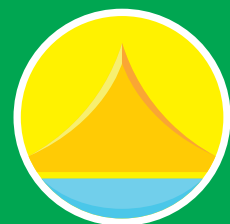


# Corporate Social Responsibility Report

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THAIVIVAT INSURANCE PCL.

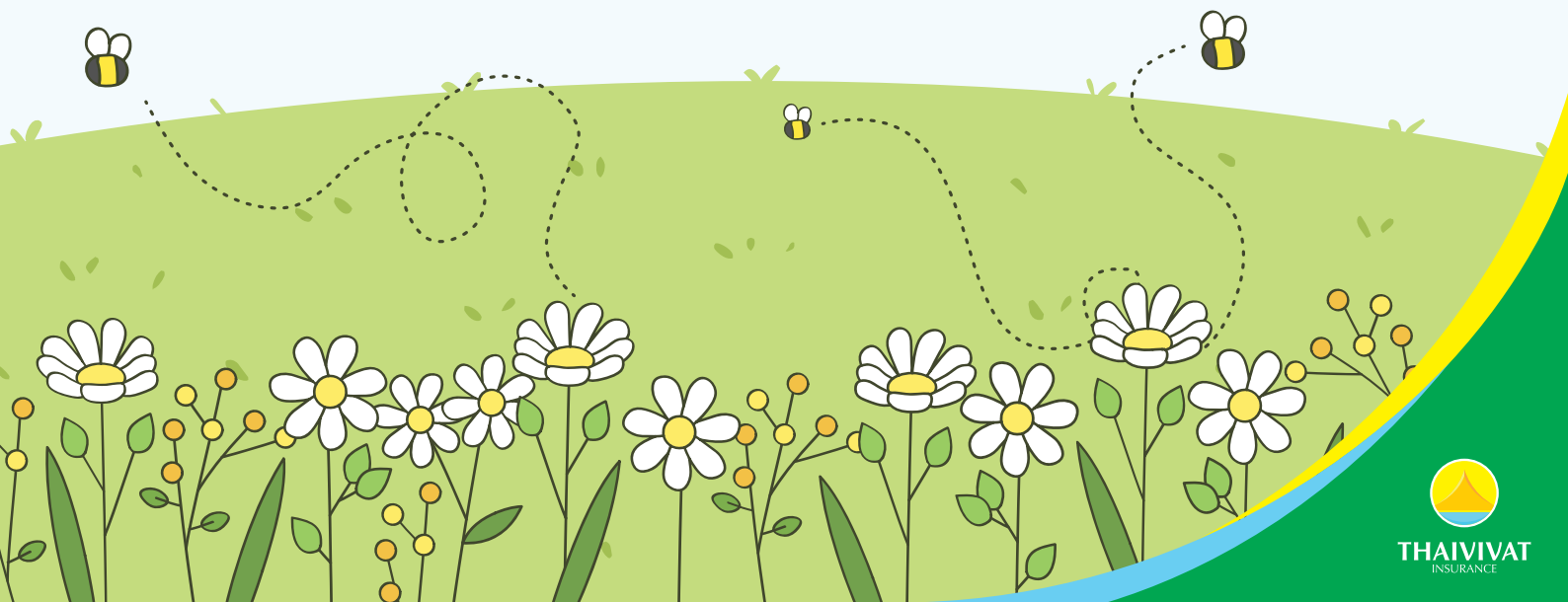
# 2020



**THAIVIVAT**  
INSURANCE

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# In relation to this Report

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Thaivivat Insurance Public Company Limited prepared this Corporate Social Responsibility Report for the year 2020 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 2020. 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

Upholding professionalism to build customer trust

1. Conduct business with fairness
2. Promote anti-corruptions
3. Disclosure of information and reports

## Progressive

Continuously develop products and services to address every consumer demand

4. Responsibility toward consumer
5. Develop products and services that will help to uplift the quality of life and society

## Innovative

Using latest innovation to deliver service excellence

## Togetherness

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

6. Personnel Benefits
7. Carry out community and social development
8. Conduct environmental management

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

Important

1. Responsible to consumers (production and service)
2. Operate business with fairness
3. Anti-fraud
4. Disclosure of information and report
5. Care for personnel ( fair treatment of labor)
6. Corporate good governance
7. Risk management
8. Respect for human right
9. Social and community development
10. Use of resources (management of environment)

## Engagement with the Stakeholders

Stakeholder	Expectation	Practice	Contact Channel
Customer	<ul style="list-style-type: none"> <li>- Well-defined products that are able to provide the required protection and are highly understandable</li> <li>- Excellent sale and after-sale service quality</li> <li>- Fair compensation</li> <li>- A highly stable insurance company capable of paying compensation when an incident occur</li> </ul>	<ul style="list-style-type: none"> <li>- The Company recognizes the importance of good service quality for customer satisfaction and reliability in providing</li> <li>- The Company's services by developing services to be able to respond to customer needs in time together with developing high quality products as customer demands to ensure highest customer satisfaction</li> <li>- Facilitate various channels for customers to easily access products</li> <li>- Provide accurate information about products and services.</li> <li>- The company has set up a customer relations unit to serve as a preliminary answer to inquiries of customers regarding products and services As well as the complaint handling unit to coordinate with the relevant departments to resolve problems for customers.</li> <li>- The company also provides a channel for receiving complaints for customers through the company's website.</li> </ul>	<ul style="list-style-type: none"> <li>- Satisfaction Survey</li> <li>- Provide channel (s) for comments/ suggestions</li> <li>- Head Office and Branches</li> <li>- Customer Relations Tel. 1231</li> <li>- Claim Hotline Tel. 1231 Ext.1</li> <li>- Website: thaivivat.co.th</li> <li>- Facebook: www.facebook.com/thaivivat</li> </ul>
Trade Partner	<ul style="list-style-type: none"> <li>- Follow the trade agreement</li> <li>- Increase the quantity/value of products and services</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct business with fairness</li> <li>- Equitable and fair treatment among all trade partners</li> <li>- Strict compliance with trading terms and conditions including the established agreement</li> <li>- Select appropriate trade partner that demonstrates ethics, professionalism and good reputation</li> <li>- Establish clear procurement procedure</li> </ul>	<ul style="list-style-type: none"> <li>- Policy and Code of Business Ethics</li> <li>- Site visit and evaluation</li> <li>- Website: thaivivat.co.th</li> </ul>
Employees	<ul style="list-style-type: none"> <li>- Fair compensation</li> <li>- Follow Code of Ethics in relation to labor</li> <li>- Ensure safety of life and properties</li> <li>- Offer opportunity for knowledge development and professional career path</li> <li>- Balance between work and life</li> </ul>	<ul style="list-style-type: none"> <li>- The company recognizes employees be the most valuable resource to help achieve the company's goals.</li> <li>- The company is equal to its employees and arranges for awards or appointments to move appropriately based on employees' knowledge and capabilities including regular training for employees to acquire knowledge about insurance products in order to advance their career.</li> <li>- The company encourages all employees to show their abilities and listen to all employees' suggestions without discrimination.</li> <li>- The company has established a concrete assessment criteria in performance consideration.</li> <li>- The company has a clear and concrete set of compensation and benefits for its employees with policies comparable to other leading non-life insurance companies. The determination of short-term compensation is based on the yearly profitability and long-term consideration of performance measurement based on the Balanced Scorecard, including improvement of employee welfare as current economic conditions for employees to have a good quality of life.</li> <li>- The company encourages employees to have knowledge and understanding of money management, selection of investment policies that correspond to the age range and risk level as well as to provide welfare and other benefits such as provident fund, employee loan welfare and annual health check.</li> </ul>	<ul style="list-style-type: none"> <li>- Communicate with personnel regarding staff welfare</li> <li>- Satisfaction Survey</li> <li>- Meetings by function</li> <li>- Complaints Handling Unit, HR Department</li> <li>- Directly raise complaint to the Management</li> <li>- E-mail: hrdept@thaivivat.co.th</li> </ul>



Stakeholder	Expectation	Practice	Contact Channel
Shareholder	<ul style="list-style-type: none"> <li>- Business growth</li> <li>- Good corporate governance</li> <li>- Rights and equality of shareholders</li> <li>- Anti-corruption</li> <li>- Access to accurate information</li> </ul>	<ul style="list-style-type: none"> <li>- Long-term and continuous returns</li> <li>- Conduct business based on the principles of good governance and corporate governance</li> <li>- Disclose reports as per defined schedule and the regulation of SET</li> </ul>	<ul style="list-style-type: none"> <li>- Annual Report</li> <li>- Shareholders' Meeting</li> <li>- Contact Investor Relations Tel. 1231 ext. 5938</li> <li>- E-mail: nantawan_aru@thaivivat.co.th</li> <li>- Website: thaivivat.co.th/th/investor_contact.php</li> </ul>
Competitor	<ul style="list-style-type: none"> <li>- Compete in business with a sense of morality</li> </ul>	<ul style="list-style-type: none"> <li>- Compete with morality</li> <li>- Must not seek trade secrets of competitors through unacceptable means</li> <li>- Must not damage the reputation of competitors through discredits</li> </ul>	<ul style="list-style-type: none"> <li>- Website: thaivivat.co.th</li> </ul>
Creditor	<ul style="list-style-type: none"> <li>- Prompt debt payment</li> <li>- Compliance with the defined terms and conditions</li> </ul>	<ul style="list-style-type: none"> <li>- Strictly follow debt payment deadline and the agreement terms and conditions</li> <li>- Comply with the terms and conditions in relation to guarantee and capital management</li> <li>- 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</li> <li>- Ensure appropriate capital management structure existed to maintain creditor confidence</li> </ul>	<ul style="list-style-type: none"> <li>- Contact Finance Department Tel. 1231</li> <li>- Website: thaivivat.co.th</li> </ul>
Debtor	<ul style="list-style-type: none"> <li>- Compliance with relevant requirements and conditions</li> <li>- Interest rates are in accordance to the law</li> </ul>	<ul style="list-style-type: none"> <li>- Strict follow the agreement terms and conditions</li> <li>- 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</li> </ul>	<ul style="list-style-type: none"> <li>- Contact Finance Department Tel.1231</li> <li>- Website: thaivivat.co.th</li> </ul>
Society and Environment	<ul style="list-style-type: none"> <li>- Conduct business with responsibility</li> <li>- Carry out community development</li> <li>- Legal compliance</li> <li>- Cooperate in government projects</li> </ul>	<ul style="list-style-type: none"> <li>- Strive to support, help and participate in activities that are beneficial to society and communities regularly; adhere to the principles of human rights, all employees have the right, liberty and equality in their work performance; comply with the law on intellectual property and has a policy not to support the infringement conduct of intellectual property; anti-corruption by providing a channel for reporting and informing fraud clues when seeing corruption and a measure to protect the whistleblower to ensure safety</li> </ul>	<ul style="list-style-type: none"> <li>- Contact the Company Tel. 1231</li> <li>- Website: thaivivat.co.th</li> <li>- Contact the Company's Secretary Office</li> </ul>

# *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 2020 (Form 56-1) on the heading of "Management." And on website [www.thaiviat.co.th](http://www.thaiviat.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:

**Sunee Theravithayangkura. Director and Company Secretary**

E-letter sunee\_non@thaivivat.co.th

Telephone 1231 Ext. 5939

**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](http://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 2020, the company had more than 245.43 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 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 29 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 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 29 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.

### Thaivivat Active Health Insurance development

Active Health Insurance is an insurance product that has continuously been improved and developed. After its official launch in 2018, 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 2020, the company has improved its products to provide greatest benefits for consumers by developing health insurance policies that can better meet the needs of consumers by introducing the Silver plan with a monthly insurance premium of 1,100 baht to meet the needs of customers who are facing the high cost of insurance services, allowing them to acquire an insurance policy that is most suitable to them.

In addition, the company has introduced coverage for COVID-19 screening in response to the COVID-19 outbreak to increase protection for customers during the challenging times. Additionally, the company has developed mobile applications and applied 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. Moreover, the company has cooperated with our partners to organise activities that encourage exercise such as the 30 Days Challenge Season 2-Fit Hoon, Suay, Ruay Nguern San, an activity in which participants compete to lose fat and get firm within 30 days. Participants must weigh and get their fat mass measured from the first to the last days of the activity. Participants received nutritional information for weight control and proper exercise, just like having a personal trainer to help you plan your weight loss programme.

### "On-Off Car Insurance" development

In 2020, 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 company has just launched the new on-off car insurance, the top-up on-off car insurance which offers additional special features. Aside from the on-off feature, users can top up or add the insurance coverage hours by themselves, allowing drivers to save insurance premiums and pay the premiums gradually according to your actual usage. This means that if you drive less, you can lower your annual insurance premiums by up to 70 percent.

In this case, if the customer wishes to add coverage hour, the customer can simply top up the coverage hour through the Thaivivat Motor application at the starting insurance premium of first-class type of 400 baht per every 50 coverage hours, allowing drivers to pay insurance premiums for what they actually use and gradually pay the premiums as needed.

Besides first-class insurance, class 2+ and class 3+ insurance policies are available for customers to choose from. The annual insurance premium for class 2+ insurance starts at only 2,900 baht and the annual insurance premium for class 3+ insurance starts at just 2,700 baht. The top-up to add coverage hour for class 2+ and class 3+ insurance is only 300 baht per 50 hours.

All this is a response to the New Normal as Thai people travel less and are able to work anywhere, anytime, ready to connect and transmit information in the digital world. It is a good opportunity that on-off car insurance will bring technology to meet the needs of convenient and economical living.

In addition to insurance product, the company has improved its services to increase convenience for customers by introducing “Thaivivat Parking”, Thailand’s first advanced parking reservation system on mobile application, Thaivivat Motor, to the new lifestyle and enhance the quality of life through superior service. Special privileges are offered to customers in the first phase starting on 15 October 2020 and expanding to all customers by 2020. The company has worked with our partners to deliver this product using IoT (Internet of Things) to connect the intelligent parking spot lock device or Blue Lock to real-time processing system to send the command through Thaivivat Motor application that allows customers to choose the place and time to access the automatic parking lot by themselves, creating a new experience for car parking which is simpler, more convenient, and meets the New Normal lifestyle.

The Thaivivat Parking is available in six Central Department Stores across Bangkok, including Central World, Central Plaze Pinklao, Central Plaza Bang Na, Central Plaze Rama 2, Central Festival East Ville, and Central Plaza Chaengwattana. 24 parking spaces are specially provided to increase convenience, meet customer needs, and create customer satisfaction without the need to worry about finding a parking space, impressively enhancing consumer experience.

#### **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](http://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 as well as Thaivivat Motor application to provide convenience for customers.

#### **Travel Insurance” development**

In 2020, the company developed domestic travel insurance to provide service convenience and meet consumer needs as the company has become a part in supporting safe domestic tourism. In response to the COVID-19 outbreak, Thaivivat travel insurance has offered domestic insurance policies with a coverage of up to 2,000,000 baht, providing coverage for personal accident, medical expenses due to accident, flight delays, loss or damage of baggage, and trip cancellation or curtailment without an age limit of the insured, reducing the risk of unexpected events for your travel.

The on-off travel insurance has continuously been improved to provide service convenience and meet consumer needs using technology as a part of daily life and upgrade the insurance for greater convenience and speed that can best respond to customers’ lifestyle.



## Other services

In 2020, apart from various product developments, many services were developed to ensure greater convenience and speed for customers.

**Communication** We have improved our telephone system and numbers to enhance the speed of customers' access to information and direct line to the desired division, enabling better coordination and after-sales services.

**Customer Relations Center** To provide convenience to the insured, trained staff are ready to offer advice to customers and solve and follow up on customers' problems to ensure correct and most efficient care for the insured.

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](http://www.thaivivat.co.th) and Facebook page [www.facebook.com/thaivivat](https://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 Ext.1 , 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

# 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 provide people with a tool to guarantee the security of their life and property and alleviate the government's burden in taking care of the people, an important contribution to the development of Thai society.

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 2020 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 2020 harvest season

The company is one of the 17 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 45.7 million rai across the country, reducing the cost and risk that may occur with their crops. Farmers would receive coverage for eight types of natural disaster including floods or heavy rains, drought or intermittent rain, storm or typhoon, cold weather or frost, hail, fire, and wild elephant. Farmers would receive the basic coverage of 1,260 baht per rai (Part 1) and an

additional coverage of 240 baht per rai (Part 2). For coverage for pests and disease epidemics, farmers would receive a coverage of 630 baht per rai (Part 1) and an additional coverage of 120 baht per rai (Part 2). If the governor announced the insurance area as the area for emergency disaster victims, farmers who purchase the insurance (Part 1+Part 2) would receive coverage of up to 1,500 baht per rai and coverage for pests and disease epidemics of 750 baht per rai. 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 17 companies participating in the Maize Insurance Programme with the objective of providing financial protection for farmers in the target areas of 3 million rai of maize plantation, 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 would receive coverage for eight types of natural disaster including floods or heavy rains, drought or intermittent rain, storm or typhoon, cold weather or frost, hail, fire, and wild elephant. Farmers would receive the basic coverage of 1,500 baht per rai (Part 1) and an additional coverage of 120 baht per rai (Part 2). For coverage for pests and disease epidemics, farmers would receive a coverage of 750 baht per rai (Part 1) and an additional coverage of 120 baht per rai (Part 2). If the governor announced the insurance area as the area for emergency disaster victims, farmers who purchase the insurance (Part 1+Part 2) would receive coverage of up to 1,740 baht per rai and coverage for pests and disease epidemics of 870 baht per rai. 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 five northern provinces consisting of Chiang Mai, Chiang Rai, Pa Yao, Nan, and Lampoon with the first sales in January and February 2020 in order to provide protection against drought for longan farmers during March and April 2020. 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 399 baht per coverage 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 60-baht compensation per day in the event of continuous drought from the drought index, not exceeding 2,100 baht in total. 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, 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 products 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 "2020 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 "2020 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.

### Knowledge and access to insurance

Consumers' knowledge and understanding of insurance is important. Even though technology has increasingly been used to connect information, some consumers do not have access to information about insurance, resulting in some consumers not see the importance of insurance which will reduce the risk of life and property in unforeseeable events. As an insurance provider, the company has become a part of the effort to disseminate knowledge and promote the understanding of insurance among the public as well as provide access to information as follows:

1. Create content and disseminate knowledge about insurance including car insurance, health insurance, travel insurance, and other insurance online through websites and social media
2. Collaborate with key opinion leaders to raise consumer awareness and promote the importance of insurance that helps reduce the risk of life and property.

# *Togetherness*

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

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



# 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 once 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 2020, 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 two training courses to new employees in 2020 as follows:

**Class 1:** 16 September 2020 with 20 new employees attending

**Class 2:** 16 November 2020 with 25 new employees attending

- **"Basic Insurance Product Knowledge"** course by Khun Pornkarntima Polsong, Khun Duangchuda Prueksapisarn at Thaivivat Insurance Building, 6th Floor Meeting Room, with the objective of providing basic knowledge about insurance and knowledge about organizational structure and employee benefits

Online training courses on self-assessment for 2020 performance evaluation were offered via Microsoft Teams application.

**Class 1:** 2 October 2020, 10 PM – 11 PM

**Class 2:** 2 October 2020, 11 PM – 12 PM

After receiving the basic trainings, the company also organises training courses that increase employees' skills and are practical for work. In 2020, important training courses include:

- **The 2nd Professional Valuation Techniques for Conflict Resolution course** by Khun Kanokchat Thavoranan to enhance the skills of our personnel in professional and fair valuation of car damage for our partners and customers.

- **The 1st Understand Situations and Claims course** by Khun Ongsa Kamolwiboon to develop claims handling skills for claims personnel and to share the experience of claims personnel in and outside Bangkok.
- **“Work Process Reduction and Modification in Power Vision”** to increase speed and workpiece, reduce work processes, and increase the accuracy of car claims reimbursement.
- **Understand the Laws and Regulations of Claims in Car Insurance Verdicts and Arbitrations** by Khun Patcharin Boorapatsiri and Khun Jureeporn Onsamrong to develop knowledge and understanding of employees about the laws and regulations on claims. The course was offered four times.
- **“How to Use SmartFleet CallTaker”** to find accident spots in a timely manner to ensure convenience and speed for customers.
- **“SPSS for Statistical Insurance Data Analytics”** for the company’s personnel to increase the ability to analyse statistical data of insurance. The course was offered three times.
- **“Effective Insurance Premium Management for Your Goals”** to enhance the skills in boosting insurance premiums to meet the targets. The course was offered twice.
- **“How to Effectively Sell Your Products to Customers”** to improve the sales skills for salespersons and learn about new sales techniques. The course was offered three times.
- **“CompTIA Security +”** with the objective of supporting and developing data security experts for the labour market and digital economy. One employee attended the course.
- **“Work Shop LAN & Wireless Network”** course with the objective of developing more data security experts for the labour market and to keep up with the digital economy. One employee attended the course.
- **“Personal Data Protection Law: Procedures and Practices Class 5 and 6”** course with the objective of creating an understanding of the principles and essence of the Personal Data Protection Act B.E. 2562 (2019); for example, the relationship of digital legal system, important terms, interpretation, enforcement, exceptions, penalties, and impacts on businesses.
- **“Personal Data Protection Law for Human Resource Management”** with the objective of creating 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.
- **“Prepare for the Personal Data Protection Act B.E. 2562 (2019) for Human Resource Management”** by Khun Panu Nuernoom to prepare for changes in the personal data protection law

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 2020 until now, the company has six employees with disabilities.

- 1 visually impaired employee
- 5 hearing impaired employees

### Labour relations :

The company engages with employees through labour relations 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. The company also encourages physical activity and employee's engagement with the company.

### Workplace safety :

The Board of Directors concern about the welfare, health and safety of employees and realise 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. Key measures include:

- Taking preventive measures, promoting knowledge on fire prevention, and conducting fire drill every year as well as regularly examining fire distinguishing equipment and warning systems to ensure our personnel's knowledge of proper practices and ability to handle real situations. In 2020, the company organised the fire prevention training on 14 November 2020 instructed by the Phra Khanong Fire Station, Fire and Rescue Operations Division 2, Office of Disaster Prevention and Mitigation. The 2020 annual fire drill was conducted on 17 November 2020 at Thaivivat Insurance Building supervised by the Pha 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 2020,

- There were five accidents during work. The injured staff were two Bangkok operation staff (accident inspectors) and three Finance and Investment staff. All have already recovered.

#### Annual health checkup :

Today, in response to new diseases and unhealthy lifestyle, early detection and prevention are the best ways to reduce health risks. To prevent important health risks, annual health checkups will help identify health risks based on examination results and provide a guide for healthier lifestyle.

On 26 September and 3 October 2020, the company organised an annual health checkup for employees to promote employees' good health and good quality of life, allowing employees to work productively and the organization to thrive. The health check-up was conducted by Bangkok 9 Hospital at the company's headquarters.

#### COVID-19 prevention measures :

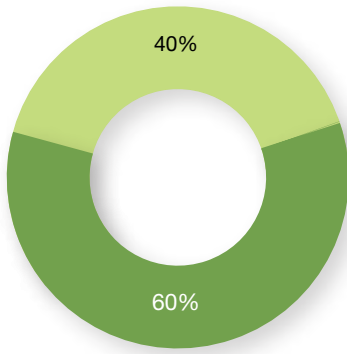
Due to the continuous spread of coronavirus (COVID-19) which is affecting people in Thailand and around the world, the company recognises the safety and health of our employees and families and that during these times, we need to come together and act for the benefit of society at large during the time of this pandemic by strictly following the Communicable Diseases B.E.2558 (2015) and the Notification of the Department of Disease Control, Ministry of Health.

To continue to provide best customer services and create confidence and safety for our customers, employees, employees' families, society, and country, the company has established strict measures as follow:

1. Allow employees to work from home to reduce the commute time and the risk of the spread of COVID-19
2. Increase safety measures in the office building. The company strictly conducted screening measures, fever screening and asking the travel history of people entering the building.
3. Ask employees to wear a surgical or cloth mask at all times, avoid sharing food, wash hands regularly, and keep social distancing of 1-2 metres. On top of that, the company published knowledge and guide for self-protection from the virus widely and continuously.
4. Support personal protective equipment to all employees. The company has distributed cloth masks, alcohol gel, and hand sanitisers to reduce the costs for our employees and families when there is a shortage. Additionally, the company conducted big cleaning for the entire building.
5. Introduce a measure if the company learns that the company has employees with suspected or confirmed COVID-19 even though no employee has been infected.

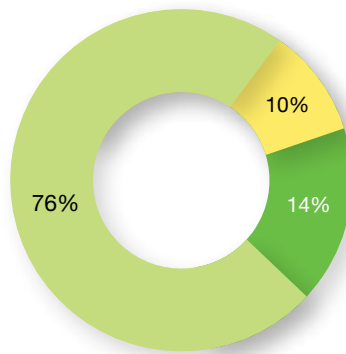
# Overview of Thaivivat Insurance's Personnel 2020

Personnel Propoortion Gender



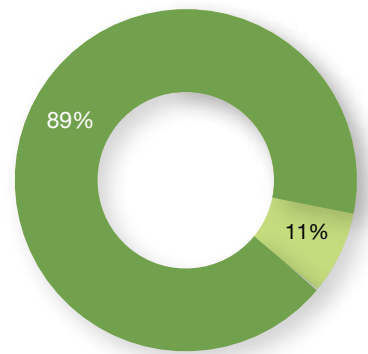
- Male
- Female

Personnel Propoortion by Education



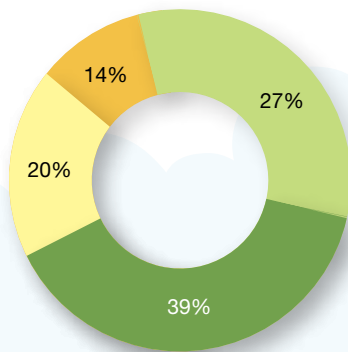
- Lower than bachelor's degree
- Bachelor's degree
- Higher than bachelor's degree

Personnel Propoortion by Province



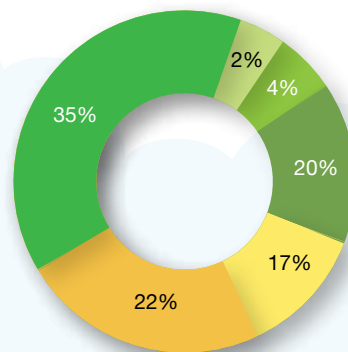
- Outside Bangkok
- Bangkok

Personnel Propoortion by Age



- 21 - 30 Years old
- 31 - 40 Years old
- 41 - 50 Years old
- More than 50 Years old

Personnel Propoortion by Employment Period



- During Probation
- 4 Months but less than 1 year
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- > 10 years



# 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 2020, the company provided assistance in education as follows:

- The company has provided financial support for the Reducing Inequality through Quality Early Childhood Education project (RIECE). RIECE Thailand is a project that aims to ensure that preschool children will grow into quality and productive adults at Thasongkorn Subdistrict Child Development Center (Bann Bor Noi), Maha Sarakham province. 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. The company recognises the importance of education and has therefore become a part in sustainably supporting basic education of Thai preschool children. Activities and follow-ups were conducted continuously in 2020.
- Reducing Inequality through Early Childhood Education or 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.

## Donations for social and community development

### Society and community

The Company donated to organisations and departments in 2020 as follows:

Over the year 2020, the continuous spread of COVID-19 affected countries around the world including Thailand. A shortage of medical supplies and protective equipment, especially surgical masks, can increase the risk of the spread of the virus to healthcare workers and the general public. Thaivivat Insurance Public Company Limited donated to 1,000,000 baht to the research team of Thammasat University to produce ThamMask, a water-resistant mask, for distribution to healthcare workers in areas with mask shortages in order to reduce a shortage and boost morale of dedicated healthcare workers. The production of water-resistant masks aims to prevent virus transmission and boost morale of healthcare workers who have worked tirelessly for all of us. To get through these difficult times, we must come together in the fight of COVID-19.

- The water-resistant mask, ThamMask, invented by the research team of Thammasat University is a three-layered mask with the first and second layers made of cotton silk structured by polyester microfiber, which is waterproof, dustproof, soft, and breathable coated by NUVA-811. Microns are inserted into the fabric where water cannot penetrate. The innermost layer is made of cotton which can absorb moisture and secretion with good ventilation and can be washed up to 30 times. The aim was to reduce a shortage and high price of face masks which has directly affected consumers.
- The company realises the importance of helping and taking care of everyone's health and introduces strict measures to best prevent the spread of the virus in the organisation and to increase confidence and safety for customers, employees, employees' families, and the general public. Additionally, special privileges were offered to the company's insured during the outbreak of COVID-19 including:
  - For annual international travel insurance and on-off travel insurance with coverage on 1 April 2020, the company would automatically expand the coverage period for three months starting from the last date of the previous coverage without additional insurance premiums.
  - On-off car insurance with COVID-19 coverage of 100,000 baht for six months for new policy purchase or renewal for a period of 12 months starting from 23 March 2020 to 30 April 2020 (offered in collaboration with Premium Direct Broker Company Limited)
  - Thaivivat Active Health Insurance specially covers COVID-19 screening test for up to 2,000 baht for the insured. The policy provides coverage from 23 March 2020 to 30 April 2020.
- On 22 May 2020, the company organised the Beyond the New Normal for the Thai People activity and introduced the top-up on-off insurance through an online channel in collaboration with Thailand's famous influencers including Khun Ban Pitipat, Khun U Spin9, and other special guests broadcasted live on social media the new top-up on-off insurance with an annual insurance premium for the first class insurance starting at 4,900 baht, saving up to 70 percent, with 24-hour coverage and automatic on-off feature #Koomkrongyaitaejailek and a discount promotion of up to 1,000 baht for the first 3,000 insurance policies. Part of the proceeds is donated to support COVID-19 testing machines for 10 public hospitals nationwide.

- On 22 May 2020, the company organised the Beyond the New Normal for the Thai People activity and introduced the top-up on-off insurance through an online channel in collaboration with Thailand's famous influencers including Khun Ban Pitipat, Khun U Spin9, and other special guests broadcasted live on social media the new top-up on-off insurance with an annual insurance premium for the first class insurance starting at 4,900 baht, saving up to 70 percent, with 24-hour coverage and automatic on-off feature #Koomkrongyaitaejailek and a discount promotion of up to 1,000 baht for the first 3,000 insurance policies. Part of the proceeds is donated to support COVID-19 testing machines for 10 public hospitals nationwide.

- In June 2020, the company went to medical school hospitals nationwide to donate modular swab unit for COVID-19 screening worth 2.6 million baht to support screening test and work of healthcare workers. The equipment allows medical workers and healthcare professionals to quickly and safely screen patients with COVID-19 risk using pressure control and air circulation of the unit, efficiently reducing the risk of infection.

The continuous spread of COVID-19 affected countries around the world including Thailand. One of the crucial problems is a shortage of medical supplies and protective equipment including screening tools. Even though the situation in Thailand has gradually improved and the number of patients has decreased, the situation remains a concern. Preparation for the spread of the virus, especially of medical supplies, is essential; therefore, the company organised the Together with On-off Insurance Customer project, using part of the proceeds from insurance premiums of on-off insurance owners from 1 April – 31 May 2020 to purchase COVID-19 screening test kits.

With this purchase of modular swab unit, the company aims to provide safety and reduce the risk of work for healthcare workers, allow them to screen the virus efficiently, and allow people more access to COVID-19 screening. To get through these challenging times, we must take care and prevent the spread of the virus, not only for self-protection but also for helping medical workers.

- On 25 August 2020, 10 of the company's employees donated blood in collaboration with the Thai General Insurance Association to improve the life expectancy of patients. Since the amount of blood in the blood bank is low and more blood is needed, the Association acted as the center for blood donation.

# 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 29 June 2020, 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.

## Internal waste sorting

The current hazardous waste problem is affecting environmental quality and the quality of life of employers, employees, and the general public. The high amount of polluting waste is partly stored and disposed according to law, but waste which comes from office, public agencies, and stores remains unregulated, resulting in hazardous waste being improperly disposed and destroyed, contaminated in the environment, and affecting the health of people exposed to it.

As a result, the company has initiated the waste sorting project in the office to create awareness for the company's personnel and properly sort waste by separating waste into categories for convenient disposal and better health of the company's personnel, limiting order time, and promoting the use of personal containers to reduce the amount of waste in office.

## Electronic product development for the environment (reduce paper usage)

In 2020, 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.

#### **Switch from chiller air conditioning system to VRV system**

Electric power is a crucial factor in life and the country's development, and the demand for electricity in Thailand is expected to rise. The country's electricity generation currently relies on fossil fuels as the main source for power generation, which will be exhausted in the near future. To reduce the shortage of electric power in the future, we must take part in saving the electricity and make the most out of it to secure our energy future.

The company recognises the importance of energy saving; therefore, it has changed the company's air conditioning system from the chiller system to VRV system which is a technology that directly controls the amount of refrigerant by installing the refrigerant supply control on the indoor unit to accurately control the temperature and save up to 25 percent of energy compared to other air conditioning systems. Additionally, the system will control the air quality by ventilating, dehumidification, and other processes to make the personnel in the office feel comfortable and breathe easily.

#### **Installation of water spraying equipment on the roof of the building to reduce the level of PM 2.5**

In 2020, the company realizes the importance of health as a result of the PM 2.5 problem in Bangkok and Parimonthon and has engaged in addressing the problem together with the Phayathai District Office by installing a water spraying equipment on the roof of Thaivivat Insurance Headquarters, Din Daeng to reduce the amount of the particles which requires water spraying equipment with 120-150 PSI pressure. The company turns on the machine every day, twice at 9-10AM and 4-5PM until the level of the particles decreases.





*Caring is Giving*