

CERTIFICATION REINFORCES OPERATIONAL EXCELLENCE

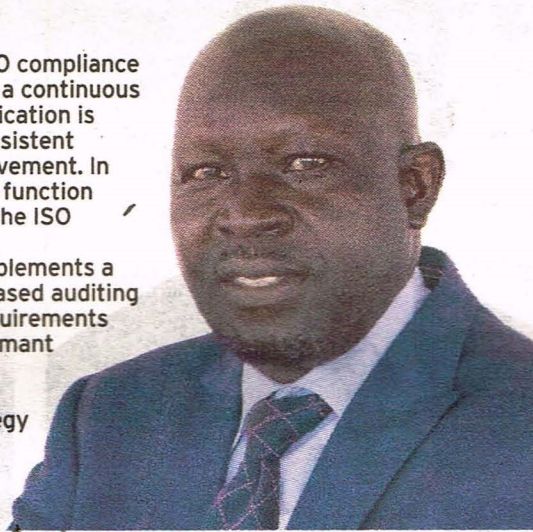
Samuel Opake, the head of risk, Jacqueline Anyinge, the head of legal, Betty Matovu, the head of non-life (underwriting and claims), Denis Okello, the head of internal audit, share their insights on how the ISO 9001:2015 certification has enhanced risk management, legal compliance, underwriting and internal audit processes within NIC General.

DENIS OKELLO, HEAD OF INTERNAL AUDIT

Internal audit plays a critical and ongoing role in ensuring that ISO compliance is not treated as a one-time certification milestone, but rather as a continuous and embedded management discipline. While achieving ISO certification is a significant accomplishment, sustaining compliance requires consistent oversight, structured monitoring and a culture of continual improvement. In this regard, internal audit will serve as an independent assurance function that safeguards the integrity, effectiveness and sustainability of the ISO management system.

To maintain ISO compliance after certification, internal audit implements a structured framework anchored on continuous monitoring, risk-based auditing and improvement oversight. This framework ensures that ISO requirements remain integrated into daily operations rather than becoming dormant after certification.

Internal audit, therefore, ensures that compliance efforts are dynamic, responsive and value-adding by aligning the audit strategy with both the ISO standards and the organisation's strategic objectives.



JACQUELINE ANYINGE, HEAD OF LEGAL

The ISO framework emphasises document control, version tracking and approval workflows. As a result, all legal documents; contracts, board papers, compliance reports and policy manuals are properly reviewed, authorised and securely stored. This improves traceability and accountability while reducing the risk of outdated or inconsistent documentation being used in critical decisions.

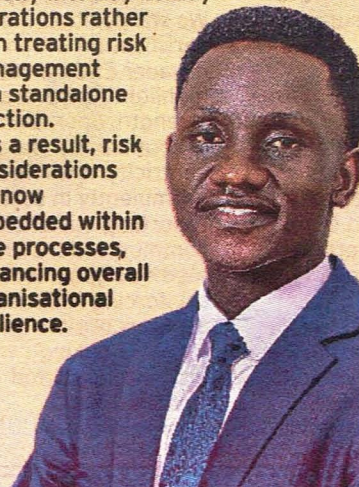
Strong documentation control strengthens governance and ensures transparency across the organisation.



SAMUEL OPAKE, HEAD OF RISK

The ISO 9001:2015 certification has significantly reinforced risk-based thinking across the organisation. The standard requires systematic identification, assessment and mitigation of operational risks within every functional area. This has strengthened our enterprise risk management framework by integrating quality controls directly into day-to-day operations rather than treating risk management as a standalone function.

As a result, risk considerations are now embedded within core processes, enhancing overall organisational resilience.



CUSTOMER TRUST IS AT THE HEART OF INSURANCE AND CLAIMS

BETTY MATOVU, THE HEAD OF NON-LIFE (UNDERWRITING & CLAIMS)

The ISO 9001:2015 certification has been a game-changer for our operations. It has enabled us to standardise our underwriting and claims processes across all touch points, ensuring that every policy is assessed and every claim handled consistently and accurately.

Through clearly defined workflows, regular quality checks and robust documentation, we have reduced errors, improved decision-making and enhanced overall operational efficiency. This means our customers experience faster, more reliable services and our teams can focus on delivering value rather than managing process inconsistencies.

Customer trust is at the heart of insurance and claims handling is where that trust is truly tested. By adhering to ISO 9001:2015 standards, we demonstrate our commitment to transparency, accountability and quality in every interaction.

Customers can be confident that their claims will be handled fairly, promptly and consistently, reducing uncertainty and building long-term relationships. This recognition also reassures our corporate clients and brokers that NIC General maintains global best practices in service delivery.

