

[Translation]

Announcement

No. Bor Kor 006/04/2566

Sustainable Development Framework and Policy

(ESG: Environmental, Social, and Governance)

Thai Group Holdings Public Company Limited (the “Company”) is committed to conducting its business with transparency and fairness in accordance with the principles of good corporate governance while maintaining robust risk management practices that take into consideration all stakeholder groups. The Company also supports and promotes the well-being and quality of life of society and local communities, alongside environmental conservation, with the objective of fostering sustainable organizational, economic, and social growth.

Accordingly, directors, executives, and employees at all levels across all companies under Thai Group Holdings Public Company Limited are required to support, promote, and perform their duties in alignment with this Sustainability Development Policy, embedding sustainability as an integral part of the Company’s culture. The Company is committed to balancing economic, social, and environmental interests in its operations. Furthermore, the Company places significant importance on innovation to respond to the evolving needs of consumers and society, enhance business competitiveness, and create long-term value for the organization and all stakeholders sustainably.

Part 1: Economic Dimension – Delivering Sustainable Returns

1.1 Business Operations in Accordance with Good Corporate Governance Principles

The Company is committed to conducting its business on the basis of trust, integrity, and mutual good faith while upholding responsibility toward customers and society. The Company has established an internal control system that promotes an effective check-and-balance mechanism to ensure business operations are conducted in compliance with applicable laws, regulations, and requirements of relevant regulatory authorities, including the Office of the Securities and Exchange Commission (SEC) and the Office of Insurance Commission (OIC). The Board of Directors places strong emphasis on establishing policies and business strategies, as well as overseeing overall business operations in accordance with good corporate governance principles, which serve as a key mechanism to support the Company’s long-term sustainable growth and foster confidence among all stakeholders.

1.2 Fair Customer Treatment (Market Conduct)

The Company is committed to ensuring that customers and the public receive high-quality and fair services from both the Company and insurance intermediaries. Fair treatment is embedded throughout the

entire customer journey, beginning with product and service development, selection of sales representatives and distribution channels, establishment of sales standards and disclosure practices to support informed purchasing decisions, after-sales services, complaint management, and claims settlement. The Company has implemented efficient systems to monitor and control sales quality across all distribution channels, including governance, supervision, monitoring, auditing, and evaluation of sales conduct to ensure that the Company's products, services, and sales processes prioritize the best interests, rights, and benefits of customers and the public.

1.3 Effective Risk Management

The Company adopts an Enterprise Risk Management (ERM) framework and conducts Own Risk and Solvency Assessment (ORSA) covering environmental and social risk considerations to mitigate business volatility and maintain risks within acceptable levels. The Company integrates risk, strategy, and capital management to ensure financial and capital adequacy, enabling the achievement of short-term and long-term corporate objectives while supporting stable and sustainable business growth.

1.4 Sustainable Investment

The Company pursues an investment policy emphasizing fixed-income assets to ensure stable and secure returns. Investments primarily include government bonds, state enterprise debentures with strong creditworthiness and high stability, as well as corporate bonds with a minimum credit rating of BBB- or equivalent from recognized rating agencies, issued by reputable companies with sound business operations and strong financial standing. The Company places significant importance on investing insurance premiums prudently to generate stable and secure returns, ensuring sufficient liquidity to meet policyholder obligations and insurance benefit payments. All investments must comply with investment rules and criteria prescribed by the Office of Insurance Commission (OIC). In addition, the Company integrates Environmental, Social, and Governance (ESG) considerations into equity investment decisions. Securities proposed to the Investment Committee for approval as investable assets must undergo comprehensive assessments, including economic conditions, investment returns, investment risks, and ESG factors. ESG performance is evaluated through a scoring methodology with weighted criteria across each factor, and securities are reviewed regularly to ensure continued appropriateness.

1.5 Information Technology Security and Personal Data Protection

The Company has established an Information Security Policy, an Information Technology Risk Management Policy, and a Personal Data Protection and Governance Policy, together with incident response plans covering cybersecurity breaches, information security incidents, and personal data breaches. These measures apply comprehensively to all stakeholders, including customers, directors, executives, employees,

job applicants, visitors, shareholders and shareholder representatives, business partners, related parties, product and service advisors, agents, brokers, and other relevant stakeholders. The Company has also established procedures and reporting guidelines for personal data breach incidents to ensure timely implementation of response measures. The Company requires cybersecurity and data breach response drills to be conducted at least once annually, while all employees are required to complete training and pass assessment tests relating to information technology security and personal data protection in accordance with Company requirements.

Part 2: Social Dimension – Building a Sustainable Society

2.1 Access to Insurance and Financial Products

The Company is committed to developing insurance and financial products to ensure that customers and the public have access to high-quality products and services, including insurance protection aligned with contractual terms, benefits, and fair premium rates, thereby contributing to improved quality of life. The Company is also dedicated to enhancing access to insurance and financial planning for society by providing educational programs on financial planning, insurance and life insurance, as well as retirement planning for customers, employees, and agents.

2.2 Human Rights

The Company recognizes human rights as a key driver of organizational sustainability and strives to become a role model organization in human rights practices. The Company respects human rights both directly through business operations, including employment opportunities for senior citizens, underprivileged groups, persons with disabilities, and vulnerable groups; promotion of gender equality; and prohibition of illegal labor, child labor, and youth exploitation. Indirectly, the Company incorporates human rights considerations into supplier and business partner selection, conducting business only with parties that uphold human rights and do not engage in human rights violations. The Company also continuously promotes awareness and respect for human rights among suppliers and business partners.

2.3 Human Resource Management

The Company is committed to caring for and developing employee potential, recognizing employees as a critical success factor for sustainable growth, stakeholder trust, and achievement of the Company's mission, vision, and strategic objectives. The Company's human resource management strategy emphasizes becoming employees' "second home" and a "Best Place to Work." Policies and practices are regularly reviewed to ensure fair treatment, equitable compensation, enhanced employee and family welfare, and continuous learning and development opportunities. The Company encourages employees to participate in ongoing training and development programs to strengthen capabilities through upskilling and reskilling, while

also fostering employee motivation and retention of high-performing talent. This approach supports employee engagement, adaptability, and sustainable growth alongside the organization. In addition, the Company prioritizes occupational health, safety, and workplace environment management to ensure employee well-being and operational continuity, recognizing these aspects as integral to business operations across the Company and its subsidiaries.

2.4 Social Contribution and Community Engagement

The Company embeds the principles of sustainable development—economic, social, and environmental dimensions—into the DNA of all employees, integrating sustainability into every business process and operational activity until it becomes a distinctive organizational culture of sustainability. The Company is also committed to improving the quality of life of employees and society to foster a sustainable society through social contribution initiatives in areas including education, religion and Thai arts and culture, social development, sports, and public benefit activities.

This policy is effective as of March 1, 2023.

Announced on March 1, 2023.

Mr. Chotiphat Bijananda

Chairman of Executive Board of Directors

Thai Group Holdings Public Company Limited