

# Human Rights Policy

Muang Thai Insurance Public Company Limited



ยึดได้ เมื่อภัยมา

This policy was approved by the Board of Directors' Meeting No.1/2023 on February 27, 2023

## Content

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### Subjects

1. Human Rights Policy .....	1
2. Definition .....	1
3. Scope of Work.....	1
4. Policies & Guidelines.....	2

## Human Rights Policy

### Muang Thai Insurance Public Company Limited

Muang Thai Insurance Public Company Limited (“the Company”) recognizes the crucial role of social responsibility. To conduct business responsibly and sustainably, it adheres to and respects human rights principles. Therefore the human rights policy (“the Policy”) has been developed and implemented to guide its operations, ensuring compliance with applicable national and international laws, regulations, and standards relating to human rights. These include the United Nations Universal Declaration of Human Rights (UNDHR), UN Global Compact (UNGC), The International Labor Organization Declaration on Fundamental Principles and Rights at Work (ILO), UN Guiding Principles on Business and Human Rights (UNGPs).

#### Definition

**Human rights** mean inherent and fundamental rights that belong to all individuals, simply because they are human. These universal rights are not dependent on factors such as physical appearance, nationality, ethnicity, color, gender, sex, age, language, religion, education, health, social status, political opinion, culture, or any belief. Each country's laws and international treaties obligate compliance with human rights. These are unique rights that cannot be transferred or delegated to others.

**Employees** mean executives and employees of all levels and positions who perform their duties under the employment contract of the Company.

**Stakeholders** mean customers, business partners, contractual parties and those involved in the business of the Company.

#### Scope of work

This policy applies to all of the Company's business operations, including the activities of the company's employees and stakeholders. It also covers the operational processes of agents and other business intermediaries who act on behalf of the Company, as well as those involved in the business value chain. As a guiding principle, the Company is committed to upholding human rights in compliance with applicable laws and regulations, ensuring that all parties involved in its business operations act in accordance with this principle.

### Policies & Guidelines

1. The Company recognizes and respects the human rights of employees and all stakeholders involved in the Company's business operations. It promotes a culture of mutual respect and equality where individuals are valued based on their ideas and perspectives, regardless of characteristics such as color, religion, gender, nationality, age, disability, or any other status. Discrimination in any form is not tolerated.
2. The Company performs its duties with utmost caution and recognizes the importance of preventing human rights violations in its business operations. As such, human rights practices are integrated into all aspects of the business operations along the value chain to mitigate potential risks.
3. The Company will not engage in acts that violate human rights, in particular, forced labor, illegal use of migrant workers, child labor, human trafficking, and violation of the right to personal information.
4. The Company is committed to creating a safe and respectful work environment where all employees are treated humanely and with dignity. This includes a zero-tolerance policy for violence, sexual harassment and physical, mental, or verbal abuse. The Company also upholds hygiene standards, operational safety measures, and promotes a culture of high performance.
5. The Company will monitor the Company's operational activities in order to identify human rights due diligence processes, formulate plans and solutions, plan to prevent potential human rights violations, including establishing measures to mitigate damages and follow-up to ensure that the Company's business operations are assessed for human rights risks.
6. The Company will develop and disseminate guidelines for conducting business operations with integrity and in accordance with human rights principles. These guidelines will be communicated to all employees, suppliers, contractors, and joint venture partners throughout the business value chain.

## Human Rights Policy

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7. The Company expects all employees and business partners to respect human rights and to report any violations they witness to their superiors or other responsible persons for fact-checking. Any concerns or questions can be raised through specified channels, and the Company will provide protection to those who report violations in accordance with its whistleblowing or complaint policy.
8. Any violations of human rights will be considered a breach of the Company's business ethics and will be subject to disciplinary action in accordance with the Company's regulations. If the violation is also illegal, it may result in legal consequences. Lack of awareness or understanding of this policy and applicable laws will not be accepted as an excuse for non-compliance.

This policy shall come into effect from March 16, 2023 onwards.

(Mrs. Nualphan Lamsam)  
President and Chief Executive Officer