



Old Mutual Insurance Company (Private) Limited

◆Quality Policy Statement◆

Old Mutual Insurance Company (Pvt) Ltd aspires to be a world-class provider of unique insurance packages continually satisfying our customers in a dynamic business environment. We aim to perfect our business excellence by adding distinct value through innovation and Implementation of ISO 9001:2015.

In pursuit of the above we endeavour to:

- ❖ Comply with the requirements of ISO 9001:2015 Standard, relevant legal and other requirements.
- ❖ Exceed the expectations of all our customers and stakeholders.
- ❖ Continual development of new products & new distribution channels
- ❖ Operate effectively and efficiently to sustain stakeholder value.
- ❖ Continual improvement of the QMS and sustainable customer service excellence
- ❖ Retention of strategic capability in all operations of the Company.
- ❖ Be continually guided and live by the core values, ethics and beliefs of the Company
- ❖ Subscribe to sound international Corporate Governance frameworks.
- ❖ Maintain market leader position and remain insurer of first choice..
- ❖ Communicating, understanding and applying this policy within Old Mutual Insurance Company
- ❖ Train, develop and retain competent staff.
- ❖ Pursue and monitor our performance in line with our strategy.

Executive Management shall review this quality policy, during management review meetings, to ensure its continued suitability.

A handwritten signature in black ink, appearing to read "D. Muthe", written over a faint circular stamp.

Signed: .....

**MR. D. Muthe**  
**Managing Director**

**Date: 1 August 2017**