

Relations with our Business Partners

Our business partners serve as extensions of AIA to the extent that they operate within contractual relationships with our Group. When working on behalf of AIA, business partners are expected to adhere to the spirit of this Code, and to any applicable contractual provisions.

Business partners must not act in a way that is prohibited or considered improper for an AIA employee. We must all ensure that customers, agents, and suppliers do not exploit their relationship with AIA or use AIA's name in connection with any fraudulent, unethical or dishonest transaction.

AIA business partners are expected not to create incentives for AIA employees or others who do business with AIA to violate this Code's standards.

Supplier Selection

Suppliers and vendors are selected on the basis of performance and merit in accordance with a fair and transparent process.

Requirements for suppliers and vendors to follow the standards in the Code must be included in the vendor management programme.

Fair Dealing

AIA seeks competitive advantages only through legal and ethical business practices. Each of us must conduct business in a fair manner with our customers, service providers, suppliers and competitors. Do not disparage competitors or their products and services. Improperly taking advantage of anyone through manipulation, concealment, abuse of privileged information, intentional misrepresentation of facts or any other unfair practice is not tolerated at AIA.

Relations with Our Business Partners

- Be aware of business practices of AIA agents and other representatives to ensure that proper methods are used to deliver our services.
- Perform appropriate due diligence regarding potential agents, consultants and independent contractors prior to engaging their services.
- Never pressure or encourage AIA suppliers or agents to engage in improper activities.
- Treat suppliers, agents, and other representatives with respect and consideration.

