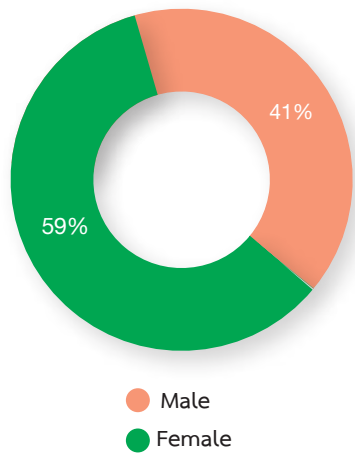
Workplace safety

The Board of Directors concern about the welfare, health and safety of employees and realises that those issues affect the quality of life and is one of the factors that help promote efficient operations and confidence at work. The Board of Directors set policies and allow the company to prepare appropriate and important precautionary measures in advance. One of the key measures is to implement preventive measures, promote fire prevention awareness, conduct annual fire drill, and check the availability of fire distinguishers and warning systems on a regular basis to ensure that employees are aware of the procedures when facing a real situation. In 2019, the company has provided the following trainings:

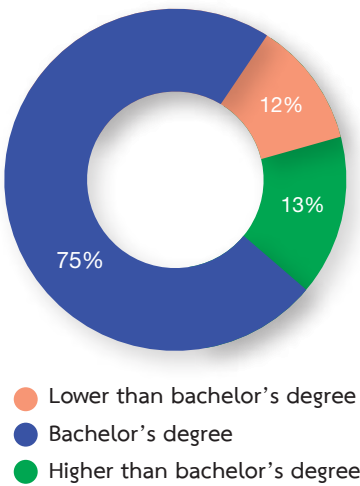
- Fire prevention on 2 November 2019 by inviting speakers from Phra Khanong Fire Station, Fire and Rescue Operations Division 2, Office of Disaster Prevention and Mitigation to provide basic knowledge, both in theory and practice. The fire drill was conducted on 5 November 2019 at the Thaivivat Insurance Building with the supervision from the Phra Khanong Fire Station's staff.
- Safety-related policies and procedures for operational staff and accident inspectors. For staff who need to drive a car or a motorcycle for work, especially accident inspectors (claims staff) and customer service staff and agents (employees sending policies and documents), the company has safety rules and regulations for individuals (driving strictly in accordance with traffic regulations, properly dressed with uniforms, having reflective strips as required by the company, and wearing a helmet and fastening a safety belt) and vehicles used (the company's car that passed the inspection test, has a camera installed, and has GPS attached to the staff). There are also strict penalties for lack of traffic discipline. In 2019,
 - There are five accidents during work. The injured staff were two Bangkok operation staff (accident inspectors) and three Finance and Investment staff. All have already recovered.

Overview of Thaivivat Insurance's Personnel 2019

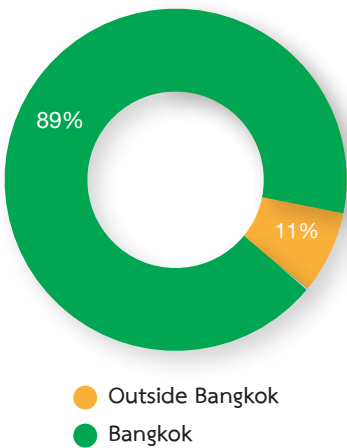
Personnel Propoortion Gender



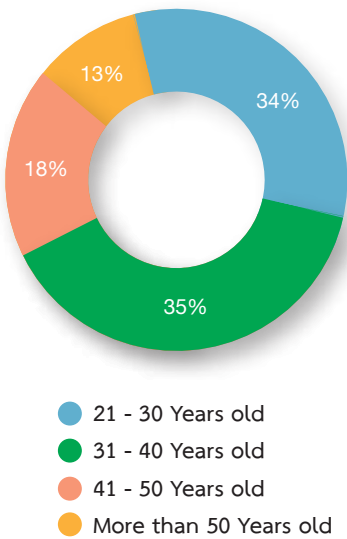
Personnel Propoortion by Education



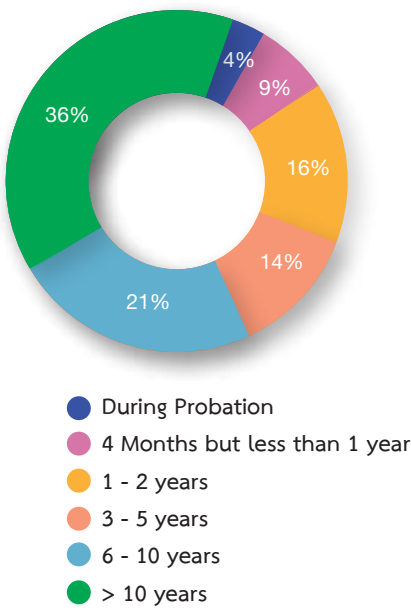
Personnel Propoortion by Province



Personnel Propoortion by Age



Personnel Propoortion by Employment Period



Engagement in community and social development

The Board of Directors recognize community and social development based on the basic principles of human rights in its business processes and community and social development activities such as human resource development. As personnel is a key factor for business development and sustainability, the company has a policy to treat all employees and stakeholders equally without discrimination on race, gender, religion, ethnicity, nationality, social status, or disability as well as to respect and accept all differences in belief, social status, environment, law, and culture (see also "Employee Care" section). In 2019, the company has promoted community and social development through donations and charitable events as follows:

Activities to promote education

The company continues to support human rights and equality among people in the society, especially the right to basic education, since it realises that creating human resources who are highly competent and ethical is a crucial part of the country's stability and development. In 2019, the company provided assistance in education as follows:

- On 11 January 2019, the company donated learning media for small children to the Child Development Center, Borabor Subdistrict Administration Organisation, Maha Sarakham, on the occasion of the 2019 National Children's Day to support the center in improving teaching and learning. The company also provided the opportunity for on-site visit for teaching and learning enhancement through the "Reducing Inequality through Quality Early Childhood Education: RIECE Thailand" project. The project was created to help young children at the Child Development Center, Tha Song Khon Subdistrict Administration Organization (Ban Bo Noi), Maha Sarakham, grow into quality adults. Research in educational economics over the past decades clearly showed that early childhood development plays an important role in building human capital for the country's population which will help increase the productivity of the society, reduce social costs that may be caused by crimes and drug addiction. Thaivivat Insurance, as an organisation that values education, has therefore joined in to support the development of early childhood education to ensure quality and sustainable education. In 2019, activities were carried out continuously as follows:

- Reducing Inequality through Quality Early Childhood Education: RIECE Thailand

The effectiveness of teaching and learning for children is important since they are the future of the nation. Therefore, support for increased educational effectiveness is a priority for both the public and private sectors. The company has always recognised the importance of improving educational effectiveness for children and youth. As a result, in 2019, it collaborated with the Reducing Inequality through Quality Early Childhood Education project or RIECE Thailand by donating 150,000 baht to ensure the success of the project.

The project aims to ensure that preschool children will grow into quality and productive adults who will provide stable income for their families, be able to take care of themselves and their family, be socially responsible, and have good judgment that avoids creating any social problem such as crimes, drug abuse, or gambling.

Research in educational economics over the past decades clearly showed that early childhood development plays an important role in building human capital for the country's population which will help increase the productivity of the society, reduce social costs that may be caused by crimes and drug addiction. Early childhood development also helps reduce economic and social disparity in the country caused by differences since the beginning of life which is an important root cause for the current economic and social disparity.

- Thaivivat Insurance in collaboration with Channel 3 organised the "Broken 2 Summer Camp" project at The Market Bangkok Ratchaprasong to promote and create social understanding among children and teenagers including their families and support modern and quality education. There was a mental health session with Dr. Dale and Asst. Dr. Suridej Tripathi on the topic of being a teenager and quality parents of the new generation that introduced ways of thinking that do not make parents overly worried and know how to handle serious problems. 37 pairs of parent and child were selected to join the activity with the three gurus: Kru Sean, who talked about positive thinking, Kru Chris, who taught fun English, and Kru Lipta, who taught music for those who love music.

- On 16 August 2019, the company provided a 240,000-baht scholarship to Mr Somchai Yuphum, an undergraduate student at the Faculty of Early Childhood Education, University of the Thai Chamber of Commerce for his entire undergraduate study.

- On 28 August 2019, the company provided a 264,650-baht scholarship to Mr Kishasit Samati, an undergraduate student at the Faculty of Economics, University of the Thai Chamber of Commerce for his entire undergraduate study.

Both students have good academic performance and strong determination to study at the bachelor's degree level but lack financial support. As a result, the company has provided scholarships to the two students to support the country's future generation in becoming good and quality citizens in the future.

Donations for social and community development

Society and community

In 2019, the company provided financial assistance to the following organisations:

- Throughout 2019, amidst high competition in today's society, which resulted in different ideologies across the country and often times, in social violence that seems to create a lack of unity, we often witness the love, unity and support of Thai people who can always overcome any crisis. The phrase "Thai people love each other" is deeply rooted in our blood and nation, and Thaivivat Insurance as a company that promotes love and unity among people in the nation, has always recognised the importance of social support. As a result, on 14 September 2019, the company's employees and executives organised a volunteer activity, "Thaivivat Ruam Jai, Tam Seesan, San Fan Hai Nong", at Wat Sadet School (Sutthi Witthayanusorn), Amphawa District, Samut Songkhram Province to paint and improve the school building for the students. Additionally, it was an opportunity to encourage all employees to participate in social and community development activities and to raise awareness of society and a corporate culture that promotes public engagement. The company also donated 102,250 baht for the paint materials and equipment to the school.

- On 28 September 2019, employees and executives organised an activity, "2019 Thaivivat Volunteers – Planting and Making Salt Earth and Weir" at the Phachi River Wildlife Sanctuary, Suan Phueng District, Ratchaburi Province, in collaboration with the officials of the Phachi River Wildlife Sanctuary planted trees and created salt earth and weir to restore water and balance to the forest as well as to create a sense of responsibility for preserving and caring for the nature among employees.

- Today, there are still medical equipment and tool shortages, especially in small hospitals with a large number of patients. The company has always recognised the importance of public health and medical development since it is an organisation that is vital to people's life and health. Therefore, the company joined the "Kao Kon La Kao" charity runs led by Toon Bodyslam to support the event aimed to raise donations for hospitals in the north, south, and northeast of Thailand by providing personal accident insurance for staff participating in the runs worth over 90 million baht and donating 100,000 baht for each of the three charity runs as follows:

- On 23 August 2019, the company donated 100,000 baht to the "Kao Kon La Kao" charity run for the northeastern region to pay for medical equipment for eight hospitals including Khon Kaen 2 Hospital, Pol Hospital, Kumphawapi Hospital, Nong Han Hospital, Saekrai Hospital, Sangkom hospital, Na Wang Hospital, and Bueng Kan Hospital, and provided personal accident insurance for participating staff.

- On 27 October 2019, the company donated 100,000 baht to the "Kao Kon La Kao" charity run for the southern region to pay for medical equipment for seven hospitals including Maharaj Nakhon Si Thammarat Hospital, Trang Hospital, Krabi Hospital, Phang Nga Hospital, Takuapa Hospital, Vachira Phuket Hospital, and Saiburi Crown Prince Hospital, Pattani Province, and provided personal accident insurance for participating staff.

- On 22 December 2019, the company donated 100,000 baht to the "Kao Kon La Kao" charity run for the northern region to pay for medical equipment for seven hospitals including Thong Saen Khan Hospital, Uttaradit Province, Uttaradit Hospital, Uttaradit Province, Umphang Hospital, Tak Province, Srisangwan Hospital, Mae Hong Son Province, Wiang Kaen Hospital, Chiang Rai Province, Samoeng Hospital, Chiang Mai Province, and Maharaj Nakorn Chiang Mai Hospital, Chiang Mai Province, and provided personal accident insurance for participating staff.

- On 27 January 2019, the company provided personal accident insurance at the 25th Thai Sikh Walk-Run Charity aimed to raise funds that would be presented to His Majesty King Maha Vajiralongkorn Bodindradebayavarangkun by virtue of the royal charity and to encourage the young generation and the public to use their free time for exercise and to help Thai runners develop their skills to the same level as international runners.

- On 30 June 2019, the company provided personal accident insurance at the Friends for Life Charity Run 2019 to promote health and provide financial support for the purchase of medical equipment for five large government hospitals including Siriraj Hospital, Chulalongkorn Hospital, Ramathibodi Hospital, Rajavithi Hospital, and Thammasat University Hospital that would help patients with the need for medical equipment and to enhance medical treatment capacity for the public.

Sports, religions, and cultural arts

In 2019, the company donated to the following organisations to support religions, cultural arts, and sports:

- On Sunday, 17 November 2019, the company provided personal accident insurance to participants of the 32nd Bangkok Marathon to promote and preserve beautiful cultural traditions and tourism by inviting foreigners to participate in the race.
- Throughout the years, the company has always recognised the importance of cultural preservation and been ready to promote Thai cultural arts and the love of the nation's cultural heritage and to encourage people to become more engaged with the preservation of the nation's cultural heritage. In 2019, the company supported a marathon race to promote Thai culture and traditions. On 17 January 2019, the company provided accident coverage for runners at the "Ban Chiang Marathon 2019" held at the Ban Chiang National Museum, Udon Thani Province, to promote ecotourism since Ban Chiang is considered one of the important archaeological sites that allow you to discover life in prehistoric times dated back more than 5,000 years.

Environmental management

The Board of Directors committed to preserve the society and environment by conducting business based on ethics and good governance along with care for the society and the environment in order to ensure sustainable business development. Even though Thaivivat Insurance is not in the manufacturing industry that requires extensive natural resources in the production line, but it cannot be denied that the company consumes energy and resources to operate its business. The company, therefore, places an emphasis on raising awareness of minimal and efficient resource consumption as well as environmental responsibility among its personnel.

- On 16 May 2019, the company provided fire insurance policies worth 150,000,000 baht of protection to the Sirindhorn International Environmental Park Foundation to support the foundation in carrying out activities to rehabilitate and conserve the environment since the Sirindhorn International Environmental Park is a learning and training center for the rehabilitation and conservation of natural resources, the environment, and energy following the royal international initiative, innovation that connects science, technology, and local wisdom, and promotion of the application of the sufficiency economy philosophy for sustainable community development. The park has a local and international network of research and knowledge development with an aim of promoting knowledge and understanding of environmental rehabilitation and energy conservation following the royal initiative among children, youth, local community scholars, and the general public.
- On 20 January 2019, the company provided accident insurance for participants of the Farm Chokchai Tour de Farm 7 cycling event at Chokchai 3 Farm, Thanarat Road, Km 12, Pak Chong, Mu Si, Nakhon Ratchasima Province, in order to encourage people to exercise and take care of their health and to promote sports as well as nature tourism in Khao Yai, Pak Chong.

Trainings on environmental improvement

The company is committed to preserving the society and the environment by conducting business based on ethics and good governance along with care for the society and the environment in order to ensure sustainable business development. Even though Thaivivat Insurance is not in the manufacturing industry that requires extensive natural resources in the production line, but it cannot be denied that the company consumes energy and resources to operate its business. The company, therefore, places an emphasis on raising awareness of minimal and efficient resource consumption as well as environmental responsibility among its personnel.

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Trainings on environmental improvement

In 2019, the Board of Directors have promoted environmental knowledge and trainings for the staff and established environmental policies that have been communicated to employees through activities and trainings on environmental awareness as follows:

- **Energy conservation**

By raising awareness about energy conservation among employees to make energy consumption in the organisation more efficient and to increase the value of energy usage and reduce leakage, loss, and costs.

- **Water conservation**

To cope with water shortages, reduce the organisation's cost of water supply, and allow employees to learn about ways to use water efficiently by changing the way water is used and choosing water-saving devices.

- **Waste reduction**

To create a guideline for waste reduction in the organisation and communities with a focus on the root causes of the problem rather than on the symptoms.

- **Facing global warming**

A course to provide knowledge about how to deal with changes resulting from climate change such as flood, drought, and food shortages.

Electronic product development for the environment (reduce paper usage)

In 2019, the company has improved and developed its business to become more electronic to promote environmental preservation by reducing the amount of paper used. In Thailand, it has been found that 34 kilograms of paper is consumed per person per year or 2 million tons per year and the consumption rate increases by 15 percent each year (according to the Bureau of Waste and Hazardous Substances Management). As a result, the company recognises the importance of making the most of paper usage to reduce the amount of waste produced and reduce the use of natural materials and energy in paper production as follows:

1. Publicized / promoted compliance with the guidelines to reduce paper use through various activities.

- Paper reuse (use both sides of the paper)
- Paper sorting (Paper with blank pages, colored paper, and white paper) for recycling purposes

- 2. Developed electronic trading system by allowing customers to choose online distribution channels. Products have been developed to be available online such as car insurance and travel insurance which can be purchased online without using paper. Additionally, the insured can choose to receive insurance policies through various electronic channels such as email and mobile application instead of paper insurance policies, reducing paper usage and promoting energy and environmental conservation.

Installing water sprinklers on the building's rooftop to reduce the amount of PM 2.5 particle

In 2019, due to the issue of PM 2.5 particle in Bangkok and surrounding provinces, the company recognised the importance of public health and co-ordinated with Phayathai District Office to solve the problem by installing water sprinklers on the rooftop of Thaivivat Insurance's head office, Din Daeng Road to help reduce the amount of the particle which requires 120 - 150 PSI water sprinkler. During the period, the company operated the sprinklers continuously during two periods, 9 - 10AM and 4 - 5PM, until the amount of the particle decreased.



Caring is Giving