



Code of Business Conduct and Ethical Principles

1. Purpose and Commitment

Pak-Qatar Family Takaful Limited (“the Company”) is committed to conducting its business in accordance with the highest standards of integrity, professionalism, transparency, and Shariah principles. This Code of Business Conduct and Ethical Principles (“the Code”) establishes the ethical framework and behavioral standards expected from all individuals associated with the Company.

The Code reflects the Company’s commitment to Shariah-compliant takaful operations, adherence to all relevant laws, regulations, and regulatory directives, the adoption of sound corporate governance practices, and the promotion of a culture founded on ethical conduct, accountability, and trust.

2. Scope and Applicability

This Code applies to members of the Board of Directors, the Chief Executive Officer, senior management, and all permanent, contractual, and temporary employees of the Company. It also applies to consultants, agents, intermediaries, representatives acting on behalf of the Company, and, where applicable, key vendors and business partners.

Compliance with this Code is mandatory and forms an integral part of the terms and conditions of employment, engagement, or association with the Company.

3. Core Values

The Company conducts all its activities in line with core values that guide ethical and professional behavior. These values include integrity and honesty in all dealings, strict adherence to Shariah principles governing Islamic finance, fairness and transparency in stakeholder relationships, accountability for decisions and actions, respect for diversity and human dignity, commitment to professional excellence, and the safeguarding of confidential and proprietary information.

4. Compliance with Laws, Regulations, and Shariah

The Company is committed to full compliance with all relevant laws, regulations, regulatory directives, and Shariah requirements applicable to its operations. This includes compliance with governance standards, ethical requirements, financial and operational controls, and supervisory guidelines issued by competent authorities.

Any breach of applicable legal, regulatory, or Shariah requirements shall be treated as a serious violation of this Code.



5. Ethical Conduct and Business Practices

5.1 Conflict of Interest

All individuals covered under this Code must avoid situations where personal interests conflict, or appear to conflict, with the interests of the Company. Conflicts may arise through financial interests in competing or supplier entities, personal or family relationships influencing business decisions, acceptance of improper benefits, or undisclosed related-party transactions.

Any actual or potential conflict of interest must be promptly disclosed in writing, and the individual concerned must recuse themselves from related decision-making processes.

5.2 Gifts, Hospitality, and Benefits

The Company prohibits the offering or acceptance of gifts, hospitality, or benefits that could improperly influence business decisions. Cash or cash equivalents, benefits offered during procurement or tendering processes, or any advantage intended to secure undue influence are strictly prohibited.

Permissible gifts or hospitality must be modest, infrequent, transparent, and disclosed in accordance with internal policies.

5.3 Anti-Bribery and Anti-Corruption

The Company maintains a zero-tolerance approach to bribery and corruption. No individual shall offer, solicit, give, or accept bribes, kickbacks, facilitation payments, or engage third parties to conduct improper practices on the Company's behalf. Manipulation of records or concealment of improper transactions is strictly prohibited.

All business dealings must be conducted transparently and supported by accurate documentation.

5.4 Anti-Money Laundering and Counter Financing of Terrorism

The Company is committed to preventing financial crimes and misuse of its systems. Employees are required to follow customer due diligence procedures, report suspicious activities, comply with applicable restrictions and sanctions, and participate in mandatory compliance training programs.

6. Relationship with Stakeholders

6.1 Employees

The Company is an equal opportunity employer and is committed to providing a work environment free from discrimination, harassment, intimidation, and exploitation. Forced labor, child labor, workplace harassment, discrimination, substance abuse, and misuse of Company assets are strictly prohibited. Employee development, health, safety, and well-being are integral to the Company's culture.



6.2 Participants and Customers

The Company is committed to fair treatment of Participants by ensuring transparent product disclosures, ethical sales and marketing practices, avoidance of misleading information, efficient complaint handling and redress mechanisms, and strict protection of participant data and confidentiality.

6.3 Shareholders

The Company adheres to sound corporate governance principles and ensures timely, accurate, and transparent disclosure of material information to shareholders in accordance with applicable requirements.

6.4 Business Partners and Vendors

The Company engages only with reputable business partners and vendors who comply with ethical, legal, and Shariah standards. Appropriate due diligence is conducted prior to engagement, and unethical conduct may result in termination of the business relationship.

6.5 Government and Regulators

The Company maintains professional, transparent, and arm's-length relationships with government authorities and regulators. It fulfills all statutory obligations, maintains required approvals and licenses, refrains from political contributions in any form, and does not attempt to improperly influence public officials.

6.6 Society and Environment

The Company recognizes its responsibility toward society and the environment and supports sustainable business practices, environmental protection, responsible resource utilization, community development initiatives, and constructive engagement with community and social organizations.

7. Confidentiality, Data Protection, and Insider Information

All confidential, proprietary, and participant information must be protected against unauthorized access, disclosure, or misuse. Insider information must not be used for personal benefit or disclosed improperly. Compliance with cybersecurity requirements and responsible use of Company systems is mandatory.

8. Whistleblowing and Reporting Mechanism

The Company encourages the reporting of unethical, illegal, or improper conduct without fear of retaliation. Reports may be made through designated confidential reporting channels or directly to the Compliance Officer or Audit Committee. All reports will be investigated impartially, and whistleblowers will be protected against retaliation.

9. Implementation, Accountability, and Enforcement

Each individual is personally responsible for compliance with this Code. Department heads are responsible for implementation within their respective units, while senior management ensures enterprise-wide compliance. The Board of Directors, through the Audit Committee, oversees enforcement. Violations may result in disciplinary action, including termination and regulatory reporting where required.



10. Training and Awareness

Mandatory ethics and compliance training is provided at induction and periodically thereafter. Targeted training is conducted for high-risk roles, leadership positions, and, where appropriate, key vendors and intermediaries. Annual acknowledgment of compliance with this Code is required.

11. Review, Approval, and Effective Date

This Code is approved by the Board of Directors of Pak-Qatar Family Takaful Limited and shall be reviewed periodically, at least annually, or earlier if required due to regulatory or organizational changes. The Code shall become effective from the date of Board approval.