



ALFALAH INVESTMENT MANAGEMENT LIMITED COMMUNICATION POLICY

1. INTRODUCTION

Alfalah Investment's communications facilities are provided by Company and made available to users for the purposes of the business. At Alfalah Investments, communication plays an essential role in the conduct of our business. How employee communicate with people not only reflects as an individual but also as an organization. Alfalah Investments value each employee's ability to communicate with colleagues, clients, customers and business contacts to work more efficiently. This policy applies to all employees of Alfalah Investments.

This policy covers use of email and internet facilities and also apply to social networking medium (Facebook, Twitter, WhatsApp, Viber, LinkedIn, etc.), Blogs, Wikis, Microblogs, Message boards, Chat rooms, Electronic newsletters, Online Forums and other sites and services that permit users to share information with others, telephone communications, fax machines, copiers and scanners.

2. GENERAL PRINCIPLES

Employee must use Alfalah Investments information technology and communications facilities sensibly, professionally, lawfully, and consistently with their duties. All information relating to our clients, customers and our business operations is confidential. Employee must treat our paper-based and electronic information with utmost care. Many aspects of communication are protected by intellectual property rights which without prior permission or consent are infringed by copying, downloading, uploading, posting, copying, possessing, processing and distributing material from the internet or any other source may be an infringement of copyright or of other intellectual property rights belonging to Alfalah Investments.

Particular care must be taken when using email, social networking medium as a means of communication because all expressions of fact, intention and opinion may bind employee and/or Alfalah Investments and can be reproduced in court in the same way as other kinds of written statements. Employee must not use emails, social networking medium to do or say anything which would be subject to disciplinary action in any other context such as sending any discriminatory, defamatory, or other unlawful material (for example, any material that is designed to be, or could be construed as, bullying or harassment by the recipient). If employee is in doubt about a course of action, take advice from supervising line manager/departmental head/HR Department.

3. USE OF ELECTRONIC MAIL

Always use the prescribed official email template which contains the appropriate disclaimer notice from Alfalah Investments and do not amend this notice in any way.

Do not amend any messages received except where specifically authorized by the other person, do not access any other person's in-box or other email folders without permission nor send any email purporting to come from another person.

4. USE OF INTERNET AND INTRANET

Employees are strongly discouraged from providing Alfalah Investments email address when using public websites for non-business purposes, such as online shopping. This must be kept to a minimum and done only where necessary, as it results in Alfalah Investments receiving substantial amounts of unwanted email or



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internet traffic. Access to certain websites is blocked during normal working hours. If employee have a particular business need to access such sites, please contact IT Department.

5. MISUSE OF ALFALAH INVESTMENTS FACILITIES AND SYSTEMS

- Misuse of Alfalah Investments facilities and systems, including its telephone, fax, email and internet systems, in breach of this policy will be treated seriously and dealt with in accordance with Alfalah Investments disciplinary procedure. The following ways are not permitted:
- material which is discriminatory and/or offensive;
- obscene, derogatory or material which is liable to cause embarrassment or bring the reputation of Alfalah Investments and any of its staff or its customers/clients into disrepute;
- any material which, by intent or otherwise, harasses the recipient;
- any other statement which is designed to cause annoyance, inconvenience or anxiety to anyone;
- material in breach of copyright and/or other intellectual property rights; ;

6. SOCIAL NETWORKING AND WEBSITES

This part of the policy apply to content that an employee publish on the social networking medium and internet (e.g. contributions to blogs, message boards and social networking or content-sharing sites) even if created, updated, modified or contributed to outside of working hours or when using personal IT systems.

If an employee post any content via social networking medium, which identifies, or could identify, employee as a member of Alfalah Investments and/or employee discuss anything related to Alfalah Investments or its business, customers or staff, Alfalah Investments expects his employees at all times to conduct appropriately and in a manner which is consistent with contract of employment and with Alfalah Investments policies. It should be noted that simply revealing name or a visual image of an employee could be sufficient to identify as an individual who works for Alfalah Investments.

If an employee on social networking medium express any idea or opinion than the staff should add a disclaimer such as "*these are my own personal views and not those of Alfalah Investments*".

7. MISCONDUCT

- Revealing confidential information about Alfalah Investments on any social networking medium without prior permission from line manager/departmental head/ HR Department. This might include revealing information relating to Alfalah Investments clients, business plans, policies, staff, financial information or internal discussions.
- If someone from the media or press contacts employee about publications that relate to Alfalah Investments directly or indirectly. In such case, it is advised employee should consult line manager/departmental head/ HR before responding.



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8. MONITORING OF COMMUNICATIONS BY ALFALAH INVESTMENTS

Alfalah Investments may monitor staff business communications for reasons which include:

- ensuring that business procedures, policies and other contracts are adhered to;
- preventing or detecting unauthorized use of communications systems or suspicious activities.

Alfalah Investments will monitor telephone, email and internet traffic data at a network communication level.

9. COMPLIANCE WITH THIS POLICY

Failure to comply with this policy may result in disciplinary action being taken against an employee under Alfalah Investments disciplinary procedures, which may include summary dismissal, and/or in the withdrawal of permission to use the Alfalah Investments communication and internet facilities for personal purposes. If an employee does not understand anything in this policy, please discuss it with concerned Head of Department and/or HR Department.