



Code of Conduct

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Employees will adhere to the code of conduct in their dealings both internally and externally and in their own areas of responsibilities for protecting and enhancing values and reputation of the Bank. This code lays down the principles, sets the tone and provides guidance. These are beyond the legal and statutory requirement, which will take precedence over these rules, prevail and must be adhered to.

Observance of service standards

All employees must be seen not only complying with the core values and service standards in letter and spirit and being mindful of the legal and regulatory requirements in which the bank is operating and the service standards set by the Bank. In line with the requirements of the code of corporate governance all employees will sign and comply with the 'Statement of Ethics & Business Practices'.

Breach of any law, rules, regulations, statement of ethics & business or Bank's service standards will not stand justified by the argument as to enhancement of the revenue of the bank. Activities will not be merely acceptable owing to the reason that this is the practice of competitors or others in the market.

Communication

Employees, who have been provided mobiles phones by the Bank, shall keep their phones on / operative 24 hours. Employees should keep their mobile phones on vibration (preferably) or on basic tones while on duty. Songs/instrumental beats or animal tones are strictly prohibited. Employees are advised to take care of their mobile sets in the bank premises. In case of theft, Bank shall not hold any responsibility. In case of their non-compliance, the mobile facility can be withdrawn.

Viewing of objectionable material

The Bank will have a system whereby an e-mail facility to promote effective communication within and outside the Bank on matters relating to its business will be available to every employee of the bank. The e-mail system should therefore be only used for official / business purpose. All communications will remain the property of the Bank, and it will reserve the right to retrieve the contents of the messages for the purpose of monitoring. In this way, if an employee views objectionable material which has been either downloaded or received through internet or email system shall be held accountable for all activities created under his / her password.

Interaction with media

If an employee wishes to contribute an article in print media or give any media interview or public address, it will mandatory for that employee to get prior approval from Human resource department through his reporting Manager.

Breaches

Any breach of this Code of Conduct will be reported immediately to the concerned Department/Business Head who will immediately bring the same to the knowledge of the Head of Human resources department upon which a strict action shall be taken including termination against the employee.

Discipline

Other Obligations of Employees

General Prohibitions

No employee of the Bank is permitted to: -

- Borrow money from (or in any way place himself / herself under pecuniary obligation to) a broker, moneylender, an employee of the Bank, or any firm or person having dealings with the Bank;
- Guarantee in his private capacity the pecuniary obligation of another person from loss except with the prior permission of the Bank;
- Act as agent for an insurance company;
- Be connected with the formation or management of any company, business enterprise or other organization, without prior permission of the Bank;
- Engage in any other commercial business or pursuit either on his own account or as agent for other person(s) or entity (entities);
- Accept, or seek any outside employment or office, whether stipendiary or honorary, without the prior sanction of the bank;
- Undertake part time work for a private or public body or private person, or accept fee, without the permission of the bank;
- Use any narcotics or engage into transactions pertaining thereto;
- Engage in gambling/smuggling;
- Exhibit unbecoming behavior including rowdiness, drunkenness or violence;
- Remain absent from duty without obtaining sanction of leave; and
- Leave the Bank premises during business hours without the permission of or instructions from immediate superior.

Participation in Political Organization

No employee shall be a member of a political party, take part in, subscribe in aid of, or assist in anyway, in any political movement in Pakistan relating to the affairs of Pakistan. Further no employee shall express views detrimental to the ideology or integrity of Pakistan. No employee shall canvass or otherwise interfere or use his/her influence in connection with or take part in any election to a legislative body, whether in Pakistan or elsewhere.

Provided that an employee who is qualified to vote at such election may exercise his/her right to vote but if he/she does so he/she shall give no indication of the manner in which he/she proposes to vote or has voted.

Financial Services Compliance

Employees shall observe the requirements of legislation and the rules and regulations of the statutory regulatory authorities set out in detail in various compliance bulletins, circulars and notices issued to all offices of the Bank.

Reporting Suspected Legal Violation

If an employee suspects a customer or an Al Baraka Bank (Pakistan) Limited employee of violating any law or regulation, he/she should report the matter immediately to his/her immediate Manager. If this is not appropriate, then the matter should be reported to Head of Human Resource Department so that the Bank can take out appropriate measures.

Gifts from Customers

It shall be against the Bank's rules for any official of the Bank to accept gifts over a certain value from the customers. This includes free membership to clubs, expensive gifts (like jewelry/watches). Any gift above Rs.10,000/- "Per Calendar Year" will either not be accepted or surrendered to the Bank on Gift Declaration Form (Annexure - I).

In case a VIP client offers a gift, this should be disclosed immediately to the concerned Chief Manager/Branch Manager/Head for obtaining guidance in the matter.

Public Speeches, Articles, Interviews etc:

If an employee wishes to write any article in print media or give any media interview or public address, it is mandatory that the employee gets prior approval from Human Resource Department. All contact with the media should be promptly reported to Human Resource Department.

Conflict of Interest

All employees must ensure that their personal interests do not conflict with the duties which are owed to Al Baraka Bank (Pakistan) Limited or which the Bank owes to its customers. This includes engaging in any of the following activities, without the prior written permission / approval of the Human Resource Department who shall take the necessary approval from the Chief Executive Officer

- Becoming personally involved in any of the Bank's transaction;
- Negotiating or contracting on behalf of the Bank with an entity in which the employee or his / her relative has an interest;
- Accepting any employment or retainer-ship, consultancy, or partnership outside the Bank;
- Getting involved in any activity contrary to the local law(s) or National Security, to gain personal benefit(s);
- Employees must not receive / offer any form of bribe or commit or involve in fraud/forgery. Any employee found involved in such activities shall be liable to the disciplinary action / criminal proceedings.

Protection from Internal/External Threats

The Bank shall provide protection to its employees if they report, in good faith, any suspicious, criminal and money laundering activities involving a customer or Bank's employee. Under this provision, the employee may directly report the matter to either to the concerned Department Head, Branch Manager, Head of Internal Audit or to the Compliance Officer.

As a preventive measure, the above-mentioned officials shall keep the name of the concerned employee strictly confidential and shall not pass on his/her name during the investigation process. They shall not even disclose the name to be written in any document/correspondence. In case of need, the Bank may also assist the concerned employee in dealing with internal/external threats:

Protection from External Threat

- By providing physical security;
- Assistance in legal proceedings; and
- Transfer of service to a safer location.

Protection from Internal Threat

- The Bank shall ensure that no biased treatment is given by the employees' superior in case the given information indicates involvement of another employee or his/her superior officer; and
- Transfer to other location/unit of the Bank.

Confidentiality

Employees shall maintain strict secrecy regarding the Bank's affairs and shall not (except so far as is necessary and appropriate in the normal course of their employment) disclose to any person, any information as to the practice, dealing or affairs of the Bank or any of their customers, which may come to their knowledge by reason of their employment. Employee on joining the bank should sign the declaration of secrecy.

Legitimate use of information etc.

The employees shall not use for personal gain or for the benefit of anyone other than the Bank, any information, documents or assets to which they may gain access by virtue of their employment.

Representations to the directors and members etc.

No employee shall make any personal representations directly to Directors or Members of the board, Prime minister or President of Pakistan.

Transfer of Services

The services of any employee may be transferred at the sole discretion of the Bank at any time in any city where the bank has its operation or intends to start operations. Such a transfer may also involve change(s) in the employee designations and official responsibilities.

Infringements of Rules

All employees shall strictly adhere to service and conduct rules of the Al Baraka Bank (Pakistan) Limited. An employee guilty of infringing any of the provision of rules shall render himself/herself liable to disciplinary action including dismissal from service.

Grounds for Disciplinary Actions

The following shall constitute breach of rules and regulations requiring initiation of actions by the Human resource department:-

- Commits breach of rules and regulations of the Bank or of discipline;
- Contravenes instructions/orders issued to him in connection with his official work;
- Displays negligence or inefficiency;
- Becomes corrupt or may reasonably be considered as corrupt;
- Knowingly does anything detrimental to the interests of the Bank;
- Is convicted of any criminal offence or found guilty of any act of moral turpitude, other than an offence which, in the opinion of the Bank, does not affect his/her position as an employee of the Bank; and
- Is guilty of any other act of misconduct.

Dues Owed to the Bank

All amounts owed to the Bank by employees at the time of their resignation (including all advances, overdrafts and mark-up accrued, and including all obligations with an unexpired original term) must be repaid fully on or before his last working day unless the Bank in writing has approved another date. If the employee has retired, terminated or dismissed, all amounts owed should be repaid fully as soon as possible.

The Bank reserves the right to call up the employee's contingent liabilities as if the contingencies had occurred on his last working day. The Bank has the charge and right to recover from the employee money, if any, payable to the employer from any account or source relating to or resulting from the employee's employment for adjusting the employee's liabilities to the Bank.

Bank's property in custody of employee

The property of the Bank (e.g. accommodation, car, motorcycle, house, personal computer /laptop, mobile phone etc) which has been in use / custody of an employee who is resigning must be handed over to a duly authorized representative of the Bank, on or before the employee's last working day unless the Bank has approved another date in writing. Whereas the employees which are being retired or under discharge or dismissal should hand over the Bank's property as soon as possible.

Handling of grievances

The Bank shall attract diversified staff from various corporate, geographical, ethnic and religious backgrounds. The Bank shall institutionalize mechanisms to safeguard against the risk of violation of accepted norms of conduct in the day-to-day interaction with each other. The Bank needs such safeguards to retain its precious human resources in the face of luring offers from its competitors.

All staff members are advised to report any such grievances to their immediate supervisors. In case of any complaint against their immediate supervisors, reporting should be done to the next level of staff. If the senior staff members fail to address the matter, the reported grievance should be brought in to the notice of Head of Human resource department.

Unauthorized absence from duty

When an employee remains absent from his/her duty for more than 10 consecutive days, without proper authorization or fails to return for duty within specified period mentioned in any written notice issued to him, he/she will be liable for disciplinary action, which may include termination of service. The written notice served upon the employee, as aforesaid, will not be for a period of less than one week from the date of dispatch of a letter by registered post at the employee's last recorded address.

Fraudulent activity

If an employee found involved in fraudulent activity shall be liable to disciplinary action including termination.

Penalties Consequential to Disciplinary Actions

The competent authority, in its sole discretion and without limitation, may impose on him/her one or more of the following penalties after holding an inquiry.

1. Suspend the employee, pending enquiry, by order in writing;
2. Reprimand;

3. Postponement or stoppage of increment or promotion;
4. Forfeiture of pay for any period of unauthorized absence from duty; and
5. Recovery from pay of the whole or part of any pecuniary loss caused to Al Baraka Bank (Pakistan) Limited by the employee.
6. Compulsory retirement from service or forced resignation; and
7. Dismissal from service that may involve permanent disqualification for future employment in Al Baraka Bank (Pakistan) Limited.
8. Demotion.

Provided that while the employee is under suspension pending enquiry, the employee shall be entitled to avail one half of his/her basic pay in addition to the House rent allowance which he/she may be entitled at the time of suspension.

Harassment Policy

(Adopted this process on the basis guidelines to comply with “The Protection Against Harassment of Women at the Workplace Act 2010”.

We believe that female staff should be provided with the opportunity to work in an environment free of sexual harassment.

Sexual harassment is a form of misconduct that undermines the employment relationship.

No female employee should be subjected verbally or physically to unsolicited and unwelcomed sexual overtures or conduct.

Process

If a female staff member feels that she has been the recipient of sexually harassing behavior, she must report it immediately to the HR Department and the supervisor. It is necessary to make a complaint in writing and therefore she must submit her written complaint within one day of her verbal complaint.

If her supervisor is the source of the harassing conduct, she must report the behavior to HR department and next departmental senior.

Inquire Committee Members

The Inquiry Committee will consist of three (3) members; at least one member will be a female. The committee members consist of Head of Human Resource, Head of Legal and Head of Audit. If in any case the committee member is not a female another fourth (4th) member (female) shall be added.

The Inquiry Committee, upon receipt of a written complaint, will:

- a) Communicate formal written receipt within three (3) of which will be given to the accused the charges and statement of allegations leveled against him Require the accused within seven (7) days from the day the charge is communicated to him to submit a written defense and on his failure to do so without reasonable cause, the Committee will proceed ex-parte.
- b) Enquire into the charge and may examine such oral or documentary evidence in support of the charge or in defense of the accused as the Committee may consider necessary and each party will be entitled to cross-examine the witnesses against him

Subject to the provisions of this Code and any rules made there under the Inquiry Committee will have the power to regulate its own procedure for conducting inquiry and for the fixing place and time of its sitting

The following provisions *inter alia* will be followed by the Committee in relation to inquiry:

- a) The statements and other evidence acquired in the inquiry process to be considered as confidential
- b) An officer in the bank, if considered necessary, may be nominated to provide advice and assistance to each party
- c) Both parties, the complainant and the accused, will have the right to be represented or accompanied by a representative, a friend or a colleague
- d) Adverse action will not be taken against the complainant or the witnesses;
- e) The inquiry Committee will ensure that the bank or accused will in no case create any hostile environment for the complainant so as to pressurize her from freely pursuing her complaint
- f) The Inquiry Committee will give its findings in writing by recording reasons thereof.

The Inquiry Committee will submit its findings and recommendations to the CEO for his final remarks/approval within thirty (30) days of the initiation of inquiry.

Implementation of the Decision

The CEO will impose the penalty recommended by the Inquiry Committee within one (1) week of the receipt of the recommendations.

Appeal

If the accused is dissatisfied by the decision of the Competent Authority / CEO may within thirty (30) days of written communication of the decision file an appeal to the Ombudsperson established for this purpose by the respective Governments at the Federal and Provincial levels. Until such time that the Ombudsperson is appointed, the District Court shall have the jurisdiction to hear appeals against the decisions of Competent Authority.

Retaliation Prohibited

The Bank will permit no employment based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

The bank will do its best to temporarily make adjustments so that the accused and the complainant do not have to interact for official purposes during the investigation period.

The office, in case both sit in one office, or taking away any extra charge (over and above their contract) which may give one party excessive powers over the other's job conditions. The bank can also decide to send the accused on leave, or suspend the accused in accordance with the applicable procedures for dealing with the cases of misconduct, if required.

Retaliation from either party should be strictly monitored. During the process of the investigation work, evaluation, daily duties, reporting structure and any parallel inquiries initiated should be strictly monitored to avoid any retaliation from either side

Penalties

Sexual harassment will not be tolerated at the Bank. If an investigation of any allegation of sexual harassment shows/proves that such harassing behavior has taken place, the accused will be subject to disciplinary action

Minor penalties

- a) Censure
- b) Withholding, for a specific period, promotion or increment
- c) Stoppage, for a specific period, at an efficiency bar in the time-scale, otherwise than for unfitness to cross such bar
- d) Recovery of the compensation payable to the complainant from pay or any other source of the accused

Major penalties

- a) Reduction to a lower post or time-scale, or to a lower stage in a time-scale;
- b) Compulsory retirement
- c) Removal from service; and
- d) Dismissal from service
- e) Monetary Fine. A part of the fine can be used as compensation for the complainant.
- f) Demotion.

If an investigation of any allegation of sexual harassment shows/proves to be false that no such harassing behavior has taken place and the allegation was based on any personal / non personal reasons, the accuser will be subject to disciplinary action, up to and including dismissal.