



بنك معاملات

Bank **Muamalat**

# CODE OF CONDUCT



A Member of

**DRB-HICOM**

PROUD MEMBER

## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

السَّلَامُ عَلَيْكُمْ وَرَحْمَةُ اللَّهِ وَبَرَكَاتُهُ

Salam Sejahtera,

Dear colleagues,

Bank Muamalat Malaysia Berhad has a long-standing commitment in conducting business with the highest degree of ethics, integrity, and compliance to the law. The enhanced Bank Muamalat Code of Conduct ("the Code") reflects this commitment and introduces you to the way we choose to do business. It is made available on our Internal Communications Portal (ICP) and will soon be made available in the "Corporate Overview" tab of the Bank's website at [www.muamalat.com.my](http://www.muamalat.com.my) for everyone's reading and reference.

The Code sets our standards of behavior and conduct. All employees are required to read and abide by the The Code as well as understand what is expected of us. Its success depends on each of us using our judgment to navigate what is sometimes a complex regulatory environment and seeking advice as and when appropriate.

Everyone is encouraged to raise any concern and/or report any genuine violation of the Code through the secure whistleblowing channels that the Bank has made available. I assure you all concerns and/or reports will be addressed promptly and with respect.

Strong governance, ethics and compliance to the law are crucial in safeguarding the Bank's commitments and in promoting the Bank's business competitiveness and sustainability. With these in mind, every employee has an obligation to safeguard the Bank's reputation by complying with the Code.

This Code of Conduct supersedes the Code of Conduct dated 1 April 2010.

**Khairul Kamarudin**  
**Chief Executive Officer**

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# 1. INTRODUCTION

- 1.1 Bank Muamalat Malaysia Berhad (herein referred to as the "Bank") has always subscribed to the highest ethical standards and believes in building a positive reputation by upholding a value standard based on integrity and trust. The basic corporate values forming the foundation for the Bank are Care, Respect, Integrity, Innovative and Service-oriented (CRIIS). All staff are expected to uphold the "CRIIS" values and it is essential that all staff use these values as a guide for individual actions, as this will instill the confidence of our customers, shareholders and the public.
- 1.2 The success of the Bank reflects the conducts, loyalty and dedication of its staff. As professionals, we are judged by our conduct, and the nature of banking requires both a careful observance of legal regulations and a scrupulous regard for high standards of conduct and personal integrity. The Bank has full confidence that its staff will conduct themselves in a manner that will reflect positively upon them and the Bank.
- 1.3 The Bank's continued success requires that its staff maintain a sense of pride in the Bank and themselves as professional leaders. This pride should be conveyed through both word and action to each other, to our customers and to our community. The conduct of each individual is expected to reflect the commitment as stipulated in our corporate values.
- 1.4 The Bank's staff, Management and Board of Directors are expected to conduct business legally and ethically and insist that our business associates do the same. The Code embodies the Bank's commitment to conduct our business and ourselves in accordance with Shariah requirement, applicable laws, rules and regulations and the highest level of ethical standards.

## **2. PURPOSE OF THE BANK'S CODE OF CONDUCT**

- 2.1 The Code of Conduct for Bank Muamalat Staff (herein after referred to as the "Code") provides guidelines for all Bank's staff to act in accordance to the required standards of integrity, professionalism and ethical behavior. It sets out the standards of good banking practice.
- 2.2 The purpose of the Code is to:-
- a) Uphold the good name of the Bank as an Islamic Financial Institution
  - b) Maintain public confidence in the security and integrity of the Islamic Banking System;
  - c) Maintain an impartial and unbiased relationship between the Bank and its customer; and
  - d) Uphold the high standards of personal integrity and professionalism of the staff.
- 2.3 The Code states the values of the Bank relating to lawful and ethical conduct in business. It applies to every business or support unit and individual in the Bank.
- 2.4 The Code lays down the principles and sets the tone. Each staff will be held accountable for his or her adherence to the Code. Failure to observe its terms shall result in disciplinary action, up to and including the termination of employment. Certain violations of the Code may also constitute a violation of the law that could result in civil and criminal penalties for the staff and the Bank.

### 3. PRINCIPLES

3.1 The Bank's Code of Conduct sets out five (5) fundamental principles which shall be consistently applied across the Bank:

#### **Principle 1: Competence**

The staff across the Bank shall develop and maintain relevant knowledge, skills and behaviour to ensure that their activities are conducted professionally and proficiently. This includes acting with diligence, as well as obtaining, and regularly updating the appropriate qualifications, training, expertise and practical experience. The Bank should assist individuals in achieving the requisite levels of competence.

#### **Principle 2: Integrity**

The staff across the Bank shall be honest and open in all their dealings. This includes behaving in an accountable and trustworthy manner and avoiding any acts that might damage the reputation of, or bring discredit to the Bank at any time.

#### **Principle 3: Fairness**

The staff across the Bank shall act responsibly and embrace a culture of fairness and transparency. This includes treating those with whom they have professional relationships with respect and ensuring that they consider the impact of their decisions and actions on all stakeholders.

#### **Principle 4: Confidentiality**

The staff across the Bank shall protect the confidentiality and sensitivity of information provided to them. This includes using it for its intended purposes only and not divulging information to any unauthorised persons, including third parties, without the consent of those involved unless disclosure is required by law or regulation.



### **Principle 5: Objectivity**

The staff across the Bank shall not allow any conflict of interest, bias or undue influence of others to override their business and professional judgment. They shall declare, to those concerned, all matters that could impair their objectivity.

## **4. COVERAGE OF THE CODE**

- 4.1 The Code applies to all staff working in the Bank. Certain clauses will continue to apply to the staff even after they have ceased to be employed by the Bank.
- 4.2 Staff is bound to observe all legislations which may have a more comprehensive coverage of the subject matters contained in the Code.
- 4.3 The provision of the Code is deemed to be part of the Terms and Conditions of Service for all staff.
- 4.4 The Head of Human Capital Division and/or its equivalent function will be the focal point in managing ethical issues in the Bank.

## **5. COMPLIANCE WITH SHARIAH REQUIREMENT**

- 5.1 All staff are responsible to conduct oneself in compliance with the Shariah requirement, be it during or outside working hours.
- 5.2 All staff has to comply with all ruling set by the internal Shariah Committee and/or Shariah Advisory Council of Bank Negara Malaysia and other law enforcement authorities and/or agencies.



## 6. REPORTING AND WHISTLE-BLOWER PROVISION

6.1 Any staff who becomes aware of any existing or potential violation of the Code, Bank's policies, laws, regulations, rules, guidelines and manual should promptly notify the Chief Compliance Officer (CCO) and/or Chief Internal Auditor (CIA) and/or Head of Shariah. Alternatively, staff may use Ethics Line to “whistle blow” without fear of disclosure or retribution.

### ETHICS LINE

This Ethics Line is a channel for all staff irrespective of their position, to "whistle-blow" and/or report any unethical issues or any suspected breaches of BMMB Policy/SOP, fraud, bribery and/or corruption cases in the Bank and/or involving any staff of the Bank to an independent third party elected by the Bank i.e. KPMG.

- i. Email address : **muamalat\_ethicsline@kpmg.com.my**
- ii. P.O. Box : **Muamalat Ethics Line, P.O. Box 8595, Pejabat Pos Kelana Jaya, 46793, Petaling Jaya, Selangor.**
- iii. Toll free no : **1800 888 131**

6.2 The Bank strives for an environment where all concerns or complaints can be submitted by staff with the confidence they will be handled professionally and with strict confidentiality.

6.3 Staff with the knowledge of any wrong doing/shortcoming but conceal, abets or suppresses information of the wrong doing/short coming would be liable to disciplinary action.

6.4 The Bank expects all parties to act in good faith and have reasonable grounds when reporting a concern or complaint. If allegations are proven to be malicious, parties responsible may be subject to appropriate action, up to and including legal action, where applicable.

## **7. COMPLIANCE WITH LAWS AND BANK'S RULES AND REGULATIONS**

7.1 Obeying to the law of the land and Bank's rules and regulations, both in letter and spirit, is one of the foundations on which the Bank's ethical policies are built.

7.2 It is the personal responsibility of each staff to adhere to the standards and restrictions imposed by applicable laws and Bank's rules and regulations.

## **8. LAWFUL AND ETHICAL BEHAVIOUR**

8.1 The Bank's high reputation for legality and ethical values in the conduct of its business is vitally important in commercial and regulatory terms. It is one of the Bank's greatest assets. All staff shall be guided by the following principles:-

- a) Not compromise with Shariah requirement in every aspect be it personal or work;
- b) Comply with not just the letter but also the spirit of legal and regulatory requirements;
- c) Observe the highest standard of integrity and fair dealing;
- d) Display professional skills and care in all business activities, and
- e) Exercise due care and diligence to safeguard the Bank's interests.

8.2 These principles must be applied throughout the Bank across levels to ensure understanding and compliance at all times.

## 9. AVOIDING CONFLICTS OF INTEREST

- 9.1 A conflict of interest occur when, because of the staff's role at the Bank, the staff are in a position to influence a decision or situation that may result in personal gain for the staff and their friends or family at the expense of the Bank, customers and shareholders. All staff should avoid situations that present potential conflicts of interests, either real or perceived. It is our responsibility to act at all times with the best interests of the Bank, customers and shareholders in mind. In no way should a staff personally profit from transactions based on the staff's relationship with the Bank.
- 9.2 All Staff shall not have any financial or other business relationships with customers, vendors or competitors that might impair or even appear to impair the independence of any judgement they may need to make in the best interest of the Bank.
- 9.3 All Staff must disclose to their supervisor all potential conflicts of interest between them and the Bank that may arise from time to time.
- 9.4 Staff must not engage directly or indirectly in any business activity that competes or conflict with the Bank's interest. These activities include, but are not limited to the following:-

### **a) Outside Financial Interest**

Where a staff has a financial interest in a customer, whether as a sole proprietor, partner, shareholder, creditor or debtor, such an interest must be disclosed immediately to the staff's immediate supervisor who in turn should report to the Bank. Thereafter, the staff should not be directly involved in the Bank's dealings with the customer so long as the interest continues to exist.

The above restriction does not apply in cases whereby staff have holdings of publicly quoted securities unless the Bank considers the interest to be material, and the financing interest is considered likely to impair the objectivity of the staff concerned.

In any case, holdings of five (5) percent or more of the voting shares of a public quoted company would be regarded as material.

When a conflict of interest arises between the Bank and the customer or between the staff and the customers and where such conflict is apparent, the customer should be made aware of the consequences that may arise.

In assigning duties, supervisors should not place their subordinates in situations where conflict of interest could arise.

### **b) Other Business Interest**

It is considered a conflict of interest if a staff conducts business other than the Bank's business during working hours.

Where an acquisition of any business interest or participation in any business activity outside the Bank and working hours demands excessive time and attention from the staff, thereby depriving the Bank of the staff's best effort on the job, a conflict of interest also arises.

### **c) Other Employment**

Before making any commitment, staff is required to discuss with the Bank on possible part-time employment or other business activities outside the financial institution's working hours. The written approval of the Head, Human Capital Division or any other designated person should be obtained before the staff embarks on part-time employment or other business activities. Approval should be granted only where the interest of the Bank will not be prejudiced.

All staff shall devote his whole time and attention during working hours to his duties in the Bank.

#### **d) Entertainment & Gifts**

All staff are to adhere to and/or comply with the Bank's Entertainment & Gifts Policy. Legal action by the relevant authorities including penalty and/or imprisonment and appropriate disciplinary actions and/or consequence management by the Bank will be taken where non-adherence and/or non-compliance has been proven.

#### **e) Credit Facilities**

Staff should NOT approve credit facilities or any other banking transactions:-

- i. to themselves;
- ii. to any of their family members; or
- iii. to firm, companies or corporations in which they or their family have an interest.

Staff should not derive any improper benefits either in kind or monetary at the expense of the Bank, its customers, shareholders and/or public.

Staff should not obtain for themselves or any of their family members any property or business advantage that belongs to the Bank, its customers, shareholders and/or public.

#### **f) Corporate Directorship**

Staff must not solicit corporate directorship. A staff should not serve as a director and/or executive director of another corporation without the approval of the Management and/or Board of Directors.

However, staff may act as director and/or executive director on non-profit Public Service Corporations such as religious, educational, cultural, social, welfare, philanthropic or charitable institutions. However, staff is required to seek approval from the Management and/or Bank's Board of Directors before committing any directorship with non-profit public service corporation.

**g) Trusteeships**

Staff must not solicit appointment as executors, administrators or trustees of customers' estates. Approval by the Board of Directors is required if such an appointment is made and the staff is a beneficiary of the estate's bank account(s.)

## 10. MISUSE OF POSITION

- 10.1 Staff should not abuse their position in the Bank to take advantage of any information obtained in the course of duty for personal benefit or for the benefit of other person.
- 10.2 Staff should not make use of their position in the Bank to solicit or receive favours from the Bank's customers in exchange for :
- a) granting them banking facilities;
  - b) granting them favourable banking terms and conditions ; or
  - c) not properly pursuing delinquent accounts.
- 10.3 Staff should not offer bribe to customers when soliciting business. Corporate gifts offered or presented to customers on marketing trips, and gifts offered for deposits are not considered bribes.
- 10.4 Staff should not solicit the following from customers or other parties :-
- a) favours ; or
  - b) referential or concessionary offers ; or
  - c) gifts of any form, including cash, bonds, negotiable securities, personal financing/loans, airline tickets, discounts or use of vacation or other entertainment facilities or property.
- 10.5 Staff should, whenever possible, discourage their customers and agents from offering them personal gifts, favours or services.



10.6 Staff are prohibited from accepting :-

- a) gifts with commercial value or costly entertainment from customer; any form of benefit under a Will or Trust (including takaful
- b) protection or insurance policies) made by the customer where the gifts or benefit result from a relationship arising in the ordinary course of duties in the Bank or as a result of services rendered by the staff as a representative of the Bank. Staff should declare to their supervisors any gifts or favours received from customers or agents; or
- c) any gratifications from vendors and suppliers of goods and services to the Bank.

10.7 The Bank has the right to ask the staff to surrender any gifts given to them by the customers. The Bank also has the discretion to decide on how to handle or dispose off the gifts.

10.8 Staff should not make use of their position in the Bank :-

- a) to solicit corporate directorships from the Bank's customers, unless the member of staff is appointed to the Board to represent the Bank's interest ; or
- b) to borrow from or become indebted to these customers.

10.9 It is duty of all staff to ensure that no staff in the Bank should misuse his or her position in the Bank. Staff who knows of any irregularities in the course of their work must report such irregularities in confidence to the Bank.

10.10 Staff must not use the Bank's name or facilities for personal advantage in political, investment or retail purchasing transaction, or in similar types of activities. Staff and their relatives, must not use their connections with the Bank to get financing from or become indebted to customer or prospective customers. The use of position to obtain preferential treatment, such as in purchasing goods, shares and other securities, is prohibited.

10.11 Additionally, staff must not use the Bank's facilities and influence for speculating in commodities, gold, silver, foreign exchange or securities, whether acting personally or on behalf of friends or relatives. Such misuse of position may be grounds for dismissal. Staff should also not provide mutually beneficial transaction to staff of other institutions in return for similar facilities, designed to circumvent the provisions contained in the Code.

## **11. MISUSE OF INFORMATION**

11.1 Staff should not copy, remove or make use of any information obtained in the course of business for the direct or indirect benefit of themselves or of any other persons.

11.2 It is regarded as a misuse of such information if staff use information of the Bank or customers to benefit themselves or confer an advantage on themselves or any other persons.

11.3 Staff in possession of confidential information should not use it in the following ways for the benefit of themselves or any other persons :-

- a) to influence any customer or any third party in dealing in any transaction ; or
- b) to communicate such information to any customer.

11.4 The above prohibitions relating to the misuse of information continue even after the staff cease to be employed by the Bank.

11.5 Staff in one division, department or branch should not retrieve or obtain information of the Bank or customer from another division, department or branch unless the information so received is necessary in their course of work. Any transmission or transfer of information among the division, departments or branches should be properly authorised.

## 12. INTEGRITY AND ACCURACY OF RECORDS / TRANSACTION

- 12.1 Staff should ensure that accurate and complete records of the Bank's operations are kept and maintained in such a form and for such a period as determined by the Bank. These records include the following:-
- i. books, slips, documents, statement;
  - ii. computer tapes and diskettes;
  - iii. computer programmes;
  - iv. microfiches / microfilms ; and
  - v. computer print-outs
- 12.2 Staff should never make entries or allow entries to be made for any account, record or document of the Bank that are false or would obscure the true nature of the transactions as well as to mislead the true authorisation limits or approval by the relevant authority of such transactions.
- 12.3 Staff should ensure that any alteration or deletion to records are properly authorised by his/her superior. Any removal of records must be properly documented.
- 12.4 Staff must ensure that the Bank's information and record are not copied by unauthorized persons including computer vendor.
- 12.5 Staff should report to their superior immediately upon discovery of any unauthorised copying, entries, deletions or alterations in the Bank's record.
- 12.6 All records and computer files or programmes of the Bank, including personnel files, financial statement and customer information, must be accessed and used only for the management-approved purpose for which they were originally intended.

12.7 Staff should note carefully the provisions of Section 259 of the Islamic Financial Services Act 2013 which provide for criminal penalties against any person who is guilty of willfully making a false entry or omitting altering, abstracting, concealing or destroying any entry in the bank's book or records, reports or documents. Any person found guilty of an offence shall on conviction be liable to a fine not exceeding RM25 million or to imprisonment for a term not exceeding 8 years or to both such fine and imprisonment.

### **13. INTEGRITY OF THE BANKING SYSTEM**

13.1 Staff have the duty to protect the integrity of the banking system. They should not lend themselves to any scheme which could subvert the integrity of the banking system.

13.2 Staff should be vigilant against any attempt to use the Bank for illegal purpose or activity, in particular money laundering.

13.3 To prevent the misuse of the banking system and facilities for illegal purposes, staff should satisfy themselves on the identity of person seeking to open an account or a safe deposit box by verifying their identification documents such as identity card or passport.

13.4 Staff should follow strictly the Bank's procedures relevant to each particular transaction. These procedures include verification of customer's identities and assessing customer's honesty, integrity, commercial ability and creditworthiness. The extent of the verification will be in accordance to the banking facilities sought by the customers and the duties prescribed for the staff who attend the customers.

13.5 When a staff suspects that a prospective customers may be involved in illegal activities, the staff should decline to open any account for the customers or provide any other banking service and report to his/her immediate superior.

13.6 When an account has already been opened, the staff should inform his/her superior immediately, who should seek to close the account as soon as possible as permitted by any contractual and statutory obligations to the customers.

## **14. PRESERVING CONFIDENTIALITY**

14.1 The confidentiality of relations and dealings between the Bank and its customers and staff is paramount in maintaining the Bank's reputation. Staff are required to keep confidential all information relating to the Bank's customers and staff including information regarding their accounts and transactions.

14.2 The Bank's staff are responsible for the safeguarding of confidential information and proprietary information, whether it is information disclosed to us by our staff and customers, information regarding the Bank's businesses and activities or information about staff. Staff should maintain all confidential information in strict confidence, except when disclosure is authorized by the Bank or required by law.

14.3 'Confidential information' is information that is not generally known to the public about the Bank, its staff, its customers, or other parties with whom the Bank has a relationship and that has an expectation of confidentiality.

14.4 'Proprietary information' includes all non-public information that might be useful to competitors or that could be harmful to the Bank or its staff and customers, if disclosed.

- 14.5 Our responsibilities in these areas extend beyond merely not revealing personal data and/or confidential information including the Bank's proprietary material. The responsibilities also include its proper handling, securing and disposal of confidential information and the safeguarding of confidential information that the Bank receives from staff, customers, shareholders and the public.
- 14.6 All confidential records of staff and customers are to be kept in a secured place at all times away from public view and unauthorised access.
- 14.7 Staff shall not remove documents or records of staff and customers out of their divisions/departments/branches without the approval of their respective divisions/department/branches heads/managers.
- 14.8 Staff has an obligation to continue to preserve the confidentiality of any proprietary and confidential information including that of staff's and customer's information even after the appointment and/or employment has ceased, unless disclosure is required by any order of any court of competent jurisdiction or any competent judicial, governmental or regulatory body. No staff shall in any way use proprietary information and confidential information so obtained for personal interest and/or financial gain.
- 14.9 Upon cessation of employment with the Bank, staff must return to the Bank, without demand, all documents or records relating to the Bank's staff and customer in their possession by reasons of their employment with the Bank.



14.10 Staff should not reveal to third parties any personal data or other confidential information in connection with employment with the Bank and/or dealings or transaction with any customers.

14.11 Confidential information concerning a staff or a customer may be shared with and/or made available to third parties only;

- i. with prior written consent of the staff and/or customer;
- ii. when disclosure is required and/or authorised by any order of any court of competent jurisdiction or any competent judicial, governmental or regulatory body; and
- iii. due to other permitted disclosures as stated in Section 8 of Personal Data Protection Act 2010 and Section 146 of Islamic Financial Services Act 2013.



## **15. SERVICE TO CUSTOMERS**

- 15.1 The Bank is committed to provide high quality service to its customers.
- 15.2 All staff must ensure that they act honestly, attentively and ethically when serving the customers.
- 15.3 All staff is responsible to be courteous in dealing with both internal and external customers.

## **16. RELATIONSHIP WITH CUSTOMERS**

- 16.1 Staff should draw customer's attention to the terms and conditions governing each banking service provided, including all applicable bank charges.
- 16.2 Staff should respond readily and promptly to customers' enquiries on the Bank's terms and conditions of banking services including bank charges.
- 16.3 For matters of abnormal or suspected abnormal nature in a Division/Department/Branch such as fraud/defalcation, robbery/theft, cash discrepancy and loss of important document, the Head of Division or Head of Department or Branch Manager should immediately inform the Internal Audit Department, Operations Division and Human Capital Division. A written report must also be sent to the above stated departments.
- 16.4 If the fraud involves a claim by customer for refund of money allegedly paid out by a branch, the branch should take the following action:-
  - a) request the customer to submit his official report to be substantiated by a Police Report and relevant documents;
  - b) interview the customer to determine how the fraud could have occurred;
  - c) report the fraud to the Police; and
  - d) inform the Fraud Management Unit immediately.

- 16.5 For cash shortage and cash excess cases, the branch should report to Operations Division and Internal Audit Department in the format specified by the Bank.
- 16.6 Branch should report all customer complaints promptly to the Customer Service Department.

## **17. EQUITABLE TREATMENT AND PREVENTION AGAINST BRIBERY AND CORRUPTION**

- 17.1 All staff shall endeavor to deal fairly and in good faith with customers, vendors, competitors, regulators and other connected parties.
- 17.2 The Bank takes a zero-tolerance approach towards bribery and corruption, and is committed to behaving professionally, fairly and with integrity in all our business dealings and relationships.
- 17.3 The consequences of bribery and corruption are severe and may include imprisonment for individuals, unlimited fines, penalties and damage to the Bank's reputation. The Bank therefore takes its legal responsibilities seriously.
- 17.4 All staff must not influence others or be influenced, either directly or indirectly by paying or receiving bribes or kickbacks or any other measures that are deemed unethical or will tarnish the Bank's reputation.
- 17.5 All staff shall comply with all applicable anti - corruption laws and regulations including and but not limited to Malaysian Anti-Corruption Commission Act 2009 ("MACC Act 2009").
- 17.6 All staff shall not directly or indirectly promise, offer, grant or authorize, the giving of monies or anything else of value, to government officials, officers or private enterprises and their connected person or parties to obtain or retain a business or and advantage in the conduct of business.

17.7 All staff shall also refrain from any activity or behaviour that could give rise to the perception or suspicion of any corrupt conduct or the attempt thereof. Promising, offering, giving or receiving any improper advantage in order to influence the decision of the recipient or to be so influenced may not only result in disciplinary action but also criminal charges.

17.8 All Bank's counterparts or associates are under duty not to promise, offer or give any improper advantage on behalf of the Bank.

## **18. PECUNIARY EMBARRASSMENT**

18.1 Staff are expected to manage their financial matters well. The Bank takes a very serious view of such "pecuniary embarrassment" i.e. the state of one's indebtedness.

18.2 Staff is deemed to be in a state of pecuniary embarrassment:-

- a) Where he is a judgement debtor, for as long as the judgment debt remain unsettled and a stay of execution has not been granted; or
- b) Where he is a bankrupt or an insolvent wage earner, for as long as he remains as an undischarged bankrupt or for as long as any judgment against him in favour of the official assignee remains unsatisfied and a stay of execution has not been granted; or
- c) Upon being adjudged a bankrupt, the Bank reserves the right to terminate the employment of a staff, contingent on the level of accountability and sensitivity of the position of the staff.

## **19. PROTECTING THE BANK'S ASSETS**

19.1 The Bank's assets and equipment are to be used only for legitimate business purposes.

### **a) Equipment**

All staff must take responsibility to conserve the Bank's assets and equipment. The Bank's equipment and other assets should not be requisitioned for personal use.

### **b) Information and Communication Technologies (ICT) resources**

The Bank's ICT resources are a crucial aspect of the Bank's property, both physical and intellectual. All staff must ensure that the security and privacy of these resources are not compromised at all times. Any suspicions of network security breach shall be immediately reported to Chief Technology Officer, Information Communication Technology Division.

The Bank's ICT resources shall be used responsibly and primarily for the business purposes for which they are intended. Misuse and/or improper and/or illegal use of the Bank's ICT resources are strictly prohibited.

### **c) Use of third party and/or Illegal software**

All staff shall not use the third party and/or illegal software directly or indirectly. Use of these software for transmission or storage of any information, data or material is in violation of Bank's policy and is highly prohibited.

## 20. MAKING PUBLIC STATEMENTS

- 20.1 All staff shall not, during and/or after cessation of his/her employment with the Bank :-
- a) publish or cause to be published or circulate any articles, statements, books, photographs or letter; or
  - b) give away any interview or broadcast or delivery lectures or speech on any matter which concerns his duties or policies, decisions or the business of the Bank or any matter connected with the Bank without obtaining the prior written consent of the Bank.
- 20.2 The following designated personnel are exempted from seeking written permission from the Bank to make public statement on behalf of the Bank:-
- a) Chairman;
  - b) Chief Executive Officer(CEO);
  - c) Any spokesmen or persons so designated by the Chairman and/or CEO to do so.
- 20.3 If permission is granted, it shall be subjected to an implied condition that:-
- a) The proposed publication shall not be published as may reasonably be implied that it had received official support or backing or sponsorship from the Bank; or
  - b) The proposed publication shall not bear the words “approved publication” or words to that effect.
- 20.4 Staff wishing to seek permission to publish or write a book or article based on official information must write to the Head, Human Capital Division or any other designated person, giving details of the proposed book or article.

## **21. MONEY LAUNDERING & COUNTER FINANCING OF TERRORISM**

21.1 Bank's staff should be familiar with Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT) and comply with this procedure. They should also understand their obligations to be alert to and report unusual or suspicious activity to the supervisor or the designated personnel.

## **22. RISK MANAGEMENT**

22.1 Risk management is an integral part of the Bank's strategic decision-making process to ensure that the Bank's corporate objectives are consistent with the appropriate risk return trade-off. All risks taken must be identified, measured, monitored and managed within a robust risk management framework and the return must commensurate with the risk taken. The key risks are credit risk, balance sheet risk, liquidity risk, market risk, operational risk, legal risk and other related risks.

## **23. ASSOCIATION OR POLITICAL ACTIVITIES**

- 23.1 All staff has the right to participate as individual in the nation's political process. Such participation shall be carried out entirely at own accord, by own volition, in own time and with own resources. The staff's political opinions must be clearly delivered as personal opinion and not representative of the Bank's opinion.
- 23.2 Any staff who wishes to hold any key position as office bearer in any political party must disclose and obtain prior approval from the Chief Executive Officer of the Bank. Those who wish to actively participate full time in politics or are nominated as candidates in any election or are elected as representatives in the Federal or State Legislative Body must resign from the Bank.
- 23.3 Any director who wishes to hold any key position as office bearer in any political party must disclose this intention to the Chairman of The Board.



## **24. REQUIRED KNOWLEDGE AND COMPLIANCE**

- 24.1 Staff, particularly at the senior level, should keep up-to-date and comply with applicable laws, rules and regulations in their respective area of operations.
- 24.2 Management staff are required to take reasonable steps to ensure that their subordinates are kept informed of and are familiar with all applicable laws or regulations relevant to their respective operations. They should up-date their subordinates of any change in such laws or regulations.
- 24.3 Staff who are not familiar with the laws and regulations applicable in their area of operations should seek guidance from their immediate superior.
- 24.4 The Bank will provide refresher programs on the Code of Conduct regularly to ensure that staff are kept informed of any latest development on matters relating to the Code of Conduct.

## **25. APPLICATION OF THE CODE**

- 25.1 It is impossible to spell out every possible scenario we might face, thus, we rely on one another's discretion and judgment to uphold this policy. All staff are expected to accept and be guided by both the letter and the spirit of the Code. The matters covered in the Code are of utmost importance to the Bank and its shareholders, and also to ensure the Bank's ability to conduct its business in accordance with its value.
- 25.2 In the event of doubt over matters relating to the Code of Conduct; staff are to seek guidance from their respective Heads of Division or Heads of Department and Branch Manager, who may, if necessary seek guidance from the Human Capital Division of the Bank.
- 25.3 The Bank's Code of Conduct is also accessible in the Bank's official Website and Internal Communication Portal (ICP).

## **26. TIME AND PUNCTUALITY**

- 26.1 Punctuality being a primary criterion of work life, promotes goodwill and respect. Therefore, staff must be punctual in regards to working hours, attending meeting, conferences, training and appointments, both in-house as well as with external customers.
- 26.2 Staff should manage their working hours productively and efficiently and not misuse working hours to loiter around at the lift lobby, pantries, cafeteria or car park.
- 26.3 Staff must be at their assigned workstation, ready to work at the beginning of their daily working hours or immediately after lunch hour. Staff are also expected to remain at work until the end of their assigned work hours, except for approved breaks and authorized outside appointments.

## **27. SOCIAL MEDIA USAGE**

- 27.1 All staff should be responsible and mindful of what they share/broadcast/post via social media applications and/or networks not limited to WhatsApp, Facebook, Twitter, Instagram and LinkedIn as it is accessible to public. Staff is prohibited from criticizing the Bank's products, services, management, colleagues, customers, shareholders and/or public. This is to avoid unnecessary and uncalled for reputational risk to the Bank.
- 27.2 All staff are prohibited from sharing/broadcasting the Bank's potential and/or existing customer(s)'s photo/video via personal social media applications and/or networks without the prior written consent by the potential and/or existing customer(s). This is due to the fact that an individual photo/video is deemed as personal data/customers' information that is covered under the Privacy Notice of PDPA 2010, Policy of Confidentiality and Section 145 of the Islamic Financial Services Act 2013. This strict prohibitive measure is necessary to safeguard the staff and the Bank from potential breach of these regulatory requirements.

## **28. COMPUTER CRIMES**

28.1 All staff is to comply with the respective laws and regulation on computer crimes. Four (4) main offences relating to misuse of computers as stated below:-

- a) Hacking and unauthorized access to computer material;
- b) Unauthorized modification of the contents of the Bank's computer systems;
- c) Unauthorized communication directly or indirectly of a number, code, password or other means of access to the Bank's computers;
- d) Abetment and attempts to commit the offences described above.

## **29. HARASSMENT & VIOLENCE**

29.1 The Bank is committed to provide a safe and conducive working environment. Any types of harassment and violence will not be tolerated and appropriate disciplinary action will be taken against any staff found guilty of committing the offence. These actions include and not limited to derogatory remarks based on gender, racial or ethnic characteristics, unwelcomed sexual advances and/or harassment, spreading of malicious rumours or use of emails, voicemail and other forms of communication channels to transmit derogatory or discriminatory materials, during and/or outside normal working hours.

29.2 All incidences of harassment and violence must be reported (either written or oral) immediately to Human Capital Division for further investigation and necessary action.

## **30. DRESS CODE**

30.1 All staff are to comply with the Bank's dress code which sets the standard for our professional and business image.

## **31. ACCOUNTABILITY**

31.1 Protection of the credibility and reputation of the Islamic Financial Services Industry by complying with Shariah rules and principles and fulfilment of duties are responsibilities of all staff.

## **32. COMPETENCY**

32.1 All staff shall strive to develop and actively maintain a level of professional competence to ensure professional duties are rendered diligently and competently.

## **33. COURTESY AND MANNERS**

33.1 All staff shall maintain utmost courtesy and exemplary manners when interacting with clients or with each other.

33.2 Staff are required to keep high standards of professionalism and ethics at all time.

33.3 Any violation of this article shall be brought to the attention of Human Capital Division for further action.

## **34. COGNIZANCE OF RESPONSIBILITIES TO SOCIETY AND SAFE, SECURE & CONDUCTIVE WORKPLACE ENVIRONMENT**

34.1 All staff shall be aware of their social responsibilities, including the protection of human rights and welfare of society.

34.2 The staff shall, to the best of their ability, prevent potential negative consequences arising out of their professional activities, including avoiding harmful effects to society, environment and other potential damages.

34.3 The Bank is committed to providing, in collaboration with all staff, a safe, secure and conducive workplace culture and environment.

- a) Compliance with Occupational Safety and Health Act 1994 and other governing laws, regulations, requirements and guidelines concerning safety, health and environment is expected from all staff.
- b) All staff must create and maintain a safe workplace environment and safe commuting practice to prevent workplace and commuting injuries.
- c) Unsafe working condition and any potential hazard that may pose risk to safety, health and environment must be reported to the Safety and Health Committee of the Bank immediately.

## **35. VARIATION**

- 35.1 Any variation of provision under the Code for staff below Managerial level may be granted upon concurrence and approval by both Head, Human Capital Division and the Bank's Chief Executive Officer.
- 35.2 Any variation for Managers, Management Committee (MANCO) members and Directors may be granted only by the Board of Directors or a duly authorized Board Committee, subject to the disclosure and other provisions of Constitution of Bank Muamalat Malaysia Berhad, the Companies Act 2016 and the rules promulgated thereunder, and the applicable rules/regulations enunciated by the Bank.

## **36. VIOLATION OF THE CODE**

- 36.1 The Bank takes all reports and incidents of possible and/or potential violations to the Code seriously and shall investigate them thoroughly in accordance with the relevant investigation procedures.
- 36.2 Appropriate disciplinary actions shall be taken where violations have been proven.

## **37. ILLEGAL DRUGS & SUBSTANCE**

- 37.1 The Bank may from time to time, at its sole-discretion requires staff to be randomly tested for the use of illegal drugs and substance.
- 37.2 Refusal by the staff to undergo such a test may warrant appropriate disciplinary action to be taken by the Bank.

## **38. MEDICAL EXAMINATION**

- 38.1 The Bank may from time to time, at its sole-discretion and/or based on the staff's health issue(s) require staff to undergo medical check-up/examination in order to ascertain whether he/she is fit or unfit to perform duty.



**BANK MUAMALAT MALAYSIA BERHAD**  
**Menara Bumiputra, 21, Jalan Melaka, 50100 Kuala Lumpur, Malaysia**  
**03 - 2600 5500**  
**[www.muamalat.com.my](http://www.muamalat.com.my)**