

## Samba Bank Limited

### Code of Conduct

#### 1. Code of Conduct

Code of conduct is a statement and description of required behaviours, responsibilities, and actions expected of employees of an organization. It focuses on ethical and socially responsible issues and applies to individuals, or organizations, providing guidance on how to act in cases of doubt or confusion, for maintaining a pleasant and conducive professional work environment.

#### 2. Policy

It is the policy of the bank to ensure that the office 'Code of Conduct Policy' is established on the basis of fair and best practices to help enhance harmony and promote a conducive and supportive professional work environment.

#### 3. Purpose

The purpose of the Code of Conduct Policy is to communicate an expectation of ethical conduct to all SBL employees.

#### 4. Scope

Code of Conduct policy is applicable to all employees of the bank.

#### 5. Responsibility

##### 5.1 It is the responsibility of the HR Department to:

5.1.1 Ensure all employees are communicated the SBL Code of Conduct Policies including 'Anti-Sexual Harassment Policy' together with its 'Code of Conduct' which is in full compliance with "Protection Against Harassment of Women at Workplace Act 2010" and the amendment in the Pakistan Penal Code Section 509.

5.1.2 Ensure any changes, in the Code of Conduct Policy is communicated to the employees through their respective Departmental Heads, in a documented form and secure acknowledgements from every employee.

5.1.3 Facilitate and counsel employees in adhering to the Office Code of Conduct Policies.

5.1.4 Review the Code of Conduct Policies annually, together with the Department Heads, in order to make any required changes and refinements.

5.1.5 Appropriately deal with issues related to misconduct and indiscipline.

##### 5.2 It is the responsibility of the Department/ Group Heads to:

5.2.1 Ensure all SBL Code of Conduct Policies (Including Anti-Sexual Harassment Policy and its' Code of Conduct) and subsequent changes therein are communicated to team members in a timely manner and in a documented form.

- 5.2.2 Maintain uniformity, equity and fairness in implementation of such practices, for all team members.
- 5.2.3 Review the Office Conduct policies annually, together with the Human Resources Department, for improvement.

### **5.3 It is the responsibility of the employees:**

- 5.3.1 To devote his/her time and energy to the interest of the bank.
- 5.3.2 To maintain punctuality and discipline at the workplace, expected of him/her in order to have a professional work environment. The Department Heads and Line Managers are the role models of their respective teams, and it is their responsibility to set a good example for their team members, through adhering to punctuality, maintaining discipline and adhering to good working practices.
- 5.3.3 Not to directly engage in any other active profession, trade, commerce or business activity with remuneration, or otherwise enter in a service, or be employed by any other person/ firm, without prior advice or written approval of the President and CEO.
- 5.3.4 Not to engage in an unacceptable behaviour in the workplace, including any interaction or situation that is linked to official work or official activity outside the office, which constitutes a violation of the code of conduct for employees in compliance with the 'Protection Against Harassment of Women at Workplace Act 2010'
- 5.3.5 Not to make any false or misleading statements in relation to his/her appointment or the performance of his/her duties in the Bank.
- 5.3.6 To confirm and abide by this and / any other rules of the Bank as adopted from time to time.
- 5.3.7 To observe and comply with and to obey all lawful orders and directions which may be given to him / her from time to time in the course of official duties by any person under whose supervision or control he / she may be working at the time.
- 5.3.8 To discharge his / her duties with utmost integrity, loyalty and diligence.
- 5.3.9 Not to divulge any secret or any matter pertaining to the affairs of the bank, to any outsider.
- 5.3.10 To ensure that all books, records, papers, documents, articles etc. belonging to the bank, remain in the premises, and are kept properly maintained.
- 5.3.11 To ensure not to misuse the official email.
- 5.3.12 Not to remove, even temporarily, any book, records, papers, documents, and articles etc., from the premises of the bank, to any other place without the permission of the Departmental Head.
- 5.3.13 Not to receive or pay, whether in cash or by other method, any money on behalf of the bank, unless authorized in writing by the management in this regard.

5.3.14 To keep the management informed of:

- Any change in his bio-data
- Including any degrees/qualification(s) acquired
- Change in marital status or list of dependents
- Change in the postal address or telephone number, etc.

5.3.15 To ensure utmost integrity and devotion to duty.

5.3.16 To not accept either directly or indirectly any gift or gratification, subscription or reward from any person, by reason of his official capacity.

5.3.17 To duly execute and deliver to the bank, a “Declaration of Fidelity and Secrecy” form, or any other prescribed form executed by the bank from time to time, before commencing work with SBL.

5.3.18 To read and sign the bank’s standard ‘Statement of Ethics and Business Practices’.

#### **5.4 Participation in Political Activities**

5.4.1 No employee shall canvass, or otherwise interfere or use his/her influence in connection with, or become part of, the candidature in any election process, whether in Pakistan or elsewhere.

5.4.2 No employee shall use any Bank facilities/premises including a car or telephone to promote political activities or carry weapons into Bank premises unless so authorized by the management, or carry, or become part of physical harassment or abuse.

5.4.3 Nothing herein shall prejudice the voting rights of an employee who is qualified to vote.

5.4.4 It is the duty of employee to report any such incident, suspicious activities, purported violation of this rule to the Group Head Human Resources.

5.4.5 If any question arises whether any movement or activity falls within the scope of this rule, the decision of the Management thereon shall be final.

5.4.6 Notwithstanding anything contained herein above, no employee of the Bank is allowed to conduct or allow conducting any sort of political or subversive activities within the premises of the Bank.

#### **5.5 Representation to the Directors and Members**

5.5.1 No employee shall make any personal representation, relating to his/her employment / work at the bank, directly to the Board of Directors, or the government/Agency/ Authority. Such representations must be addressed to the President through the immediate officer, if any, of the employee.

## 5.6 Outside Pressure

5.6.1 No employee shall bring or attempt to bring political or any other outside pressure / influence directly or indirectly to bear on any staff member or indulge in any activity that is causing the damage to the reputation of the organization, pejorative pamphleteering, contribute articles or write letters to 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 with respect to any matter or condition of his / her employment.

5.7 An employee found disregarding any of the provisions of these rules shall render himself liable to disciplinary action in addition to such other legal actions as the management may deem fit to take against him.

5.8 Nothing contained herein and in the other rules, regulations and procedures affect the inherent right of the Bank to terminate the services of an employee by proper notice or payment of salary in lieu of notice period.

## 5.9 Attendance & Time Keeping

- All employees are required to regularly sign their respective Attendance Register(s) placed in their department/branches. Punctuality and attendance are important criteria for the annual assessment review of all employees of the bank
- In case employees fail to contact the bank while they are absent from work for ten days or more, the Management considers such absences as unauthorized and treats them according to the established disciplinary procedure.
- Prolonged unauthorized absenteeism is treated as per bank rules, prescribed in the Code of Conduct.
- Employees are expected to be present at work as per bank's policy.

## 6.0 Disciplinary Actions

- If the employee persists with tardiness the organization might decide to give a formal disciplinary warning, this will be done in accordance with the bank's disciplinary procedures.
- Employee should know that persistent tardiness could ultimately result in dismissal from the service of the bank.

## 7.0 Working Hours

The standard work week for the bank is 5 days a week (Monday to Friday), or as announced by SBP and Federal Government.

**Normal working hours for the bank are as follows:**

- a) 9:00 am to 5:30 pm (Monday to Thursday)
- b) 9:00 am to 6:00 pm (Friday)
- c) Or as revised by SBP and/or Government/ concerned authority from time to time.

Lunch/prayer break, for one hour which may be staggered between 1:00 pm to 3:00 pm to suit work demand. On Fridays, there will be 1 hour and 30 minutes lunch /prayer break.

I have read and understood the Bank's code of conduct and agree to comply with the same.

Signature : \_\_\_\_\_

Name of Employee : \_\_\_\_\_

Designation : \_\_\_\_\_

Department : \_\_\_\_\_

Location : \_\_\_\_\_

Date : \_\_\_\_\_