

Human Rights Policy

Thai Life Insurance Public Company Limited

Thai Life Insurance Public Company Limited (the “**Company**”) is committed to conducting business sustainably with the vision “To be a Value-Driven Life Insurance Company of Sustainability”, covering economic, social, and environmental dimensions. The Company recognizes that respect for human rights is an important responsibility, addressing social dimensions related to stakeholders, namely employees, business partners, customers, suppliers, community and society. Therefore, the Company has established the Human Rights Policy to align with important legal frameworks and international standards, such as the United Nations Guiding Principles on Business and Human Rights (UNGP), International Labour Organization (ILO) conventions, and United Nations agreements, to serve as guidelines for practice.

Definition:

“**Human Rights**” refers to the fundamental rights of human beings to be treated equally without discrimination regardless of similarities or differences in physical characteristics, race, religion, gender, age, skin color, education, social status, political views, beliefs, culture and traditional, or any other distinction according to the laws of each country and international agreements that each country is party to. These rights include the right to life and liberty, protection from abuse, forced labor, and child labor, freedom of expression, the right to work and fair working conditions, and other rights such as personal privacy, health, and safety. Everyone is entitled to these rights equally without discrimination through the management of diversity and acceptance of individual differences.

“**Employees**” refers to executives and employees who perform duties under contracts within the scope of the Company's employment.

“**Business Partners**” refers to individuals or juristic person responsible for offering the Company's products to customers, such as life insurance agents, banks, and insurance brokers.

“**Stakeholders**” refers to customers, suppliers, community and society, and any other parties directly or indirectly affected by the Company's operations.

Scope: This policy covers all operations of the Company, aiming for stakeholders to adhere to human rights principles. The Company is committed to preventing and respecting human rights issues related to child labor, forced labor, or human trafficking, ensuring freedom of association and the right to collective bargaining, fair compensation practices, and equal treatment of stakeholders within the supply chain.

Human Rights Due Diligence: The Company has established guidelines for managing and auditing human rights, including risk assessment and impact evaluation on human rights. Measures for preventing and mitigating the impact of human rights violations, monitoring and reporting on operational outcomes, and establishing channels for receiving and managing complaints related to human rights issues are implemented. Additionally, the Company provides training and communication to foster knowledge, understanding, and awareness of human rights principles among employees to prevent human rights violations, with comprehensive management guidelines covering the following:

- **Employees:** The Company has established human rights in its business code of conduct and professional standards, including channels for reporting information and complaints regarding human rights violations to prevent and adjust them. The Company emphasizes diversity management within the organization, treating all employees equally and without discrimination

[Translation]

regardless of similarities or differences in opinion, origin, race, nationality, lineage, religion, gender, skin color, social status, age, physical appearance, language, property, or any other protected characteristics under the law. The Company respects labor rights, is free from child labor and illegal labor practices, ensures fair compensation, takes care of health and safety at work, upholds the right to freely associate for collective bargaining, and complies with relevant labor laws and regulations, prioritizing human rights principles.

- **Business Partners:** The Company supports business partners to operate with transparency, considering the interests of customers and adhering to professional ethical standards that prioritize respect for human rights principles, and to manage customer data appropriately without violating customer privacy rights.
- **Customers:** The Company has established policies, practices, and management frameworks for fair customer service, covering all processes from pre-sales to after-sales service to ensure customers receive comprehensive information about life insurance products and services, as well as accurate and fair sales or service offers. The Company protects customer data through the Privacy and Personal Data Protection Policy, regulations for accessing customer information, and guidelines for disclosing customer information to manage customer data accurately, appropriately, and without violating customer privacy rights.
- **Suppliers:** The Company encourages suppliers to conduct business with transparency and adopt sustainable procurement processes. Various social factors, including fair trade, human rights, and labor protection, are criteria for selecting suppliers. Suppliers must comply with the human rights principles outlined in the Company's supplier code of conduct.
- **Community and Society:** The Company is committed to human rights principles, ensuring that its operations, projects, or activities do not contribute to the violation of human rights, either directly or indirectly, within the broader community or society.
- **Whistle Blowing:** Witnesses, suspects, or those who become aware of misconduct or fraud or behavior that may lead to misconduct or fraud, whether they are affected or damaged by such circumstance or not can inform the clues or complaint via the following.

E-Mail whistle@thailife.com

Postal To the Audit Group

Thai Life Insurance Public Company Limited

No. 123 Ratchadaphisek Road, Din Daeng Subdistrict,

Din Daeng District, Bangkok, 10400.

Online <https://investor.thailife.com/en/corporate-governance/whistleblowing-form>

Policy review and update:

In the event of any change in laws, regulations, policies or guidelines that affects this policy, or if this policy becomes inappropriate or insufficient for business operation, the Corporate Communication Group shall propose the amendments as it may deem appropriate to the Board of Directors for consideration and approval.

(The policy shall be effective as of 14 August 2024 onwards.)