Quality Policy for Tawuniya Insurance Company

At Tawuniya Insurance Company, we are committed to delivering exceptional quality aligned with our strategic pillars:

1- EXTRAORDINARY RESULTS: We provide innovative insurance solutions that exceed customer expectations, ensuring their financial security and peace of mind.

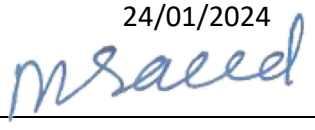
2- CUSTOMER-CENTRIC: We prioritize customers, delivering personalized solutions and superior experiences based on trust, transparency, and exceptional service.

3- PASSIONATE ABOUT OUR PEOPLE: We nurture talent, promote continuous learning, and empower our employees to reach their full potential.

4- OPERATIONAL EXCELLENCE "DIGITAL-FIRST": We optimize operations through a "digital-first" approach, leveraging technology and data analytics to enhance efficiency and customer experiences.

To achieve our quality objectives, we adhere to the following principles:

- **Compliance:** We adhere to laws, regulations, and industry standards to maintain trust.
- Continuous Improvement: We foster a culture of improvement, seeking feedback and enhancing processes, products, and services.
- **Risk Management:** We mitigate risks impacting quality and customer experiences.
- Performance Measurement: We monitor, evaluate, and report performance to drive accountability and transparency.
- **Employee Engagement:** We engage employees, providing training, resources, and support to contribute to quality objectives.
- This policy guides our decision-making, actions, and commitment to exceptional quality throughout the organization.

	Name / Title	**Signature**	**Date**
Approved by	Mohammad Alsaeed Acting CEO H&L		24/01/2024