

# CODE *OF* CONDUCT

# Code of Conduct

January 01, 2018

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## Code of Conduct

First Security Islami Bank Limited, a third generation progressive Shariah Based Islami Bank, has a corporate culture and steady growth in its business expansion. Our bank should have a Code of Conduct with well-set principles for all the stakeholders and employees of the Bank to keep uphold and promote the interests of the Bank and to maintain core values and commitment in discharging duties in all spheres of business.

The principle objective of this set of code of conduct is to protect the interests of customers, owners and employees, stakeholders as well as the counterparties, in addition to the wider interests of the society as a whole. This document is also vesting the responsibility of compliance of the codes set herein along with abidance of legislation, regulation and industry/employer codes and standards on all concerned in the Bank in day to day activities.

This Code of Conduct is intended to be complied compulsorily by all concerned of the Bank while conducting their businesses. The ultimate and firm objective is to ensure integrity, high ethical standards, due skill, care and diligence in all of our business and allied activities, including the stakeholders.

The Code of conduct is the set of principles, norms, values, standard of procedures and the description of the behavioral pattern of the employees as well as the overall system of an organization that contribute to the welfare of its stakeholders. However, it differs from organization to organization, because of their differences in nature, structure and scope. The First Security Islamic Bank Limited is an institution based on the principles of Shariah, the sources of which are The Holy Quran and the Sunnah. The code of conduct of this bank, therefore, must be in conformity with the Islamic Shariah. Besides, Bangladesh Bank, the regulator and central Bank has identified as many as six risk factors for the banks in the country and developed necessary guidelines for their management, which must be taken into consideration in developing code of conduct. In addition, we have to operate in the sever competitive environment within the Islami Banks and outside, with the conventional banks both locally and globally. To face these multi-dimensional challenges, we must scale up our teamwork, excellence and meritocracy in regular practices and this code of conduct will help us to this end.

You are aware of that, earlier we developed a code of conduct which is needed to be amended in the changed context of our operational principles and guidelines of the central bank. With a view to addressing this need, we have designed this code of conduct, the focal points of which are strong belief in Allah, the Almighty, honesty and sincerity to work, putting highest value to the customer, ensuring justice and fairness to all the stakeholders. Although all of you are individually responsible to follow this guideline, collective responsibility also cannot be ignored.

FSIBL has already earned a very good reputation in the banking sector of Bangladesh and you are the integral part of this. We are sure that this set of code of conduct will help us in consolidation and enhancement of that achievement on continuous basis. Not only that, compliance of laws and regulations of the country, implementation of guidelines of Bangladesh Bank as well as that we have developed by our own to govern our organization will repeatedly be ensured if we put our effort into action continuously following this code of conduct.

May Allah help us in understanding and follow this code of conduct.

Syed Waseque Md Ali  
Managing Director

## 1.0 Stakeholders

### 1.1 Government and Regulators

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

### 1.2 Investors, Beneficiaries, Analysts/Researchers and External Auditors

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

### 1.3 Customers and Clients

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

### 1.4 Staff and staff associations/clubs

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

### 1.5 Others

- a. Civil society-elite groups;
- b. Social Media-print and electronic;
- c. Authorities of related books and journals, and advertising Agencies;
- d. Brokers and dealers;
- e. Whole sellers and retailers;
- f. Agents and facilitators; and
- g. Stockist and Transport and Courier Companies.

## 2.0 Guidance Notes

All employees of the bank have to maintain the Code of Conduct and demonstrate highest Ethical standards in conformity with Islamic Shariah, sources of which are the holy Quran and Sunnah. These are the core values employees must follow and nurture. The basic principle of this code of conduct is that each employee, while on the payroll of FSIBL, shall place FSIBL ahead of his/her personal interests.

### 3.0 Further Guidance

Further guidance has been elaborated in this manual in details. If any one has any practical question arising from this document, the Human Resources Division should be contacted for further clarification.

## 4.0 Property and Information of Bank

### 4.1 Property of Bank

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

- a. Every employee of the Bank shall follow the operational and IT security manual meticulously while using property of the Bank;
- b. He/she needs to ensure the fair value of assets while these are acquired and disposed of if an employee works as member of asset acquiring/disposal committee.
- c. He/she shall not participate in the name of other person in the supplying of materials to bank or selling bank's old assets.
- d. He/she shall protect the pilfering of stationeries, stealing, embezzling or misappropriating money, funds or anything from the Bank.
- e. He/she shall apply own judgment and ethical concerns in using Bank's phones, electronic mail or computing systems for personal requirement.
- f. He/she shall refrain from using the Bank's Letter Head Pad for personal correspondence.

### 4.2 Information Security

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

### 4.3 Invisible Property

- a. 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.
- b. The use of official designation for any personal gain should be strictly prohibited.

### 4.4 Intellectual Property of Others

An employee shall be cautious about the intellectual property rights of others. For example, he/she shall not provide performance report of one customer to other, not use logo of third party in purposes which are not allowed in the franchise agreement, not use the CIB report of third party and refrain from plagiarism of other bank's credit analysis for personal gains or purposes.

#### 4.5 Bank's Information

While performing the official task, an employee of the Bank 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 former employees as well as system and bank-related information. He/she shall not disclose this information unless authorized by competent authority. No employee shall provide any information to third party without prior approval of competent authority. He/she shall not disclose the unpublished and sensible information of the Bank related to its performance, strategy, system, policies etc.

#### 4.6 Customer Information

An employee should uphold the privacy of the customer's affairs and shall not use customers' information excepting related business purposes. He/she shall protect the confidentiality and security of customer information.

#### 4.7 Information of Government Agencies'

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

#### 4.8 Employee Information

An employee shall keep all information of the Bank, either current or old, secret and confidential.

#### 4.9 Suppliers' Information

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

#### 5.0 Use of Position

All employees of the Bank shall have to abide by the Code of Conduct for the sake of both institutional and national integrity. It is expected that an official shall use his/her position and delegated power to do his/her jobs appropriately. Any deviation of this shall be treated as abuse of position and power. Generally such deviations are found out for following two reasons:

##### 5.1 Private Gain

An employee is supposed to exercise his/her power attributed to his/her position for the benefit of the Bank as well as the country. But it becomes injurious and illegal if the exercise of his/her 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 for any private gain is strictly prohibited.

##### 5.2 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.

## 6.0 Conflicts of Interest

6.1 The conflict of interest is often a very strong hurdle on the way of implementation of integrity strategy. When an 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 Bank. It is a statutory as well as an ethical obligation for an employee to keep himself/herself away from the personal interest.

6.2 Whatsoever the circumstances, the employees must avoid the conflict of interest as long as they hold positions in the Bank. Availing any kind of undue or illegal benefit/facility irrespective of forms, shall be treated as deviation from the required standard of services. An employee shall have to refrain from doing the followings:

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

## 7.0 Engagement in Other Employment

No employee shall:

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

## 8.0 Private Trade or Employment

8.1 Subject to the other provisions of this Code of Conduct, no employee 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.

8.2 With prior permission from the competent authority, an employee 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 competent authority of the Bank, at any time, may forbid him to undertake it or ask to abandon it if there exists valid reason(s) to do so.

## 8.3 Procedure for Applying in Outside Employment

In case of employment opportunities in other organization in home and abroad, the employee must pay his/her liabilities with the Bank and thereafter, submit resignation letter abiding by concerned rules and regulations of the Bank. When an employee is released for outside employment and the question of lien arises, such an issue shall be governed by the Employees' Service Rules of the Bank. The Bank may depute/transfer its any employee to any work or any unit of the Bank in Bangladesh and abroad.

## 8.4 Teaching, Speaking & Writing

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 at the Bank 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 are applicable 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 the Bank or other affairs in any newspaper which may involve the Bank, without obtaining prior approval of the competent authority.

## **9.0 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 or Management of the Bank for his/her employment, increment, promotion, transfer or any other personal gain.

## **10.0 Acceptance of Gifts and Foreign Awards**

- 10.1 No employee shall, without prior permission of the competent authority, accepts by himself/herself or permit any of his/her family member to accept any gift from any person that makes him/her obligated in official position to the gift providers. If anyone sends gift items via postal or courier services, those may be received but will immediately be handed over to the higher authority for disposal.
- 10.2 If any question arises whether the receipt of a gift under any form of official obligation to the donor, the authority will take action against such activity.
- 10.3 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, however, he/she cannot do so, he/she shall accept the gift and shall report to the authority for orders as to its disposal.
- 10.4 No employee shall accept a foreign award, title or honor without the approval of the competent authority.

## **11.0 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. Employees should commit to fair contract and payment terms with them in return of good service at a good price supplied in a responsible manner.

Employees' 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 is 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.

## **12.0 Anti-Money Laundering**

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.

The Bank shall not do business with drug traffickers, money launderers and other criminals. All employees will follow meticulously the Anti Money Laundering Policy formulated by the Bank following regulatory body's guidelines. Employees shall exercise requisite diligence in selecting those with customers/counter-parties while conducting business. They shall adhere to processes in place for checking the credit and character of customers and counter parties. These processes ensure customer's due diligence and ongoing monitoring of customers to detect suspicious transactions during the entire period of the relationship.

### **13.0 Accuracy of Records and Reporting**

An employee shall ensure that records, data and information owned, collected, used and managed by him/her for the Bank are accurate and complete. Records shall be maintained as per the policy of the Bank in sufficient details so that these may reflect accurately the Bank's transactions.

An employee shall assist in maintenance of appropriate records so as to ensure that financial transactions are prepared in accordance with generally accepted accounting principles and that they fairly present the financial conditions and result of the Bank. He/she 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. An employee shall not represent any report/claim for his/her personal gain or to protect himself/herself.

### **14.0 Fraud, Theft or Illegal Activities**

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 Bank. He/she shall act as a whistle blower thereby.

### **15.0 Working Environment**

All employees of the Bank are responsible to keep the workplace friendly, congenial, transparent, free from harassment, corruption etc. and ensure the cohesiveness among the colleagues.

### **16.0 Team Work**

Teamwork and co-operation is an important aspect of the work ethics in the organization. Every employee shall leverage on the dynamics of collective skills, knowledge and experience to achieve the best for the stakeholders.

If any conflict arises in the workplace, employees will seek amicable resolution of contentious issues in a manner that is constructive, open, honest and ultimately beneficial to all parties involved.

## 17.0 Diversity

The Bank should respect all employees as unique individuals with fundamental human rights and supports for the cultural and ethnic diversity. Creating a work environment enables to attract, retain and fully engage diverse talents and leads to enhanced innovation and creativity in the services of the Bank.

## 18.0 Employees' Grievance

If 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.

## 19.0 Compliance with Laws, Rules and Regulations

Employees should comply with the laws, rules and regulations governing the Bank'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 are applicable to their areas of duties and responsibilities.

## 20.0 Fair & Equal Employment Opportunity

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

## 21.0 Harassment

- i. The Bank will provide a work environment where all employees can work free from harassment on ground of religion, age, gender, family background, ethnicity, personal appearance etc. The Bank will not tolerate any type of harassment by employees, supervisors or others. All 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.
- ii. The Bank will create an environment which is free from all forms of harassment and discrimination towards women. 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. 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.

## **22.0 Zero Tolerance to Violence Whistle Blower in the Workplace**

Any acts of violence or threats of violence by any employee against any other person at any time is strictly prohibited. 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 serve the needs of the community. The Bank will show zero tolerance for violence against any member of the workforce or its property.

## **23.0 Customer Complaints and fair treatment**

All employees should give priority in solving customer complaints quickly, fairly, and record them accordingly. Employee must thank them for bringing the problem to them. Customer complaints should be handled with care and sincerity. Customer should go home with happiness along with the solution. In these regards-

- a. We should allow the customer to vent their anger;
- b. We have to listen attentively to the customers complaints with a positive frame of mind;
- c. We should exude empathy by responding to the customer feelings;
- d. We should acknowledge the inconvenience caused to the customer by speaking politely;
- e. We should apologize if we are at fault;
- f. We should ask direct questions to pinpoint the problem;
- g. We will solve the problem right way if outside help is required, customer should be explained and time must be taken to resolve it;
- h. We have to entertain the customer while he/she waiting for the solution;
- i. We must show our gratitude towards the customer for bringing the issue to the bank; and
- j. We should provide quality customer service, deliver service level promises and handle complaints in an efficient, prompt and friendly manner.

## **24.0 Privacy and Security of Clients/Stakeholders Information**

- i. In order to provide financial services, employees will 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.
- ii. 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 Bank.

## **25.0 Transparency and Accuracy of Financial, Tax and other Reporting**

The Bank will ensure that it's reports and communication are true, complete and accurate and shall not be misleading. It shall maintain transparency in its business operations and dealings with clients, stakeholders and regulators

## **26.0 Interaction in Print, Electronic and Social Media**

All media (print, electronic and social) inquiries shall be forwarded to personnel from Public Affairs and Brand Communication Division which have been authorized to initiate contact with the media on behalf of the Bank. The Bank shall be ensured that a consistent message in compliance with the governing laws and regulations is broadcast.

Social media sites and tools will be used (if necessary) 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 Bank, its operations, policies and procedures, employees, customers and other stakeholders or any other information that compromises internal controls and safety requirements.

## **27.0 Guidelines for 'Speak Up Policy'**

The Bank adopts a 'Speak up Policy' to uphold its commitment to the code and to maintain a culture of strong ethics and integrity. Any misconduct by any employee serves to harm not only the reputation and financial performance of the Bank but also ultimately undermines trustworthiness of the industry itself.

## **28.0 Personal Investments and Insider Trading**

Employees of the Bank are prohibited from partaking in trading of publicly traded securities (including the securities of their place of employment) excepting investment of personal savings in shares for tax purpose 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. Furthermore, employees 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.

## **29.0 Arranging Seminar/Workshop/Training**

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

## **30.0 Automation/Digitalization of Business Process**

The concerned employee shall take necessary steps to ensure that any advancement like automation/digitalization does not compromise the integrity of information security and that the guiding principles of the Code of conduct are duly complied with.

### **31.0 Employee Conduct outside the Office Premises**

Employees shall exercise caution while interacting with outside entities so as not to be perceived negatively by the media, society or the communities in which they operate. Moreover, affiliations with certain entities which may result in conflict of interest or disclosure of confidential information are to be strictly avoided.

### **32.0 Grooming, Etiquette and Compliance with the Dress Code**

The Bank has an official grooming standard which is suitable to the culture and values of Bangladesh. For relationship managers 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 which must be abide by all employees of the bank

### **33.0 Post-Employment Activities and Responsibilities**

Some employees 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.

### **34.0 Recognition & Award**

The Bank used to continue reward programs that take into account not only the performance of the employees but also the way how the performance was achieved.

### **35.0 Disciplinary Procedures and Actions**

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

### **36.0 Compliance with the Code of Conduct**

- i. All new employees joining in the Bank as well as existing employees are required to commit to the code of conduct and duly sign a statement of compliance attesting the same.
- ii. At all times employees shall act in a professional and ethical way and uphold the highest standards of honesty, trust, fairness, integrity and diligence through their following activities:
  - a. 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;

- b. Comply with all current regulatory and legal requirements and endeavor to follow best industry practice;
- c. 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;
- d. Make information reliable and appropriate and use them with confidentiality and sensitivity;
- e. Be alert to and manage potential conflicts of interest which may arise whilst performing their role, motivate them not act for personal gain or advantage;
- f. Treat all customers, colleagues and counterparties with respect and take responsibility for the advice and services provided to them;
- g. Senior staffs should lead by example and act as positive role models to others; and
- h. Continuously develop and maintain technical and professional skill and knowledge and competence of the work force; and
- i. Uphold the name and reputation of the Bank and the profession.

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

First Security Islami Bank Limited preserves all right and authority to amend the code of conduct entirely or partly as and when it deems necessary in line with guidelines and requirements of Bangladesh Bank.

### **38.0. Acknowledgement**

An employee is required to sign a statement (Annexure-A) that he/she has read this Code of Conduct and understood the conditions stated herein and agreed to abide by.



ফার্স্ট সিকিউরিটি ইসলামী ব্যাংক লিঃ  
 فارسٹ سیکيوریتی اسلامی بنک لمیٹڈ FIRST SECURITY ISLAMIC BANK LTD.

## Code of Conduct

### Statement of Compliance

PF No.:

I, the undersigned, have read the Code of Conduct for employees of First Security Islami Bank Limited with full understanding of its contents and confirm to abide by me.

I also hereby declare that I will abide by the Codes and/or its subsequent updates.

Name: \_\_\_\_\_

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

Date of Joining: \_\_\_\_\_

Place of Posting: \_\_\_\_\_

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## First Security Islami Bank Call Center



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FIRST SECURITY ISLAMIC BANK LTD.

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