

## **BDO CODE OF CONDUCT AND BUSINESS ETHICS**

### **INTRODUCTION**

As a financial institution, BDO believes that practicing right conduct and ethical behavior inspires and strengthens the confidence of all our stakeholders.

The BDOUB Code of Conduct and Business Ethics (the Code) outlines the principles and policies that govern the activities of the institution and sets forth the rules of conduct in our work place and the standards of behavior of its directors, officers and employees in their activities and relationship with external stakeholders. These reflect the core values the institution subscribes to and promotes.

### **APPLICABILITY OF THE CODE**

This Code applies at all times to all members of the Board of Directors and BDO Unibank Group employees in their dealings with clients, suppliers, business partners and service providers.

### **COMMITMENT TO THE CODE**

All directors and employees are required to acknowledge that they have read and understood the Code stipulating their compliance with the standards and policies set forth herein.

### **RESPONSIBILITIES FOR THE WORK PLACE**

#### **a. Employment Practices**

BDO is committed to fair employment practices without undue prejudice to race, gender, ethnic origin, religion, age, or sexual orientation. Employees are treated fairly and accorded with respect and dignity.

It ensures that employment practices and policies are in compliance with labor laws, regulations and standards in the countries where it operates. Employees are selected, engaged, compensated and promoted, as the case may be, based on the merits of qualification and performance.

#### **b. Employees' Welfare**

BDO is committed to promote the physical, social and mental well-being of its employees. It aims to provide a workplace free from discrimination and all forms of physical, sexual and psychological abuse including harassment, bullying and intimidation. It is committed to maintain a positive, harmonious and professional work environment with due importance accorded to occupational health and safety of the employees and related external parties.

### **CONDUCT RELATING TO CUSTOMERS AND EXTERNAL CONSTITUENCIES**

Customers, suppliers, service providers, business competitors or other external parties with business dealings with BDO must be treated fairly and professionally.

The institution strictly prohibits the solicitation and acceptance, directly or indirectly, of any gift (including entertainment services or activities), gratuity, commission or any form of payment from clients, business partners, suppliers and third party service providers in connection to a service that may, in any way, influence the Director's, Officer's or employee's decision-making in exchange for any unnecessary favorable treatment.

Likewise, the institution commits to comply with anti-corruption and bribery laws in all jurisdictions it operates.

BDO will not make political donations that may be interpreted as an attempt to encourage favorable treatment of BDO and/or its directors and employees.

Participation in publications, speaking engagements, media interviews and advertisements need appropriate internal clearance.

Due respect to privacy and confidentiality of dealings with customers shall be strictly observed.

Certain transactions or information shall not be made available to groups or individuals within BDO where there may exist potential conflict of interest, more particularly between credit and investment operations.

All complaints from customers shall be handled with expediency in accordance with internal rules and regulatory requirements on consumer protection.

## **CONDUCT RELATING TO INVESTMENT AND OUTSIDE ACTIVITIES**

Trading in the securities of BDO Unibank and/or any member of the BDO Group, whether listed or not while in possession of material non-public, price sensitive information is not permitted and is considered illegal. All directors and employees of the Bank must adhere to the Personal Trading Policy in their trading activities to prevent violations of security laws and regulations and to preserve the good reputation of BDO in the market place.

Real and potential conflict of interest shall be avoided when investing in outside business activities or accepting directorships in other institutions.

Queries or complaints from stockholders shall be immediately referred to the designated office or officials and resolved speedily in accordance with their rights.

## **OBSERVANCE OF STANDARDS OF CONDUCT FOR INDIVIDUALS**

Employees have the primary duty to comply with the following basic standards of conduct in addition to office policies and work regulations.

### **1. Attendance**

Attendance and punctuality are expected from all concerned in order to make effective use of time and as a professional courtesy to others.

### **2. Integrity**

Integrity, honesty and professional behavior are expected to be observed in all dealings with customers, regulators, co-employees, and the public in general. Engaging in fraud (directly or indirectly), or connivance and facilitation in committing fraud are totally prohibited

### **3. Office Decorum**

Decorum must be observed to promote harmony and respect within the organization and in dealing with external constituencies. Compliance to the prescribed uniform wear or corporate attire, as applicable, shall be followed for clear identification and to promote BDO's image and values

#### **4. Responsible Behavior**

Responsible behavior and courtesy both within the organization and in public must be observed at all times. The way we deal with customers and our demeanor in public significantly contribute to the public perception of BDO as a reputable and professional institution.

#### **5. Disclosure of Information**

Building and maintaining trust is a basic part of our relationship with customers and shareholders. Unauthorized disclosure, use and passing on of sensitive/confidential information are strictly prohibited. This applies to verbal, inferred or written disclosures.

All sensitive/confidential information obtained in the course of employment, directorship, engagement of services or other work or business-related relationship with BDO must not be divulged unless authorized in accordance with internal and regulatory requirements and must not be used for any personal or financial gain. Compliance with the applicable Information Security Risk policies of BDO and Data Privacy & Protection Laws is enjoined.

The Law on Secrecy of Bank Deposits under R.A. 1405, as amended, which generally prohibits the disclosure of any information pertaining to deposits of whatever nature with banks and banking institutions in the Philippines, including investments in bonds issued by the Philippine government, the confidentiality provisions under the General Banking Law of 2000, and other related laws, rules and regulations, must be strictly observed.

Customer relationships with BDO should be handled in strict confidence and propriety. This likewise applies to bank manuals, reports and memoranda.

All business deals and transactions shall adhere to regulatory requirements and all applicable laws in the countries, cities, and in the communities in which BDO, its branches, subsidiaries and representative offices operate.

#### **6. Acceptance/Solicitation of Gifts, Bribery and Corruption**

Employees, suppliers, partners and other 3rd parties must avoid giving or receiving gifts or entertainment if these might improperly influence the recipient's decision making or might be perceived to do so. They must not also offer or take any form of illegal or improper payment.

#### **7. Conflict of Interest**

Directors and employees should act in a manner that will serve the best interest of BDO and its shareholders. This requires that all business decisions and actions must be aligned to the principles and values of BDO, and should not be driven by personal motivations or influenced by personal relationships which may interfere in the exercise of objective and independent judgment.

Any financial and personal interest or benefit in any transaction involving BDO must be disclosed. When presented with a situation involving actual, potential or perceived conflict of interest, it is necessary to disclose such in writing to BDO.

Disclosures against actual, potential or perceived conflict of interest, where reasonable view could be formed that an employee or a director's private interests could improperly influence their decision or actions, now or in the future, may include, but need not be limited to the following:

A. Interest in businesses

Any substantial financial interest or key management position of the employee and/or employee's relatives up to second-degree by consanguinity or affinity in the business of a supplier, competitor, or customers, whether publicly listed or privately held, should be disclosed upon knowledge as well as his/her participation in the transaction as may be material to the outcome of the transaction.

B. Employment or engagement of services

Engagement of a BDO director, officer or their relatives up to second-degree by consanguinity or affinity as director or key management officer of a BDO supplier, contractor or customer's business should be disclosed upon knowledge as well as his/her participation in the transaction as may be material to the outcome of the transaction.

C. Directorship, Officership or Employment in another entity and/or Election/Appointment in a government or political office

This includes disclosure of any of the following:

- directorship, officership or employment in external entities except when appointed in the performance of official duties in BDO
- election, appointment or any position in a government agency or political party.

D. Relatives

Disclosure should be made when a director or employee has knowledge of a relative who is employed in BDO. Management discretion shall be exercised to ensure that there will be no superior-subordinate relationship between employed relatives or in a control function exercised over the business unit of a relative or violation of any regulatory requirement.

Directors and employees are responsible for identifying, assessing and managing conflicts of interest, whether actual, potential or perceived, that arise in their day-to-day work or activities. Full disclosure of any conflict of interest should be made immediately upon determination or discovery, or as may be required.

**8. Outside Employment and Interlocking Directorship and/or Officership**

Employees must secure approval from the proper delegated authority as indicated in the Policy on Interlocking Positions, prior to acceptance of any outside employment, directorship and/or officership.

The following scenarios are covered:

A. Part-time Jobs:

- teaching or tutoring,
- consultancy,
- private practice of a profession,
- other similar activities that affect the availability of employees, such as, but not limited to:
  - initiating/responding to emails or calls
  - posting to social media channels
  - using bank facilities, supplies for any purpose other than in relation to the discharge of duties as Bank officer

B. Interlocking Positions – holding of corporate directorship/officership such as, but not limited to, Director, President, Corporate Secretary, and Treasurer.

## **9. Reporting Internal Fraud, Breach of the Code, or Other Unethical/Illegal Activities**

BDO believes that the key to long-term sustainability and success largely depends on having a good name and solid reputation in the industry. Any director or employee who becomes aware of any violations of law, regulations or policies should report the same to appropriate authorities, with protection from reprisal and discrimination. Reporting of violations should be done in good faith and without malice. This is embodied in the BDO Policy on Disclosure of Sensitive/Confidential Matters to Management that governs the policies and procedures in handling of whistle blower cases.

This helps to promote and maintain a culture of strong ethics, integrity, honesty, accountability and transparency.

## **10. Media Contact**

Only authorized individuals or parties shall be allowed to contact or talk to any representative of the media (print, broadcast, wires, and online) on BDO matters. All inquiries or contacts made by the media should be referred to BDO Marketing Communications Group.

Similarly, the unauthorized creation of unofficial social media account bearing the BDO brand or corporate name is not allowed.

## **11. Treatment of BDO's Assets**

BDO's assets (physical, financial or intellectual) may be used only for authorized purposes. Directors and employees are also responsible for safeguarding BDO's assets to prevent loss, theft, destruction or unauthorized use.

Any unauthorized use, or unnecessary access, or destruction of BDO's assets such as funds, property, confidential data, information, equipment and/or systems, for personal gain or for purposes of maligning or harming BDO, its directors, employees, shareholders and/or its customers, or for any ill motive, including attempts thereto, shall be considered as a violation of this Code and shall be dealt with accordingly.

The Bank is the owner of all information assets which include any bank data, information processes, computer and communications equipment, application and system software, and tools and utilities that store, process and transmit information. Any personal information or data stored by the employee in any of the Bank's information resources shall be considered as Bank's assets which may be inspected, reviewed, or used as legal evidence when necessary.

Integral to information security and data protection, the Bank has the inherent right to inspect and review information in the possession of directors or employees in instances where there is doubt on unauthorized access, use, disclosure, disruption, modification, inspection, recording or destruction of the Bank's information assets.

The bank shall ensure that proper custodianship of information assets shall include compliance to all applicable laws and regulations in providing access, storage and disposal of bank information.

## **12. Personal Finance Standards**

As a financial institution, public confidence in BDO's ability to manage the financial affairs of others is key. While personal finances are private, employees are expected to handle their financial affairs prudently. Specifically, the following are prohibited and are grounds for disciplinary action:

- mismanaged checking accounts, credit cards, loan and other forms of indebtedness which includes failure to pay just debts or being habitually delinquent in the payment of debts;
- borrowing money or obtaining loans/favors in any form from customers and/or suppliers; and
- borrowing/lending money from/to co-employees.

## **13. Gambling, Drinking Alcoholic Beverages, Use of Prohibited Drugs**

Gambling, drinking alcoholic beverages, use or sale of prohibited drugs, and other similar vices, done during working hours and within BDO premises are strictly prohibited.

The Drug Free Workplace Policy of BDO shall apply.

## **14. Compliance with Laws, Regulations and Internal Standards, Policies and Procedures**

Directors and employees are expected to comply fully with appropriate laws and regulations, as well as with the internal standards or policies and procedures of BDO. They are individually responsible for complying with the spirit, not just the letter, of the laws, regulations, and internal policies and procedures.

## **15. Fair Treatment of Customers**

BDO's business is its customers. Therefore, directors and employees are responsible in ensuring that customers are treated fairly in all dealings with them.

The minimum standards to ensure that customers are treated fairly are the following:

- Communications are fair and not misleading.
- Ensure that customers are given clear and concise information, including the risks involved, before they enter into financial products and services.
- Employees should only market and sell products and services, which have been approved for sale.
- Products and services are suitable and appropriate, taking into account the needs of the customers, their financial and risk profile and objectives.
- Complaints should be handled in a prompt, friendly, fair and effective manner.

## **16. Relationship with Colleagues**

Directors and employees are expected to treat others with dignity and with utmost professional respect and courtesy regardless of differences, positions, ranks, ages, or other types of distinctions.

## **17. Respect for Community and Environment**

Directors and employees should promote actively the Bank's corporate social responsibility and care for the environment through the initiatives and partnerships with civil society, governments and other stakeholders.

They also have to recognize their role to be involved in community-related issues and activities as a way of giving back to the communities in which they operate.

## **18. Political Activity / Government Positions**

BDO directors, officers and employees shall not in any manner directly and/or indirectly represent or portray that their political activities, views and opinions reflect that of BDO's. They shall at all times exercise reasonable efforts to declare that their political activities, views, opinions or affiliation are expressed and/or done in their personal capacity.

Directors or officers who are appointed to in a full-time capacity, or run for, any public office, whether in the Philippines or any foreign sovereign, are required to resign from BDO, prior to the acceptance thereof or the filing of the certificate of candidacy. Notwithstanding the foregoing, as soon as it comes to the knowledge of BDO that they ran for or accept such public office, they shall be deemed resigned from BDO.

## **RELATED PARTY TRANSACTIONS**

BDO, in compliance with legal and regulatory requirements, maintains transparency of related party transactions between and among BDO and its subsidiaries, affiliated companies, directors, officers, stockholders, related interests (DOSRI), and joint ventures. These should be conducted at arm's length and in the normal commercial terms granted to either individuals or businesses of comparable risks.

## **SPECIFIC REQUIREMENTS OF THE LAW**

From time to time, specific laws or regulations are implemented which require the special attention and strict observance by all concerned. All concerned, who shall be advised of such requirements, shall ensure their individual responsibilities are complied with. These laws include the Bank Secrecy Act, Anti-Money Laundering Act, Customers Protection Act and the Data Protection Act.

## **SANCTIONS AND PENALTIES**

Failure to comply with the requirements of the Code may lead to disciplinary measures commensurate to the violations.

The Bank will use principles of fair accountability and due process in investigating and making decisions on all matters pertaining to failure to abide by the Code.

BDO reserves the right to impose corresponding sanctions and/or penalties for violation of the Code, which includes dismissal from service or from the Board of Directors, as the case may be, without prejudice to further legal, administrative or criminal charges depending on the offense.

## **RESPONSIBILITY FOR IMPLEMENTATION**

The Office of the Human Resources shall be responsible for overseeing the implementation of this Code across the BDO Unibank Group. It shall receive reports of violation and ensure that a confidential investigation is undertaken. As necessary, it may endorse the handling of the investigation to the Cases Review Secretariat for the necessary action and appropriate recommendation. The Audit Committee, at its discretion, may periodically report the Code of Ethics cases to the Board of Directors.

The Compliance Office will address lapses in compliance with regulatory requirements arising from the administrative cases due to the violation of this Code.

### **APPROVAL AND DISCLOSURE**

The Board of Directors has the authority to approve the Code of Conduct and Business Ethics. The Office of the Human Resources and the Office of the Corporate Governance shall be responsible to disseminate the Code to all directors, officers and staff for their information and proper guidance. It should be posted in the Bank's website and intranet to be accessible to all covered individuals and shall form part of the HR and Compliance policies of the Bank.



**Conflict of Interest Disclosure Form**

In accordance with the BDO Code of Conduct and Business Ethics, all employees are required to read, acknowledge and provide the required information pertinent to possible areas of conflict of interest as stated below.

I understand that I should act in a manner that will serve the best interests of the Bank and value to its shareholders. All business decisions and actions must be aligned to the principles and values of the Bank, and should not be driven by personal motivations or influenced by personal relationships which may interfere in the exercise of objective and independent judgment.

As such, I understand that I must disclose any financial and personal interest or benefit in any transaction involving BDO or any actual, potential or perceived area of conflict to my Supervising Officer.

Disclosures on actual, potential or perceived conflict of interest. Please tick and describe as applicable.

Please tick as appropriate	Areas of possible conflict of interest	Description
	A. Interest in businesses	
	B. Employment or engagement of services	
	C. Directorship, Officership or Employment in another entity and/or Election/Appointment in a government or political office	
	<ul style="list-style-type: none"> <li>• directorship, officership or employment in external entities except when appointed in the performance of official duties in BDO</li> </ul>	
	<ul style="list-style-type: none"> <li>• election, appointment or any position in a government agency or political party.</li> </ul>	
	D. Relatives	
	E. Outside Employment and Interlocking Directorship and/or Officership	
	F. Political Activity / Government Positions	
	G. Others	

I hereby declare that the information I have provided above is true to the best of my knowledge and I understand that any misrepresentation of information on this form may be grounds for disciplinary action.

\_\_\_\_\_  
Signature Over Printed Name of Employee  
Date Signed: \_\_\_\_\_

BU Assessment/Comments:
-------------------------

Noted by:  Signature Over Printed Name of Immediate Supervising Officer Date Signed: _____	Noted by:  Signature Over Printed Name of Unit/Area Head Date Signed: _____
---	--

Reviewed by:  Human Resources Group	Compliance Office
---	-------------------