



## **ESG Insurance Programmes**

This document outlines BTS Group Holdings Public Company Limited (BTS Group) and Rabbit Life Insurance Public Company Limited (Rabbit Life)'s ESG Insurance Programmes. Rabbit Life is committed to performing its duties as a good citizen by supporting activities that benefit the nation and contribute to social prosperity. The Company places importance on energy conservation within the organisation and environmental conservation. The Company is committed to continuously supporting and assisting communities in education and social issues by engaging employees in various activities to help the community and society.

### **About Rabbit Life**

Rabbit Life offers life insurance products covering personal accidents through traditional agents and brokers, telemarketing, and online sales channels. Due to the rapid changes within the insurance industry in the past few years, clients prefer more customisable and flexible choices to suit their insurance policy requirements. In response, Rabbit Life has developed products to cater to clients' distinct needs under the concept, 'Customixed' (Customise + Mix), offering comprehensive and cost-effective coverage through specialty insurance programmes. These include life insurance, savings insurance, health insurance, investment insurance, post-retirement annuity insurance, among others. Rabbit Life's mission is to offer and develop valuable financial and investment plan services that meet the needs of customers to create a service culture both within and outside the organisation.

Rabbit Life was acquired in 2021 by Rabbit Holdings Public Company Limited (Rabbit Holdings) through a 75% stake ownership through its wholly owned subsidiary, U Global Hospitality Co., Ltd. Rabbit Holdings is a subsidiary of BTS Group, which holds a 65.35% shareholding in Rabbit Holdings.



## **1. ESG Investment Strategy**

Rabbit Life's Board of Directors has appointed the Investment Committee to establish the Company's investment policy framework and other business operations in accordance with Thai laws and regulations. The Committee oversees the integration of sustainable insurance and responsible insurance principles into the Company's investment strategy, including good governance, transparency, and prevention of conflicts of interest related to the Company's investment transactions. The Committee also ensures that investment plans are consistent with the Company's investment policy and risk management policy; to generate adequate returns within acceptable risk levels and consistent with existing obligations. This is based on the Office of the Insurance Commission's (OIC) investment policy.

Rabbit Life's investment plan focuses on Government Bonds and Investment Grade Bonds with attractive yields, with ESG bonds included in its portfolio starting in 2025. The plan was approved by Rabbit Life's Investment Committee in 2024.

## **2. ESG Insurance Products**

Rabbit Life offers "PA200", a microinsurance product, which is "small-scale insurance with low premiums and specific coverage." It is designed for low-income groups, farmers and disaster-prone communities, especially environmental disasters. This product provides additional coverage for death or disability caused by accidents from natural disasters such as floods, landslides, and severe storms. In turn, the "PA200" helps mitigate the financial impact on families living in disaster-prone areas and financial resilience for vulnerable groups against environmental risks.

### **3. ESG Risk Exposure and Risk Management**

Rabbit Life's risk management framework and policy are reviewed and approved by the Board of Directors on an annual basis. The Board of Directors has assigned the Risk Management Committee to oversee the risk management framework, risk management policy and risk appetite to align with the Company's strategy. The top 10 risks in the latest risk assessment include ESG risks such as: risk related to data leakage (information security), risk related to complaints due to non-compliance and fraudulent insurance practices, business continuity management.

To manage and mitigate the ESG risks, Rabbit Life has established the following measures: an information technology and cybersecurity policy, roles and responsibilities of relevant persons, developing processes and tools, defining access rights for key systems, developing operational manuals, implementing data security measures, implementing a system for monitoring and tracking the risk of cyber attacks, and regular security systems training.

The Company has adopted the Three Lines of Defense principle as a guideline for its operations, including establishing a unit directly responsible for overseeing and ensuring that each department's operations comply with regulatory requirements. It also closely monitors any changes to the law and communicates these to customers and all relevant parties for their acknowledgement and adherence.

The Company has established a Business Continuity Management Policy, a business continuity management structure, and a Business Continuity Plan (BCP) that covers all potential critical situations. These are tested regularly, at least once a year, and reported to the Business Continuity and Crisis Management Committee. This ensures that key functions can continue to operate in emergency situations, thereby building confidence among the Company's stakeholders.

#### **4. Engagement with Clients and the Public**

Since 2022, Rabbit Life's insurance operations have been dedicated to promoting, supporting, and engaging the public to boost their understanding, awareness, and appreciation for the importance of insurance. This long-term initiative provides knowledge about insurance, finance, and taxes, aiming to improve public understanding and foster positive attitudes toward these topics. Various public sector projects have been implemented, including:

- Insurance Terminology Education Project
- Health Insurance COPAYMENT Education Project
- Tax and Tax Deduction Education Project
- Easy-to-Understand Insurance and Tax Deduction Education Project via TikTok
- Money Coach, a financial influencer, educating the public about managing money and life with insurance.
- Retirement Planning Education Project via Thai Post Newspaper

Moreover, BTS Group and subsidiaries provides information to clients to encourage them to consider ESG issues through the Company's initiatives:

- The "Clean Air We Share: Parade of Fresh Air" activity was held to giveaway 4,500 air-purifying plants to BTS passengers and the public. This plant giveaway activity allows everyone to take part together in reducing air pollution, increasing green spaces, and moving toward a low-carbon society.
- "The Air We Share" exhibition was held by BTS Group in partnership with the Bangkok Metropolitan Administration, Thai Health Promotion Foundation, among other organisations, to raise awareness on the dangers of PM 2.5 pollution and promote collective action to alleviate the issue with sustainable transport.
- The "Hop On BTS" campaign was launched to thank passengers for their participation in fighting against climate change by riding the BTS Skytrain. The campaign aims to create awareness and invite everyone to use the BTS SkyTrain service, which is an eco-friendly and good-for-the-earth mode of transportation.