

## **Thaivivat Insurance Public Company Limited**

### **Announcement**

#### **Code of Ethics**

#### **1. Code of Conduct**

The company's director, executive and employee must always keep in mind that they should:

- 1.1 Be a good citizen, whose duty and responsibility is to follow the law and commit good deed for the society.
- 1.2 Be a good example, preserve his reputation and abide by the company's regulation.
- 1.3 Act in according with the company's objective, while keep in mind about the company's Code of Best Practice and refrain himself from exploiting his authority and capacity for his own personal interest.

#### **2. Code of Best Practice**

Besides the Code of Conduct, the company's director, executive and employee must also keep in mind about the company's Code of Best Practice, namely:

##### **2.1 Code of practice on general management**

- 2.1.1 Always keep in mind that his performance isn't just only an obligation and responsibility toward the company, his supervisor, director and the shareholder; he's also responsible for the company's customer, his coworker and the society. Therefore, he must always regard the common interest of all those above mentioned parties in all of his action.
- 2.1.2 Always be responsible for his work and the work of his subordinate.
- 2.1.3 Always seek to improve his knowledge and capability and learn new technology or science constantly.
- 2.1.4 Never intend to harm, destroy or undermine, neither directly nor indirectly, other person's prestige, progress or business.

2.1.5 During his contact and operation with other person, always doing so with morals and humanity, recognize other person's dignity and quality. If he is asked to express his opinion, always provide an accurate and reliable one.

## **2.2 Code of practice on business organization**

- 2.2.1 Always perform his given task by following the lawful policy with honesty and loyalty and with good judgment; never in any way hinder the image or prestige of such business organization.
- 2.2.2 Plan, assign and determine the operation's goal, both of his department and subordinate's, so the organization's objectives can be achieved; while keep in mind about the morals and ethics of various occupations, as well as the organization's culture.
- 2.2.3 Utilize the leadership to collaborate and operate, with every person's professional knowledge and ability, for the achievement of the business organization, rather than for his own personal interest.
- 2.2.4 Promote the operation with standardize operational procedure and good controlling measure by carefully use his knowledge and capability, with enough information and referable evidence.
- 2.2.5 Promote the collaboration and good working environment, with good discipline, of both inside and outside, of the business organization.
- 2.2.6 Respect 'confidential information' that he may come across from his position and never use such information, neither for his current business organization nor his former business organization.
- 2.2.7 If he is having any other personal gain, besides those he receive from the business organization, he must inform his superintendent about the matter immediately; he should also refrain from involving with any other affair that may cause conflict of interest with the company; or undermine his performance.

2.2.8 Search for the right and appropriate measure to protect and secure the premises, assets and procedures under his responsibility.

2.2.9 In the event that he's needed to make the statement or present any message to the general public, always explain the following information clearly:

- a) Whether he is doing so personally or on the behalf of any of his position.
- b) Whether such message or opinion may be profitable to any particular person, or group of people; who he has involved.

### **2.3 Code of practice against other people in the business organization**

2.3.1 Try to avoid and eliminate any misunderstanding, concerning the problem of labour relations that may cause disaffection with the business organization or between people.

2.3.2 Always treat with his coworker without any prejudice, promote team working and unity among the director, executive and employee.

2.3.3 Always keep in mind about his coworker's being and welfare while emphasize on coexisting happily.

2.3.4 Make sure that every director, executive and employee are understood and recognized their duty and responsibility and others.

2.3.5 Regard the knowledge and capability of, and promote his subordinates with chances to make progress with their career, as well as of his.

### **2.4 Code of practice against customer, competitor and the state**

2.4.1 Perform his task with honesty and have good morals for any operation that involves customer, competitor and society.

2.4.2 Treat customer fairly and not with discrimination. Avoid any inappropriate action, for examples, conspiring to fix the price, secretly conspiring to make the

quotation or to allocate the contracted work; or to exploit customer's information for the profits of the third party.

- 2.4.3 Try to find way to promote good and sustainable relationship between the company and its partners; allow such relationship to proceed well, with goodwill and mutual satisfaction that lead to services of high quality, accurate, fast, precise and cost saving.
- 2.4.4 Never reveal any of the customer's data that he had come into contact from his work, which is normally a confidential data that should never be disclosed. Unless it has been approved by such customer; or he is required by the duty in accordance with the law; or for the benefit of insurance business or general public.
- 2.4.5 Make sure that any news or message that will be publicized is distinct and precise; that they are not violate the good culture and morals as well as regard personal's honor.
- 2.4.6 Follow the company's good policy with honesty; never ask for or receive any bribe, whether in the form of present or any other benefits; as well as never commit any action that may cause any form of corruption. Never perform or assist any act that is punishable by the law and applicable regulation; or execute any corruptive action or any act that may be a threat to the country's economy or national security; as well as never help conceal, manipulate or distribute assets that come from those actions.
- 2.4.7 Avoid any action that may undermine the competitor's reputation.

## **2.5 Code of practice against environment**

- 2.5.1 Try to find the most efficient way to utilize natural resource that cause as less as possible loss; as well as try to find other substitute for such natural resource while keep in mind about the environment of the present and in the future.

- 2.5.2 Try to find the mean to improve the enterprise's used material.
- 2.5.3 Preserve, maintain and improve the premises, places and environment; keep them in a good condition, beautiful and sanitary.
- 2.5.4 Maintain and improve the security standard to eradicate and minimize any possible accident toward the premises and environment.