

Corporate Social Responsibility Policy
Thai Life Insurance Public Company Limited

Thai Life Insurance Public Company Limited (“Company”) recognizes the **Value of Life** and is fully committed to continuously giving back to society. Thus, the Company’s directors, executives and employees are determined to take care of the lives of the Thai people and Thai society through CSR-in-process and CSR-after-process, under the Company’s **“Corporate Social Responsibility (CSR) Strategic Master Plan”** as follows:

Giving Strategies

reflects a society that does not leave anyone behind, based on bonds and responsibility as a Thai person.

Caring Strategies

is based on concern for the Thai people and Thai society, by improving the quality of life of the people in society which will strengthen society and enable the people to be sustainably self-sufficient.

Fulfilling Strategies

is based on enhancing happiness for the better well-being of society.

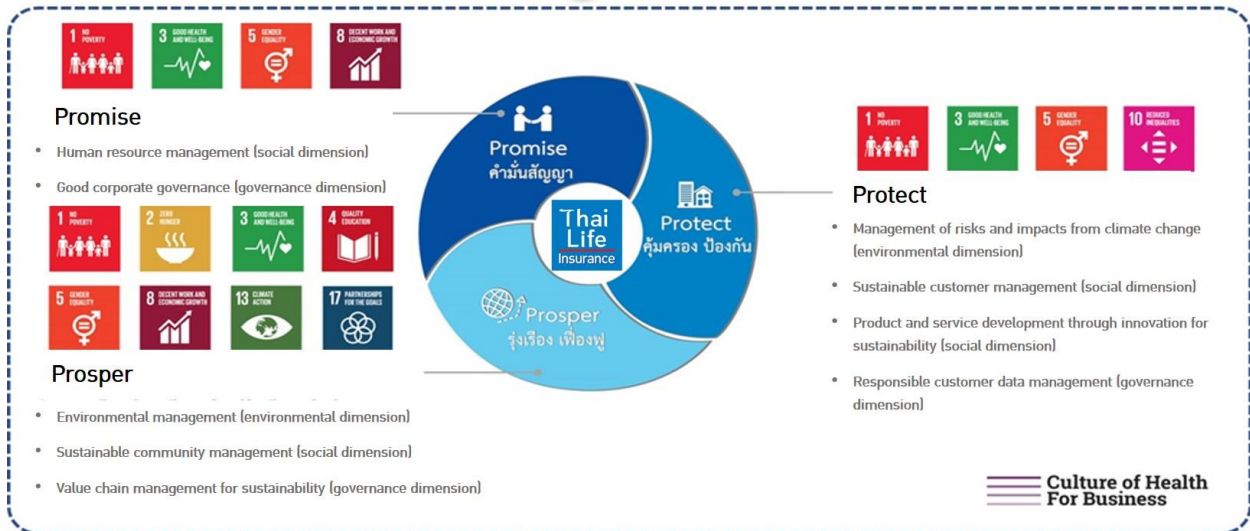
In addition, the Company strives to be socially responsible in line with the **Sustainable Development Goals (SDGs) in the economic, social and environmental dimensions in 9 aspects that correspond with the life insurance business context**, namely No Poverty, Zero Hunger, Good Health and Well-Being, Quality Education, Gender Equality, Decent Work and Economic Growth, Reduced Inequalities, Climate Action, and Partnership for the Goals. The Company also recognizes the importance of being a resilient organization that is able to adapt to internal and external factors that may impact the Company in the future, especially Culture of Health for Business and has formulated the **Sustainable Development Master Plan** with the **3P Strategy** as follows:

Promise covers good corporate governance and human resource management.

Protect covers management of risks and impacts from climate change, sustainable customer management, product and service development through innovation for sustainability, and responsible customer data management.

Prosper covers environmental management, sustainable community management, value chain management for sustainability.

Sustainable Development Master Plan of Thai Life Insurance PLC



1. The Company focuses on Creating Shared Value (CSV) to resolve and improve people's quality of life as well as create competitive advantages in business in order to create sustainability for both society and the Company in 3 dimensions as follows:

Economic Dimension – Management for Sustainability Excellence

The Company has implemented ESG Investing Policy with the aim to generate sustainable social results along with good long-term returns in accordance with the United Nation's Sustainable Development Goals (SDGs).

Social Dimension – Sustainable Community Management and Human Resource Management

The Company has continuously supported activities which improve the quality of life for all people, especially patients, youths, the elderly, and underprivileged people in the form of donation, funding, or fundraising for charitable purpose for various projects in accordance with the Company's intention and policies.

Furthermore, human resource management is a guideline which ensures that the Company's personnel shall be treated in compliance with the Company's rules and regulations and relevant laws. It also improves their knowledge, understanding, skills and capabilities that are appropriate for and correspond to the Company's strategies.

Economic Dimension – Environmental Management

The Company recognizes the importance of environmental conservation and focuses on environmental management plans that increase efficiency to reduce environmental impacts and support future environmental changes. The Company promotes and instills its personnel to have knowledge, conscience, and awareness of environmental conservation, as well as change behaviors through campaigns and public relations materials under “Reduce, Reuse, and Recycle”.

2. The Company has organized numerous projects to support social responsibility that takes ESG (Environmental, Social, and Governance) into consideration, returning benefits to communities, society and the nation, and corresponding with the main business policy of optimizing, not maximizing, profits.

3. The Company encourages personnel at all levels to be aware of their responsibility to the community and society by creating value for themselves and others, through **instilling the “Volunteer” nature** to join social contribution activities on behalf of the Company as well as personally in the name of **“Thai Life Insurance Volunteers”**.

This Corporate Social Responsibility Policy shall become effective from 11st August, 2022 by the resolution of the Board Of Directors’ meeting no. 6/2022

(Gen. Winai Phattiyakul)

Chairman of the Board of Directors