CORPORATE GOVERNANCE STRUCTURE AND FRAMEWORK

FOR

QUICKSURE COMMERCIAL (PTY) LTD

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1. INTRODUCTION

Sound corporate governance principles are the foundation upon which the trust of a Policyholder is built. These principles are critical to growing the reputation of our organisation, which is dedicated to excellence in performance and integrity.

The Corporate Governance process facilitates fairness, accountability, responsibility, and transparency, and assists stakeholders of our organisation to fulfill their duties. Good Corporate Governance instils confidence in our organisation.

The overall intention of our organisation's Corporate Governance Framework is to ensure continuous performance improvement while meeting the governance obligations and, simultaneously, adhering to legislative requirements.

2. INTEGRITY

Integrity requires adherence to practices of honesty, fairness, and consistency when dealing with a Policyholder and in all professional matters. Stakeholders in our organisation are placed in a position of trust by a Policyholder, and the ultimate source of that trust is the stakeholder’s personal integrity.

Exceptions can be made for legitimate differences of opinion, but integrity cannot coexist with deceit or subordination of one’s principles.

Integrity requires our stakeholders to observe the principles of our organisation's conduct and to practice our organisation's standards.

3. FAIRNESS

Fairness entails providing a Policyholder with what is required or what is legitimately expected from a professional relationship.

Stakeholders must act with fairness and consider the needs and expectations of all individuals involved in a transaction in a balanced and unbiased manner.

Information provided to a Policyholder must be unbiased and in an easy-to-understand format. Stakeholders must identify and disclose real and potential material conflicts of interest promptly.

Fairness entails treating others in the same manner that you would want to be treated.

4. COMPETENCE

Competence requires attaining and maintaining a high level of knowledge, skills, and abilities in the provision of professional services.

Competence also includes the wisdom to recognise one’s own limitations, to consult with other professionals when in doubt, and to refer Policyholders to other professionals should one not have the time, ability, or inclination to optimally respond to a Policyholder’s needs.

Competence requires stakeholders to make a commitment to continued learning and professional development.

5. CONFIDENTIALITY

Confidentiality requires Policyholder information to be protected and maintained in such a manner that allows access only to those who are authorised.

A relationship of trust and confidence with the Policyholder can only be built on the understanding that the Policyholder’s information will not be disclosed inappropriately.

6. DILIGENCE

Diligence requires professional commitment in a timely and thorough manner, and taking due care in planning, supervising, and delivering professional services.

7. PROFESSIONALISM

Professionalism requires behaving with dignity and showing respect and courtesy to a Policyholder, fellow professional, and other stakeholders, and complying with appropriate legislation, regulations, rules, and professional requirements. Professionalism requires stakeholders to enhance and maintain the profession's reputation and public image and its ability to serve the public interest.