

Code of Conduct

1. Purpose and Scope

This Code of Conduct outlines the ethical principles and professional standards expected of all employees, partners, contractors, and affiliates of Riaz Ahmad & Company, Chartered Accountants. It applies to all operations, regardless of location or role, and serves as a guide for responsible decision-making and behaviour.

2. Integrity and Professionalism

- Uphold honesty, transparency, and fairness in all business dealings.
- Avoid conflicts of interest and disclose any potential or perceived conflicts promptly.
- Maintain independence and objectivity in audit and assurance services.
- Deliver services with competence, diligence, and due care.

3. Confidentiality and Data Protection

- Safeguard client and firm information with strict confidentiality.
- Comply with data protection laws and internal privacy policies.
- Never disclose sensitive information unless legally required or authorized.

4. Compliance with Laws and Regulations

- Adhere to all applicable laws, professional standards, and regulatory requirements.
- Cooperate fully with lawful investigations and audits.
- Report any suspected illegal or unethical behavior through appropriate channels.

5. Client Relationships

- Treat clients with respect, professionalism, and impartiality.
- Avoid misleading claims or guarantees about services or outcomes.
- Ensure fees are fair, transparent, and agreed upon in advance.

6. Workplace Conduct

- Foster a respectful, inclusive, and harassment-free work environment.
- Promote diversity, equity, and equal opportunity.
- Prohibit discrimination based on race, gender, religion, age, disability, or any protected status.

7. Use of Firm Resources

- Use firm assets, systems, and resources responsibly and only for authorized purposes.
- Protect intellectual property and proprietary information.
- Avoid misuse of technology, including unauthorized software or data access.

8. Sustainability and Social Responsibility

- Support environmentally sustainable practices in daily operations.
- Engage in community initiatives and uphold corporate social responsibility.

- Promote ethical sourcing and responsible supply chain management.

9. Reporting and Whistleblowing

- Encourage open communication and ethical reporting.
- Protect whistleblowers from retaliation.
- Investigate all reports promptly, fairly, and confidentially.

10. Enforcement and Accountability

- Violations of this Code may result in disciplinary action, including termination.
- All employees must complete annual ethics training and acknowledge the Code.
- Leadership is responsible for modelling and reinforcing ethical behaviour.

Message from Managing Partner

In today's complex world, trust has become the new currency. Trust is more than just a value; it's the foundation upon which successful businesses and societies are built. Our RACO purpose is based on trust and our commitment to delivering trust through transparency, integrity and our RACO values. With over 600 RACO people, in 4 offices, we are all responsible for maintaining the high standards of ethical behaviour and trust that our clients, communities and people place in us. At a time when expectations are changing faster than ever before, it's our responsibility to understand and live the RACO purpose at all times. Our Code of Conduct (Code) reinforces the importance of how we conduct business within professional standards, laws and regulations. It outlines the values and behaviours that define us and it holds us accountable to always give our best. What we achieve as RACO depends on how each of us, individually, put RACO's Purpose and Values at the centre of everything we do—every day, in every action. Our dedication to a strong ethical culture is the foundation for building meaningful relationships with our clients and stakeholders. Our commitment to quality and excellence guides us to not only meet the needs of today, but anticipate and address the challenges of tomorrow.

Message from Ethics Partner

Ethical culture is critically important to our organisation and our Code provides the framework to guide us. Our culture isn't defined by a simple mission statement. It's the sum of all the actions and all the choices we make everyday. It's how we treat each other and our clients, how we accept clients, how we give advice to clients and how we engage with our external stakeholders. Our vision for RACO is to be the most trusted and relevant professional services business in Pakistan. We can only build that trust when our people behave ethically and our Code is fundamental to all of this. Our Code is one of many tools that helps guide our behaviour. It cannot—and does not—cover every situation you might encounter, but rather seeks to embed our values into our day-to-day behaviours and ethical decision making. We all play an important role in upholding our Code. If we come across a situation that's inconsistent with our Code, we speak up. And we value the courage it takes to do so. When issues or concerns are raised, we're committed to conducting appropriate, timely and objective investigations. And a critical part of our Speak up culture is our commitment to protecting our people against retaliation. We all have a responsibility to act with integrity and honesty and contribute to an ethical culture. So please speak up if you have questions or something doesn't seem right—and don't be a bystander. As the Ethics Partner, I'm here to support RACO partners and staff to build trust around our brand and continue to drive a strong ethical culture. Thank you.