

Commercial Credit Ethical Framework

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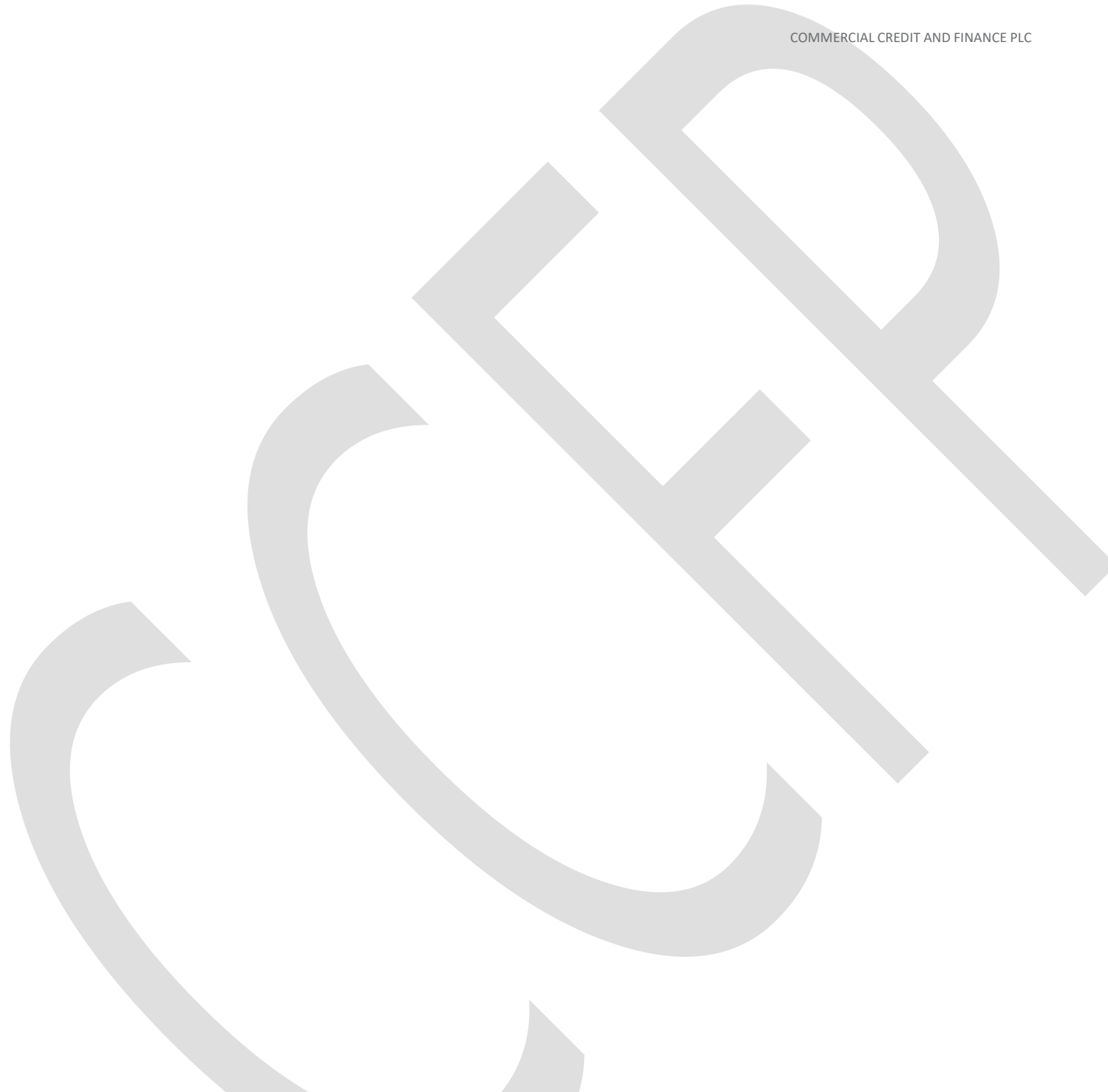
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Ethical Framework

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COMMERCIAL CREDIT AND FINANCE PLC



1. INTRODUCTION

The objective of this code is to offer awareness and guidance to all staff on the values of Commercial Credit, corporate governance practices, good business ethics, professionalism and the connected behaviours required to demonstrate when carrying out duties and responsibilities, and also to define breaches and its consequences. All members of the staff are expected to fully respect the Shared Values of the organisation at all times and be exemplary in living our values and being a model to all and to set an example to our customers and other members of the organization. Furthermore each member of the staff of Commercial Credit must act in good faith at all times. This Code is applicable to all employees of the organisation at all times and this Code is mandatory for all employees and is not subjected to business priorities or individual discretion.

To ensure that the given standards of conduct are not violated, the organisation will take all efforts to make employees well aware of this code of conduct and expects all employees to conduct business in an ethical, legal and disciplined manner strictly within the values of the organisation. Moreover the organisation emphasises that the esteem of the organisation and the good image of the organisation vastly depends on the commitment of our staff in upholding the values of the organisation, the quality of our products and services and the respect demonstrated to our customers. Consequently, this code is a very important document to the organisation and is intended to be a key part of the foundation of our corporate culture.

Whilst no code can anticipate addressing every possible problem, this code is an effort to ensure that the business of our organisation is conducted respecting organisational values, within ethical, legal and regulatory framework.

2. OUR VALUES

Our values are our foundation for business success and the basis for the professional and ethical work practices. Given below are our values and how one can be exemplary in living the values:

2.1 LOVING AND CARING

One must demonstrate the following behavioral descriptors to ensure the achievement of the value of loving and caring among all connected to Commercial Credit.

1. Treat each person with warmth, respect and dignity irrespective of their status.
2. Make others blissful and happy by your presence.
3. Speak words that would not hurt the other.
4. Demonstrate willingness to give the helping hand when ever needed.
5. Create a positive and lasting impact on others.

2.2 INTEGRITY AND TRUST

Demonstrate the following behavioral descriptors to ensure your value of integrity and trustworthiness.

1. Take the ownership and accountability of the work assigned. Refer the job description given to you in realising your task ownership and accountability.
2. Admit and do not cover up mistakes.
3. Do not involve in blaming others and badmouthing.
4. Practice assertiveness to confront real issues.
5. Demonstrate transparency in your actions and words.

2.3 LEARNING AND DEVELOPMENT

Commitment to continuous learning and work on a development programme is a key value required to be demonstrated by members of Commercial Credit and following are key behavioral descriptors that one should follow:

1. Read and understand seven habits and value booklets fully and comprehensively.
2. Continuously learn things

3. Control emotions at times of stress and work.
4. Share knowledge about values and skills acquired, with others.
5. Find new ways of doing things and challenge the existing process.

2.4 THINK WIN - WIN

Winning at one end does not facilitate lasting relationships and at Commercial Credit we value situations of win - win. Following are the behavioral descriptors to create a win - win situation:

1. See the problem from others point of view, in terms of the needs and concerns of the other party.
2. When a conflict arises, use brainstorming to come up with a solution.
3. Explain before disagreeing.
4. Collaboratively work to arrive at an answer so that the both can win.
5. Think laterally (out of the box) to reach a win-win solution.

2.5 SYNERGY AND TEAM WORK

One must demonstrate the following behavioral descriptors to ensure the achievement of synergy and team work at Commercial Credit.

1. Give fullest commitment and corporation.
2. Honour each person's talents and ideas and celebrate differences.
3. Efficiently communicate within the team and convey ideas clearly.
4. Demonstrate willingness to empower others.
5. Never pass the ball to other person when things go wrong.

3. PERSONAL RESPONSIBILITY

3.1 Do's

1. Take pride in Commercial Credit, you work for a value driven professional organisation.
2. Respect our values always - it is the foundation for all of our behaviors.
3. Be passionate in your services - your customers need due respect and speedy service.
4. Perform your services with passion - every little effort we take helps developing excellent customer relations.
5. First impressions are lasting impressions whether you are dealing with customers or anyone else - create the first impression with the warmest welcome in town.
6. The customer is the reason why our business exists - tell yourself constantly that the customer is the only reason for us being here.
7. Customer First - attends to customer queries and needs, above all other personal and administrative routines.
8. Protect the Company's assets and enhance the reputation of Commercial Credit.
9. Conduct businesses in accordance with applicable laws and regulations.
10. Be honest and trustworthy. Ensure integrity is the foundation of our personal responsibility.
11. Follow the organisation's procedures at all times.
12. Exercise utmost care to ensure that all statements made to the organisation, regulators and customers are accurate and in the interest of the organisation.
13. Discharge your duties, promptly, competently and fairly.
14. Be courteous and caring when dealing with customers, employees and members of the public.
15. Greet and thank the customer and employees at every moment of interaction.
16. Always treat the customer with a smile and warmth.

3.2 Don'ts

1. Do not violate or move away from the organisational values at any time for whatever reason.
2. Do not move away from taking the responsibility.
3. Do not give excuses or pass the responsibility to others.
4. Do not exceed your authority by committing the organisation to any course of action unless you are authorized to do so and is in the total interest of the organisation.
5. Do not submit or produce and assist or instigate in producing any inaccurate or forged documents / certification to the organisation for any organisational and customer transactions.
6. Do not bring, create or demonstrate any behaviour that will disrepute, damage the good will and create any sort of unpleasantness to the organisation and to the management.
7. Do not mislead the management and customers by providing false information or documents.
8. Do not submit forged or inaccurate bills or documents when claiming monies from the organisation.
9. Do not have pointless arguments in office.
10. Do not demonstrate any unethical behaviour in all of your transactions with the organisation and with the customers.
11. Do not demonstrate any behaviour that goes against of organisational values, and is unethical and harmful to others in any manner and at all times.

3.3 CONSEQUENCES OF VIOLATION

Failure to take personal responsibility is considered a wilful and direct insubordination and hence any violations are subjected to strictest disciplinary measures not excluding major punishments such as final warning, transfer, stoppage of increment or bonus or even termination of the services.

4. MANAGEMENT RESPONSIBILITY

4.1 Do's

1. Be exemplary in respecting all staff members and living our values at all times.
2. Be an example to all others and be a role model for others irrespective of the circumstance you need to deal with.
3. Display the highest level of personal responsibility and ownership to assigned tasks and to all the transactions of assigned team members though they are delegated.
4. Exhibit the highest standards of integrity in all dealings with the organisation and its transactions, fellow employees, customers, suppliers and the community at large.
5. Ensure the authenticity, accuracy and correctness of all documents, assets that are accepted by the organisation in transacting with customers and when dealing with employees.
6. Develop employees' knowledge on our values, their job, responsibilities, commitment and ability to make sound judgments and conduct business in keeping with the norms and ethics of a Financial Institution.
7. Authorise bills for payment with due care and taking the total responsibility for its genuineness and accuracy and reasonableness of the level of expenditure.
8. Respect the dignity of your subordinates at all times and do not address your staff in an abusive manner.
9. When finance facilities, deposits, advances or credit facilities are requested by your relatives or known friends, always refer it to another officer for consideration, scrutiny and approval, though you are the authorized officer for such scrutiny and approval.
10. Set a good example to your staff always within and outside the organisational premises and in all of your transactions.

4.2 Don'ts

1. Do not violate or misinterpret the good intentions of the organisational values.
2. No compromise on trust and integrity should be encouraged or allowed.
3. No instructions under any circumstances be given to violate the provisions in this code, ethics in general and our organisational values.
4. Do not authorise bills or invoices for payment that are forged, incorrect or fails to meet the required standards as established by the organisation.
5. Do not authorise or grant financial facilities to third parties or any party other than who is legally entitled for such facilities.
6. Do not settle company funds by incorrect means or by way of producing incorrect or forged documents.
7. Do not bring, create or demonstrate any behaviour that will bring disrepute, damage the goodwill and create any sort of unpleasantness what so ever to the organisation and to colleagues of the management team.
8. Do not authorize or approve or influence granting a finance facility, deposit, advance or any credit facility or any other facility by the organisation to any of your relatives or close friends without disclosing it.
9. Do not neglect to review, scrutinize and supervise all required documents in all official and business transactions at all times and prior to execution of such transactions.
10. Do not fail to inform or hide or deliberately neglect to inform the management if any act or behaviour of any employee or any other person that may bring disrepute, damage the goodwill, create unpleasantness or cause any damage or harm to the organisation and to colleagues of the management team.

4.3 CONSEQUENCES OF VIOLATION

It is our policy that the leadership of the organisation must demonstrate the right behaviour at all times and set a good example to all staff. A violation of this code by a superior officer is viewed as unacceptable and cannot be excused under any circumstances. Any violations are subjected to immediate and strictest disciplinary measures not excluding termination of the services.

5. GENERAL CONDUCT

5.1 Do's

1. Conduct oneself with decorum both within as well as outside the organisation and display the highest standards of integrity at all times.
2. Be courteous and treat all customers / employees with respect and dignity.
3. Every employee must declare their assets and liabilities when required by the Management.
4. Should you notice or in any way become aware of any violations or breaches of any regulations or fraud by any staff member or otherwise including a superior officer, it is your responsibility to speak up and inform anyone named in the Whistle Blower Policy of the organisation including the Head of HR, COO and CEO. Refer the Whistle Blower Policy of the organisation for more information. The organisation will guarantee and ensure the confidentiality of the informant at all times.
5. Report for duty on time and demonstrate punctuality at all times.
6. Follow the dress code accepted by Commercial Credit including wearing of the Value Badge and Company Identification.

5.2 Don'ts

1. Do not conduct any act willingly or unwillingly or under any influence that violate the values of the organisation.
2. Do not pursue or engage in any act which may be detrimental to the reputation or the interests of the organisation.
3. Do not get involved in any act that brings disrepute to the organisation and tarnish your integrity and good image and that of the Company and its staff.
4. Do not consume liquor or any alcoholic beverage or substance whilst on duty, within the organisational premises or outside and in particular whilst driving.
5. Serving and consumption of alcoholic beverages and tobacco products in official or social events organized or in anyway connected to the company is strictly forbidden.
6. Should not divulge information or documents concerning the organisation, its business or its clients to outside parties.
7. Do not undertake other gainful occupation without obtaining the written approval of the CEO.
8. Do not use the name of the organisation or the title of your position except when necessary for the conduct of business for the organisation.
9. Do not disobey the instructions of a Superior, in the normal course of business.
10. Do not be negligent in the performance of duty or cause a loss to the company.
11. Do not cause harm to other employees or cause conditions harmful to the health and safety of other employees.
12. Do not engage in any act compromising standards of morality.
13. Do not initiate, encourage or engage in any kind of ragging to any employee of the organisation for any reasons at all.

5.3 CONSEQUENCES OF VIOLATION

Personal conduct is a true demonstration of one's professional and ethical behaviour. Commercial Credit views this as a key fundamental for all employees. Hence any violation will result in disciplinary actions not excluding termination of your services.

6. CORPORATE GOVERNANCE

6.1 Do's

1. Be aware of all corporate governance practices as regulated by the Central Bank of Sri Lanka or any other applicable regulatory authority.
2. Follow all such corporate governance practices at all times.

6.2 Don'ts

1. Do not violate any regulation of the Central Bank of Sri Lanka and of any other authority.

6.3 CONSEQUENCES OF VIOLATION

Employees of Commercial Credit should understand that violations of corporate governance practices are very detrimental to the organisation's business viability and its image. Hence any violation will result in strictest disciplinary actions not excluding termination of your services.

7. FIDUCIARY RESPONSIBILITY

7.1 Do's

1. Be mindful at all times of the fiduciary responsibility towards the depositors, creditors and shareholders. Customer confidentiality is critical, and information on customers should only be used for the purpose it was given.
2. Commit that customer information or information regarding the organisation cannot be disclosed to third parties, excluding the regulators, organisation's external auditor or by order of Courts.
3. When in doubt please seek written clearance from Head of Compliance, COO or CEO in this regard.

7.2 Don'ts

1. Do not disclose any financial information that would reflect unfavorably upon the organisation.

7.3 CONSEQUENCES OF VIOLATION

You are prohibited from providing such information to those including family members and friends. Violation of this Code is a very serious breach of discipline and is a dismissible offence.

8. MONEY LAUNDERING AND TERRORIST FINANCING

8.1 Do's

1. Safeguard against the use of our products and services for Money Laundering purposes.
2. Comply with local and foreign laws and regulations always to detect and deter money laundering.
3. Exercise good judgment when dealing with customer transactions and know your customer well and bring to the notice of the superiors any situation that seems inappropriate, suspicious or lacking in probity.
4. Contact your Head of Dept / Location Head immediately if you receive a governmental inquiry for information on money laundering.
5. Acquire the necessary knowledge and comply with the Money Laundering / Know Your Customer Code of the Organisation, Financial Transaction Reporting Act No. 6 of 2006 and Convention on the suppression of Terrorist Finance Act No. 25 of 2005.

8.2 Don'ts

1. Do not assist, encourage or get involved in money laundering and terrorist financing act or other such acts in any manner whatsoever.
2. Do not omit or neglect reporting any inquiry made by the authorities to your Department Head or the Location Head.

8.3 CONSEQUENCES OF VIOLATION

The code under money laundering and terrorist financing are mandatory regulations of the government by way of stipulated laws hence one will have to take a personal responsibility of the consequences and as it is detrimental to good image of the organisation and its business viability, violation of this Code is considered as a very serious breach of discipline and is a dismissible offence.

9. ACCURACY AND COMPLETENESS

9.1 Do's

1. Ensure that the books of account and financial records of the organisation meet the highest standards of accuracy and completeness.
2. Report to your Head of Department / Location Head immediately if you have reason/s to believe that any of the organisation's books and records are not being maintained in an accurate or complete manner.
3. Bring to the notice of the Head of HR or CEO if you ever feel that you are being pressured to prepare or destroy documents in violation of organisation's policies or if you become aware that any misleading, incomplete or false statement was made to an Accountant, Auditor, Attorney or government official in connection with any authorised audit, examination or filing with a government agency.
4. Bring to the notice of the Head of HR or CEO any suspicion of frauds or behaviour/s intended or suspicion of fraud.

9.2 Don'ts

1. Do not maintain the organisation's books and records in an inaccurate and incomplete manner.
2. Do not offer any misleading, incomplete or false statements to an Accountant, Auditor, Attorney or government official in connection with any authorised audit, examination or filing with a government agency.

9.3 CONSEQUENCES OF VIOLATION

Violation of this Code is considered as a very serious breach of discipline and is a dismissible offence.

10. FINANCIAL STATEMENTS AND ACCOUNTS

10.1 Do's

1. Record all transactions appropriately to ensure full accountability for all assets and activities of the organisation and supply the data needed in connection with the preparation of financial statements.
2. Employees involved in the preparation of the company's financial statements must prepare them in accordance with the accounting standards and the directives of the Central Bank of Sri Lanka.

10.2 Don'ts

1. Do not misrepresent information or provide inappropriate or incomplete information.
2. Do not delay or ignore or fail to meet the deadlines in giving required information.

10.3 CONSEQUENCES OF VIOLATION

Violation of this Code is considered as a very serious lapse and negligence and is a dismissible offence.

11. AUTHENTICATION OF ASSETS AND DOCUMENTS

11.1 Do's

1. Ensure the authentication of assets and documents taken from the customers.
2. Take special care in identifying right value of the assets that are to be pawned, mortgaged or to be kept as lien against any financial facility being granted to a customer.
3. Issue receipts and other necessary documents to customers at the time of transactions take place.
4. Ensure that assets repossessed against dues on facilities granted are properly stored and maintained so that their values are retained and protected.

11.2 Don'ts

1. Do not neglect to establish the authenticity and value of the assets that are pawned, mortgaged or kept as lien with the organisation.
2. Do not fail to establish the authenticity and accuracy of the documents submitted by the customers as against any financial facility granting to a customer.
3. Do not accept, prepare, submit or produce inaccurate or forged documents in making a customer qualifying for a financial facility granted by the organisation.
4. Do not fail to issue receipt or other required documents related to official transactions with the customers.
5. Do not create any financial loss or bad reputation to the organisation arising from your negligence or failure to establish the correct value of the assets of such pawned, mortgaged or kept as lien with the organisation.

11.3 CONSEQUENCES OF VIOLATION

1. Violation of this Code is considered as a very serious lapse and negligence and is a definite dismissible offence.
2. Further if any financial loss or bad reputation to the organisation is created out of your behaviour or negligence, you are liable to pay such loss or damage to the organisation.

12. HANDLING OF COMPANY FUNDS AND CLAIMS FROM THE ORGANISATION

12.1 Do's

1. Ensure company funds are handled with due care and respect and by adhering to all related procedures of the organisation.
2. Submit proper and accurate documents when obtaining company funds for any official transaction and ensure the accuracy of such documents at all times.
3. Ensure integrity of yourself and accuracy of documents and bills when submitting for claims.
4. Ensure that any expenses charged to the company are reasonable and bring good value and is in the best interest of the company.
5. Ensure that any expenses charged to customers are reasonable and are incurred only when essential and are always in compliance with the Values of the company.
6. Settle all IOUs taken within the agreed dates.
7. Properly handover company monies / company funds before the expiry of the day's proceedings.
8. Conduct daily cash reconciliations and submit and authorize records.

12.2 Don'ts

1. Do not obtain and utilize company funds for any personal use or for any reason that you are not authorised to use them for.
2. Do not submit false, forged or incorrect documents in obtaining company funds and in settling company funds obtained.
3. Do not submit any forged or incorrect bills or documents when claiming money from the organisation.
4. Do not neglect or fail to settle IOUs taken from the organisation within the time frames established.
5. Do not fail to handover company monies / funds within the day of that they are received by the employee.
6. Do not fail to reconcile cash daily and submit reports.
7. Do not create any financial loss or bad reputation to the organisation arising from your negligence or behaviour.

12.3 CONSEQUENCES OF VIOLATION

1. Violation of this Code is considered as a very serious lapse and negligence and is a definite dismissible offence.
2. Further if any financial loss or bad reputation to the organisation is created out of your behaviour or negligence, you are liable to pay such loss or damage to the organisation.

13. CREDIT AND DOCUMENT EVALUATION

13.1 Do's

1. Ensure proper evaluation of credit worthiness of customer at all times.
2. Establish all required documents prior to authorising of any financial facility to a customer.
3. Refer any matter that you are not in a position to make a good judgment to the Location Head, Operations Head, Product Head and CEO.

13.2 Don'ts

1. Do not neglect to properly evaluate the credit worthiness of a customer prior to granting any financial facility to a customer.
2. Do not fail to accept all required documents in establishing credit worthiness of a customer prior to granting the financial facility to customer.
3. Do not create any financial loss or bad reputation to the organisation arising from your negligence or behaviour.

13.3 CONSEQUENCES OF VIOLATION

1. Violation of this Code is considered as a very serious lapse and negligence and is a definite dismissible offence.
2. Further if any financial loss or bad reputation to the organisation is created out of your behaviour or negligence, you are liable to pay such loss or damage to the organisation.

14. HARASSMENT AND DISCRIMINATION

14.1 Do's

1. Treat all of your staff fairly.
2. Diversity is a factor that is natural among group of individuals and it requires dealing with all types of people with respect, dignity and professionalism.
3. Create an environment free of any types of harassment to any staff members, whether it is verbal, physical or psychological.

14.2 Don'ts

1. Do not harass, discriminate and favor any individual because of his/her sex, religion, age, nationality, cast, and sexual orientation or for whatever reason.
2. Do not establish unethical relations with staff members, and especially management and executive staff should not establish sexual or any other pretension relationships with staff members at all levels during the course of employment and otherwise for any reason what so ever.

14.3 CONSEQUENCES OF VIOLATION

1. Violation of this Code is considered as a very serious misbehavior and misconduct especially on the part of management and executive and is a definite dismissible offence.
2. Further such violators may face with litigation actions and also to pay compensation to the grieved party as appropriate.

15. GIVING OR RECEIVING GIFT OR COMMISSIONS

15.1 Do's

1. Non acceptance of gifts or commissions is a very ethical behaviour required to be demonstrated by all at Commercial Credit.
2. Any gift or any other benefit that could not be declined must be disclosed to the CEO immediately.

15.2 Don'ts

1. Do not in any circumstance compromise the interests of the organisation by taking gifts, commissions, entertainment, monetary or otherwise any benefits. As an employee you are prohibited from receiving or giving any gifts (other than corporate gifts) and commissions.
2. Bribery and corruption to any government official or key decision makers in a customer account or potential customer or supplier or otherwise is prohibited.

15.3 CONSEQUENCES OF VIOLATION

Violation of this Code is considered as a very serious breach of discipline and since it leads to bring disrepute to the organisation and against of laws of the country and hence no one can be pardoned for any reason and thus violation to this code is a definite dismissible offence.

16. GAMBLING / RAFFLES AND LOTTERIES

16.1 Do's

1. Non engagement in any gambling, raffles and lotteries and related activities is considered professional and ethical behaviour required to be demonstrated by all employees of Commercial Credit.

16.2 Don'ts

1. No Gambling is permitted in the work place.
2. Raffles, lotteries are not permitted to be organized or be indulged in without the approval of Head of HR or CEO.

16.3 CONSEQUENCES OF VIOLATION

Violation of this Code will lead to disciplinary action including dismissal.

17. CONSUMPTION OF INTOXICANTS AND SMOKING

17.1 Do's

1. Avoiding consumption of liquor or any other intoxicant substance, in particular whilst driving is a requirement under the Laws of the country, and avoiding smoking is a good habit respected and encouraged by Commercial Credit.
2. Non - smoking and non consumption of intoxicants with the premises of the organisation are also a required behaviour for all Commercial Credit employees.

17.2 Don'ts

1. Do not enter the premises of the organisation under the influence of liquor or drugs.
2. Do not consume liquor or smoke at organisational events held or take part - within the organisational premises and outside.
3. Do not drive after consuming liquor or any other intoxicant substance.
4. Do not smoke within the premises of the organisation.
5. Do not smoke or consume liquor whenever you represent the organisation or you are in company dress code.
6. Do not bring liquor or drugs into the premises of the organisation.

17.3 CONSEQUENCES OF VIOLATION

Violation of this Code is not only a violation of company rules but also a violation of country's law, hence will lead to strict disciplinary action including termination of services. Also violators are bound to take total personal responsibility for the consequences arising out of their behavior, all implication and consequences leading to payment of any compensation and or damages arising out of the said violations and its connection.

18. PERSONAL MAIL AND TELEPHONE

18.1 Do's

1. Exercise discretion when using the organisation's telephone for personal matters.
2. Encouraged to refrain from using your mobile phone for personal matters whilst on duty

18.2 Don'ts

1. Do not use organisation's mail for your personal correspondence.

18.3 CONSEQUENCES OF VIOLATION

Violation of this Code will lead to disciplinary action.

19. CONFLICT OF INTEREST

19.1 Do's

1. Avoid situations leading to conflict of interest, situations where you, your family, or acquaintances interests, and the organisation's interest becomes confused or in conflict.
2. If a conflict of interest does arise, it is mandatory to disclose and report this in writing to the Head of Compliance or CEO within 48 hours.

19.2 Don'ts

1. Do not get involved in any activities, investments or associations which might interfere with interests of the organisation.
2. Insider trading / dealing is an offence by law. At all times you are expected to adhere to the laws relating to same.

19.3 CONSEQUENCES OF VIOLATION

Violation of this Code will lead to strict disciplinary measures and such behaviors will be the sole responsibility of the employee concerned.

20. PUBLIC INQUIRIES, PUBLIC STATEMENTS AND SECRECY

20.1 Do's

1. Refer to Head of Marketing, COO or CEO all public inquiries from the press or other media.
2. Comply at all times with the declaration of secrecy signed at the time of recruitment.

20.2 Don'ts

1. Do not discuss sensitive issues / topics with the press or in public or comment on such issues / topics.
2. Do not make public statements to any media, orally or in writing relating to the activities of the organisation.

20.3 CONSEQUENCES OF VIOLATION

Violation of this Code will lead to strict disciplinary measures not excluding termination of services.

21. SAFETY OF VALUABLES AND DOCUMENTS AND RETENTION OF DOCUMENTS

21.1 Do's

1. Be accountable at all times for all valuables and documents belonging to the organisation or customers which have been entrusted to you or under your custody.
2. Retain all documents (including computer records) in your custody or control if you are aware of an imminent or ongoing investigation, audit or examination initiated by the organisation or by any government agency.

21.2 Don'ts

1. Do not misplace or misuse any valuables and documents belonging to the organisation or customers which have been entrusted to you or kept under your custody.
2. Do not alter or destroy any document in order to impede such audit, examination or investigation.

21.3 CONSEQUENCES OF VIOLATION

1. Violation of this Code will lead to strict disciplinary measures not excluding termination of services.
2. Further you are liable and should take total personal responsibility for any such misplacement or misuse and further if any claim for damages or compensation.

22. UPDATING PERSONAL DATA

22.1 Do's

1. Keep the Supervisor / Management and HRD informed and updated of the following personal information regarding yourself or update same in the Human Resources Information System (HRIS)
 - a. Address
 - b. Telephone number
 - c. Marital status (single/marriage/divorce/death of a spouse)
 - d. Occupation of spouse
 - e. Birth of children
 - f. Next of Kin
 - g. Additional educational attainments
 - h. Membership / office in professional organizations or societies
 - i. Marriage of a child
 - j. Other information required by the company to comply with applicable laws and regulations.

22.2 Don'ts

1. Do not provide false, inaccurate or inadequate personal data.
2. Do not neglect to update the required personal data as required.

22.3 CONSEQUENCES OF VIOLATION

Violation of this Code will lead to disciplinary measures and employee not qualifying for certain benefits and facilities offered by the organisation due to non availability of the required information.

23. OFFICE STATIONERY AND EQUIPMENT

23.1 Do's

1. Use office stationery and equipment only for official purposes and it is expected careful use of office stationery and equipment by all employees at all times and to follow laid down procedures and processes and also the safety instructions when equipment is in use.

23.2 Don'ts

1. Do not misuse organisation's stationery and equipment or use them for personal purposes.
2. The use of organisation's letter heads for private correspondence and for any reason not authorised by the organisation is strictly prohibited.
3. Do not remove and / or copy organisation's official documents without the approval of the Management.

23.3 CONSEQUENCES OF VIOLATION

Violation of this Code will leads to strict disciplinary actions not excluding termination of services.

24. GUARANTEEING LOANS TO CUSTOMERS

24.1 Do's

1. Becoming a guarantor to customers can lead to create unnecessary complications in business transactions and disturbance to good relationship with customers. Being such a guarantor is also a violation of the rules and regulations of the Central Bank. Thus it is a good behaviour that all staff refrain from becoming guarantors what so ever to any customer.

24.2 Don'ts

1. Staff should not act as guarantors for customers of Commercial Credit even where the introduction of the account may have been done by the staff member. It is also advised not to act as any guarantors for the facilities of other Banks and Financial Institutes.

2. Management staff should not request subordinate employees to sign as guarantors for facilities that they obtain within Commercial Credit and elsewhere.

24.3 CONSEQUENCES OF VIOLATION

Violation of this Code will leads to disciplinary actions.

25. SAFETY, HEALTH AND ENVIRONMENT

25.1 Do's

1. Comply with all applicable health, safety and environmental regulations, laws, and all related policies and procedures.
2. Report to your Head of Department / Location Head any unsafe conditions, hazards, broken equipment or accidents, to further your own safety and that of your fellow employees.

25.2 Don'ts

1. Do not ignore, violate health, safety and environmental regulations, laws and all related policies and procedures.
2. Do not handle any equipment when it is in unsafe conditions.

25.3 CONSEQUENCES OF VIOLATION

Violation of this Code will leads to disciplinary actions.

26. LEAVING THE OFFICE DURING WORK HOURS

26.1 Do's

1. Ensure you leave office for official matters only and you demonstrate the right example to other staff.

26.2 Don'ts

1. Do not leave office premises during working hours without permission from the superior officer, Department Head / Location Head even for official engagements

26.3 CONSEQUENCES OF VIOLATION

Violation of this Code will leads to disciplinary actions.

27. ACCESS TO THE ORGANISATIONAL PREMISES

27.1 Do's

1. Wear official identity card when entering the organisational premises at all times.
2. Be in an appropriate dress code as per the dress code accepted by the Company when entering the organisational premises.

27.2 Don'ts

1. Do not entertain friends or family members in the working areas of the organisational premises.
2. Do not spend working hours in social discussions with friends and / or relations.
3. Do not enter the premises outside normal working hours unless prior approval is obtained from the respective Heads of Department / Location Heads.

27.3 CONSEQUENCES OF VIOLATION

Violation of this Code will lead to disciplinary actions.

28. COLLECTION OF MONEY

28.1 Do's

1. Inform if anyone attempts to collect money from employees without the permission of the management.

28.2 Don'ts

1. Do not distribute any literature for solicitation of funds and / or membership of any organization for the benefit of any person or persons without approval from Head of HR / CEO.
2. Do not indulge in collection of money from the employees without prior written permission from Head of HR / CEO.

28.3 CONSEQUENCES OF VIOLATION

Violation of this Code will lead to disciplinary actions

29. POLITICS

29.1 Do's

1. Keep aloof from political activities while in the organisation's service.

29.2 Don'ts

1. Do not publish or circulate leaflets, books, or articles on political issues, indulge in canvassing, support for any political party or candidate or issue statements on political issues that may lead to any negative impact for the company.

29.3 CONSEQUENCES OF VIOLATION

Violation of this Code will lead to disciplinary actions.

30. REPORTING VIOLATIONS

1. Report any violation of this Code or applicable law or regulation and prevailing policies / procedures and circular instructions promptly, so that the organisation can take appropriate timely action.
2. Report to CEO / Head of HR any violation applicable to the organisation's business by another employee of whatever level of seniority, so that the organisation can take steps to rectify the problem and prevent a recurrence. Such reports will be treated confidentially to the extent possible.