

Sustainability Policy

Thai Life Insurance Public Company Limited

1. Rationale

Thai Life Insurance Public Company Limited (the “**Company**”) conducts business with social responsibility in line with the vision “**To Be a Value-Driven Life Insurance Company of Sustainability**” based on good corporate governance. The Company aims to be a Life and Financial Solutions Provider for every life stage, life event, and lifestyle. The Company seeks to develop products and services to respond to various needs, building trust and confidence among stakeholders, align with the United Nations Sustainable Development Goals (SDGs) and adhering to regulatory standards for the insurance industry at both national and international.

2. Sustainability Governance

The Company is committed to effective corporate governance and sustainability management aligned with its policy. The Board of Directors, Sub-committees, Executives, and Employees are responsible for supporting, promoting, and complying with the sustainability policy and management framework by outlining the structure of sustainable development as follows:

2.1 Sustainable Development Committee

- (1) Determine appropriate direction and action plans for the sustainable development to be in line with Sustainable Development Goals (SDGs) and the Sustainability Policy according to the Sustainable Development Master Plan.
- (2) Consider and implement policies, goals, strategies, and indicators related to the implementation of sustainable development by participating in the implementation of various projects within the specified sustainable development framework.
- (3) Drive a sustainable development culture by communications to stakeholders as well as disclosure of information aligned with national and international sustainability frameworks and other standards through sustainability report.
- (4) Supervise affiliated units to collect and summarize relevant information for preparing sustainability reports to be public disclosure information.

2.2 Sustainable Development Department

- (1) Responsible for the overall implementation of policies, practices, and goals in accordance with sustainability strategies to ensure effectiveness.
- (2) Develop management systems and data collection processes for sustainability to support sustainability operations.
- (3) Monitor the progress of relevant departments in implementing sustainability goals and strategies, and report to the Sustainable Development Committee on a quarterly basis.
- (4) Prepare annual sustainability report according to international standards to serve as a communication tool and enhance collaboration with the company's stakeholders.
- (5) Promote and support knowledge sharing, communication, and culture of sustainability within the company.
- (6) Provide consultancy and supporting documents, policies, manuals, and guidance according to various sustainability standards to support and enhance sustainability operations.

3. Sustainable Development Framework under “TLI” Strategy covering 3 dimensions

Economic and Governance Dimension

3.1 Trusted Partner

- (1) **Goal:** Build a comprehensive ecosystem with products and services for customers, including health, wealth, and life (Silver age) and uphold the highest standards of governance.
- (2) **Commitment:** Develop an ecosystem that efficiently and effectively serve products and services that are fully dynamic and diversified using technology and information in collaboration with business partners to meet the needs of customers in every Life Stage, Life Event, and Lifestyle.
- (3) **Sustainable Development Framework:**
 1. Operating under good corporate governance.
 2. Administration of effective risk management based on ESG principles.
 3. Accommodation of a customer-centric approach and creating financial stability for customers.
 4. Investing responsibly to ensure sustainability for the company, society, and environment.
 5. Developing innovative technology for organizational management to adapt² to changes.
 6. Cybersecurity management and maintaining personal information.

Social Dimension

3.2 Life Inclusion

- (1) **Goal:** Lead the way to life inclusion by enhancing the accessibility of life insurance throughout a shared community platform, thereby contributing to the overall human experience
- (2) **Commitment:** Develop a platform for customers for easy access of insurance products, enhancing customer experience through the integration of both online and offline - leading towards Life Inclusion.
- (3) **Sustainable Development Framework:**
 1. Product and service design and provision of insurance and financial literacy, accessible to everyone.
 2. Fair treatment to employees, support of skills and knowledge development, and providing well-being.
 3. Respectfulness of human rights and diversity.
 4. Administration of fair partner management concerning ESG principles.
 5. Being accountable for communities and societies through CSR activities, that is, CSR-In-Process and CSR-After Process, mainly focusing on Creating Shared Value (CSV).

Environmental Dimension

3.3 Infinite World

- (1) **Goal:** Ensure a resilient and sustainable world, where the impact of today’s choices ripples positively through generations to come.
- (2) **Commitment:** Enhance energy efficiency by utilizing renewable energy sources and reducing resource requirements through product/service/process redesign for the benefit of customers and employees.
- (3) **Sustainable Development Framework:**
 1. Environment-friendly operation that reduces environmental impacts through environmental sustainably management.
 2. Awareness and preparedness for climate change, one of the global issues.

[Translation]

Executives, employees, and agents are responsible for supporting, promoting, and integrating sustainability across the company. Embedding the established policies and communicating with all stakeholders to implement these practices in operations to foster participation in enhancing sustainable business.

4. 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.)