

# **Alfalah Insurance Company Limited**

## **Code of Conduct & Professional Standards**

### **1. Client Service**

The interest of the policyholders is absolute. We shall provide the best possible services equivalent to international standard to our clients and shall make arrangements to serve them without any cause of complaint relating to claim settlement and otherwise. Our endeavor is to introduce new and innovative schemes of arrangements for the benefit of clients so that they will be able to get better services at very economical premium.

### **2. Compliance with the applicable laws**

It is the basic principle of Alfalah Insurance Company Limited to obey the law of the land and comply with its legal system. Accordingly, every employee of the company shall obey the law. Any employee guilty of violation will be liable to disciplinary consequences because of the violation of his/her duties. Every manager and supervisor shall be responsible to see that there is no violation of laws within his/her area of responsibility which proper supervision could have prevented. The manager and supervisor shall still be responsible if he/she delegated particular tasks.

### **3. Act with Honesty and Openness**

The image and reputation of Alfalah Insurance Company Limited is determined by the way each and every one of us acts and conducts himself/herself at all times. Board members and staff of Alfalah Insurance Company Limited shall act with honesty and openness as representatives of the organization and in their interactions with one another. Alfalah Insurance Company Limited promotes a working environment that values respect, candor, and fairness.

### **4. Conflict of Interest**

Employees must avoid conflicts of interest between their private financial activities and conduct of company business.

### **5. Integrity of financial information**

All business transactions on behalf of Alfalah Insurance Company Limited must be reflected accordingly in the financial statements of the company.

### **6. Equal opportunity employer**

We are an equal opportunity employer. Our employees are entitled to a safe and healthy workplace.