

Access Bank South Africa

# **CODE OF ETHICS AND CONDUCT POLICY**

Access Bank SA Ethics Office

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# 1. OUR VIEW ON ETHICS AND CONDUCT

## 1.1 Introduction to the Code of Ethics and Conduct

The Access Bank SA Code of Ethics and Conduct sets out clearly the moral principles and values as well as the relevant rules that frame the actions of the employees, including management, to ensure sustainable business. It also provides the necessary guidelines for taking the right decisions in compliance with the corporate governance principles, practices and rules, as well as the legal and regulatory environment.

The Code serves as a valuable point of reference for the officers and employees of Access Bank SA, contributing substantially to the protection of the interests of employees, clients and shareholders on the basis of clearly stated governance structures, while at the same time observance of the standards set by the Code ensures that the reliability, solvency, and reputation of the bank are reinforced. It links to the Bank's values throughout the value-chain and stresses upon the responsibility and fiduciary duty of employees towards the Bank.

### Included in the Code is the following:

- Our Chief Executive Officer's view on ethics and our commitment as a Bank.
- The code provides the basis on which the Bank conducts business.
- Provides us with a view on the Boards approach to corporate governance.
- The Code explains what our responsibilities are and what to do when unethical behaviour occurs.
- An overview of some forms of unethical conduct is discussed.
- We expect all employees to adhere to the Code, even prospective employees are required to have knowledge of the conduct expected from them. A copy of the Code will be provided to all prospective employees together with the offer of employment and the employee will be required to sign it when signing the letter of appointment.

Dear Colleagues, Valued Customers and Partners

Ethics underpins everything we do either in the workplace or outside of it. In essence it defines us and will always be a barometer and critical measure of our success. First and foremost, we must always set and abide by the highest standards of ethics and remember that our key stakeholders expect this of us as a minimum.

Ethics must guide our behaviours in how we interact with each other, our clients, business partners, the board, regulator, communities, and other key stakeholders. Importantly, ethics is not just our behaviours but it is our legal and professional responsibility and obligation. Excellence is the overarching value that must guide and drive us.

As embedded in our Access Bank vision statement "To Be the World's Most Respected African Bank", so our integrity, reputation, and trust of our key stakeholders is sacrosanct, and we must endeavour to always uphold and protect this.

It is my wish that we not only internalise and embrace ethics, but we must practice and integrate it into our daily interactions at work and outside of work. Let's hold each other accountable by living our values of "leadership, excellence, empowered employees, passion for customers, professionalism and innovation".

I wish you strength, happiness, courage, prosperity and good health in all your endeavours.

Remember we are one family of the "Access Nation".

Yours sincerely,  
**Sandile Shabalala.**  
**CEO: Access Bank SA**

I am proud of our Board's collective commitment to leading ethically, acting in good faith and in the best interests of the business.

By appointing strong, independent directors with an extensive range of relevant expertise and experience to our Board we are equipped to effectively contribute to value creation for our stakeholders.

**Patrick Mathidi**  
**Chairman of Board**

## 2. ACCESS BANK SA VALUES

The Access Bank SA values guide us in the way in which we do business and how we deal with our stakeholders. The Access Bank SA values are as follows:

 <h3>Leadership</h3> <p>Leading by example, leading with confidence Being the first, being the best and sometimes being the only Having the courage to be the change we want to see Setting the standard Challenging the status quo Being a market leader</p>	 <h3>Empowered employees</h3> <p>Recruiting and retaining the best people Encouraging a sense of ownership at individual level and team spirit for combined efforts Promoting a sense of belonging and a conducive working environment Providing continuous platforms for training Paying attention to staff healthcare Promoting work-life balance Zero discrimination against religion, gender, tribe etc</p>	 <h3>Professionalism</h3> <p>Putting our best foot forward in everything we do at all times Putting customers' needs first Bringing the best of our knowledge and expertise when dealing with stakeholders Applying the highest standards in treating internal and external customers Maintaining composure and clear thinking at all times Maintaining a positive "can-do" attitude at all times</p>
 <h3>Excellence</h3> <p>Surpassing ordinary standards to be the best in all that we do. Simply put, being exceptional Setting the standard for what it means to be exceptional Never losing sight of our commitment to excellence regardless of the situation Remaining dedicated and committed to our vision Ensuring our actions are economically, environmentally and socially responsible</p>	 <h3>Passion for customers</h3> <p>We live to serve our customers In addition to delivering excellent customer service, we will be focusing on:</p> <ul style="list-style-type: none"><li>• Providing fair treatment for ALL customers</li><li>• Supporting customer businesses</li><li>• Educating customers on products, services and industry trends</li><li>• Expanding banking reach to the under banked / unbanked</li></ul>	 <h3>Innovation</h3> <p>Identifying new market needs and opportunities Creativity, invention, inspiration, exploration Pioneering new ways of doing things Being first, testing the waters, pushing boundaries Anticipating and responding quickly and accurately to market / customer needs</p>

### 2.1 Standards and practices supporting ethical conduct

Access Bank SA upholds the protection of human rights as contained in the Bill of Rights and South African Constitution and therefore we embrace and support the values pertaining to human rights, which are reflected in the following two principles:

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2:** Businesses should make sure that they are not complicit in human rights abuses. In addition, we subscribe to all the above labour standards, the protection of the environment and anti-corruption, and we align our core values therewith.

### 2.2 Board Ethics Statement of Access Bank SA

Access Bank SA uses international standards, legislation, and best-practice guidelines as the basis for our Code and building an ethical culture within the Bank.

#### KING IV™ Principles on Corporate Governance

In King IV it is stated that the governing body of an organisation's primary governance role and responsibilities include the following:

- "Steering and setting the direction regarding the organisation;
- Approving policy and planning;
- Overseeing and monitoring of implementation and execution by management; and
- Ensuring accountability for organisational performance."

According to King IV the governing body should embody the ethical characteristics of integrity, competence, responsibility, accountability, fairness, and transparency, in order to offer effective leadership that results in achieving strategic objectives and positive outcomes over time.

Access Bank SA and its Board embrace the concepts from King and not just the ones listed above. The Bank also supports the principles related to human rights, labour, the environment and anti-corruption found in the United Nations Global Compact.

### 2.3 To whom does the code apply?

All employees and directors of the Bank are required to comply with this Code. The principles contained in this Code also apply to contract labour, consultants, temporary employees, part time employees, casual employees, occasional employees, directors, clients, suppliers, and others acting on behalf of, or dealing with, the Bank.

## **3. ACCESS BANK SA STAKEHOLDERS**

### **3.1 Our employees**

The development of our employees to enable them to provide quality products and services to our clients remain a priority for Access Bank SA. The Bank acknowledges our employees who live our values and act with consideration to dignity and respect.

The Bank enters into fair contracts of employment within the parameters of labour law provisions and fair remuneration, provides for the proper training of staff and the existence of the appropriate technological infrastructure to ensure the continuous enhancement of quality customer service.

The Bank strives to put performance measurement systems in place that reward achievement and rewards it. We ensure our employees work in a safe environment where employees can growth and perform. We promote understanding of cultural diversity between different ethnic groups, with a focus on building a culture of mutual trust.

### **3.2 Our clients**

We work to have relationships with our clients based on respect, integrity, honesty, equal treatment, objectivity, and impartiality.

Trust, the advancement of our clients' interests and satisfaction of their needs are key targets of our actions, while also acting in the interest of the Bank. We keep confidential information received from client, vendors, suppliers, and other business associated private, unless otherwise directed by local legislation or a court order.

At every stage of the business relationship, we strive to provide our clients with accurate and timely information on our products and the expected benefits as well as possible risks, considering more specific needs after we have reviewed their profile and expectations.

We ensure that our advertising and other public communication is in line with the applicable legal provisions and accurate without exaggeration, including the provision of appropriate information for clients to make informed decisions.

We may not give or receive, or encourage the giving or receipt of, cash gifts or gifts in kind that may impair our judgement when dealing with our clients. Similarly, any hospitality or entertainment given or received in the course of business must be reasonable, not open to interpretation as excessive and in compliance with bank policies.

### **3.3 Our market-conduct**

Access Bank SA believes in delivering quality goods and services in line with qualifications, professional commitments, and contract terms in an honestly and fair way. We are committed to lending in a fair manner; complying with regulatory requirements; ensuring our advertising and marketing is accurate and not misleading; dealing with client queries and complaints in a fair manner.

We ensure that our employees comply the fit-and-proper requirements contained within the Financial Advisory and Intermediary Services Act and that we offer products based on our customers' needs and not on sales targets or incentives.

### **3.4 Our Shareholders**

The Bank's key priority is the creation of value for shareholders in combination with the implementation of socially responsible practices, actions, and initiatives. Every employee has the responsibility to protect the Bank's reputation. We undertake to communicate business policies, achievements and strategy to our shareholders and other investors in a transparent manner; to comply with legislation, industry regulations and prescribed practices; and ensure that financial and regulatory reporting is fair and accurate and produced in accordance with relevant accounting/regulatory practices, statutes, and supervisory requirements.

### **3.5 Competitors**

Access Bank SA acknowledge that healthy competition in the financial services sector is important as it leads to more appropriate products and services being available to clients. Internally discussions will take place on matters that are proprietary and confidential to Access Bank.

### **3.6 Our society and community**

We abide by a high-level of social responsibility, adhering to and promoting human values as well as social, intellectual, and cultural values. We understand that our success as a bank depends on the value we have to our stakeholders. We adopted a Corporate Social Investment (CSI) Policy that defines the key pillars of our CSI and relevant actions we are committed too. We believe that respect for the environment and the implementation of a relevant realistic Environmental Policy comprise a fundamental principal for proper corporate behaviour and the contribution of businesses to sustainable growth and the alleviation of problems deriving from climate change.

### **3.7 The environment**

The Bank systematically implements policies that have been developed for the purposes of sustainable growth and the protection of the environment, enhancing the environmental awareness of its staff and, indirectly, its shareholders and their clientele. They monitor and constantly improve the Environmental Risk Management Policy in line with international standards, observe the relevant legal framework, set targets based on the respective criteria, assess the impact of their activities on the environment, and keep up to date as regards international trends. The bank is looking at implementing an Environmental Management Programme that will focus on saving natural resources, the rationalization of commuting for professional purposes, the efficient management of waste materials, the implementation of environmental criteria to supplies, and the implementation of rules for the analysis and evaluation of environmental risks in financing procedures.

### **3.8 Being responsible investors**

Access Bank SA encourage collaborative engagement with the aim to better incorporate environmental, social and governance issues in decision-making and ownership practices.

### **3.9 Our Government and Regulators**

Access Bank SA undertakes to continue to act within the spirit and letter of the Constitution of the Republic of South Africa and applicable laws and regulations; to contribute to the economic, environmental, social, and cultural well-being and development of communities where business is conducted; and continuously honour tax obligations. We will in a transparent and co-operative manner engage with our regulators, ensuring that all reportable transactions are recorded and reported; and continue to adhere to independent auditing and financial reporting standards.

### **3.10 How Access Bank SA manages risks associated with money laundering, terrorist financing and related activities; and sanctions**

Access Bank SA will not facilitate money laundering, terrorist financing or be associated with such activities or the breach of sanctions regimes subscribed to by the bank. The Risk Management and Compliance Programme (RMCP) of the bank includes policies, processes, procedures, practices, principles, and plans. The RMCP is aimed at ensuring the bank meets its statutory and regulatory obligations, as well as internal standards. As employees we are aware of our duty to identify, prevent and report possible events or transactions of a money laundering, terrorist financing or related activities nature. Knowing your client, fulfilling client due diligence-, record keeping- and reporting obligations are critical in our business. Annual compulsory anti-money laundering training is conducted for all employees on the Anti-money laundering policy.

## **4. ACCESS BANK SA ETHICS OFFICE**

### **4.1 The Ethics Office**

It is the office that takes responsibility for managing the Bank's ethics programme.

### **4.2 Functions of the Office**

The Ethics Office is the ally of management, working together to improve ethics risk management in Access Bank SA. The Office facilitates the embedment of an ethical culture aimed at setting the governance of ethics across the bank at all levels. It sets ethics standards across the Bank to improve management reporting. Ethics matters reported through Tip-offs Anonymous or directly to the Ethics Office are investigated by the Forensic team, with involvement from the Ethics Office. The Ethics Office does not deal with any Human Resources policy or process-related incidents; these should be reported to Human Resources. It does not deal with incidents related to theft, fraud, and dishonesty, and this will be dealt with by the Forensics team.

### **4.3 Protection**

Every person who files a report in good faith either through the Tip-offs Anonymous facility or the Ethics Office, will be protected from retaliation. However, reporting in bad faith is not acceptable and will not be tolerated. Any attempt to determine the identity of a whistle-blower is considered a violation of the Whistle blowing Policy and will result in disciplinary action.

### **4.4 Contacting the Ethics Office**

Employees and all other stakeholders are invited to contact the Ethics Office for advice, queries or complaints on any unethical behaviour or actions by our employees or any human rights transgressions by the bank. The Ethics Office may be contacted for guidance and advice on whether a specific type of unethical behaviour needs to be reported.

Reporting can also be anonymous through one of the following channels, which are confidential and safe:

**Internal:**

- Use of a dedicated Free Call number which is 0800 22 44 63
- Use of one unique e-mail address which is AccessBankSA@tip-offs.com

**External:**

- Access to the Deloitte Tip-offs Anonymous website which is www.tip-offs.com.
- Free Post address: KZN 138, Umhlanga Rocks, 4320
- Free Facsimile: 0800 00 77 88

## 4.5 Investigations

**The Ethics Office will be involved in all investigations of the following nature:**

- Gifts incidents not related to fraud;
- Harassment;
- Social media transgressions;
- Conflicts of interest not related to fraud;
- Human rights abuses;
- Nepotism/cronyism not related to fraud;
- Any other values-related conduct unbecoming of a bank employee.

**Forensic Services investigates:**

- Dishonesty;
- Fraud;
- Theft with internal employee involvement;
- Bribery and corruption;
- Involvement in any other criminal activity.

**Human Resources investigates:**

- All matters arising from breaches of HR Policy, process and people practices as well as the People Risk Framework and including matters of misconduct, incapacity, and employee grievances.
- When an employee has a grievance, he/she must follow the Human Resources process of reporting misconduct and laying grievances in accordance with the Grievance Policy.

## 5. GENERAL CONDUCT

### 5.1 Security

5.1.1 Violence, threatening behaviour and assault will not be tolerated on bank premises or bank events. If you have obtained a restraining order including against a fellow colleague, listing any organisation properties as protected areas, you must disclose this to management and People Security. Weapons are not allowed on organisation premises. This excludes security employees.

5.1.2 Hardware, software and data processed by computers and shared electronically or otherwise must be adequately safeguarded against damage, loss, alteration, theft, fraudulent manipulation, unauthorised access to and disclosure of information. You must strictly adhere to all policies and standards addressing the protection of the Bank's data resources and data networks.

### 5.2 Discrimination and harassment

Discrimination and harassment against any person are strongly prohibited. Some conduct, even if it is legal, may violate our policies regarding harassment and discrimination. Even conduct that takes place outside of work premises and after hours may violate our policies. All employees must familiarise themselves with the definition of harassment, sexual harassment, and discrimination as per the definitions section.

### 5.3 Occupational health and safety

- 5.3.1 We are committed to taking every reasonable precaution to ensure a safe environment for all employees. All employees who become aware of circumstances relating to the Bank's operations or activities that pose a real or potential health or safety risk should report the matter.
- 5.3.2 All employees can contribute to the Bank's efforts in this regard by:
- Complying with environmental, health and safety laws and regulations;
  - Taking measures to prevent workplace injuries and illnesses, and providing a safe and healthy working environment;
  - Reducing the use and release of toxic and hazardous materials; and
  - Co-operating with the public, the government, and other interested parties to develop regulatory and public policies to protect public health and the environment.
- 5.3.3 From time to time, you may be required to attend social, strategic, and work events including but not limited to team building, strategy sessions and conferences organised by the bank. You will continue to be bound by the bank's policies even in instances where such events may be held outside of company premises and/or outside of work hours. Remember that you are responsible for your own health and safety, and the safety of your possessions, and the bank will not be liable for any loss or damage that may arise as a result of your participation in such activity, unless otherwise expressly prescribed by law. The bank may also require that no alcohol be consumed during the event or during certain parts of the event.

### 5.4 Drugs and alcohol

- 5.4.1 Being in the possession of illegal drugs or under the influence of intoxicating substances or using intoxicating drugs on organisation property as well as any offsite engagements with stakeholders within business hours is in violation of the code.
- 5.4.2 If alcohol is consumed at a work function, employees should not return to the office.
- 5.4.3 We remind our employees that it is illegal to drink and drive. Access Bank does not condone illegal conduct of any kind.

### 5.5 Smoking

Smoking is allowed on the bank premises in designated areas only. The duration and number of breaks must not negatively impact your job or working environment. As with any allowance, abuse of this privilege may lead to the relevant management action.

### 5.6 Intellectual property

You are required to protect the bank's intellectual property and proprietary information. This includes patents, trademarks, copyrights, research, and trade secrets. It also applies to any other information over which the Bank has control. The obligation not to disclose proprietary information still applies after an employee has left the Bank. All the work you do for the bank in the execution of your duties belongs to the Bank and becomes the property of the Bank. Should you need to use any confidential or proprietary information belonging to the Bank in your studies or for any other purpose, you must first obtain written authorisation from the Bank, your business executive and Legal. All employees must familiarise themselves with the definition of intellectual property and proprietary information as per the definitions section.

### 5.7 Non-disclosure / Confidentiality agreement

- 5.7.1 Every employee agrees to confidentiality or non-disclosure of "declaration of secrecy" as part of their employment on-boarding and it forms part of an employee's terms and conditions of employment.
- 5.7.2 Information is used and released by the Bank in many forms, including reports, brochures, booklets and electronically via the Internet. Employees can provide official information that is normally available to the members of the public. All other official information or documents should only be provided under the following circumstances:
- It is a normal part of an employee's job function and the employees have received proper authorisation to provide the information;
  - It is requirement to do so by law; and
  - Employees are called to give evidence in court.
- 5.7.3 Employees approached by the media should immediately refer this to the Chief Executive Officer.

## 5.8 Electronic communication, acknowledgements, and training material

- 5.8.1 The Bank uses various tool to communicate with employees such as electronic communication which can be for business communications, training, etc. You need to note that by acknowledging a communication, you agree that you have read and understood the communication.
- 5.8.2 Every new and current employees of the bank have three (3) months to complete all compliance training and policy/document acknowledgements. Employees may not argue that a policy does not apply to them in circumstances where they failed to acknowledge it.

## 5.9 Removal of bank documents from the bank's premises

The Bank has developed several internal controls to safeguard assets. You are not allowed to remove any of the bank's confidential records, documents, or other information from the bank's premises unless you have authorisation from your line manager, verbally or in writing. The assets and property of the Bank, its customers and its suppliers should be treated with the same respect as personal assets and property.

## 5.10 Personal relationships at work

While we don't object to employee relationships, our workplace is still a professional setting. We expect our employees to treat each other with respect and avoid hindering another person's work. The Bank does not encourage inappropriate personal relationships (e.g., romantic) that create a conflict of interests, reputational risk or have any negative impact on the working environment. Where a relationship has a negative impact on the business environment or creates a reputational risk, management will address it. There is a possibility of a forced separation of these individuals depending on the context of the situation (e.g., by moving employees to different areas where they do not negatively impact on each other or the working environment).

Prior to embarking on dating a colleague, please consider any problems or conflicts of interest that may arise. For example, if you're working with a colleague on an important project, a relationship between the two of you (or a possible breakup) could affect your work. Make sure you've thought about all parameters before commencing such a romantic relationship.

If you want to express your romantic interest in a colleague, don't do anything that may embarrass or expose them and always respect their time and choices. [You're allowed to ask a colleague on a date only once. If they say 'no' or give an ambiguous answer, don't ask again.]

If a colleague is persistent in flirting with you and becomes annoying or disturbs your work, ask them to stop and inform your manager [if they continue]. Please report them to HR if they make unwanted sexual advances. Sexual harassment is prohibited, including seemingly harmless actions.

It is not the role of HR to get involved in the personal lives of employees, however where such matters are discussed with HR, same will be dealt with discreetly and confidentially.

Employees do not need to tell HR if they go on a few dates with a colleague or become involved for less than two months, as long as there's no disruption in the workplace or your own work. But if the relationship lasts longer than two months, please inform HR. HR should be aware of these relationships so that they can better handle gossip or conflicts of interest.

### Examples of acceptable behaviour are:

- Passing by your partner's office to talk to them for a short time.
- Discussing your joint vacation plans during breaks
- Coming to and leaving from work together

### Examples of unacceptable behaviour are:

- Arguing in the workplace.
- Kissing or touching inappropriately in front of colleagues or clients
- Exchanging an excessive number of instant messages or calls during working hours
- Boasting about or discussing your relationship in your colleagues' presence

Employees who exhibit unacceptable behaviour will face disciplinary action.

If your relationship ends, maintain professionalism and ensure you won't disrupt our workplace.

To avoid accusations of favouritism and abuse of authority, we strictly prohibit supervisors from dating their team members or those who report to their team members (directly or indirectly). If they do, they will face disciplinary action up to and including termination.

If an employee gets promoted or transferred from another department, they may find themselves managing a colleague they used to date. In this case, either of the two should disclose such relationship.

## 5.11 Money and your colleagues

All employees are discouraged from lending, borrowing, or giving money to colleagues, as non-repayment could disrupt work relationships. Employees should not become involved in colleagues' personal financial affairs.

## 5.12 Political donations or sponsorship

We do not make political donations or sponsorship.

## 5.13 Dress Code

The behaviour and actions of employees must always display professionalism, including complying with the bank's general accepted dress code principles as per the Dress Code Policy.

## 5.14 Gossip and rumour mongering

Gossip is defined as the casual or unconstrained conversation or reports about other people, typically involving details which are not confirmed as true. Gossiping is considered harassment and will be treated accordingly, while a rumour is a currently circulating story or report of uncertain or doubtful truth. Employees are required to treat everyone with respect and dignity and not create or spread rumours about others including competitors.

## 5.15 Cell phone use at work

The use of cell phones for private texting and other personal uses including social media as defined below in 5.16, must not be excessive, distracting to other employees and impact on the employee's deliverables. Use of devices may even be restricted if it interferes with productivity or the work environment.

## 5.16 Social media

- 5.16.1 Social media is defined as websites and applications that enable users to create and share content or to participate in social networking. Access Bank SA does not discourage or object to the use of social media. It is an important tool linking people. We acknowledge a person's right to freedom of speech, however the use of social media has risks connected to it and employees should limit and, where possible, avoid those risks. We must protect the privacy, security and image of the bank and its employees, clients, and stakeholders, while at the same time maintaining corporate security. Employees must always be aware the use of these platforms does not change their responsibilities and obligations as an employee of the bank. You must always act ethically and obey local laws.
- 5.16.2 If you are unsure, consult your ethics or compliance officer before publishing/posting any material to a social media platform or online media. Remember your obligations regarding proprietary information and take care to avoid misrepresentation. The Bank has specific employees nominated to act as a spokesperson for the Bank. You are not permitted to publish any content on behalf of the Bank or content which may be perceived to be on behalf of the Bank, unless authorised by a delegated spokesperson.

## 5.17 Personal account and insider trading

Personal Account Trading means employees trading in securities, where the risks and rewards are for their own personal benefit, or for that of their connected persons. Insider trading is the illegal practice of trading on the stock exchange to one's own advantage through having access to confidential information, that you would not have otherwise had, if not for your employment.

## 5.18 Stakeholder Engagement

Only individuals nominated as delegated spokespersons by the Chief Executive Officer, may speak to external stakeholders like the regulator or the media, on behalf of the Bank. Breaching this rule, is a serious contravention and will have repercussions of a serious nature.

## 5.19 Use of the Bank's resources for personal purposes

You may on occasion use the banks telephones, email, or copier machines for personal purposes. Where there is excessive use of organisation resources for private purposes, management is entitled to suspend the use of these resources. This allowance excludes the use of these resources to manage/run your own personal business, which is considered a conflict of interest.

## 5.20 Financial crime, bribery and corruption: Access Bank SA's approach and view

- 5.20.1 We have a duty to observe legal provisions regarding anti-money laundering and the countering of financing of terrorism; financial crime; bribery and corruption. The Risk Management and Compliance Programme (RMCP)

of the bank includes policies, processes, procedures, practices, principles, and plans, which employees have a responsibility to follow and comply with. Access Bank SA will manage and, where necessary, decline business relationships, applications for business relationships and transactions involving individuals, entities, countries, goods, or activities targeted in applicable financial sanctions legislation.

5.20.2 Included here are some common crimes with definitions:

- Theft is the unlawful and intentional appropriation of another person's or entity's property.
- Fraud is unlawful and intentional misrepresentation that causes actual prejudice or is potentially prejudicial to another.
- Corruption is when you use your job to obtain a benefit for yourself or someone else which you would not ordinarily have received.
- Dishonesty is any misrepresentation of the truth, acting without honesty and integrity, and includes lying, cheating, or failing to disclose facts.
- An employee may be listed on the register of employees dismissed for dishonesty-related offences (REDS) for dishonesty-related misconduct, even if the employee resigns prior to the disciplinary hearing.

5.20.3 You have a duty to report financial crime, bribery, and corruption, should you be aware or suspect it.

## 5.21 Facilitation payments

Facilitation payments never permitted. Exceptions may be considered when your life is in danger of if there is a medical emergency. Instances like these must immediately, or as soon as reasonably possible after they have occurred, be declared to the Chief Risk Officer, the Ethics Office and line management.

## 5.22 Entrapment

If requested by the State to participate in an entrapment process in terms of the Criminal Procedures Act if, the request must be approved by the Chief Compliance Officer or Chief Risk Officer and the Chief Executive Officer, prior to the entrapment taking place.

## 5.23 Conflict of Interest

5.23.1 With effect from 1 September 2022, no employee may establish any new outside business interests or engage in any entrepreneurial enterprise or objective without prior approval.

5.23.2 All employees are subject to the Code of Ethics and Conduct together with its Standard Operating Procedures, except non-executive directors to the board where declarations of outside interests are done as per the Companies Act requirements to the board on a routine basis. Involvement in civic and political activities is beneficial to an employee's personal growth and influence within his or her community and profession, as well as to the Bank. However, you are expected to avoid any outside interest or activity that will interfere with your duties at the Company. An employee should serve his/her employer honestly and faithfully. When a conflict occurs, the values of objectivity and fairness are at stake. This may lead to reputational risk.

5.23.3 There are four basic rules:

- a) The employee owes a fiduciary duty to act in the best interests of the Bank and not in conflict with the Bank;
- b) Outside interest and remuneration thereof to be approved by the Bank, before the employee enters into an agreement;
- c) The employee must sign/review a declaration every year declaring either the outside interests or the fact that they do not have any, by submitting a Nil Return. This is mandatory for all employees. Declarations must also be updated as and when there are any changes in status to these declarations.; and
- d) Outside interest must be approved before an employee may continue with such an activity.

5.23.4 Examples of the meaning of:

- Social activities: Sport, creating and organizing a book club; networking events; volunteering at a charity centre; public speaking, providing free services like education.
- Civic activities: Civic engagement includes communities working together or individuals working alone in both political and non-political actions to protect public values or make a change in a community. It includes group activities that benefit either the group members (e.g., recreational soccer teams) or society (e.g., volunteer organizations).
- Political activities: Political interest groups typically engage in lobbying to achieve their objectives. Outside of working directly to influence government policymakers, interest groups often conduct beneficial outreach programmes within the community e.g., economic, public interest, civil rights, ideological, and religious interest groups.

- 5.23.5 The Bank expects employees to perform their duties conscientiously, honestly and in accordance with the best interests of the Bank. Employees must not use their positions, or knowledge gained through their employment with the Bank, for private or personal advantage or in such a manner that a conflict or an appearance of conflict arises between the Bank's interest and their personal interests.
- 5.23.6 Instances of conflicts of interest could include but are not limited to the following:
- a) Where an employee, member of an employee's family, or a business with which the employee or family member is associated, obtains a benefit, advantage, or profit by virtue of the employee's position with the Bank or knowledge gained through that position.
  - b) Abusing of the power of the position held to influence others and gaining personal benefiting, discount form suppliers of the Bank.
  - c) Where employees are aware that they are included in a will of a client, or as a beneficiary in a trust where the financial planner was instrumental in setting up the trust or included in insurance policies e.g., life policy beneficiary;
  - d) Influencing a client in order to become a beneficiary in a will or trust;
  - e) Using the property/resources of the Bank for personal purposes;
  - f) Using intellectual property/information as acquired in the course of business without permission of the Bank;
  - g) Disclosing confidential information to outsiders;
  - h) Conducting a business or enterprise during working hours;
  - i) Abusing working hours or the Bank's resources for personal purposes;
  - j) Approaching clients or vendors of the Bank for personal use or building up his/her own business;
  - k) Acting or providing a service as an officer, director, partner, consultant, agent, advisor, representative, or employee of a supplier, customer, client, competitor, or any organisation with similar business interests to that of Bank;
  - l) Running a business in competition with the Bank;
  - m) Being involved in a formal role or function besides general membership in any political party.
  - n) In the case of employees being invited by suppliers to attend conferences the bank will be required to pay the travelling and accommodation costs if we deem it relevant and necessary for the employee to attend. Management needs to decide if the cost of the employee attending these conferences is justified by the value that the bank will receive from it. The conference/seminar costs as well as all gifts received during the conference/seminar may be accepted as gifts in accordance with policy and must be declared.
  - o) Employees should not be involved in any business interest or participating in any activity outside the Bank, which would create, or appear to create an excessive demand on their time and energy which would deprive the Bank of their best efforts on the job; and/or a conflict of interest that is an obligation, interest or distraction which would interfere or appear to interfere with the independent exercise of judgement in the Bank's best interest.
  - p) Activities include outside employment in areas similar to those in which Bank is involved, outside work for clients, service providers, competitors and other activities that have the potential to affect the employee's objectivity and work performance and activities that could reflect negatively on the reputation of Bank and its employees.
- 5.23.7 Employees should avoid placing themselves in positions where personal interest conflict with their duties as Bank employees and/or where it impacts on their ability to live the Bank values. If employees feel that a course of action they have pursued, are pursuing, or are contemplating pursuing, may involve them in a conflict-of-interest situation or a perceived conflict of interest situation, they should make all the facts known to the person to whom they report. It is the Manager's responsibility to ensure that the matter is properly reviewed, including whether it is appropriate for the employee to be included in any discussions or activities that involve the conflict.
- 5.23.8 An employee MUST declare the following:
- a) Transactions where the employee knows the external party either as a connected person or related individual.
  - b) All interests in companies and close corporations, whether active or dormant. An employee shall not without prior written consent of the Bank act as a director or trustee of a private or public company, a member of a closed corporation, a trustee of a business trust or a partner in partnership. This excludes personal or family investments, which are dealt with below.
  - c) Employees or family members of employees should not have interests or investments in a client, partner, or supplier of the Bank that would create a conflict of interest. Conflicts of interest would not usually arise out of merely holding shares in such a company. However, conflicts would arise if a staff member had shares in a family company that was a supplier to the Bank and the employee was able to influence decision making regarding the awarding of contracts to that company.
  - d) Affiliation (friendship, romantic or familial relationships) with a bank supplier, client, or business associate.
  - e) Beneficiary of a personal trust trading on the stock market.

- f) All business interests outside the Bank where an extra income is made e.g., rental income or outside employment.
  - g) Potential conflicts of interest.
  - h) Safety and security payments in other countries (facilitation payments).
  - i) Memberships on external boards/ trusts/consortiums/partnerships/trade association in their private capacity.
- 5.23.9 The number of non-executive directorships an employee can hold will depend on the following:
- a) Type of business (certain directorships will take up less time and effort than others).
  - b) Impact on the employee's duties/function.
  - c) Whether it is a conflict of interest and if so, the directorship will not be allowed.
- 5.23.10 All existing non-executive directorships must have been approved after consultation with Human Capital and the Ethics Office. No new applications will be considered from 1 September 2022 without prior approval
- 5.23.11 The fees employees are paid:
- a) Employees representing the bank on boards must pay the fees they earn over to the bank.
  - b) If an employee is a non-executive director on a board in his/her private capacity and attends meetings during working hours (if agreed by line management according to operational requirements), the fees must be paid over to the bank. If the meetings and duties are done outside of working hours, fees need not be paid to the bank.
- 5.23.12 Human Resources must request a disclosure of outside involvement of individuals interviewed during the recruitment process. The disclosure will assist the Bank with the management of conflict of interest from the onset and will create awareness with the candidate of the Bank's expectations relating to outside business interest before entering into the employment agreement.
- 5.23.13 It is every employee and their line manager's responsibility to ensure that declarations are up to date, reviewed annually or when circumstances change. This section is not intended to discourage employees from contributing to outside activities that have a benefit to society but to provide guidance for ethical conduct in relation to their obligations to the Bank.
- 5.23.14 Human Resources and Company Secretariat shall keep records of employees' declaration of interest and report twice per annum to the Social and Ethics Committee on the level of compliance, material issues and/or concerns.

## 5.24 Nepotism and Cronyism

- a) Nepotism and cronyism are both forms of conflicts of interest. This occurs where employees use their position or influence to unduly impact decisions made by business. (Refer to the Terms under section 5 for definitions.)
- b) Example thereof includes the following:
  - i. Where an employee's managerial responsibilities include oversight of a relative or other closely related person. Should this be the case, it must be approved according to the two-tier principle (two levels of management removed from the employee).
  - ii. Nobody may be afforded preference to a position just because that person is related or close to an existing employee, board member or key stakeholder. This also applies to internships, traineeships, and other short-term employment.
  - iii. Any employee in a personal, family, or other relationship with another employee may not authorise payment increases, bonuses, expense claims or any other form of remuneration or payment for that employee.
  - iv. Employees with family members who are suppliers to the bank must not be involved in any decision-making regarding the onboarding process or the use of suppliers by the bank.
  - v. Employees must not approve any invoices for services/products rendered by family members who are suppliers of the bank.
  - vi. Personal relationships with suppliers or any other third party associated with the bank can possibly lead to a conflict of interests or reputational risk.
- c) Exclusion: Directorships/trusteeships of personal family-related companies, i.e., where the trust/company is an extension of the assets/estate of an employee (e.g., property-owning companies or trusts) need not be declared unless this becomes a valid conflict of interests as per the principles of the policy.

## 5.25 Relationships with business partners

Should an employee have a personal relationship (friendships, romantic or familial) with a business partner, supplier or client to the Bank, the employee must immediately recuse himself/herself from any related transactions or applicable processes and have no influence or authority in any decision being made where this party is involved. Employees must declare the relationship as an outside interest.

## 5.26 Gifts and hospitality

### 5.26.1 Accepting of business courtesies, gifts, or other benefits

Employees may accept gifts provided that appropriate management approval is obtained, the gift is properly declared and accounted for, and the acceptance does not create the appearance of a conflict of interest.

- a) All gifts (irrespective of value), arising out of an employee's employment with the bank, received by employees must be declared.
- b) Employees are not allowed to receive more than two (2) gifts per annum from any party associated with the bank and a gift may not exceed the value of R500.00. This includes entertainment.
- c) Employees may accept a gift card/voucher where they are unable to exchange this gift card for cash (bank notes / changes).
- d) Novelty or advertising items may be accepted when they have no appreciable value and are widely distributed by the giver to other firms e.g., inexpensive calendars, pens, cups, and other promotional items carrying the distributing company's name or logo.
- e) Employees must obtain approval prior to accepting a gift whilst acting in his or her capacity as an employee of the Bank, from vendors or clients or third parties. These gifts must still be declared.
- f) Occasional business entertainment such as luncheons, cocktail parties or dinner on an infrequent basis is acceptable and this will not form part of the two gifts that may be received per annum. When assessing whether to attend, the following conditions must be met:
  - Attendance is in the interests of building necessary business relationships;
  - It is not likely to be extravagantly priced;
  - Acceptance will not create the appearance of a conflict of interest; and
  - Management approval has been obtained.
- g) Solicitation of gifts within the ordinary scope of employment is strictly prohibited unless in collaboration and with the approval of the Executive responsible for Corporate and Social Investment (CSI), supporting Access Bank SA CSI initiatives.
- h) Where it would be impractical, inappropriate, or insulting to refuse to receive a gift that has been offered, an employee may accept the gift. This gift must be declared and handed over to the manager for safekeeping. The gift can be raffled or sold, and the proceeds given to charity.
- i) No gifts may be given to public officials without prior sign-off at chief executive level.
- j) Employees are reminded that it is their duty to establish the value of the gifts or gratuity or hospitality or entertainment for declaration purposes.

## 5.27 Strict prohibition

- a) Gift cards/vouchers that may be exchanged for cash.
- b) Cash in any form.
- c) Any gifts from suppliers during the tender and onboarding process except relationship-building/networking lunches/functions.
- d) Travelling and accommodation for attending events on behalf of suppliers and/or endorse/promote the supplier or its products/services.

No gifts may be received from public officials and public employees without prior sign-off from your managing executive.

## 5.28 Offering or giving of gifts by employees to other parties during their employment

- a) Gifts may only be offered or given for legitimate business purposes and should not be intended as an inducement to do business.
- b) The gifts must be customary and consistent with the reasonable and ethical business practices of the marketplace in which it is offered.
- c) All gifts must be declared.
- d) The employee must consider the rules governing the receipt of gifts by the relevant supplier, client, third party or government, to ensure that the integrity of that supplier, client, third party or government is not compromised.

- e) All gifts given to clients during marketing campaigns must be declared and a comprehensive report supplied to the Ethics Office monthly. This includes VIP tickets, hospitality passes, etc.
- f) Gifts/entertainment (accommodation, vouchers, etc.) will be limited to suppliers and their spouses or partners for that specific event.
- g) All business lunches, functions, cocktails, etc., must be declared. Instances exceeding R500,00 per person will require line manager approval.
- h) Relationship-building initiatives with suppliers and participation in client/supplier events such as corporate golf days must be declared.
- i) All corporate card expenditure for gifts, networking and relationship building for clients' /business associates must be declared.
- j) The gifts should not gain for the giver any right or privilege that he/she might otherwise not enjoy.
- k) Employees are reminded that it is their duty to establish the value of the gifts or gratuity or hospitality or entertainment for declaration purposes.

The Bank Executive will from time to time determine the threshold values and levels of authorisation for gift declarations.

### 5.29 Meeting recording

Governance meetings of the bank may be recorded by the company secretary office, or meeting secretariat only. Employees may not record meetings or discussions without explicit consent of all participants to the meeting, notwithstanding any provisions of any law or legislation.

### 5.30 The Bank's policies

All employees must familiarise themselves with all the bank policies. It is the employee and their line manager's responsibility to ensure that their employees have acknowledged policies according to requirements, as these are uploaded on the Intranet site of the bank. Enforcement of the policy is conducted through awareness and annual training.

Non-adherence to the policy will result in disciplinary action as per the Disciplinary action policy.

## 6. TERMS, ACRONYMS AND DEFINITIONS

**Affiliation** means the close involvement with a vendor or service provider by an employee or a connected person.

**The Bank** refers to Access Bank SA

**Benefit** includes any tangible or intangible advantages or profits gained, such as tickets to sporting, theatrical or other events, invitations to lunches, dinners, promotions, or travel.

**Bill of Rights** means a bill that encompasses the rights of all the people of our country.

**Board** refers to the Board of Directors of the Bank.

**Board Member:** A member of Access Bank SA Board of Directors.

**Business Courtesies** means anything of value, a favour, or a benefit provided free of charge or at a charge less than fair market value. A business courtesy may be a tangible or intangible benefit, including, but not limited to, such items as non-monetary gifts, meals, drinks, entertainment, hospitality, recreation, door prizes, transportation, discounts, tickets, passes, sporting events, side excursions or outings, promotional items, or use of a donor's time, materials, or equipment.

**Business ethics** the principles, standards and norms that guide an organisation's conduct of its activities, internal relations, and interactions with external stakeholders.

**CEO** means the Chief Executive Officer

**Client** Includes current and potential future clients or customers external to Access Bank SA.

**Code** means the Code of Ethics and Conduct

**Conflict of interests** means a person's private interests interferes or is perceived to interfere with the interests of the Bank. This usually happens when the interest impairs the employee's ability to act impartially.

**Connected persons** of a director where conflicts of interests are concerned:

- Spouse or civil partner or anyone with whom the director lives as a partner in an enduring family relationship;
- Children, including the child's partner or spouse; grandchildren, adopted and stepchildren;
- Parents, including adoptive parents;
- Siblings;

- Companies to which the director is connected;
- Trustees of a trust in which the director (or another connected person) is a beneficiary business partner.

**Corruption** entails the abuse of a position of employment by the offering or acceptance of a benefit that is not legally due, for the commission of an act in connection with that position of employment, as defined in the Prevention and Combating of Corrupt Activities Act, No 12 of 2004.

A person is guilty of corruption if he/she directly or indirectly:

- Accepts or agrees or offers to accept any gratification from any other person, whether for the benefit of himself or herself or for the benefit of another person: or
- Gives or agrees or offers to give to any other person any gratification for the benefit of that other person or for the benefit of another person in order to act personally or by influencing another person so to act in a manner that amounts to:
  - An illegal, dishonest, unauthorised incomplete or biased act;
  - The misuse or selling of information or material acquired in the course of the exercise, carrying out or performance of any powers, duties or function arising out of a constitutional statutory, contractual or another legal obligation;
  - The abuse of a position of authority;
  - A breach of trust;
  - The violation of a legal duty or a set of rules that is designed to achieve an unjustified result; and
  - Any other unauthorised or improper inducement to do or not to do anything.

**Employee** means any directors (and connected persons), permanent staff, fixed term contractors on our payroll, seconded staff, temporary workers, and consultants not on the payroll but engaged for a period of at least one month, working for the Bank. The definition includes individuals currently employed as well as new appointees.

**Employee's Family** includes the employee's spouse or equivalent, sibling, parent, grandparent, child, grandchild, and any person who is a blood relation of the employee.

**Employer** includes the Bank and is referred to hereafter as "the Bank"

**Ethics** refers to the standards of conduct, which indicate how a person should behave, based on moral duties and virtues arising from the principles of right and wrong.

**Ethics Office** is the office that takes responsibility for managing the Bank's ethics programme.

**Ethics management framework** includes all the interventions at strategic, system and operational levels which are intended to improve the organisational ethics.

**Ethics performance** means the extent to which an organisation behaves ethically.

**Facilitation payments** are improper payments made to facilitate or expedite the performance of "routine" governmental action where we initiate or engage in business with government in South Africa or government in any other country.

**Fraud:** The unlawful and intentional making of a misrepresentation which causes actual prejudice, or which is potentially prejudicial to another.

**Gift and Gratification:** Anything that is received by an employee from a client, third party, supplier, or a vendor that at face-value could be considered a benefit or an advantage;

Gratification includes:

- Money, whether in cash or otherwise;
- Any donation, gift, loan, fee, reward, valuable security, property, or interest in property of any description, whether movable or immovable, or any other similar advantage, including a donation or gift of fresh produce;
- The avoidance of a loss, liability, penalty, forfeiture, punishment, or other disadvantage;
- Any office, status, honour, employment, contract of employment or services, any agreement to give employment or render services in any capacity;
- Any hospitality;
- Residential or holiday accommodation;
- Any payment, release, discharge or liquidation of any loan, obligation, or other liability, whether in whole or in part;
- Any forbearance to demand any money or money's worth or valuable thing;
- Any other service, favour, or advantage of any description. Including protection from any penalty or disability incurred or apprehended or from any action or proceedings of a disciplinary, civil, or criminal nature whether instituted or not, and includes the exercise or the forbearance from the exercise of any right or any official power or duty;
- Any right or privilege;

- k) Any real or pretended aid, vote, consent, influence, or abstention from voting; and
- l) Any valuable consideration or benefit of any kind, including any discount, commission, rebate, bonus, deduction, or percentage.

**However, gratuity does not include:**

- a) Official Access Bank SA branded goods or items;
- b) Official Access Bank SA sponsored functions, promotions, or hospitality events for business purposes;
- c) Official donations made on behalf of Access Bank SA; or
- d) Items, goods, services, information, or money in whatever form provided or obtained from third parties in terms of an official contract with Access Bank SA.

**Harassment** is unwanted conduct, which has the purpose or effect of either violating the employee's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

The definition, taken from the Protection of Harassment Act, means directly or indirectly engaging in conduct that the perpetrator knows or ought to know:

- a) Causes harm or inspires the reasonable belief that harm may be caused to the employee or a related person by unreasonably:
  - i. Following, watching, pursuing, or accosting of the employee or a related person, or loitering outside of or near the building or place where the employee or a related person resides, works, carries on business, studies, or happens to be;
  - ii. Engaging in verbal, electronic or any other communication aimed at the employee or a related person, by any means, whether conversation ensues or not; or
  - iii. Sending, delivering, or causing the delivery of letters, telegrams, packages, facsimiles, electronic mail or other objects to the employee or a related person or leaving them where they will be found by, given to, or brought to the attention of, the employee or a related person;
- b) Amounts to sexual harassment of the employee or a related person which includes unwelcome sexual advances.

**Harassment definition** (the following section is extracted from the CCMA guidelines, and we included it in the definition to show as examples of what harassment could be) also includes:

- a) Bullying;
- b) Spreading malicious rumours, or insulting someone, particularly on gender, race, or disability grounds;
- c) Ridiculing or degrading someone, picking on them or setting them up to fail;
- d) Exclusion or victimisation;
- e) Unfair treatment, for example, based on race, gender, sexual orientation, pregnancy, age, disability, religion, HIV status, etc.;
- f) Overbearing supervision or other misuses of power or position;
- g) Making threats/comments about job security without foundation;
- h) Deliberately undermining a competent employee by overloading and constant criticism; and
- i) Preventing individuals progressing by intentionally blocking promotion or training opportunities.

**Human rights** mean the moral principles that prescribe certain standards of human behaviour that are regularly protected as legal rights in national and international law.

**Integrity** is one of the fundamental values that employers seek in the employees that they hire.

**Professional integrity** refers to an employee who willingly "adopts" and consistently applies the knowledge, skills, and values of a chosen profession. Integrity may be the most appropriate word used to describe the person who willingly and consistently acts in accordance with social standards or moral values of society, who lives his or her values in relationships with co-workers, customers, and stakeholders.

**Intellectual property and proprietary information.** **Intellectual property** (IP) is a term for any intangible asset -- something proprietary that doesn't exist as a physical object but has value, while **Proprietary information**, also known as a trade secret, is information a company wishes to keep confidential. It also applies to any other information over which the Bank has control.

Examples can include secret formulas, processes, and methods used in production, patents, trademarks, copyrights, research, and trade secrets.

**Management** refers to an employee to whom other employee(s) report.

The term "**nepotism / cronyism**" as used in this policy is defined as undue favour between two related employees.

**Outside Interest:** An activity where an employee engages in any non-standard Bank business includes the term “outside employment”.

**Personal Financial Interest** means a direct material interest of an employee, of financial, monetary, or economic nature, or to which a monetary value may be attributed.

The term ‘**related individual or person**’ as used in this; Code is defined by the following relationships:

- a) By blood: parent, child, grandparent, grandchild, brother, sister, half-brother, half-sister, uncle, aunt, nephew, niece, first cousin;
- b) By marriage: husband, wife, fiancé/e, stepparent, stepchild, step siblings, brother-in-law, sister-in-law, father-in-law, mother-in-law, son-in-law, and daughter-in-law; and
- c) Other relationship: a current or former relationship (including common-law marriages), occurring outside the work setting, that would make it difficult for the individual who is responsible for making a decision or recommendation to be objective, or that would create the appearance that such individual could not be objective. Examples include, but are not limited to, personal relationships, friendships, and business relationships.

**South African Constitution** means the Supreme law of South Africa, which deems to set out the Bill of Rights and the relationship of various government structures to each other

**Supplier:** Includes existing and potential vendors, contractors, sourcing partners, service providers, distributors, and consultants who supply goods or services to the bank, as well as any other third parties who may in future become vendors of goods or services to the bank. These suppliers subscribe to the **Supplier Code of Conduct**, which is based on this Code. A copy is available on Access Bank SA’s website ([www.accessbanksa.co.za](http://www.accessbanksa.co.za)).

**Third parties associated** with the bank include but are not limited to clients, vendors, suppliers, business partners, and stakeholders e.g., a panel of attorneys, recruitment agencies, travel agents, brokers etc.

**Work** means the rendering of a service for which the person receives remuneration in cash or kind.