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# CODE OF CONDUCT

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**SOCIAL ISLAMI BANK LIMITED**



**HUMAN RESOURCES DIVISION**

**Head Office, City Center, 90/1, Motijheel C/A, Dhaka - 1000.**

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## **1. Introduction**

‘Working Together for a Caring Society’ – bearing this vision, Social Investment Bank Limited started its journey on November 22, 1995. It is renamed as ‘SOCIAL ISLAMI BANK LIMITED’ on February 25, 2009 with the approval of Government of The People’s Republic of Bangladesh. Social Islami Bank Limited (SIBL) is providing high standard modern banking facilities to the customers of all social spheres by operating banking business in Formal, Non-formal & Voluntary sectors since its inception. To maintain high standard banking operation within the banking industry with internal & external stakeholders, Code of Conduct will enable all the involved parties to be more participative to uphold the interest of SIBL.

By Definition Code of Conduct is a set of rules outlining the social norms, religious rules and responsibilities of, and or proper practices for, an individual. In the context of any organization, Code of Conduct is a set of rules and ethical standard for employees’ personal behavioral pattern, official decorum, dress code, environmental and disciplinary arrangement for staff, stakeholders and stock holders set forth by the organization. International Federation of Accountants (IFAC) defined Code of Conduct as, "Principles, values, standards, or rules of behavior that guide the decisions, procedures and systems of an organization in a way that contributes to the welfare of its key stakeholders, and respects the rights of all constituents affected by its operations."

Persons working in Social Islami Bank Limited (SIBL), including their affiliates in research and development, and training in the country as owner, director, employee, advisor/consultant, supplier or in any other form of stakeholder under legal or institutional provisions/arrangements must act with integrity i.e. in an honest, fair and legitimate manner. Their activities must fully be customer service oriented and clearly be motivated by integrity and ethics, of course, in full conformity with the legal and regulatory requirements.

All Members of the Board of Directors and its committees, all employees of SIBL, business partners and service providers and receivers to and from SIBL are expected to display the highest standards of professionalism and commitment to ethics and integrity in all of their conducts. It is also strongly expected that they all in every act and at all times would pay due respect, care and consideration to others and putting the public interest first.

Directors of Board, members of different Committees of the Board and Management of SIBL are individually and collectively remain committed and responsible to excel the practice of corporate governance principles in the Bank and activities by placing due attention and weights on the compliance of best ethical standards and integrity as recommended by the regulators for enhancing their internal and external credibility and establishing transparency.

## **2. Policy Statement**

The code of conduct sets the principles for the stakeholders- Members of the Board of Directors and its committees, all the employees of Social Islami Bank Limited (SIBL), business partners and service providers and receivers to and from SIBL to keep uphold and promote the interests of SIBL.

## **3. Objectives**

The objectives of this Code of Conduct are;

- To protect the interests of customers, owners and employees, stakeholders of SIBL as well as the counterparties, in addition to the wider interests of the society as a whole.
- To be responsible in compliance of the codes set herein along with abidance of legislation, regulation and industry/employer codes and standards by all concerned in SIBL in all of their day to day activity.
- To ensure integrity, high ethical standards, due skill, care and diligence in all business and allied activities of SIBL.
- To take reasonable care and measures to organize, manage and control the dealings and affairs responsibly and effectively of SIBL, with adequate risk management systems and financial resources.

- To promote rational behavior among all the employees of SIBL and their stakeholders in order to promote a fair competition within the organization and among the institutions of the industry to strengthen the banking and financial environment of the country.

#### **4. Scope**

This policy shall be applicable to The Directors of Board, members of different Committees of the Board, Management of SIBL and all employees of SIBL of all levels who are working in SIBL or responsible for the activities of SIBL.

#### **5. Stakeholders**

##### **5.1 Government and Regulators**

- Ministry of Finance (MOF);
- Bangladesh Bank (BB);
- National Board of Revenue (NBR);
- Bangladesh Securities and Exchange Commission (BSEC);
- Bangladesh Investment Development Authority (BIDA);
- Comptroller and Auditor General of Bangladesh etc.

##### **5.2 Investors, Beneficiaries, Analysts/Researchers and External Auditors**

- Shareholders and market investors;
- Business community, including chambers, associations and business clubs;
- Rating agencies and the users of ratings;
- Financial analysts/financial professionals;
- External Auditors;
- Brokers and dealers in shares, securities, debentures etc.

##### **5.3 Customers and Clients**

- Customers and users of goods/products and services;
- Suppliers-both backward and forward linkages;
- Service providers and receivers of all categories.

##### **5.4 Staff and staff associations/clubs**

- Employees of all levels;
- Welfare Associations;
- Consumer Welfare Associations;
- Other interest groups such as ethicists, environmentalists, gender welfare groups, etc.

##### **5.5 Others**

- Civil society - Elite groups;
- Social Media - print and electronic;
- Authorities of related books and journals, and advertising Agencies;
- Whole sellers and retailers;
- Agents and facilitators;
- Transport and Courier Companies.

#### **6. Basic Obligations: Professional & Institutional**

For attaining and upholding public attention and customer/users and stakeholders' confidence, all employees of SIBL should perform his/her assigned job with utmost honesty and integrity, along with highest professional attitude and aptitude. Every employee in SIBL must be firm in his/her performance for the benefits of SIBL and must avoid conflict of interest. As an organization Social Islami Bank Limited (SIBL) has to ensure it.

## **6.1 Code of Conduct for Employer (SIBL)**

- The Employer (SIBL) will have to maintain a pleasant working environment within the organization in terms of presence of well set and well defined compensation package, clearly set goal orientation, as well as performance-led job description for the employees of all levels.
- The employer (SIBL) must ensure the scope for both professional and career development of the employees by creating an environment with well-designed strategic and logistic support that would reinforce the satisfaction of the employees to enhance their loyalty to the Bank and its culture.
- Working environment as well as procedures in SIBL must be well designed and well maintained so as to make it reasonably and promptly responsive to the customer needs, along with compliance of legal and regulatory requirements.
- The employer (SIBL) should take necessary initiative to train the employees in order to discharge their jobs efficiently, which will eventually enhance the goodwill of the institution and thereby expand the customer base and market share.
- The employer (SIBL) must motivate the employees towards the goals of the organization and enable them to perform to the best of their levels.
- The employer (SIBL) should clearly define the roles & responsibilities of the employees and then carefully be allocated along with requirements and procedures for accountability and performance reporting and evaluation.

## **6.2 Specific Compliance Guidelines of SIBL**

- At all times the stakeholders of SIBL shall act in a professional and ethical way, and uphold the highest standards of honesty, trust, fairness, integrity and diligence.
- Every stakeholder of SIBL shall consider the risks and implications of their actions and, in principle, should feel accountable for them, and for the potential adverse impacts.
- Every employee of SIBL shall take firm promise to comply with all current regulatory and legal requirements, and adopt endeavor to follow best industry practices.
- All employees of SIBL must use and handle all information with best care and due diligence to ensure highest confidentiality and preserving sensitivity.
- Employees must prevent and avoid potential conflict of interest that may arise and influence one while performing his/her responsibilities.
- All employees must serve customers, colleagues and counterparties with due care. Employees have to respect their desires and serve them with responsibility if they ask for, or help them voluntarily.
- SIBL as employer must set the service standard for the organization that reflects professionalism and also expresses values and attitudes as well as positive behaviors.
- SIBL as employer must equip employees to carry out their duties with due regards to the technical and professional standards expected by qualified customers. SIBL should encourage the staffs continuously to develop and maintain their technical and professional knowledge and level of competence; and;
- SIBL as employer must train and encourage the staff/officials to act with complete integrity towards customers, colleagues, counterparties and others with whom they may come into contact.



### **6.3 Serving Customers and the Stakeholders**

For ensuring standardized services and ethical business development, SIBL should identify their existing and potential users, side by side with the selection of service providers at various levels. Efficient and effective selection and categorization would enable the Bank to make proper business plan.

### **6.4 Service Provider**

To satisfy service provider, SIBL requires to;

- Analyze and determine customer base and review and understand their needs effectively.
- Add in and provide product and service excellence with integrity and sincerity.
- Provide with secured and advanced banking facilities-products and services.
- Be fair and well-committed in serving the customers and stakeholders.
- All services sold or served be passed - through the legal and regulatory processes; and
- Each type of stakeholders' involvement and concern be clearly defined and clearly understood.

### **6.5 Encouraging people for knowledge and skill enhancement**

To encourage employees for acquiring knowledge and enhancing skill, SIBL requires to;

- Provide opportunities to employees for professional development.
- Evaluate performance of the every employees objectively; and
- Apply values & principles consistently.

### **6.6 Delivering to Partners**

For better delivery to partners, SIBL requires to;

- Adhere good corporate governance practices.
- Protect intellectual property.
- Protect reputation of the Bank (SIBL); and
- Strengthen competitive behavior.

### **6.7 Being Proactive**

To take any proactive measures, SIBL requires to;

- Anticipate and embrace changes.
- Encourage and reward innovation responsibly; and
- Maintain and share accurate and useful information.

### **6.8 Teamwork & Team building**

To establish teamwork & enhance team building activities, Employees requires to;

- Remain individually and make others accountable for every action.
- Refrain from favoritism and bias.
- Extract value from different perspectives.
- Work jointly and collectively; and
- Acknowledge and appreciate value for both individual and team contributions.

### **6.9 Respecting Each Other and reciprocity**

To establish mutual respect among the employees, SIBL requires to;

- Recognize and respect human dignity.
- Establish a working environment free of harassment and intimidation.
- Comply with social and occupational health & safety regulations; and
- Protect organization from damage/loss of physical assets.

## **6.10 Guarding against Arrogance**

For modest behavior in every aspects, employees requires to;

- Celebrate successes and achievements with modesty.
- Meet the legitimate expectations of stakeholders; and
- Express personal identity with dignity, courtesy and tolerance.

## **7. Responsibility**

### **7.1 Responsibility to Shareholders**

- SIBL should preserve the lawful benefits and interests of their shareholders.
- SIBL should make utmost endeavor to maximize profit and increase payout ratio for the stakeholders; and
- SIBL should make best effort to maximize company profit and manage the same ethically and properly.

### **7.2 Responsibility to Customers**

To satisfy the customers-needs efficiently, SIBL & all the employees requires to:

- Understand and honor the customer needs, as well as serve them promptly and honestly without any discrimination.
- Ensure complete secrecy of customers` affairs/account information at all times unless asked by any competent court or any other lawful authority.
- Issue notice with reasonable time in case of closure of bank accounts for any legitimate reason(s).
- Provide customers with requested account statement accurately and promptly.
- Keep the customers updated regarding any suspicious operations in their account.
- Exercise due diligence in the operation of customer accounts; and
- Keep customers fully informed with all banking and financial products.

### **7.3 Responsibility to Community/Society**

- SIBL must comply with the recognized/established legal, regulatory, as well as social/community norms, customs and values.

### **7.4 Commitment to the Environment**

- SIBL must address environmental and climatic protections as the global challenges of the time & all of these have to be taken into account in all areas of lending/financing.
- SIBL have to give due emphasize on the areas of energy and climate change while lending.
- All the employees should support the process of sustainable economic growth of the country & must have firm commitment to choose and do the right things, along with the compliance of legal requirements.
- SIBL must consider structural and non-traditional risks management options that is inherent to banking and other financial activities side by side with the management of traditional financial risks, such as credit risk, market risk and operational risk etc.
- SIBL must take the risks inherent to environmental and social events/activities into consideration.

## **8. Guidelines Regarding Property and Information of SIBL**

### **8.1 Property of SIBL**

Key responsibility of the Bank is to protect and safeguard the organization's property, not to use it for personal purposes/gain and abide by the followings-

- Every employee should follow the operational and IT/ICT security manual meticulously while using property of SIBL.

- Every employee needs to ensure the fair value of assets while these are acquired and disposed off, if an employee works as member of asset acquiring/disposal committee.
- No employee should participate in the name of other person in the supplying of materials to the Bank or selling Bank's old assets.
- Every employee should protect the pilfering of stationeries, stealing, embezzling or misappropriating money, funds or anything from Bank.
- Every employee should apply own judgment and ethical concerns in using organization's phones, electronic mail or computing systems for personal requirement by maintaining approved guidelines.
- Every employee must refrain from using the organization's Letter Head for personal correspondence.

### **8.2 Information Security**

- SIBL must take reasonable care to keep secure Bank's information from unauthorized disclosure and exchange.
- Any confidential information of clients or any details of the transactions of clients should be preserved with utmost security by SIBL.
- Exchange or disclosure of any information will be treated as a serious violation of ethical standard, unless asked by any lawful and competent court/authority, and shall be treated as a breach of contract.

### **8.3 Invisible Property**

- An employee shall not use the corporate brand and goodwill of the Bank for non-official purposes like taking house rent, renewal of car license, buying own flat and other assets.
- The use of official designation for any personal gain should be prohibited.

### **8.4 Intellectual Property of Others**

- Every employee should be cautious about the intellectual property rights of others. For example, no employee should provide performance report of one customer/client to other, use logo of third party in purposes which are not allowed in the franchise agreement, use the CIB report of third party and refrain from plagiarism of other Bank's credit analysis for personal gains or purposes.

### **8.5 Information of SIBL**

- While performing the official task, any employee of SIBL may have access to information that is not generally available to the public or that is considered confidential for managerial or administrative purposes. This may include information related to banks, customers, suppliers and current and former employees, as well as system and bank-related information. He/she must not disclose this information unless authorized by competent authority.
- No employee of SIBL should provide any information to third party without prior approval of competent authority. He/she must not disclose the unpublished and sensitive information of the institution related to Bank's performance, strategy, system, policies etc.

### **8.6 Customer Information**

- No employee should accede to or use customers' information other than related business purposes. He/she must protect the confidentiality and security of customer information.

### **8.7 Information of Government Agencies**

- Any information of govt. agencies like ACC, NBR, BB, BSEC etc. must not be disclosed without prior approval of competent authority.

### **8.8 Information of Employees**

- Every employee must keep all information of SIBL, either current or old, secret and confidential.

## **8.9 Information of Suppliers**

- Every employee should keep information about the purchase of goods or services confidential. Price quoted, methods, business policy etc. of the vendors should not be disclosed.

## **9. Guidelines Regarding Use of Position**

Every employees of all levels of SIBL shall have to abide by their respective Code of conduct for the sake of both institutional and national integrity. It is expected that an employee shall use his/her position and delegated power to do his/her jobs appropriately. Any deviations of this shall be treated as abuse of position and power. Generally such deviations are found out for following reasons:

### **9.1 Private Gain**

Every employee is supposed to exercise his/her power attributed to his/her position for the benefit of the institution as well as the country. But it becomes injurious and illegal if the exercise of such power relating to his/her position is led towards personal benefit. It is tantamount to corruption or misuse of power and position and it is quite contradictory to national integrity. Therefore, the use of position of an employee in any institution for any private gain is strictly prohibited.

### **9.2 Endorsement**

The endorsement of one's position is also similar to the abuse of position. Sometimes, dignitaries may not directly take any benefit by using their power and position. However, they may pave the path for benefits for other persons by making such unlawful use and authorization of position and power.

The aim of a dignitary should be serving the people or nation without bias. If any activity makes his/her own people benefited unusually and thereby frustrates the others, it shall be treated as partiality and nepotism. So, a dignitary shall not be involved in such activities.

## **10. Guidelines Regarding Conflicts of Interest**

A situation in which a person or organization is involved in multiple interests, which may be financial or otherwise, one of which could possibly corrupt the motivation or decision-making of that individual or organization, may be termed as Conflict of Interest.

### **10.1 Causes of Conflicts**

The conflict of interest is often a very strong hurdle on the way of implementation of national integrity strategy. When any employee thinks of his/her personal interest from his/her official position, a question of conflict of interest arises. The statute allows him/her to serve his/her own gain or interest at the cost of employing institution or the state. It is a statutory as well as an ethical obligation for every employee to keep himself/herself away the personal interest. The apparent causes or reasons behind such a conflicting situation may include the followings:

- Dissatisfaction with salary and remunerations.
- Unpleasant working environment.
- Lack of opportunities for promotion, or deprivation from promotion.
- Undue influence and/or pressure from others.
- Greed to or from colleagues and employer and
- Lack of job security.

## **10.2 Employees, Behavior/Action in Conflicting Situation**

Whatever the circumstances, the employees must avoid the conflict of interest as long as they hold positions in the organization. Availing any kind of undue or illegal benefit/facilities irrespective of forms shall be treated as deviation from the required standard of services. So, to keep the employees refrained from such a trap of conflict of interest, Bank might administer the employee affairs legally & ethically, and compensate them reasonably. An employee shall have to refrain from doing the following:

- Performing his/her duties with a view to preserve/protect their own benefits at the cost of the Bank.
- Involving in any kind of financial activities relating to personal gain.
- Giving any advice, consultancy, direction or suggestion to anybody or to any institution that may cause for losses to the Bank.
- Any practice/exercise that may benefit him/her at the cost of Bank's assets either monetary or non-monetary.
- Doing anything that may damage the goodwill, image and reputation of the Bank.
- Doing anything that may hamper the secrecy and privacy of any affairs/information of the Bank.
- Involving or taking part in any business dealing like shareholding, profit sharing, partnership of any business company or manufacturing industry or servicing centre for their personal benefit.
- Getting any unusual or illegitimate benefits directly, or indirectly for himself/herself and family or family members, and relatives either explicitly, or implicitly by disguising identity.
- Receiving any charitable contribution from others and/or make any charitable contribution to their family members and relatives if those charitable contributions are made by/under their power and position.
- Receiving any gift (in cash or kind) from those who are directly benefited or assisted by their office or by their power and position.

The above noted issues are least in the list, but not exhausted. Any unusual act made/done by the employee(s) shall be considered within the trap of conflict of interest and be reviewed within the purview of offences.

## **11. Guidelines Regarding Engagement in Private Trade and Other Employment**

Any employee of SIBL shall not;

- Engage himself /herself in any commercial activity or pursue such activity either on his/her own account or as agent of others.
- Accept any outside employment, honorary or stipendiary, without prior approval/consent of the competent authority in the current employing institution; and
- Undertake part time work except those, which may be requested to be accepted or undertaken by competent authority.

### **11.1 Engagement in Private Trade/Employment, Teaching, Speaking and Writing**

An employee may engage in private trade/employment, teaching, speaking and writing under the following conditions;

- Subject to the other provisions of this Code of conduct, no employee of SIBL shall, except with the previous permission of the competent authority, engage in any trade or undertake any employment or work, other than his/her official duties.

- Any employee of SIBL may undertake honorary work in social, religious or charitable organizations and also may engage in occasional work of a literary or artistic character/nature, which may include publication of one or a few literary or artistic works, provided that his/her official duties do not hamper/suffer thereby. But the employing authority, at any time, may forbid him/her to undertake it or ask to abandon it if there exists valid reason/s to do so.
- Employee considering authorship or publication of a book, article etc. and speaking in front of the media which is not commissioned by the Bank but which could in any way be connected with their work or employment should seek guidance from the management through HR before entering into any commitment.
- Any publication or public speaking of an employee should not tarnish the image of the Bank vis-à-vis regulatory bodies of the country. The same considerations apply to the publication of material on the world-wide web and social media.
- No employee shall make any communication regarding the affairs of the Bank to the press or any other media, nor publish any article containing data, comments or opinions on Bank or other affairs in any newspaper which may involve the Bank without obtaining prior approval of the competent authority.

### **11.2 Procedure for Applying in Outside Employment:**

Eligible application of temporary, or permanent employees of the Bank for outside employment shall be dealt with on the basis of the following principles:-

- a. Application for appearing in the competitive examinations of Bangladesh Public Service Commission and in other government, semi-government entities/institutions including state owned/specialized banks, private banks and other public/private entities/institutions shall be forwarded.
- b. Applications for employment in International Organizations where Bangladesh is a member and for employment under Foreign Governments shall be forwarded provided that all such applications are processed through the concerned/competent channels of Government of Bangladesh.
- Applications from all categories of employees for employment in the autonomous bodies including public and private university shall be forwarded.
- Any application for outside employment which does not fulfill the above conditions shall not be forwarded.
- In case of employment opportunities abroad, the applicants must pay their liabilities with the employer and thereafter, submit resignation letter abiding by concerned rules and regulations of the Bank. When an employee is released for outside (foreign) employment and the question of lien arises, such an issue shall be governed by the service rules of the Bank. This would be followed both in cases of temporary and permanent foreign employment. SIBL can depute its any employee to any work or institution of their own, onshore/off-shore offices, branches, affiliated offices/institutions, subsidiaries and such placements/deputations might be governed by the service and/or other related rules.

### **12. External Pressure/Approach to Member of Parliament, Political Leader, Board Members etc.**

No employee shall, directly or indirectly, approach any Member of Parliament or use any political or other type of influence or attempt to bring any influence of the Board of Directors of the Bank for his/her employment, increment, promotion, transfer or any other personal gain.

### **13. Acceptance of Gifts and Foreign Awards**

- No employee of the Bank, without prior permission of the competent authority, accepts by him/herself, or permit any of his/her family member to accept any gift from any person that make him/her obligated in official position to the gift providers. If anyone sends gift items via postal or courier services may be received but will immediately be handed over to the higher authority for disposal.
- If any question arises whether the receipt of a gift places a Bank's employee under any form of official obligation to the donor, the authority will take action against such activity.
- If any gift is offered by the Head or representative of a foreign state, the employee concerned should attempt to avoid acceptance of such a gift if s/he can do so without giving offence. If, however, s/he cannot do so, s/he shall accept the gift and shall report to the competent authority.
- No employee of Bank shall accept a foreign award, title or honor without the approval of the competent authority.

### **14. Fair Treatment of Counter-parties**

- All relationships with external counter-parties should be conducted in professional and impartial manner. Vendor selection and hiring decisions shall be made objectively and in the best interest of the Bank based on evaluation of integrity, suitability, price, delivery of goods/service, quality and other pertinent factors. Every employee should commit to fair contract and payment terms with them in return of good service at a good price supplied; in a responsible manner.
- Employee's personal relationship with contractors, suppliers and vendors if any, shall be disclosed to the Top Management at the time of entering into the negotiation and should not influence decisions made on behalf of the Bank. Negotiations with customers and potential customers shall be conducted in a professional manner and subsequently comparison of Cost & Benefit to be presented to the competent authority.
- Vendors or suppliers shall not be used for any personal purposes, so as to have any conflict of interest while dealing with them.

### **15. Guidelines regarding Anti-Money Laundering and Compliance with Laws, Rules and Regulations**

- Money Laundering legislations criminalize money laundering in respect of several crimes including drug trafficking, terrorism, theft, tax evasion, fraud, handling of stolen goods, counterfeiting and blackmail etc. It is also an offence to undertake and/or facilitate transactions with individuals and entities involved in criminal activities.
- Bank must not do business with drug traffickers, money launderers and other criminals. SIBL shall formulate Anti Money Laundering Policy following regulatory body's guidelines to enable all employees to follow the policy meticulously.
- Employees shall exercise requisite diligence in selecting customers/counter-parties while conducting business. They shall adhere to processes in place for checking the credit worthiness and character of customers and counter parties. These processes ensure customer's due diligence and ongoing monitoring of the customers to detect suspicious transactions during the entire period of the relationship.
- Every employees of the Bank are expected to comply with the laws, rules and regulations governing the Organization's business vis-à-vis regulatory bodies. No individual is expected to know the details of all applicable laws, rules and regulations but individuals shall be knowledgeable about specific laws, rules and regulations that apply to their areas of duties and responsibilities.

## **16. Guidelines regarding Transparency and Accuracy of Financial records, Tax and Reporting**

- Bank's books, records, accounts and reports shall accurately reflect its transactions and must be subject to an adequate system of internal controls and disclosure controls to promote the highest degree of integrity.
- Every employee shall ensure that records, data and information owned, collected, used and managed by him/her for the organization are accurate and complete and all the records shall be maintained as per the policy of the Bank in sufficient details so that these may reflect accurately the Organization's transactions.
- Every employee shall assist in maintenance of appropriate records so as to ensure that financial transactions are prepared in accordance with Generally Accepted Accounting Principles (GAAP) and that they fairly present the financial conditions and result of the Organization.
- Every employee shall observe standards of good flavor regarding content and language when creating business records and other documents (such as weekly/ monthly/quarterly statement, e-mail etc.) that may be retained by the Bank.
- Non-maintenance of these records that come into employee's notice and any misappropriation or tampering of records needs to be reported to the relevant authority.
- Any employee shall not represent any report/claim for his/her personal gain or to protect him/herself.
- SIBL shall ensure that their reports and communication is true, complete and accurate and shall not be misleading. Bank shall maintain transparency in business operations and dealings with clients, stakeholders and regulators.

## **17. Guidelines regarding Fraud, Theft or Illegal Activities**

Every employees shall be vigilant about the frauds, theft or illegal activities and shall not engage in such activities at any cost. If any such activity comes into any employee's notice, he/she shall immediately report the same to his/her immediate superior/s or management to protect the interest of the organization. He/she shall act as a whistle blower thereby.

## **18. Guidelines regarding Working Environment and Team Work**

Working environment is very much essential to achieve organizational goals and objectives. It works as a motivational tool for the employees. On the other hand, working in a team enhance mutual respect, relationship and congenial working environment. To ensure congenial Working environment and effective Team work, SIBL shall ensure the followings for its employees;

### **18.1 Health & Safety**

- Bank shall ensure adequate attention to the health and safety of the employees, i.e. deployment of both physical and technical surveillance on premises to minimize possible threats to security.
- Physical premises of the Bank are under regulatory requirement to conduct periodic drills for a systematic approach both to prevent any security breaches as well as to promote a culture of security and safety awareness. This involves managing health and safety care as any other critical business activity with periodic reporting, appraisals and improvements made.

### **18.2. Workplace Environment**

- Energizing the workplace is one of the key factors of any organization. All employees of the organization are responsible to keep the workplace friendly, congenial, transparent, free from harassment & corruption etc. and ensure the cohesiveness among the colleagues.



### **18.3 Team Work**

- Teamwork and co-operation is an important aspect of the work ethics in the organization. Bank shall leverage on the dynamics of collective skills, knowledge and experience to achieve the best for the stakeholders.
- Bank shall admit its employees as human capital and shall recognize the pivotal role that meritocracy plays in setting rewards and penalties for safeguarding the interests of its employees.
- It respects the incidence of conflicts arising in the workplace and seeks amicable resolution of contentious issues in a manner that is constructive, open, honest and ultimately beneficial to all parties involved.

## **19. Guidelines regarding Diversity & Fair & Equal Employment Opportunity**

### **19.1 Diversity**

- Bank shall respect all employees as unique individuals with fundamental human rights and supports the cultural and ethnic diversity of its workforce. It shall believe that creating a work environment that enables to attract, retain and fully engage diverse talents, leads to enhanced innovation and creativity in the services of the organization.

### **19.2 Fair & Equal Employment Opportunity**

- SIBL shall be committed to provide equal opportunity in employment on the basis of individual merit and personal qualifications to employees and applicants for employment. Every individual has the right to work in a professional atmosphere that promotes equal and legal employment opportunities and where discriminatory practices, including harassment are prohibited.

## **20. Guidelines regarding Employees' Grievance**

Any Organization or employer is expected to provide an employee with a safe working environment, realistic job preview, adequate compensation, respect etc. A grievance is defined as any type of problem, concern, dispute and complaint related to work and the work environment that cannot be resolved through normal day to day communication. Many refers Employee grievance to the dissatisfaction of an employee with what he expects from the organization and its management.

- Grievances may arise due to differences in perception, misconduct, unfair treatment, intra-personal problems of individual employees, dissatisfaction with working conditions etc.
- If any employees have a grievance, they should try to resolve this informally first.
- But, if the complainant feels unable to tackle the complaint informally, and cannot reach a satisfactory conclusion through the informal process, he/she may pursue a formal grievance mitigation application.

## **21. Guidelines regarding Harassment and Zero Tolerance to Violence**

### **21.1 Harassment**

Harassment covers wide range of behaviors of an offensive nature. Harassment refers to create an unpleasant or hostile situation for especially by uninvited and unwelcome verbal or physical conduct. In legal sense, it is such behavior that appears to be disturbing or threatening.

- SIBL shall provide a work environment where all employees can work free from harassment on ground of religion, age, gender, family background, ethnicity, personal appearance etc.
- Bank shall not tolerate any type of harassment by directors, employees, supervisors or others.
- All the employees shall treat each other with respect and courtesy.
- Harassment in any form including verbal and physical conduct, visual displays, threats, demands and retaliation is strictly prohibited.

## **21.2 Attitude towards Female Colleagues**

- Bank shall be committed to create an environment which is free from all forms of harassment and discrimination towards women.
- Harassment towards female colleagues may include making derogatory or provocative comments, physical violence, inappropriate jokes, and unwanted physical contact, use of epithet, comments or innuendo, obscene or harassing telephone calls, inappropriate content exchange through e-mails, letters, SMS, notes or any other forms of communication.
- Any harassment or discriminatory behavior directed at female employees based on their background, gender, religion, race, color, ethnicity, national origin, age, marital status, physical condition, personal appearance, and status shall be dealt with appropriate disciplinary action.

## **21.3 Zero Tolerance to Violence**

- Bank shall prohibit any acts of violence or threats of violence by any employee against any other person at any time.
- Mutual understanding and respect toward all employees is an essential element for excellence in professionalism, existence of safe and healthy work place, and maintenance of a corporate culture, which serves the needs of the community.
- Bank has to bear zero tolerance for violence against any member of the workforce or its property.

## **22. Special Responsibilities of Superiors**

In addition to responsibilities as employees, superiors shall abide by the:

- **Duty of selection** - Carefully select the employees for a job in light of their personal and professional qualifications.
- **Duty of Instruction** - Formulate obligations in a precise, complete, and binding manner, especially with a view to ensuring compliance with provisions of instructions.
- **Duty of monitoring** - Ensure that he/she meets the expected deliverable on regular basis and comply with provisions of applicable laws and regulations, on a constant basis.
- **Duty of communication** - Communicate to the employees that any violation of the applicable laws/regulations is disapproved of and shall have disciplinary implications.

## **23. Guidelines regarding Fair Treatment of Customers**

Treating customers fairly and without prejudice fosters good rapport and helps to build long-term sustainable business relationships. Moreover in the advent of global financial crisis, both local and global law-makers and regulators are increasingly focusing on ensuring that organizations employ fair practices in dealing with customers. Under this circumstances SIBL shall do the followings;

- Ensuring that communications are fair, concise, clear and not misleading so that clients are fully aware of the product features, relevant fees and associated risks for financial products and services.
- Creating products which meets customer needs and takes into account their financial situation, profile and risk tolerance.
- Providing quality customer service, delivering on service level promises and handling complaints in an efficient, prompt and friendly manner; and
- Identifying and managing possible customer conflicts in an open and clear way.

#### **24. Guidelines regarding Privacy and Security of Clients/Stakeholders Information**

- In order to provide financial services, Bank shall collect, maintain and use the personal information of clients in a manner which allows them to provide better and more tailored products and services and better meet the clients' financial needs and objectives.
- All information gathered from customers/clients during the course of providing service shall be considered confidential.
- All information of an individual's employment in a bank shall be considered confidential unless it is clearly stated otherwise (or the situation arises whether he/she has been authorized to do so) and shall be used only for the performance of said job duties in line with all rules, regulations, laws and other policies governing the individual's employment.
- Furthermore, the information shall be kept confidential and secure even after leaving the employment of that particular institution.

#### **25. Interaction in Print, Electronic and Social Media**

- All media (print, electronic and social) inquiries shall be forwarded to personnel from concerned department/division/unit which has been authorized to initiate contact with the media on behalf of the Bank.
- Bank shall be ensured that a consistent message in compliance with the governing laws and regulations is broadcast.
- The advent of social media has enabled people from across the globe to have information at a rapid pace which may at time be sensitive in nature and thus it is particularly important to ensure that social media sites and tools are used by the employees and management of the Bank responsibly and with good judgment in compliance with the Bank's policies which restrict the disclosure of confidential information about the company, its operations, policies and procedures, employees, customers and other stakeholders or any other information that compromises internal controls and safety requirements.

#### **26. Guidelines for 'Speak Up Policy'**

- It is vital that Bank adopt a 'Speak up Policy' to uphold their commitment to the code and to maintain a culture of strong ethics and integrity. In a sense 'Speak up Policy' is very much important for the Bank because any misconduct by personnel from the Bank serves to harm not only the reputation and financial performance of that particular organization but also ultimately undermines trustworthiness of the industry itself.
- Management of the Bank shall establish a formal policy, procedure, channels and open environment where staff are confident in raising concerns about any misconduct and are free from the fear of victimization.

#### **27. Personal Investments and Insider Trading**

Insider trading is the abuse of confidential information and is defined as a malpractice relating to the exchange of an organization's securities by individuals who by nature of their job have access to crucial price sensitive information which is otherwise non-public in nature and thus this gives them a competitive advantage over other investors and undermines the credibility of the financial system.

- Employees and other representatives of the Bank are prohibited from partaking in trading of publicly traded securities (including the securities of their place of employment) for personal gain (or for the gain of the members of their household) if they possess material non-public information about the security or the issuer.

- It is to be noted that insider trading also encompasses giving ‘tips’ to another person, encouraging anyone else to deal or dealing on behalf of anyone else based on other non-public ‘inside’ information.
- Employees and other representatives of the Bank shall not make any personal investment in an enterprise (including in a public or private company that does business transactions or is a supplier or competitor of their place of employment) if the result of this investment affects or appears to affect his/her ability to make any unbiased business decisions in favor of his/her employment as thus resulting in a conflict of interest.

### **28. Guidelines for Arranging Seminar / Workshop / Training**

SIBL shall organize and sponsor seminars/workshops/debates and discussions in order to promote ethics, integrity and compliance standards within the organization in specific and the financial services industry in general.

### **29. Guidelines regarding Automation / Digitalization of Business Process**

In today’s business environment, advancements in technology and administrative functions are increasingly leading to the automation and digitalization of business processes. It is imperative that SIBL shall take necessary steps to ensure that any such advancement does not compromise the integrity of information security and that the guiding principles of the Code of conduct are duly complied with.

### **30. Guidelines regarding Employee Conduct outside the Office Premises (during employment and post-employment)**

- Employees and representatives of the Bank shall realize that their conduct outside the workplace reflect on their place of employment and thus shall take necessary actions to ensure that the above mentioned service conduct must encompass outside workplace activities as well so that behavior/actions do not compromise the business interests, safety and security or confidentiality of their place of employment.
- Employees shall exercise caution while interacting with outside entities so as to not be perceived negatively by the media, society or the communities in which they operate.
- Affiliations with certain entities which may result in conflict of interest or disclosure of confidential information are to be strictly avoided.
- It is probable that during the course of their employment staff members and other representatives of the Bank may be privy to sensitive information about the company, customers and other stakeholders and business processes which can be confidential in nature and also of proprietary nature for the particular organization. As per the Code of conduct (as well as the exit clauses of their employment contracts) employees shall act with highest standard of integrity and refrain from divulging such information even during their post-employment tenure.

### **31. Guidelines regarding Grooming, Etiquette and Compliance with the Dress Code**

- SIBL shall have an official grooming standard which is suitable to the culture and values of Bangladesh.
- For Branch Managers/Relationship Managers/Operation Manager and other front office personnel (or sometimes even back office personnel) it is important to realize that he/she is often the first point of contact for any customer and as such his/her conduct, grooming, etiquette, proficiency and overall service quality will reflect on their place of employment.
- It is therefore important not only to make a great first impression, but also to continue to repeat such behavior throughout all interactions with the customers.

### **32. Responsibilities of Ethics Committee to Uphold the Code of conduct**

- The members of the concerned authority in their corporate capacity have a responsibility to promote the code of conduct effectively and lead by example in embedding the code in their everyday work.
- Any instance of breach of code of conduct shall be dealt with appropriate disciplinary procedure.
- Concerned authority shall have an annual work plan and periodically monitor their progress against the work plan.

### **33. Guidelines regarding Recognition & Award**

- SIBL shall implement reward programs that take into account not only the performance of the employee but also the way how the performance was achieved.
- Rewards system should be designed in a way which encourages compliance to code of conduct and highest level of integrity.

### **34. Disciplinary Procedures and Actions**

- SIBL shall have a laid down disciplinary procedure which is in compliance with local laws and ensures fair treatment to employees.
- Bank should ensure that employees disciplinary matters are judged fairly, transparently, consistently and proportionately, using appropriate processes and achieving fair outcomes.
- Any disciplinary actions undertaken shall take into account the gravity of the misconduct, previous records (if any) and any other extenuating or aggravating circumstances which may exist.

### **35. Compliance with the Code of Conduct**

All new employees joining at SIBL as well as existing employees are required to commit to the code of conduct and duly sign a statement of compliance attesting the same. At all times every employees shall act in a professional and ethical way and uphold the highest standards of honesty, trust, fairness, integrity and diligence. SIBL Should;

- Consider and value the risks and implications of each employee's actions, make them accountable for works to be performed, and for the impact their actions may have on others.
- Comply with all current regulatory and legal requirements, and endeavor to follow best industry practice.
- Keep scope to adopt/incorporate with future changes in this code of conduct and in or any part/paragraph/point of this code of conduct.
- Make information reliable and appropriate, and use them with confidentially and sensitively.
- Make all employees alert to and manage potential conflicts of interest which may arise whilst performing their role, motivate them not act for personal gain or advantage.
- Treat all customers, colleagues and counterparties with respect and take responsibility for the advice and services provided to them.
- Senior officials should lead by example and act as positive role models to others.
- Continuously develop and maintain technical and professional skill and knowledge and competence of the work force; and
- Uphold the name and reputation of SIBL and the profession.

### **36. Amendments or Modifications to and Dissemination of the Code of Conduct**

- Social Islami Bank Limited (SIBL) preserves all right and authority to amend the code of conduct entirely or partly as and when deems necessary.
- It is the responsibility of the Bank to ensure proper and timely dissemination of the code of conduct amongst their employees and concerned parties and the stakeholders.

**37. Violation of Code of Conduct**

Any employee who violates any clause of this Code of Conduct is subject to disciplinary action according to the concerned policy of the Bank.

**38. Acknowledgement**

Every employee of SIBL will be required to give a written declaration that he/she has read this Code of Conduct and understands its provisions and agrees to abide by them. He/she also requires to keep himself/herself updated about this policy (if any).

**Declaration**

I hereby confirm that, I have read and understood the Code of Conduct and agree to strictly comply the same. I also affirm that, this Code of Conduct may be revised from time to time by SIBL, and I shall be obliged to keep myself updated on possible changes and comply with the changes accordingly.

Name:

Employee ID:

Present Designation:

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