



# **CODE OF CONDUCT**

## CODE OF CONDUCT AND BUSINESS PRACTICES

**All employees of the Bank of Punjab, hereafter called BOP, are required to follow a Code of Conduct & Business Practices in all areas of professional conduct. They must abide by the following:**

### **LAWS/ RULES**

- All employees shall conform to and abide by the Bank rules and obey all lawful orders and directives which may from time to time, be given by any person or persons under whose jurisdiction, superintendence or control they may, for the time being, be placed. They undertake at all times to comply with and observe all applicable laws, regulations and Bank's policies, wherever they operate.
- All employees stand firmly against supporting the activities of any Group or individual that unlawfully threatens public order and safety. They shall not be a member of any political party, take part in, subscribe in aid of, or assist in any way, any political movement in or out side of Pakistan or relating to the affairs of Pakistan. They shall not express views detrimental to the ideology, sovereignty or integrity of Pakistan.
- No employee shall canvass or otherwise interfere or use his influence in connection with or take part in any election as a candidate to a legislative / local body or issue an address to the electorate or in any manner announce or allowed to be announced publicly as a candidate or prospective candidate whether in Pakistan or elsewhere. He /She may, however, exercise his/her right to vote.
- No employee shall bring or attempt to bring political or other pressure / influence directly or indirectly to bear on the authorities / superior officers or indulge in derogatory pamphleteering, contribute, or write letters to the newspapers, anonymously or in his/her own name with an intent to induce the authority/ superior officers to act in a manner inconsistent with rules, in respect of any matter relating to appointment, promotion, transfer, punishment, retirement or for any other conditions of service of employment.

### **INTEGRITY**

- All employees shall conduct their self with the highest standards of ethics, professional integrity and dignity in all dealings with the public, clients, investors and fellow bankers and not engage in acts discreditable to the Bank, profession and nation. If he/she becomes aware of any irregularity that might affect the interests of the Bank, he/she shall inform the senior management immediately.
- Employees shall maintain all books, data, information and records with scrupulous integrity, reflecting in an accurate and timely manner all transactions/reports.
- Employees shall avoid all such circumstances in which there is personal interest conflict, or may appear to be in conflict, with the interest of the Bank or its customers.
- Employee shall not use his/her employment status to seek personal gain from those doing business or seeking to do business with BOP, nor accept such gain if offered, they shall not accept any gift, favor, entertainment or other benefit the size or frequency of which exceeds normal business contacts from a constituent or a subordinate employee of the Bank or from persons likely to have dealings with the Bank and candidates for employment in the Bank.
- Employees shall not accept any benefit from the estate of, or a trust created by a customer, or from an estate or trust of which a Bank's Company or business unit is an executor, administrator or trustee.

### **CONFIDENTIALITY**

- All employees shall maintain the privacy and confidentiality of all the information acquired during the course of professional activities and refrain from disclosing the same unless otherwise required by statutory authorities of law after consultation with approving authorities, if required in case of any ambiguity about disclosure. All such information will remain as a trust and will only be used for the purpose for which it is intended and will not be used for the personal benefit of any individual(s). Inside information about Bank's customers/affairs shall not be used by them for own gain, or for that of others either directly or indirectly.
- All employees to ensure meticulous compliance of the IT security policy of the Bank.

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- No employee shall indulge in “insider trading” as per Securities Act 2015. In case of any staff found involved in violation of the instructions he/she shall be dealt with, in accordance of Bank’s Disciplinary Action Policy.

### **PROFESSIONALISM**

- Employees shall serve the Bank honestly and faithfully and shall strictly serve the Bank's affairs and the affairs of its constituents. They shall use utmost endeavor to promote the interest and goodwill of the Bank and shall show courtesy and attention in all transactions / correspondence with officers of Government, State Bank of Pakistan, other Banks & Financial Institutions, others Establishments dealing with the Bank, the Bank's constituents and the public.
- Employees shall disclose and assign to BOP all interest in any invention, improvement, discovery or work of authorship that he/she may make or conceive and which may arise out of his/her employment with BOP. If his/her employment is terminated, all rights to property and information generated or obtained as part of his/her employment relationship shall remain the exclusive property of BOP.
- Employees shall be truthful in all advertisings and promotional efforts and shall publish only accurate information about the Bank's operations under valid authority.
- No employee shall engage in Money Laundering and will be extremely vigilant in protecting BOP from being misused by anyone to launder money by strictly complying with "Know your customer" (KYC) policies & procedures.

### **BUSINESS / WORK ETHICS**

- All employees will respect fellow colleagues and work as a team. They shall at all times be courteous and not let any personal differences affect their work. They will treat every customer of the Bank with respect and courtesy.
- Employees shall make sure, good attendance and punctuality and demonstrate a consistently good record in this area. For any absence during working hours, he/she will obtain written permission of his/her immediate supervisor. He/she shall not absent himself/herself from his/her duties, nor leave his/her station overnight, without having first obtained the permission of the Competent Authority. In case of emergency, if it is not possible to obtain prior permission, necessary permission confirmation will be obtained from the Competent Authority within **24** hours.
- Employees shall maintain a standard of personal hygiene and dress appropriately for attendance at work. Their appearance must inspire confidence and convey a sense of professionalism.
- All employees shall, as personal responsibility, safeguard both the tangible and intangible assets of BOP and its customer(s) that are under their personal control and shall not use Bank assets for their personal benefits except where permitted by BOP. They shall not use any Bank facilities including a car or telephone to promote trade union activities, or carry weapons into Bank premises unless so authorized by the management, or carry on trade union activities during office hours, or subject Bank officials to physical harassment or abuse.
- Employees shall not indulge in any kind of harassment or intimidation whether committed by or against any senior/junior, co-worker, customer, vendor or visitor. They shall not use language, written or spoken in intra-office communication(s) or communication (s) with individual(s) outside the office that may contain any statement or material that is offensive to others. They shall never use the Bank's system to transmit or receive electronic images or text containing ethnic slurs, social epithets or anything that might be construed as harassing, offensive or insulting to others.
- Employees shall not indulge in any sexual advance, request for sexual favors or other verbal or written communication or physical conduct of a sexual nature or sexually demanding attitudes, causing interference with work performance or creating an intimidating, hostile or offensive work environment.
- Employees to meet their responsibilities to fellow employees, customers and investors they shall help in maintaining a healthy and productive work environment and shall not engage in the selling, manufacturing, distributing, using, any illegal substance or being under the influence of illegal drugs while on the job. Smoking is allowed only in designated areas.
- Employees shall ensure strict adherence to all health and safety policies as may be implemented from time to time by the Bank.
- Employees shall not give any interview in the print /electronic media or have his/her photograph displayed or act in television / stage plays or in cinema without having permission from the Competent Authority. Contd. Page 3.

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- Employees shall intimate Human Resources Management of any changes in the personal circumstances relating to their employment or benefits.
- Employees must raise concerns & suspicions, in confidence, about any actual or operational illegal activity or misconduct complying with the Whistle Blowing policy and Sexual Harassment policy. Failure to do so will result in employee being deemed a party to the irregularity.
- All employees posted at Treasury Functions shall abide by the SBP instructions circulated vide DMMD circular No. 08 of 2014 regarding Code of Conduct for Treasuries of Banks, DFIs & PDs & time to time revisions in instructions by the SBP.

**All employees shall also not indulge in any of the following activities except with the prior permission of the Competent Authority:**

- ⇒ Borrow money from or in any way place them self under pecuniary obligation to broker or moneylender or a subordinate employee of the Bank or any firm or person having dealings with the Bank.
- ⇒ Buy or sell stock, shares or securities, of any description without funds to meet the full cost in the case of purchase or scripts for delivery in the case of sale. However, he/she can make a bona-fide investment of his/her own funds in such stocks, shares and securities as he/she may wish to buy.
- ⇒ Lend money in his/her private capacity to a constituent of the Bank or have personal dealings with a constituent in the purchase or sale of bills of exchange, Government paper or any other securities.
- ⇒ Guarantee in his/her private capacity the pecuniary obligation of another person or agree to indemnify in such capacity another person from loss.
- ⇒ Act as agent for an insurance company, otherwise than as agent for or on behalf of the Bank.
- ⇒ Be connected with the formation or management of a joint stock company.
- ⇒ Engage in any other commercial business or pursuit either on his/her own account as agent for another or others.
- ⇒ Accept or seek any outside employment or office whether stipendiary or honorary.
- ⇒ Undertake part-time work for a private or public body or private person, or accept fee thereof.
- ⇒ Open or maintain a Business Current Account with any Bank or Banker of any description including BOP.