

Code of *Ethics*



The Alexforbes Code of Ethics provides a practical guide for all the decisions we make at work, regardless of our role. Every Alexforbes employee is required to uphold the standards and values outlined in this document so that we can deliver fair and quality service to our clients and our colleagues.

We're committed to upholding our values of customer first, integrity, leadership and care by:

- Keeping our promises to our clients and having their best interests at heart
- Ensuring that we communicate clearly with our clients
- Making it easy for customers to deal with us regarding claims, complaints and changing products or providers
- Ensuring fair pricing relative to benefits or performance across all our products and services
- Delivering services and products that meet our customers' expectations
- Disclosing the compensation for the work we do for our clients
- Rejecting all forms of unethical behaviour, dishonesty and crime, and reporting any such instances
- Making sure that members of our board embody ethics in order to offer effective leadership
- Respecting our colleagues and avoiding any form of discrimination or harassment on any grounds whatsoever
- Preventing nepotism and favouritism by ensuring fair opportunities for all
- Doing our work to the best of our ability and accepting accountability for the work we do
- Not seeking to advance personal interests at the expense of the company
- Not using company assets for our own personal benefit
- Honoring our relationships with third parties, while working effectively with them to look after the best interests of our mutual clients
- Upholding the letter and spirit of business contracts and agreements we enter into
- Disclosing and following a proper process for all gifts and other financial interests received
- Avoiding or declaring any conflicts of interest
- Conducting business in a professional and ethical manner, taking the needs of all our stakeholders into account

- Ensuring that our dealings in Alexforbes securities follow our Securities Dealing and Information Policy
- Complying with the letter and spirit of legislation, regulations, customs and cultural requirements in the countries where we operate
- Acknowledging our role as a responsible and ethical corporate citizen
- Remaining committed to the principles of good corporate governance
- Refraining from providing any direct or indirect funding to any political party or their supporting organisations, such as trade unions or any other affiliated organisations, in line with our Gift and Entertainment policy. Employees may however provide direct or indirect political party funding in their personal capacities
- Taking reasonable steps to reduce the impact of our operations on the environment
- Making a positive contribution to the communities and countries where we operate

