

Allianz Ayudhya Sustainability Initiatives

Allianz Ayudhya and UN Sustainable Development Goals –SDGs

Business Vision

As one of the leading insurance companies, Allianz Ayudhya upholds the vision that 'Allianz Ayudhya will be a key pillar of stability, protecting every Thai family.' The company is committed to continuously improving its services and products to provide excellent service to customers at every important moment in their lives.

Sustainability Policy and Goals

The company prioritizes conducting business with good governance while emphasizing sustainability and social and environmental responsibility. To align with the Allianz Group's sustainability objectives, the company has integrated ESG (Environmental, Social, and Governance) principles into all aspects of its operations. With a strong commitment to its promise, **"We care for tomorrow,"** Allianz Ayudhya strives to make each tomorrow better than today.

Sustainability Policy Framework:

1. **Environmental (E)** – Focus on reducing environmental impact through sustainable practices.
2. **Social (S)** – Support community well-being, inclusivity, and financial literacy.
3. **Governance (G)** – Maintain transparency, ethical business conduct, and responsible management.

To ensure alignment with its sustainability goals, the company has established a **Sustainability Committee** to oversee and monitor internal operations, ensuring they adhere to the company's sustainability policies and objectives.

Environmental Commitment

As an insurance and investment company, Allianz Ayudhya recognizes the importance of managing environmental risks. The company is committed to supporting environmentally friendly business practices and aims to reduce greenhouse gas emissions from both its operations and by raising awareness among employees and agents.

Social Responsibility

The company places great emphasis on fair and equal treatment of all stakeholders, particularly employees, agents, and customers. Allianz Ayudhya also encourages active participation in improving society in various aspects, including supporting employees and agents in volunteering for social causes.

The company focuses on aiding vulnerable groups, such as underserved communities in accessing basic needs, and disadvantaged youth in gaining access to education, thereby providing opportunities for a better future. Additionally, the company supports organizations, foundations, agencies, and businesses that aim to make a positive impact on society, youth, the environment, and vulnerable groups.

Governance

The company places great importance on conducting business with transparency and accountability, focusing on risk management and corporate governance. It emphasizes transparent, accountable, and measurable processes, as well as the protection of data and respect for human rights, ensuring equality in how individuals are treated.

Allianz Ayudhya recognizes that sustainable business development requires collaboration from all stakeholders, including employees, agents, business partners, customers, and the public. The company provides opportunities for stakeholders to engage in and participate in concrete activities that promote sustainability, working alongside the company toward shared goals.

The company discloses its sustainability policies to the public through its official website at www.allianz.co.th.

Allianz Ayudhya Support for the Sustainable Development Goals (SDGs)

Allianz Ayudhya prioritizes conducting business to support the Sustainable Development Goals (SDGs) in four main dimensions:

Social Dimension (People)

- **Goal 2:** End hunger, achieve food security, improve nutrition, and promote sustainable agriculture.
- **Goal 3:** Ensure healthy lives and promote well-being for all at all ages.
- **Goal 5:** Achieve gender equality and empower women and girls.

Economic Dimension (Prosperity)

- **Goal 8:** Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

Environmental Dimension (Planet)

- **Goal 13:** Take urgent action to combat climate change and its impacts.

Partnership Dimension (Partnership)

- **Goal 17:** Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.

By integrating these SDGs into its business strategies, Allianz Ayudhya aims to contribute positively to society, the economy, and the environment, fostering long-term sustainability.

Integrating Sustainability into Business Operations

Allianz Ayudhya integrates sustainability into its business operations across various dimensions, focusing on the following key areas:

1. Social Responsibility (People)

- The company promotes well-being, health, and equal opportunities for all stakeholders, particularly through its accessible insurance services and community support initiatives.
- It enhances financial literacy, supports vulnerable groups, and encourages employees and agents to actively participate in volunteer work to contribute to society.

2. Economic Growth (Prosperity)

- Allianz Ayudhya promotes sustainable economic growth by offering products and services that empower customers financially, creating job opportunities, and encouraging inclusive business practices.
- It emphasizes fair employment practices and drives organizational productivity and growth.

3. Environmental Stewardship (Planet)

- The company focuses on reducing its environmental impact by adopting energy-efficient processes, promoting climate action, and raising environmental awareness among employees and agents.
- Allianz Ayudhya actively works to minimize its carbon footprint and contributes to long-term environmental sustainability.

4. Partnership for Development (Partnership)

- Allianz Ayudhya collaborates with a wide range of stakeholders, including non-profits, governmental bodies, and business partners, to achieve shared sustainability goals.
- The company fosters collective action for sustainable development by engaging in partnerships that promote the SDGs.

By integrating sustainability into every aspect of its operations, Allianz Ayudhya ensures that its business practices contribute positively to both society and the environment.

Supporting Sustainable Development Goal 8 through Management and Investment

(Promoting Sustained, Inclusive, and Sustainable Economic Growth, Full Employment, Productivity, and Decent Work for All)

The company prioritizes continuous business development, growth, and expansion, alongside transparent, accountable, and efficient management. In addition, the company plays a significant role in promoting employment and job creation within Thai society, including supporting the employment of people with disabilities. The company currently employs over 1,400 staff members and has more than 15,000 insurance agents. Furthermore, the company has an investment policy that promotes sustainability and offers life insurance products combined with investments, such as Unit Linked products, which invest in sustainable business sectors.

Supporting Sustainable Development Goal 3 through Product Development & Customer Service

(Ensuring Healthy Lives and Promoting Well-being for All Ages)

In the development of its products, Allianz Ayudhya prioritizes designing products that are comprehensive and address the needs of its customers, while also providing protection for assets and serving as a guarantee for people's lives at all stages of life. In addition to offering coverage for its customer base, the company continuously develops various applications to provide customers with quick and efficient services. For example:

- **My Allianz and My Health:** These apps allow customers to access policy information and perform transactions anytime and anywhere.
- **My Doctor:** An application that provides health consultation through video calls with doctors, as well as home delivery of medications.

The company also emphasizes communication by providing health-related knowledge, including physical health, mental health, and financial health. This valuable information is made publicly available through the **Healthy Living** website (www.healthyliving.in.th), where everyone can access useful resources.

Furthermore, Allianz Ayudhya offers various other customer support services, such as:

- **Emergency Assistance & Roadside Coverage:** Available 24/7.
- **Emergency Medical Assistance & International Travel Support:** Available 24/7.
- **Home Emergency Assistance:** Available 24/7.
- **Reinsurance:** Providing reinsurance services, including inward facultative from other domestic insurance companies.

These services and initiatives help the company provide comprehensive and accessible support to customers in various situations.

Allianz Ayudhya also promotes good health for its employees, agents, and customers by organizing the "Allianz Ayudhya World Run." This event offers an opportunity for employees, their families, agents, customers, and the general public to participate in physical exercise through running.

Supporting Sustainable Development Goal 13 through Operations

(Addressing Global Warming)

In the company's operations, Allianz Ayudhya not only emphasizes efficiency and speed but also places significant importance on reducing greenhouse gas emissions from its activities. Key performance indicators include:

1. **Reducing Electricity Consumption:** Efforts to lower energy usage across operations.
2. **Reducing Water Consumption:** Minimizing water usage in daily activities.
3. **Reducing Travel:** Limiting travel-related emissions through digital solutions and remote working options.
4. **Reducing Paper Usage:** Promoting paperless practices to decrease waste.
5. **Waste Reduction:** Minimizing waste generation and improving waste management practices.

The company collects data, monitors progress, and reports results to management and the Allianz group on an ongoing basis. Additionally, Allianz Ayudhya supports renewable energy by purchasing Renewable Energy Certificates (RECs), further contributing to sustainability.

Supporting Sustainable Development Goal 5: Employment and Human Resource Development

Allianz Ayudhya has been certified at the 'EDGE Assess' level. This certification comes from EDGE, a globally recognized institute that sets standards for equality and fairness, with a methodology for assessment that is internationally accepted. Additionally, Allianz Ayudhya continuously promotes the development of its employees' potential, both through personal development and career progression.

Supporting Sustainable Development Goals 2, 13, and 17 through Social Activities and Promoting Sustainability

(Ending Hunger, Solving Climate Change, and Collaborating to Achieve the Sustainable Development Goals)

The company places great importance on promoting sustainability and recognizes that achieving sustainability cannot be accomplished by a single organization alone. Therefore, Allianz Ayudhya has expanded its collaboration by establishing the "Alliance for Sustainability" group, aiming to unite efforts in addressing environmental issues and supporting social causes. This initiative seeks to find partners to jointly engage in activities and develop solutions to tackle environmental challenges and help society.

Additionally, the company supports social organizations through collaborative activities such as **blood donation drives, donations of goods through the Mirror Foundation**, and the establishment of the **SOS Cloud Food Bank** (an online food bank). These efforts reflect Allianz Ayudhya's commitment to sustainability and social responsibility, fostering collaboration with various stakeholders to create lasting, positive impacts.

Environmental

The Allianz Group is committed to achieving **Net-zero GHG Emissions** across its global operations by 2030. This goal is a key component of Allianz Ayudhya’s business strategy and has been integrated into the operational targets of various internal departments, including Facilities Management, Information Technology (IT), and the Corporate Social Responsibility & Sustainability department. The company promotes the development and adoption of technologies and innovations to support the achievement of this target.

Monitoring and Measuring Environmental Performance

To measure the reduction in greenhouse gas emissions, the company uses key performance indicators (KPIs) such as (1) travel, (2) electricity usage, (3) water usage, (4) paper usage, and (5) waste generation. Additionally, the company supports the use of renewable energy and refrains from investing in industries that have a negative environmental impact. In 2022, the company’s environmental performance aligned with the set targets.

Key Environmental Projects of Allianz Ayudhya:

The Employee Waste Separation Station is one of the important environmental projects of the company. Allianz Ayudhya promotes a culture of waste segregation within the organization and campaigns to encourage employees to develop the habit of waste separation and increase environmental awareness. The goal is to reduce the amount of waste sent to landfills as much as possible.

Thanks to continuous efforts, most employees now participate in waste segregation, and the amount of waste sent to trash collection vehicles has significantly decreased each year. Additionally, the company also opens its waste management processes to interested organizations, such as the Siam Group of Companies, to showcase how waste is managed effectively.

Mahamit Project (Alliance for Sustainability Project) is a knowledge-sharing and collaboration expansion initiative aimed at building sustainability partnerships. In 2022, the company had four participating organizations in the Mahamit group, including:

1. Chulalongkorn University, Chula Zero Waste Project
2. Bank of Ayudhya Public Company Limited
3. MBK Public Company Limited
4. Sivatel Bangkok Hotel

The project also continued to expand its network of partners in subsequent years, with the creation of impactful projects that benefit society. Some of these projects include:

Exhibition "The End is Coming"

- The End of the World... at the Garbage Mountain Viewpoint

This exhibition aims to raise awareness about the waste problem through an immersive experience, accompanied by a short play to highlight the issue of waste. The exhibition attracted over 700 visitors, who came to engage with and learn about the critical environmental challenges related to waste.

<https://www.facebook.com/AZAYfan/videos/630590578750420>



Exhibition "Think for Life : awareness on waste management"

This exhibition was initiated by the "Mahamit" group, aiming to create change and encourage environmentally-friendly behavior on a larger scale within society. Allianz Ayudhya, together with Mahamit and waste management partners, organized the "THINK for Life" event. The event utilized art and activities to inspire awareness, build consciousness, and promote behavior change towards environmental friendliness in urban communities. Over 1,200 visitors attended the 13-day event, and through a survey, 72% of participants expressed confidence that they would start "separate waste" after attending the exhibition.



THINK
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งานที่อยากมาตะโกนบอกคุณให้
"เลิก-เท-รวม"

พบกับ นิทรรศการศิลปะ และกิจกรรมมากมาย ที่จะทำให้ภารกิจของคุณเปลี่ยนไป

14 - 26 พฤศจิกายน 2566
ลานด้านหน้าหอศิลปวัฒนธรรมแห่งกรุงเทพมหานคร สน. ONESIAM และ MBK Center

สนับสนุนโดย: Allianz @ AYUDHYA, MBK Center, Siam Paragon, Siam Discovery, Siam Park, Siam Square, Siam Square 2, Siam Square 3, Siam Square 4, Siam Square 5, Siam Square 6, Siam Square 7, Siam Square 8, Siam Square 9, Siam Square 10, Siam Square 11, Siam Square 12, Siam Square 13, Siam Square 14, Siam Square 15, Siam Square 16, Siam Square 17, Siam Square 18, Siam Square 19, Siam Square 20, Siam Square 21, Siam Square 22, Siam Square 23, Siam Square 24, Siam Square 25, Siam Square 26, Siam Square 27, Siam Square 28, Siam Square 29, Siam Square 30, Siam Square 31, Siam Square 32, Siam Square 33, Siam Square 34, Siam Square 35, Siam Square 36, Siam Square 37, Siam Square 38, Siam Square 39, Siam Square 40, Siam Square 41, Siam Square 42, Siam Square 43, Siam Square 44, Siam Square 45, Siam Square 46, Siam Square 47, Siam Square 48, Siam Square 49, Siam Square 50, Siam Square 51, Siam Square 52, Siam Square 53, Siam Square 54, Siam Square 55, Siam Square 56, Siam Square 57, Siam Square 58, Siam Square 59, Siam Square 60, Siam Square 61, Siam Square 62, Siam Square 63, Siam Square 64, Siam Square 65, Siam Square 66, Siam Square 67, Siam Square 68, Siam Square 69, Siam Square 70, Siam Square 71, Siam Square 72, Siam Square 73, Siam Square 74, Siam Square 75, Siam Square 76, Siam Square 77, Siam Square 78, Siam Square 79, Siam Square 80, Siam Square 81, Siam Square 82, Siam Square 83, Siam Square 84, Siam Square 85, Siam Square 86, Siam Square 87, Siam Square 88, Siam Square 89, Siam Square 90, Siam Square 91, Siam Square 92, Siam Square 93, Siam Square 94, Siam Square 95, Siam Square 96, Siam Square 97, Siam Square 98, Siam Square 99, Siam Square 100.

The Bangkok Post's lifestyle, arts and culture section



WASTE WARRIORS

Empathy and responsible rubbish sorting is key to making the lives of garbage collectors safer

STORY: SUWITCHA CHAIYONG

While working as a Bangkok Metropolitan Administration waste collector, Nampu Toka often gets injured by sharp sticks, fish bones, needles, broken glass, tiles and other hazardous trash. He also encounters the unpleasant task of handling discarded items that should have been properly bagged or wrapped up in paper such as diapers and waste from patients.

"Think Thru... Life" follows the lives of waste collectors and encourages people to consider how they would feel if they had a job in that line of work. After that, they may realise that when they throw away trash carelessly, they are making it difficult for waste collectors and may even be the cause of their injuries," explained Patchara.

"The objective of the event is to raise awareness and change disposal behavior. Each year, the Bangkok Metropolitan Administration spends 10 billion baht for waste management. If Bangkokians put effort into sorting waste, the BMA can reduce this expenditure and use the leftover budget for other benefits for Bangkok residents. I also believe that if people experience what it is like to work as a waste collector, they would have more sympathy or empathy for waste collectors," Patchara added.

"The event features exhibitions and activities providing knowledge suitable for all genders and ages, aiming to change everyone's disposal behavior.

When speaking about his injuries, Nampu, who is now a trash truck driver in Klung Toey district, showed a scar on his finger in a *Life* reporter. He explained that it resulted from a cut caused by a broken tile while he was separating trash.

"Waste collectors wear rubber gloves and cover them again with fabric gloves," Nampu explained. "These gloves help to reduce serious injuries. My shift for collecting trash from houses is 7pm to 5am, so my team races against time. Even though we try to be careful, we still get injuries every month," he said.

"The item that causes the most serious injuries are sharp sticks often used to barbecue meat and pork balls. These sticks can stab our blood vessels or get between our nails and lead to pus for weeks. To prevent injuries, sharp sticks and broken items should be wrapped in paper and be labelled with a warning. It would be nice if everyone were more conscientious about sorting their trash."

To make the work of waste collectors easier, the Mahamit Group, led by Allianz Ayudhya Assurance, organized the event "Think Thru... Life" which is taking place in front of Bangkok Art and Culture Centre and MBK's Lan Bai Bua until Sunday. The event aims to cultivate empathy towards waste collectors and promote responsible waste sorting among the public.

Patchara Teevechaiwattana, chief customer officer at Allianz Ayudhya, explained that since people in Thailand do not separate trash, a huge amount of waste goes to landfills, causing methane emissions that contribute to the greenhouse effect. At Allianz Ayudhya, the 1,400 staff members practise waste sorting into four categories — food waste, non-recyclable waste, recyclable waste and clean waste. Since waste sorting proved effective at their office, Allianz Ayudhya aims to promote more practices to the public.

"If everyone separates trash, it can be managed properly and reduce the amount of waste going to landfills.



In the "Change Of Heart" room, participants watch a video which helps them understand how waste collectors work. A common misperception is that even if people separate trash, the collectors will mix it all together. Nampu insisted that waste collectors never mix trash. Instead, they always have to separate it.

"We sort trash into four categories — organic waste, general waste or non-recyclable waste, recyclable waste and hazardous waste. We never mix trash together. We separate the trash in order to reduce the amount sent to landfills," Nampu insisted.

Next to the zone "Thru... Life", participants step into the shoes of waste collectors. They wear gloves and put their hands into a black trash bag to understand what it is like to touch random rubbish like a waste collector.

Sorting waste can be confusing because there are many categories. This zone helps participants understand the types of trash they pick from the bag.

The Mae Fah Luang Foundation which achieves zero waste, sorts trash into six piles — recyclable trash, stretchy plastic, hazardous trash, food waste, leaf scraps and waste-derived fuel/contaminated trash/toilet trash. These six piles are sent to different organisations for proper disposal to ensure that no waste is left behind.

Besides knowledge of waste sorting, partners such as Recycle Day Thailand, Cirplas and Wongganit which have pickup services for certain recyclable items have their booths at the exhibition.

Additionally, the event exhibits pieces by contemporary artists Wisulada Puntthanuwong, Jirayu Tantrakul, Ek Thongprasert, Pongathai Uddang, Patchara Charoensak, Paipat Chaiwitshe, Piyaipa Chaiansarn and Chalocha Nithummaechart. These artists are known for using waste materials. At the end of the exhibition, the artists will reuse the work or send it to be recycled.

"We invited artists to create pieces from waste material. There are descriptions of each piece to explain the idea behind their creations. We believe that these notable artists will raise awareness about waste sorting to a wider audience," said Patchara.

Some highlights include *Garden Of The Humanity* by Wisulada Puntthanuwong. Buddy which is a second-hand clothing platform. The chief customer officer at Allianz Ayudhya expressed high expectations for "Think Thru... Life". "I expect all participants to be aware of waste sorting and change their disposal behaviour after they participate in the events. Some people told me that my expectations are too high, but I believe that if people watch the video about waste collectors, they will care more about their well-being. At the very least, we should have a sense of compassion and willingness to help others," said Patchara.



Community Waste Bank Station, Soi Phrajen

The "Community Waste Bank Station, Soi Phrajen" project is another initiative by the "Mahamit" group aimed at creating a social impact in the community. This project is a collaboration between four key partners: Allianz Ayudhya, Waste Buy Delivery (by Vongpanit Suvarnabhumi Recycling Station), Champion Waste Bags (by Danudeth Industry Co., Ltd.), and Khaya (by Jak Reward Technology).

The shared goal of this project is to support the reduction of waste sent to landfills in the community by promoting income generation through waste separation. The waste Bank station serves as a central space to raise awareness, promote, and buy/sell recyclable waste in the Soi Phrajen community. The station began operations in late June 2023 and has received strong interest from the community, especially among the elderly who are seeking to generate income.



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8 | MONDAY, DECEMBER 9, 2024 | Bangkok Post



Sing at the Soi Phrajen Community Waste Sorting Station.

Turning trash to cash

Allianz Ayudhya is leading an initiative to promote sustainable waste management and generate income

STORY BY: SUWITCHA CHAIYONG

Allianz is a global company committed to operating a business that supports sustainability. From the 17 Sustainable Development Goals created by the UN, Allianz emphasises three — climate action, decent work, and economic growth, and partnerships.

As a branch of Allianz, Allianz Ayudhya has adopted these three goals to reinforce its environmental policy. Five years ago, Allianz Ayudhya launched a policy to promote waste sorting in the company.

Patchara Taveechaiwatana, chief customer officer and chief of sustainability at Allianz Ayudhya, explained that the company aims to encourage its employees to understand waste sorting. "Allianz Ayudhya has 1,200 employees and we believe if we can get people into a habit of sorting waste correctly at the office, they will naturally do the same at home. We aim to cultivate a new habit among our employees by providing an area for waste sorting. Although we cannot force everyone to sort waste, we have consistently provided waste sorting information for five to six years. This includes internal activities such as competitions between different floors and awards to those who co-operate and perform well at waste sorting," said



ML Jirapit Davakul, founder of Khaya, educates children about waste sorting.

Patchara. "Between 2022 and 2024, Allianz Ayudhya significantly reduced the amount of waste sent to landfills. We are proud of this achievement and grateful for the significant contribution of our housekeeping staff who play a crucial role, since not all employees care to sort waste. Our next goal is to achieve zero waste for landfills. We are proud to say that Allianz Ayudhya does not need garbage collectors from the Bangkok Metropolitan Administration to collect trash at the company anymore."

After the success of the company's internal waste sorting project, Allianz Ayudhya collaborated with Mahamit (Alliance for Sustainability) Group to create events such as the "Pathansuan Zero Waste" project and "Think Thru... Life" exhibition to promote responsible waste sorting among the public.

This year, Allianz Ayudhya extended its co-operation with waste management partners to create a model for reducing and sorting waste at the

community level, starting with a pilot project in Soi Phrajen. Located close to Allianz Ayudhya, the Soi Phrajen Community covers over 22 rai of land and consists of around 1,000 residents from over 373 households.

The Soi Phrajen Community Waste Sorting Station is part of Mahamit Group efforts. It is the result of collaboration of four key organisations, namely Allianz Ayudhya, Wastebuy Delivery (by Vongpanit Suvarnabhumi Recycling Station), Champion Garbage Bags (by Danudeth Industry) and Khaya (by Jak Reward Technology). These organisations share a common goal of reducing waste sent to landfills while promoting income generated through waste sorting.

While Allianz Ayudhya established a waste sorting station to serve as a hub for storing and collecting sorted waste in the Soi Phrajen Community, Wastebuy Delivery supports income generation from waste purchase; Champion Trash Bags provide trash bags and equipment for waste sorting; and Wastebuy Delivery and Khaya provide waste sorting education to the community as well as collecting waste sorting data.

Within three months, the Soi Phrajen Community Waste Sorting Station reduced the amount of recyclable waste sent to the landfill by more than 6.4 tonnes, which is equivalent to reducing over 12,400kg of carbon dioxide greenhouse gas emissions. Additionally, the community has generated more than 26,000 baht in revenue from selling recyclable waste.

Sureeporn Jantaraprasart, chairperson of the Soi Phrajen Community, said that she had been interested in waste sorting for years. Many years ago, an effort to encourage community waste sorting failed due to the absence of a sheltered public space for storing the waste.

"We had no covered space to keep the waste out of the rain and sunlight. Moreover, garbage collectors from the district office did not come to the community consistently to collect the waste. This meant residents ran out of places to dispose of waste, which led the community to eventually abandon the project. When employees from Allianz Ayudhya approached me about a waste sorting project, I asked if it would be possible to find a covered area to store the waste," said Sureeporn.

An income of 26,000 baht may not seem much for some communities, but Sureeporn is satisfied with the result. "The project helps unemployed people or those unable to work to earn some money, apart of this project, ML Jirapit Davakul, chief operating officer of Jak Reward Technology and founder of Khaya, helps educate children about waste sorting and exploring the environment in the community," she said.

In the Soi Phrajen Community Station, waste is sorted and piled according to its category. This includes clear PET plastic bottles, green or brown plastic bottles, clear or green glass bottles, cardboard boxes, milk cartons, juice cartons and used clothing. The price of each type of waste is listed on a cardboard sign.

Sing, a community resident who is interested about waste sorting, explained that crushed plastic bottles and aluminium cans have a higher price than those not crushed. The more they crushed plastic bottles have a higher price because they reduce labour involved in the recycling process.

"Residents who separate their waste will earn more money than those who simply dump all their trash together. Milk cartons and juice cartons can either be washed or left un washed. If they are not washed, simply place them in plastic bags and tie them tightly to prevent air from getting in, so the cartons won't give off bad odours," said Sing.

"PET plastic bottles earn 10 to 15 baht per kilo, but crushed PET plastic bottles earn about 11 to 15 baht a kilo. Soda cans earn 31 to 70 baht, but crushed soda cans earn 32 to 70 baht."

Besides the Soi Phrajen Community, other people can sort waste and contact Wastebuy Delivery through its applications to pick up rubbish at their homes. Itthikorn Srichanban, chairman of the executive committee of Vongpanit Suvarnabhumi Recycling Station and Wastebuy Delivery, explained that the company came up with Wastebuy Delivery to help people to rid of their waste.

"Our company, Vongpanit Suvarnabhumi, does not have a pickup service. At Vongpanit Suvarnabhumi, many customers line up to sell their waste, but we realised that there are other customers who cannot come to the company. Many Bangkokians understand waste sorting, but do not know where to dispose their sorted waste. They find



Itthikorn Srichanban of Vongpanit Suvarnabhumi Recycling Station and Wastebuy Delivery.



Patchara Taveechaiwatana of Allianz Ayudhya.



Sureeporn Jantaraprasart of the Soi Phrajen Community.



Kris Danudethajakul of Champion Bags.

It is inconvenient, time-consuming and not worth the effort," explained Itthikorn.

"Therefore, we came up with Wastebuy Delivery which provides a pick-up service. The Wastebuy Delivery app also provides information about selling prices of waste. In addition to earning money, customers will also get points from selling their waste and can use these points to redeem various items, such as bags and mugs."

After three months of the Soi Phrajen Community Waste Sorting Station, 10% of the community participated in the project. Patchara hopes that the project can expand to 20%, 30% and 40% in the future.

"We are proud of this first step and grateful to our partners. We hope that the Soi Phrajen Community will be a waste sorting model for other communities. In the future, we may manage wet waste from the community since there are food scraps which cause bad odours and attract diseased animals. At Allianz Ayudhya, we have a 200kg waste composting machine, but we aren't sure how to handle wet waste properly. We have to discuss more about it."



The Soi Phrajen Community Waste Sorting Station.

Human Resources Policy of Allianz Ayudhya

The human resources management approach focuses on taking care of employees in four key areas:

Employee Development (Career & Development)

The company places great importance on the continuous development of employees' skills, knowledge, and abilities, as well as their career growth. Allianz Ayudhya supports self-learning and development by setting career goals (Career Aspiration) and creating a Personal Development Plan (PDP) in collaboration with supervisors, conducted periodically or at least twice a year.

The employee development plan will align with their career goals, annual work objectives, or the skills and knowledge required for their specific roles. Each year, Allianz University gathers data from employees' development plans, business strategies, and external learning trends to create the annual training plan and learning catalog. The catalog includes:

1. **Leadership Development Programs**
2. **Functional Academy (Career-specific Development Programs)**
3. **Future Skills (New Skills for the Future)**

In addition, the Allianz Group has organized the **Allianz Sustainability Training** program in an online learning format, allowing all employees within the Allianz Group to participate. The main content of the course covers topics such as building knowledge and understanding of sustainability, Allianz's role in creating sustainability, the factors driving sustainability, and the responsibilities of Allianz employees in promoting sustainability.



Health and Well-being

The company takes care of employees' physical and mental health during work. This includes providing medical benefits for both employees and their families in case of illness, in addition to the basic welfare required by law. The company also organizes various activities to help employees manage their time and achieve a balance between work and personal life. The company has established measures and practices for employee health and safety, which include:

- Providing a clinic with doctors and nurses to offer consultations to employees.
- Conducting annual health check-ups based on age groups.
- Administering flu vaccinations.
- Providing COVID-19 vaccinations for employees and their families.
- Organizing annual fire drills.

Social Responsibility and Sustainability

The company encourages employees to recognize the importance of contributing to sustainability, environmental responsibility, and community sharing. Employees are supported in participating in various activities throughout the year. Key social projects and activities include the Online Food Bank Project (www.cloudfoodbank.org), which the company has collaborated on with the Scholars of Sustenance (SOS) Foundation. This platform serves as a connection point for those interested in donating surplus or regular food to communities in need and social organizations. The food bank has already provided food to over 156 communities.

Additionally, the company organizes blood donation drives in partnership with the Thai Red Cross, holding mobile blood donation centers four times a year. Employees are also encouraged to donate unused items, which are sent to the Mirror Foundation's distribution centers, helping spread goods to organizations in need across the country.

Employee Benefits Policy

The company provides benefits to employees beyond what is required by law, including annual paid vacation, various types of paid leave, group health insurance covering both employees and their families, flexible benefits, retirement benefits, long-service awards, provident funds, housing loans, medical benefits, and other welfare programs. Additionally, the company has implemented programs to promote financial security and risk management for employees, such as savings programs, debt relief programs, and cost-of-living assistance.

Furthermore, the company has adopted a Hybrid Work model to support flexibility in working arrangements, enabling employees to balance work and family life. Employees can work remotely up to 3 days per week, and the company uses technology to ensure seamless, efficient operations, including communication tools and the development of an advanced work system.

Additionally, the company is dedicated to the health and well-being of all employees and supports them in achieving a work-life balance, both physically and mentally. This includes services such as the Happy Line, a 24-hour hotline where employees can consult on mental health issues. The company also organizes workshops and shares experiences from renowned external speakers on stress management and how to cultivate good mental health and happiness throughout the year.

Moreover, the company allocates budgets for activities among employees, such as **Team Engagement**, where employees in the same department can organize bonding activities, or **Design Your Own Play**, where employees can request funding to organize activities with colleagues from other departments based on their group's preferences.

Monitoring the results of employee welfare management

The company monitors employee retention statistics (hiring and turnover), safety statistics, and continuously improves the management of employee well-being and safety. The company collects data on employee turnover, including reasons, to analyze and reduce the turnover rate, which is lower than the industry average in the insurance business. This also aims to increase employee engagement with the organization. The company measures and evaluates employee satisfaction and/or engagement through an annual employee engagement survey conducted every year between September and October.

Customer Relationship Management (CRM)

The company follows a customer relationship management policy based on the principle of "True Customer Centricity," which focuses on truly putting the customer at the center of everything. The company emphasizes understanding customer needs and values all feedback to improve products and services, exceeding customer expectations. This commitment to customer-centricity has led the company to be a leader in innovation in life insurance products and services continuously.

Complaint Management

The company has established a complaint management department under the customer management division. This department is responsible for managing and coordinating with the relevant units directly responsible for handling the issue to ensure a quick resolution of customer complaints. Various departments will gather relevant information to investigate and solve the problem effectively and accurately. The complaint management process follows a systematic approach:

1. Customers submit complaints through various channels such as phone calls, faxes, emails, letters, direct complaints to the company, and other online channels.
2. The complaint management department reviews the details and records them in the system.
3. The relevant department receives the complaint from the system and informs the customer of the progress.
4. The process of investigation begins.
5. The relevant department reviews and concludes the complaint.
6. The outcome of the investigation is communicated to the customer.
7. The complaint case is closed and recorded in the system.
8. Weekly reports are generated for complaints that have not yet been resolved.
9. Customer satisfaction surveys are conducted for those who have made complaints.

The timeframe for handling complaints is between 1 and 15 working days, depending on the complexity of the issue. The document gathering process for investigation may include written records and/or witness testimony.

The operation of cybersecurity and customer data security.

Allianz Group considers cybersecurity and the protection of personal data as crucial matters in conducting its business. Allianz Ayudhya places great importance on personal data protection and safeguarding the privacy rights of customers, as well as maintaining its reputation to build customer trust in the organization as a financial service provider. The company has implemented the "Allianz Personal Data Protection Standards" policy, which complies with the Personal Data Protection Act and the Office of the Insurance Commission's announcement on guidelines for the protection of customer personal data in the life insurance business.

Furthermore, the company recognizes the importance of cybersecurity in other areas, such as the Local IT and Information Security policy, the Phishing Resilience campaign, and annual cyber drill simulations. The company also conducts continuous employee training every year.

Governance

Risk Management

The company operates in the life and health insurance business, with a strong commitment to risk management as a fundamental part of its operations. The primary goal of risk management is not only to avoid risks in business operations but also to manage risks appropriately and effectively. Therefore, the risk management process is an integral part of the company's management and control system to ensure that the company can identify, analyze, assess, manage, and report key risks accurately and comprehensively within an appropriate timeframe.

Additionally, the company continuously monitors and updates emerging risks that may impact the company and defines mitigation strategies, such as risks from pandemics (Pandemic Risk) and risks from rapid technological changes (Technology Disruption). This reflects the company's efforts to mitigate impacts and seize business opportunities arising from such risks. The company has established a risk management policy and strategies that are regularly reviewed and adjusted to align with its business strategy and related risks.

Anti-Bribery and Corruption Policy, Complaint Reporting Channels, Anti-Fraud Measures.

The company is committed to complying with national and international anti-corruption and anti-bribery laws to enhance and maintain customer trust in Allianz. Therefore, the company has enforced an Anti-Corruption Policy applicable to all employees, departments, subsidiaries, branches, and divisions, as well as representatives, contractors, and external parties acting on behalf of the company.

This policy is an integral part of the company's **Code of Conduct** for business ethics and regulatory compliance, strictly prohibiting corruption and bribery. It includes measures against offering, accepting, paying, or authorizing any act that constitutes bribery or corruption. The policy also emphasizes avoiding improper benefits or any actions that could raise concerns about the integrity of the company's business operations.

The company continuously implements the following anti-corruption measures: (List of measures follows).

1. The **Anti-Corruption and Anti-Fraud Risk Assessment** is conducted annually to identify key corruption risks, assess risk levels, implement internal controls, manage risks, and regularly monitor and review the risk assessment. This process ensures the prevention and effective management of significant corruption risks. The results of the risk assessment are reported sequentially to the **Board of Management**, the **Risk Committee**, and the **Board of Directors** to ensure compliance with relevant regulations set by the Office of Insurance Commission (OIC).
2. The establishment of appropriate **anti-corruption guidelines** includes defining objectives, scope, responsibilities, procedures, operational requirements, and proper reporting of violations. These guidelines cover various aspects such as Gifts and entertainment, Sponsorships and hospitality, Charitable donations, Procurement processes, Integrity checks for business partners and contract terms, Political contributions, Accounting and record-keeping, Conflict of interest management, Whistleblowing mechanisms. These measures ensure compliance with anti-corruption policies and promote transparency within the organization.
3. Training programs for employees, executives, and board members are conducted regularly to raise awareness and provide sufficient knowledge on anti-corruption practices. These programs include Training sessions for new employees, Online training for both new and existing employees, Small group knowledge-sharing sessions for executives and board members. These initiatives aim to promote a deep understanding of anti-corruption principles and foster a corporate culture of integrity and transparency, ensuring a corruption-free organization.
4. **Monitoring, Evaluation, and Auditing** are conducted by the **Regulatory Compliance Department** and the **Internal Audit Department**. These teams continuously monitor and review compliance with anti-corruption policies and measures through audits and assessments. Regular reports on findings and compliance status are submitted to **senior management, the Audit Committee, and the Board of Directors** to ensure ongoing oversight and adherence to anti-corruption standards.

Whistleblowing

The company has established **whistleblowing and complaint procedures** to ensure that fraud, corruption, regulatory violations, or illegal activities within the organization are properly reported and addressed. This helps protect the company's reputation from the consequences of unlawful or inappropriate actions.

To facilitate this, the company has provided multiple **whistleblowing channels** and effectively communicated them to all employees. Additionally, a structured process has been put in place to handle complaints received through these channels while ensuring the highest level of confidentiality for all reported information.

Furthermore, the company maintains a **no-retaliation policy**, ensuring that employees who report violations in good faith will not face any penalties or consequences, even if the reported issue is later found not to involve misconduct.

Business Continuity Plan (BCP)

The company conducts **climate risk assessments**, evaluating the impact of climate change and physical risks associated with global warming, such as floods, storms, and wildfires, which may disrupt business operations. This assessment is an integral part of the company's **risk management policy** and is carried out at least once a year or whenever a significant event occurs.

Additionally, the company has developed a **Business Continuity Management (BCM) Plan** to ensure continued operations in the event of natural disasters. This plan is regularly reviewed—at least once a year or when significant business-impacting events occur—to incorporate new risk factors. The company also conducts **business continuity plan (BCP) testing** at least once a year to validate its effectiveness in responding to potential disruptions.

Policy on Digital Infrastructure Development and Business & Social Innovation

The company continuously develops and applies **technology and innovation** to enhance operations and improve customer service. New digital tools and solutions have been implemented, including:

- **AZD Non-Face-to-Face System** – An online insurance sales platform for agents, enabling seamless digital transactions.
- **Claims API Integration** – Connecting with hospitals to streamline the claims process, reducing administrative workload for both hospitals and the insurance company.
- **Electronic Policy (e-Policy)** – Issuing digital insurance policies for greater convenience and efficiency.
- **Online Medical Consultation** – Providing telemedicine services for customers, ensuring easy access to healthcare.
- **My Allianz Application** – A digital platform offering various self-service options, such as:
 - Claims submission
 - Premium payments
 - Policy loans
 - Policy information updates

These innovations enhance customer experience, improve operational efficiency, and support the company's digital transformation strategy.

Investment in Sustainable Businesses with Consideration for ESG (Environmental, Social, and Governance) Principles

The investment decisions and portfolio creation at **Allianz Ayudhya** take into account the potential impacts of ESG (Environmental, Social, and Governance) factors. This is done to adapt and mitigate sustainability risks, particularly those related to **climate change** trends or events. These considerations are aligned with the **Allianz Group's ESG requirements**, which are integrated into the investment process as outlined in the company's policies.

By incorporating **ESG factors** into investment analysis and decision-making, the company evaluates possible opportunities and aims to avoid reputational risks that could affect **Allianz Ayudhya** and the Allianz Group. As a result, **Allianz Ayudhya** will not invest in assets listed on the **ESG exclusion list**.

Participation in Reducing Fraud Risks and Supporting Transparent Business Operations

The company has implemented **anti-corruption measures** to effectively manage key corruption risks. Additionally, the company ensures that all relevant stakeholders are informed about these measures, reflecting the company's commitment to adhering to and achieving the objectives of its **anti-corruption policy**.

The company places a strong emphasis on **transparency and communication**, which is vital in ensuring the successful implementation of anti-corruption initiatives. This includes both **internal communication** within the organization and **external communication** to external stakeholders, ensuring a clear understanding of the company's anti-corruption stance and practices.