

14. Ethical Business Practices

The code of ethics and business practices sets forth certain standards and rules of conduct applicable to all employees of the Company.

14.1 Corporate Principles

- We will observe the laws of Pakistan in everything we do.
- We will adhere to a high level of professional practice. We will endeavor to develop a highly qualified experienced and committed team of professionals.
- The aim of our company is to achieve growth in earnings for our shareholders over the long term by undertaking business compatible with our charter and business norms.
- We acknowledge that our shareholders and other stakeholders are entitled to know all information that is necessary to evaluate how their investments or their interests are being managed we will make available true and accurate information on the management of the Company its financial position and its general plans to all those who have a legitimate interest in the Company.
- It is the Company's policy to maintain complete accurate records and accounts and to present them in accordance with all applicable laws and professional accounting standards we do not tolerate any false, artificial or misleading statements or entry in any of the Company's books accounts, records, documents or financial statements.
- We will not make use of material non-public information related to our company for our personal advantage.

14.2 Employee Principles

- Every employee will observe the laws of Pakistan in everything he/she does.
- Employees conduct in or outside the office will always be that of a good citizen.
- All employees are required to behave with integrity and honesty in their dealings with customers and other parties with whom they interact; and in respect of all internal matter

- Any suspected material violation of a law, regulation or ethical standard must be reported to the appropriate level of authority within the Company where appropriate that authority will report to the relevant statutory authority.
- Avoid circumstances in which personal interests conflict/appear to conflict with the interests of the Company or its customers.
- Circumstances may arise where an employee directly or indirectly holds a business interest which conflicts/may conflict with the Company's interest in order to ensure that the Company makes objective decisions employees must declare in advance that interest to the appropriate internal authority and they may be required by the Company to dissociate themselves from any involvement in a decision that relates to such personal conflict.
- Any involvement in an outside activity or any external position held must not give rise to any real or apparent conflict with a customer's interests. It must not adversely reflect on the Company and must not interfere with an individual's job performance.
- Employees must not solicit or accept gifts, sponsorships hospitality or service which would compromise/appear to compromise their position or any business decision taken by or on behalf of their employer.
- Every employee will serve the Company honestly and faithfully and will maintain strict secrecy regarding the Company's affairs and the affairs of its constituents and subsidiaries, if any. The employee will do his/her best to promote the interests of the Company and will show courtesy and attention in all dealings with customers.
- No employee will use for personal gain or benefit or as far as is necessary in the regular course of business disclose to anyone within or outside the institution any information obtained in the course of work that is of a confidential nature, Employees must not disclose intentionally or carelessly any information that is of a confidential nature without the prior approval from their respective department heads. In official communications with prospective or current clients the employee will ensure that the information is given only on a need-to-know basis.
- All full time employees on the Company's payroll will devote their whole time and energy to furthering the Company's interests. No employee will engage in any other profession. Trade, commerce or business activity for remuneration or otherwise on

his/her own account, or enter into service or be employed by any other person/firm, or assist in any business owned by his/her spouse or parents. without prior written approval of the management.

- Every employee is required to be punctual in discharge of his/her prescribed company duties. No employee may be absent from duty during working hours without permission of his/her superior.
- No employee of the Company will make any false or misleading statement in relation to his/her appointment or the performance of his/her duties in the Company.
- Personal/social visits during working hours are discouraged in case of an emergency visitors must be entertained outside the office/work area or in the designated reception area to ensure minimum disruption to others as well as confidentiality of information.
- Employees must immediately advise their department/section head and head of Human Resource of any change in relevant personal information.
- No employee will lend or borrow money or place himself/herself under any pecuniary obligation to my person with whom the employee has any official dealings. However, this provision will not apply to dealings in the ordinary course of business.
- No employee will bring or attempt to bring political or other influence directly or indirectly, to bear on the Company or any of its employees.
- No employee will take part in, subscribe to aid or assist in any political activity.
- If an employee is involved or convicted of a criminal offence he/she will immediately bring it to the management's notice, through the respective department head. If he/she is arrested and released on bail, the employee will inform the management soon after such release.
- No employee will propagate partiality or favoritism as are likely to affect his/her integrity in the discharge of duties or to embarrass the management or create feelings of discontent or displeasure among other employees of the Company.

- No employee will indulge in parochialism, victimization and abuse of office.

14.3 Principles for Dealing with Customers

- The Company will ensure fairness, truthfulness and transparency in informing customers of the terms, conditions, rights and obligations governing customer services.
- The Company will present relevant information in a fair and truthful manner.
- The Company will not divulge proprietary information to third parties other than where the party concerned has given permission to do so or where the Company is legally compelled to do so or where there is a duty to the public to disclose or where it is necessary for the Company to present its case in court or in other circumstances of a related nature.

14.4 Marketing and Advertising Principles

- Marketing and advertising practices will conform to high ethical and professional standards.
- All statements made will be honest and truthful and not misleading or confusing to the customer.