

NIC SETS BENCHMARK WITH ISO CERTIFICATION

NIC's ISO certification demonstrates its commitment to quality, accountability, and transparency, enhancing stakeholder engagement and corporate credibility. In an interview with ALOYSIOUS KASOMA, the head of corporate affairs, Nicholas Mpagi, says the certification positions NIC as a benchmark for operational excellence in Uganda's insurance sector, reinforcing trust and reliability

Q **What message does this ISO certification send to regulators, partners and the wider public about NIC's commitment to excellence?**

A The certification sends a strong message that NIC operates to internationally-recognised standards of

quality, accountability and transparency. It reinforces our commitment to regulatory compliance and ethical business practices while positioning NIC as a benchmark for operational excellence within Uganda's insurance sector.

How does this milestone

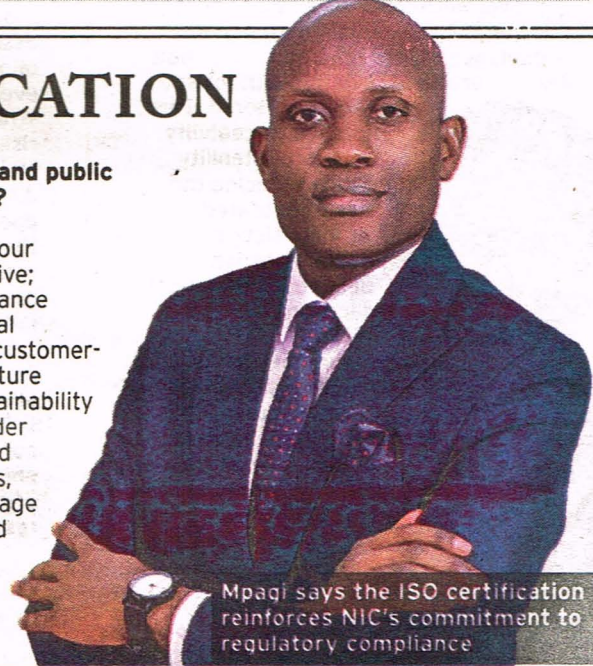
enhance stakeholder engagement and corporate credibility in the insurance sector?

It enhances credibility by demonstrating that our processes have been independently assessed and validated. This builds confidence among regulators, brokers, partners and clients, strengthening long-term relationships anchored in trust and reliability.

How will corporate affairs integrate this achievement into NIC's sustainability, environmental, social and

governance (ESG) and public relations strategy?

We will position the certification within our broader ESG narrative; highlighting governance strength, operational accountability and customer-centricity. It will feature prominently in sustainability reporting, stakeholder communications and media engagements, reinforcing NIC's image as a responsible and forward-looking insurer committed to continuous improvement.



Mpagi says the ISO certification reinforces NIC's commitment to regulatory compliance