

1. Our commitment as Medshield Medical Scheme (“the Scheme”) is upholding the highest standards of ethical conduct, legal compliance, and corporate governance responsibilities. Our operational and business practices are guided by core values that define who we are, amongst others, accountability, integrity, and transparency form part of our values. These principles are not only central to our internal interactions but also shape the relationships we have with our members, partners, service providers and the broader community.
2. As a Scheme we have clear guidelines, policies and procedures, ongoing training, internal controls, and mechanisms for monitoring and reporting compliance-related matters to our reporting structures. These policies and procedures are regularly reviewed and updated to reflect the Scheme’s changing environment, legal and governance requirements and industry best practices.
3. We take full ownership of our actions, decisions, and the consequences. We foster a workplace where responsibilities are clear, and individuals are empowered to act ethically and in the best interests of the company and our stakeholders. Our leadership encourages openness and ensures that all employees understand the importance of personal and professional responsibility.
4. The Scheme is committed to fairness, honesty, and respect in all our interactions. By maintaining strong values, we build long-term trust and credibility both within the company and externally. Transparency is fundamental to our governance and communication practices. We ensure that our processes, policies, and performance are communicated clearly and truthfully to all stakeholders. Open dialogue and clear reporting enable us to maintain trust and demonstrate our commitment to responsible conduct.
5. Furthermore, we are engaged in Environmental, Social, and Governance (ESG) efforts. We recognize our role in addressing global challenges and are committed to incorporating ESG considerations into our strategic decisions and day-to-day operations. This includes reducing our environmental impact, promoting diversity and inclusion, upholding human rights, and ensuring sound governance practices.
6. Our compliance policies are continually reviewed and updated to meet changing regulatory requirements and stakeholder expectations. We expect all employees, partners, and service providers to align with these standards, contributing to a safe, ethical, and sustainable business environment.

**Date:** 8 August 2025