



CODE OF CONDUCT

VISION

By making things happen today, Philippine Business Bank will help build strong communities where people can achieve their dreams.

MISSION

The basis for the Bank's growth shall be our commitment for higher standards every day in everything we do by providing competitive products and services. We aim to provide the highest level of satisfaction for our customers, shareholders, associates and our communities through enthusiastic execution and teamwork.

PHILIPPINE BUSINESS BANK, INC.

CODE OF CONDUCT

INTRODUCTION

From its incorporation in 1997 to date, the Philippine Business Bank Inc. has earned a reputation of becoming one of the trusted savings bank in the country. It aims to achieve a position of leadership in the banking industry, deriving its power from the dedication and work ethics of its people. To accomplish its goal of leadership, the Bank has adopted the foregoing vision and mission.

From a minimal work force in 1997 to a considerable number of employees at present brought about by the continuous opening of branches nationwide and the increasing products and banking services that the bank is providing its clients, there is a need to formulate company policies, rules and regulations which shall serve as guidelines for the growing number of employees in their dealings with their co-employees, the bank clients and the public in general.

A financial institution like the Philippine Business Bank Inc. is vested with a fiduciary responsibility to earn the trust and confidence of the public and the banking community, and its employees are expected to preserve and live up to that public trust considered as the lifeblood of any financial institution.

PREAMBLE

In line with its vision and mission statements, the Philippine Business Bank, Inc. hereby adopts this Code of Conduct which ought to be observed by all its employees and officers. This Code prescribes a broader declaration of the Bank's corporate principles and philosophy of good governance with the aim of defining the standards of proper conduct and behavior of its growing number of employees in order to sustain and promote the highest level of integrity and professionalism in its business dealings and relationships.

ARTICLE I – TITLE AND COVERAGE

These rules and regulations shall be known and referred to as the Philippine Business Bank, Inc. Code of Conduct. This Code shall govern the acts and conduct of its employees.

ARTICLE II – DECLARATION OF PRINCIPLES, POLICIES AND OBJECTIVES OF THE COMPANY

Section 1. The Philippine Business Bank Inc. believes that the success of the organization depends on how its employees are committed to perform their tasks in accordance with the basic virtues of efficiency, integrity, honesty, professionalism and fairness.

As a financial institution, the character and competence of its employees must be beyond reproach and that the above-mentioned corporate values must always be evident in the acts and behaviours of every member of the work force.

Section 2. Employees of the Bank must conduct themselves in such a way that will promote the welfare of the entire institution and thus, employee discipline is quite essential to the continued well-being of the Bank. A disciplined work force enables an organization to meet its corporate objectives and enhances its growth. The Bank therefore desires that all employees must observe appropriate conduct that will promote and safeguard the interests of the Bank as an institution. In this regard, it is the primordial duty of the Bank to ensure that discipline and order must at all times be maintained.

Section 3. Corporate Policies of the Bank.

- All employees must conduct themselves with professionalism, act with honesty and utmost efficiency and must at all times maintain integrity. Hence, high ethical and moral standards must always be the foremost consideration;
 - All employees must exercise propriety in the conduct of their personal, business and professional affairs, and towards this end, all employees must not resort to or engage in any activity that will be inimical and prejudicial to the best interest and welfare of the Bank;
1. All employees must at all times protect the interest of the Bank, and in this regard, disclosure of confidential information is definitely prescribed;
 2. All employees are expected to fully comply with the law, rules and regulations imposed by concerned government agencies as well as the internal rules, policies and procedures strictly being implemented by the Bank's management.

Section 4. The rules and regulations embodied in this Code of Conduct must be strictly complied with by all employees of the Bank, and that the Committee on Employee Discipline and/or the higher ranking officers tasked to implement this Code must always exercise the cold neutrality of an impartial judge. The Committee on Employee Discipline must also conduct themselves in such a manner that the application of penalties and sanctions is characterized by justice and fairness and not by bias and favoritism. Due process of law must always be accorded to any employee under investigation for an offense.

Implementing officers must likewise be guided by the reformatory or motivational purpose of this Code and not by its punitive character. Hence, penalties and sanctions must be imposed on concerned employees/officers primarily to restore order and integrity in the organization and must never be used as a form of retaliation, reprisal or worst, a show or abuse of power.

ARTICLE III – OBSERVANCE OF DUE PROCESS

To prevent any arbitrariness in the implementation of this Code, due notices stating the commission of infractions shall be served to the concerned employee who is given the opportunity to be heard before the rendition of judgment, whether acquitting or convicting the concerned employee on the basis of the evidence presented to substantiate the charges. The employee under investigation for an offense is legally entitled to secure the legal services of a counsel of his/her own choice, if he/she so desires.

ARTICLE IV – BREACH AND INFRACTIONS

In addition to the rules, policies and proscribed acts stated in this Code, all other acts and behaviours which are inimical or prejudicial to the interest and good name of the Bank, as well as those acts which are contrary to law, morals, public order and public policy, must be subject to disciplinary and corrective actions although such acts may not have been defined in this Code.

ARTICLE V – LEVELS OF SANCTIONS

1. **VERBAL REMINDER** – This penalty involves the issuance of a memorandum coursed through the concerned employee’s supervising officer requesting the said supervising officer to verbally call the concerned employee’s attention to the offense committed, and to counsel the concerned employee that a repetition of such violation in the future would necessitate the imposition of more severe penalty.
2. **WRITTEN REPRIMAND** – This penalty is a written admonition of a concerned employee for an offense committed and which warns the concerned employee against repeating such violation in the future.
3. **SUSPENSION** – This penalty prescribes the temporary physical detachment of the concerned employee for a designated period of time (not to exceed thirty days) without pay. The duration of such penalty shall depend on the severity of the offense committed.
4. **DISMISSAL** – This penalty terminates the concerned employee’s service with the Bank for just cause.
5. **DURATION** – The penalty imposed in this code is a year to year basis.

ARTICLE VI – ANCILLARY PENALTY

Section 1. The Bank, acting through its implementing officers, may impose the additional sanction of RESTITUTION with any of the sanctions provided for in the preceding Article against the concerned employee in case the offense committed resulted into destruction or damage to the property of the Bank, its employees, clients, or other persons doing business with the bank.

Section 2. The Restitution mentioned in the preceding paragraph shall be in the full amount of the damaged property, and if the same is imposed the same shall be made through the following means:

1. Payroll deduction;
2. Outright Payment.

Section 3. The additional penalty of restitution shall in no case mitigate the offense committed by the employee and shall in no way be imposed as the principal or sole penalty.

Section 4. Effects on Promotion/Performance Rating

Penalties imposed have adverse effects on promotion, merit adjustments and performance rating for a given period. The following effectivity periods are specified to protect employees from being unduly penalized beyond such periods.

Note: The penalty effects on promotion to performance rating are subject to the CED recommendation & review.

PENALTY	EFFECT ON PROMOTION OR MERIT INCREASE	EFFECTIVITY PERIOD
Written reprimand (Two (2x) times of the same Section of Violation)	No promotion or merit increase	For the duration of 3-6 months from date penalty was imposed
Suspension of less than 10 working days	No promotion or merit increase	For the duration of 7-9 months from date penalty was imposed
Suspension of more than 10 working days	No promotion or merit increase <i>Note: Merit increase will be pro-rated from the last day the penalty was imposed</i>	For the duration of 9 – 12 months from date penalty was imposed

ARTICLE VII – PREVENTIVE SUSPENSION

Section 1. At the option of the Management, in cases where a thorough investigation is needed to determine the extent of liability of an employee under investigation for an offense, preventive suspension may be imposed to curb the recurrence of the offense which affected the Bank's operation in great magnitude. It must be imposed to the concerned employee, especially if the continued physical presence at the work place of the concerned employee poses a serious threat to the welfare of the Bank and its employees.

Section 2. Preventive suspension under this Article shall not be construed as a penalty but only as a measure or design to ensure the credibility and orderliness of the investigation.

Section 3. An employee under preventive suspension shall not be paid his or her salary during the period of suspension, which shall not exceed thirty (30) days. However, the Bank, after being appraised of the situation, may extend the maximum period of preventive suspension but shall automatically reinstate the preventively suspended employee in the payroll.

Section 4. An employee preventively suspended shall not be allowed to enter the premises of the Bank except when circumstances require it and or to attend the investigation being conducted in the case.

ARTICLE VIII – DEFINITION OFFENSES AND THEIR CORRESPONDING SANCTIONS

Section 1. ATTENDANCE AND PUNCTUALITY

Employees are expected to comply with the working hours set by the Bank. As such, any leave availment, official business trip or undertime availment should be properly coordinated with one's immediate supervisor to prevent disruption of the smooth flow of work.

VIOLATIONS ON ATTENDANCE & PUNCTUALITY	PENALTIES					
	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense	6 th Offense
1. Absence without Official Leave (AWOL) a. Not reporting for work and not advising one's supervising officer before 9:00 AM or 30 minutes before the official start of the working/banking hours (except in emergency situations) b. Extending one's vacation leave without due approval from one's supervising officer 2. Unauthorized Undertime Leaving bank premises between 4:01 p.m. and 5:30 p.m., or within one hour and twenty-nine minutes before the official end of working hours, without due approval from one's supervising officer 3. Failure to strictly observe the hours of Official Breaks as prescribed (1 hour Lunch Break & Coffee Breaks of 15 minutes each in the morning & in the afternoon).	Written Reprimand	10 days suspension without pay	Dismissal			
	Written Reprimand	5 days suspension without pay	10 days suspension without pay	Dismissal		
	Verbal Reprimand	Written Reprimand	3 days suspension without pay	5 days suspension without pay	10 days suspension without pay	Dismissal
VIOLATIONS ON ATTENDANCE & PUNCTUALITY	PENALTIES					
	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense	6 th Offense

<p>9. NFIS findings, complaint/s of credit mishandling or past-due loan obligations from various financial companies or individual lenders.</p> <p>Rank and File</p> <p>OFFICERS</p> <p>10. Willful disregard of notices, signs, regulations, or policies such as "No Smoking," "No Littering," and other similar notices, signs or regulations that are put in place for proper behavior and decorum, safety, orderliness and cleanliness</p> <p>11. Leaving work assignments and/or bank premises during working hours without prior permission from the Department Head or supervisor.</p>	Reminder	Written Reprimand	3-5 days Suspension without pay	6-10 days Suspension without pay	15 days Suspension without pay	Dismissal
	Reminder	Written Reprimand	5-10 days Suspension without pay	15 days Suspension without pay	Dismissal	
	Verbal reminder	Written Reprimand	Suspension	Dismissal		
	Verbal reminder	Written Reprimand	Suspension	Dismissal		

Section 3. OFFICE ATTIRE AND GROOMING

The Bank recognizes that its image is reflected by the way its employees act, dress and conduct themselves both within and outside the Bank. Hence, its employees are obliged to maintain a neat appearance and report for work in proper attire.

Employees are not allowed to come to office in rugged/informal attire, such as jeans, casual wear and T-shirts during regular working days. At all times, employees must wear clothes befitting professional Bank employees.

Wearing of slippers, sandals, and athletic shoes are not allowed inside the office and branch premises. Similarly, tank tops, oversized & tight shirts, walking shorts, culottes (for women) and any attire made of denim or maong material shall not be allowed.

The guidelines on dress code are embodied in its existing policy (Cir. No. ____). Non-wearing of uniform is subject to the rules and regulation of the said policy.

VIOLATIONS ON OFFICE ATTIRE AND GROOMING	PENALTIES				
	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense
1.Non-wearing of Prescribed Uniform / Wearing incomplete uniform (ID is considered as part of our uniform).	Verbal Reminder	Written Reprimand	3 days suspension without pay	5 days suspension without pay	Dismissal
2. Non-Observance of Prescribed Attire During Friday "Casual" Day or during any working weekday designated by Management as a "Casual" Day	Verbal Reprimand	Written Reprimand	3 days suspension without pay	5 days suspension without pay	Dismissal

Section 4. WORK DUTIES AND RESPONSIBILITIES

All employees should strive to exercise utmost efficiency and effectiveness in the performance of their official duties. We are expected to maximize our time properly and to prioritize our various responsibilities to address urgent concern at the appropriate time.

VIOLATIONS ON WORK DUTIES AND RESPONSIBILITIES	PENALTIES				
	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense
1.Continuous inefficiency/work mistakes which includes a continuous pattern of delayed and/or inaccurate completion of work assignments	Written Reprimand	1 day suspension without pay	5 days suspension without pay	7 days suspension without pay	Dismissal
2. Gross negligence in the performance of one's job or in carrying out official instructions to the detriment of the Bank and the latter's business and reputation.	7 days without pay to Dismissal depending on the gravity of offense	Dismissal			

<p>a. engaging in business with or in any firm or supplier with whom one deals with in one's employment</p> <p>b. receiving commissions from those who have dealings with the Bank unless allowed</p> <p>3. Engaging in activities that are related to personal business ventures during working hours.</p> <p>4. Unauthorized disclosure of confidential information to persons within or outside the Bank, including violation of R. A. 1405 (Law on secrecy of Bank Deposits)</p> <p>5. Covering up for offenses such as but is not limited to acts of dishonesty, and/or failure to disclose information for offenses committed by co-employees</p> <p>6. Offering or receiving money or other valuables from co-employees, clients, suppliers and other parties as bribe for one's own personal gain</p> <p>7. Borrowing money from clients.</p> <p>8. Conviction of a criminal offense with the penalty of "prison mayor" (which is defined as a criminal violation carrying the minimum penalty of imprisonment of at least 6 years and 1 day) while employed with the Bank</p> <p>9. Commission of acts that are inconsistent with generally accepted norms/standards of behaviour, including, but not limited to, concubinage, adultery, and sexual harassment</p> <p>10. Fraud or wilful breach by the employee of the trust reposed on him by the Bank.</p>	<p>Dismissal</p> <p>Dismissal</p> <p>Dismissal</p> <p>Dismissal</p> <p>Dismissal</p> <p>Dismissal</p> <p>Dismissal</p> <p>Dismissal</p> <p>Dismissal</p>	
--	---	--

Section 7. COMPLIANCE WITH STANDARD OPERATING PROCEDURES

Employees must comply with all established procedures of the Bank. These procedures were carefully designed to guard against losses and to assure effective operations at all times.

VIOLATIONS ON COMPLIANCE WITH STANDARD OPERATING PROCEDURES	PENALTIES			
	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense
1. Infraction of the Bank procedures in handling any Bank transaction, procedures/ activities or work assignment which results in a loss or probable loss or serious variances which have been prejudicial to the Bank or may have exposed the institution to prejudicial situation.	Written reprimand (with restitution if warranted)/ 2-5 days suspension without pay	6-10 days suspension without pay (with restitution if warranted)	Dismissal	
2. Infraction of Bank procedures in handling any Bank transaction/ activities/ procedures which did not result to a loss or serious variance.	Verbal Reprimand	Written Reprimand	6-10 days suspension without pay	Dismissal
3. Wilful non-observance of standard operating procedures in handling any Bank activities/ procedures / transactions / working assignment for purposes of personal gain, profit or advantage of another person.	Dismissal			
4. Infraction of prescribed or control procedures such as prescribed procedures on accidents safety or security regulations that may prejudice clients, customers, suppliers, employees, other personnel and or bank property.	Written Reprimand	5 days suspension without pay	Dismissal	
5. Violations on the provision of Manual of Bank's Operating Procedure, Revise Compliance Manual,	Written Reprimand	5 days suspension without pay	6-10 days suspension without pay	Dismissal

and Money Laundering Prevention Program and Consumer Protection Program.				
--	--	--	--	--

Note: The penalties on infraction are dependent on the CED , will depend on the gravity of offense.

Section 8. CONFLICT OF INTEREST

Conflict between the interest of the Bank and the interest of the employee should be avoided at all times. No employee should engage in any business or undertaking that is directly or indirectly in competition with the Bank; or engage directly or indirectly in any undertaking or activity prejudicial to the interest of the Bank or to the performance of his job or work assignments. In cases of conflict, the interest of the Bank should prevail.

VIOLATIONS ON CONFLICT OF INTEREST	PENALTIES			
	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense
1. Having another work that is competitive with the Bank.	Written Reprimand	5 days suspension without pay	Dismissal	
2. Engaging directly or indirectly, in financial transactions as a result of, or primarily relying upon "inside information".	Dismissal			
3. Having direct or indirect financial interest that conflict or appear to conflict with his duties and responsibilities as an employee of the Bank.	Dismissal			
4. Unauthorized disclosure/divulging of the Bank secrets, confidential information/ matters.	Dismissal			
5. Engaging in other work outside the Bank, without the Bank's written permission.	7 days suspension without pay	Dismissal		
6. Soliciting anything in value (cash, gift certificates or other cash equivalent of any amount, free membership/ subscriptions in clubs) from any client, vendor/ supplier or from prospective client.	7 days suspension without pay	Dismissal		
7. Offering or accepting anything of value in exchange for a job, work assignment or favorable conditions of employment	Suspension without pay/ Dismissal			
8. Selling, soliciting, collecting contributions or donations for any purpose whatsoever (paluwagan, peddling, selling raffle tickets, etc.) unless allowed by the bank; or conducting private business inside the Bank premises at any time or outside Bank premises within office hours	Verbal Reprimand	Written Reprimand	Suspension without pay	Dismissal
9. Borrowing from or lending to Bank clients or customers, suppliers and vendors and/or co-employees.	Written Reprimand/ Suspension without pay	Suspension without pay/ Dismissal		
10. Committing acts, whether in a private capacity or in representation of the Bank, whether within or outside bank time and premises, and whether personally or through another, that exposes the bank's reputation at risk.	Suspension without pay/ Dismissal	Dismissal		
11. Entering into transactions with third parties or engaging in practices which may result into a situation/s that will undermine the impartiality of an employee because of conflict of interest.	Written Reprimand/ Suspension without pay	Suspension Without pay/ Dismissal		

Section 9. HONESTY

All officers and staff are expected to be honest and truthful in their dealings with the bank. They shall not engage in, facilitate or aid in facilitating the commission of fraud, deceit, or other forms of dishonesty which will directly affect the Bank. Every employee of the Bank must, at all times furnish correct and complete information on the documents and other papers deemed necessary by the institution. Employees of the Bank must always exercise in the performance of duties.

VIOLATIONS ON HONESTY	PENALTIES		
	1 st Offense	2 nd Offense	3 rd Offense
1. Robbery or theft (attempted or frustrated) of Bank property whether involving funds, equipment, supplies, etc. stealing from a co-employee, and other persons transacting business with the Bank whether involving money or personal belongings.	Dismissal (with restitution if warranted)		
2. Manipulation of funds, misappropriation, malversation or withholding of funds belonging to the Bank and/or cash deposits made by client (with their representations) or being an accomplice or accessory in the said offenses.	Dismissal (with restitution if warranted)		
3. Misrepresenting authority of Bank officers that may cause damage to the institution.	Dismissal		
4. Unauthorized collection or receiving of fees, charges, kickbacks, commission from the clients, suppliers, collectors, solicitors, or receiving the same in consideration of patronizing their products or services rendered in connection with any bank transaction.	Dismissal		
5. Falsifying personal and/or other records, either upon applying for employment or during employment, which include but not limited to personnel, financial, or medical/clinical records, vouchers, receipts, timesheets, application forms, or presenting such falsified documents, information in any study, inquiry, research, investigation in proceedings in which PBB is involved.	Dismissal		
6. False sick leave application (malingering)	5 days suspension without pay	10 days suspension without pay	Dismissal
7. Tampering or altering of time and attendance and overtime records.	10 days suspension without pay	Dismissal	
8. Submitting falsified, simulated or fabricated documents (public, official, private or commercial) in order to avail of benefits. Mere submission of the document contemplated herein is sufficient to consummate the offense. It is not necessary that the Bank has actually granted or the employee has actually received the benefit.	10 days suspension without pay and permanent disqualification from availment of benefits program	Dismissal	

VIOLATIONS ON HONESTY	PENALTIES		
	1ST Offense	2nd Offense	3rd Offense
9 .Falsifying Bank records or documents and tampering with Bank equipment or facilities for the purpose of defrauding the institution to commit a dishonest act.	Dismissal		
10 Committing any act of forgery or fraud.	Dismissal		
11. Cover up of infraction of work which may or may not result in loss or prejudice to the bank.	Dismissal		
12. Concealment of one's knowledge to the commission of fraud, deceit or other forms of dishonesty.	Dismissal		
13. Planting evidence against another employee for the purpose of unduly imputing crime or the commission of an offense under this Code against the latter or of evading responsibility for the commission of the crime/offense under this Code or giving false statements or testimonies to avoid responsibility/ accountability; or distorting facts to give undue advantage to one's self or another at the expense of another individual.	Dismissal		
14. Unauthorized removal of any Bank property from its designated location inside the Bank	Dismissal		
15. Unauthorized sale of any Bank property, supplies, or any resources to another.	Dismissal		
16. Obtaining or attempt to obtain materials and supplies through fraudulent requisition/order and collusion with another person doing so in which the Bank suffers material and financial loss.	10 days suspension without pay	Dismissal	
17. Unauthorized use of master or duplicate keys or picklocks and/or similar device which can open offices, lockers, cabinets, drawers, rooms and other areas resulting in loss or discovery of unauthorized confidential matter.	Dismissal		
18. Concealment of any Irregular/ Anomalous Activity or Transactions that may cause damage to the Bank image or cast doubt on its integrity, officers & employees; may result to financial loss to the Bank or may put at risk or prejudicial situation to the Bank, its officers and/or its employees	Dismissal		
19. Key in for another person's time in or out in the Attendance Systems (CTA); allowing others to key in one's in or out in the system.	10 days suspension without pay	Dismissal	

Section 10. HIGH MORAL STANDARDS

Employees should maintain high moral standards of behaviour and must refrain from indecent, lewd and immoral acts that could give opportunity for scandal or loss of confidence in the Bank.

VIOLATIONS ON HIGH MORAL STANDARDS	PENALTIES	
	1ST Offense	2nd Offense
1. Distribution/ exhibition/ posting/ surfing of pornographic viewing or reading materials within the Bank premises.	15 days suspension without pay	Dismissal
2. Engaging in indecent, lewd and immoral acts/ practices give occasion for scandal or loss of confidence in the Bank.	15 days suspension without pay	Dismissal

3. Sexual Harassment as defined in Republic Act No. 7877 (Anti-sexual harassment act of 1995).	Dismissal	
--	------------------	--

Section 11. IT/ IS SECURITY POLICY

To reduce user liability as well as minimize potential damage to stored data/ information, data systems, and computer systems – all for the protection of the users and the company, employees are obliged to follow the IT/IS Policy. Management will take every step to ensure that all client information and all controlled PBB information be kept confidential. It is to the best interest of PBB's clients and partners that sanctions will be given to those, who in one way or another, had anything to do with any security breach.

VIOLATIONS ON IT/ IS SECURITY POLICY	PENALTIES					
	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense	6 th Offense
1. Making illegal copies of software	Written Reprimand (with restitution if warranted)	5 days suspension without pay	10 days suspension without pay	Dismissal		
2. Installing unlicensed software	Written Reprimand (with restitution if warranted)	5 days suspension without pay	10 days suspension without pay	Dismissal		
3. Downloading and installing shareware without proper approval from ITG	Written Reprimand (with restitution if warranted)	5 days suspension without pay	10 days suspension without pay	Dismissal		
4. Installing personal software	Written Reprimand	5 days suspension without pay	10 days suspension without pay	Dismissal (with restitution if warranted)		
5. Using evaluation copies of the software in production	Written Reprimand	5 days suspension without pay	10 days suspension without pay	Dismissal		
6. Failure to secure one's own work station while programs are still running which results to intrusion or unauthorized access by another person	Verbal Reprimand	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal
7. Sharing of password	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal		
8. Using another user's password or login name	Written Reprimand	5 days suspension without pay	10 days suspension with pay	15 days suspension without pay	Dismissal	
9. Failure to observe proper etiquette and demeanor in sending emails, such as but not limited to the use of capitalize letters unless to emphasize certain phrases.	Verbal Reprimand	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal
10. Use of computer resources for personal use/gain and /or to support external organization.	Written Reprimand	5 days suspension	10 days suspension without pay	Dismissal		

11. Sending offensive and disruptive messages	Written Reprimand	without pay 5 days suspension without pay	10 days suspension without pay	Dismissal		
VIOLATIONS ON IT/ IS SECURITY POLICY	PENALTIES					
	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense	6th Offense
12. Creating hardcopy (printing and/or screenshots) without proper authorization	Verbal Reprimand	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal
13. Bringing/sending out confidential data without proper authorization	Dismissal					
14. Failure to protect company computer resources resulting to damage to computer or any of its peripherals (such as but not limited to use of virus infected storage media, non-observance of proper workstation care, etc.)	Written Reprimand (with restitution if warranted)	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal	
15. Surfing non-business related websites.	Verbal Reprimand	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal
16. Copy or duplication of licensed software installed in issued computer.	Written Reprimand	5 days suspension without pay	10 days suspension without pay	Dismissal		
17. Unauthorized adding, removing, replacing or substituting any computer components (including detachable).	Verbal Reprimand	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal
18. Unauthorized re-configuring or changing the set-up of LAN PC workstation.	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal	
19. Unauthorized creation of WEB or Home Pages containing the PBB identification such as but not limited to bank official logo and/or pictures and speaking and writing in the name of PBB for the purpose of giving false, dishonorable, malicious statement that will tarnish the name of the Bank.	Dismissal					

Section 12. SAFETY AND SECURITY

All Bank personnel are responsible for safety in their respective place of work. They must promote safety within Bank premises. They are required to abide by the safety rules and regulations of the Bank.

VIOLATIONS ON SAFETY AND SECURITY	PENALTIES				
	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense

1.	Unauthorized use/ possession of firearms or any prohibited/ deadly/ explosive objects within Bank premises.	5 days suspension without pay	10 days suspension without pay	Dismissal		
2.	Carelessness resulting to bodily harm and /or injury to clients, guests, customers and co-employees.	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal
3.	Failure to observe Bank safety/ security rules and regulations.	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal
4.	Holding unauthorized meeting or those which are held without securing permission from the manager/group head within Bank premises	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal	
5.	Loitering in restricted areas	Written Reprimand	5 days suspension without pay	10 days suspension without pay	15 days suspension without pay	Dismissal

Section 13. CONSUMER PROTECTION PROGRAM

All Bank employees are responsible in compliance with the minimum standards of consumer protection in the areas of disclosure and transparency, protection of client information and fair treatment.

VIOLATIONS ON CONSUMER PROTECTION PROGRAM	PENALTIES				
	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
1. Exposing or revealing client data to third parties without prior written consent from client	Dismissal				
2. Making statements that are untrue or omitting information which are necessary to prevent the statement from being false or misleading to client.	3 days SUSPENSION without pay	5 days SUSPENSION without pay	10 days SUSPENSION without pay	Dismissal	
3. Engaging in abusive or deceptive acts or practices in dealing with clients	3 days SUSPENSION without pay	5 days SUSPENSION without pay	10 days SUSPENSION without pay	Dismissal	
4. Use of high pressure/aggressive sales techniques and forcing the client to sign contracts	3 days SUSPENSION without pay	5 days SUSPENSION without pay	10 days SUSPENSION without pay	Dismissal	
5. Failure to disclose / provide essential product information that will facilitate client transaction.	WRITTEN REPRIMAND	5 days SUSPENSION without pay	10 days SUSPENSION without pay	Dismissal	
6. Engaging in unfair collection practices including violation of Philippine Fair Debt Collection Practices Act	WRITTEN REPRIMAND/ 3 Working days without pay	5 days SUSPENSION without pay	10 days SUSPENSION without pay	Dismissal	

**ARTICLE IX – CRIMINAL AND CIVIL ACTIONS OF THE BANK
AGAINST ERRING EMPLOYEES**

Although the Bank, after due hearing and investigation, may have already imposed the corresponding penalty provided under this Code against the employee who committed the offense, such imposition shall not preclude the Bank in pursuing criminal or civil charges against the erring employee concerning such violation or infraction.

ARTICLE X – AMENDMENTS TO THIS CODE

Amendments or revisions of this Code of Conduct may only be done at the sole initiative of the Human Resources Department such amendments may only be implemented after they have been approved unanimously by the Board of Directors.

ARTICLE XI – REPEALING CLAUSE

The provisions of the previous Code of Conduct, which are entirely inconsistent with the provisions of this Code, are hereby repealed.

ARTICLE XII – EFFECTIVITY

This Code shall take effect immediately upon approval of the Board of Directors.

Confirming Adherence to Guidelines

Adherence to the guidelines is the responsibility of each employee of Philippine Business Bank (PBB). It is a condition for continued employment. It will be independent of the practices of other banks.

Any breach of the PBB Code of Conduct is viewed by the bank as a serious matter and may result in disciplinary action up to, and including, termination.

In general terms, every Group Head, officer, and employee of the Bank shall exercise powers and discharge duties of his or her office or position honestly, in good faith and in the best interests of the Bank. As a bank employee is a service industry, it is imperative that relations with the customers and other employees be conducted in a courteous, considerate and responsible manner. In the final analysis, the Bank's character is but a mirror of the conduct of its employees. Every employee therefore has a continuing personal responsibility to uphold the PBB Code of Conduct.

PHILIPPINE BUSINESS BANK
Confirmation and Certification

**I HEREBY ACKNOWLEDGE RECEIPT OF THE PHILIPPINE BUSINESS BANK CODE OF
CONDUCT AND AGREE TO ABIDE WITH ITS POLICIES.**

CONTENTS READ AND UNDERSTOOD

Employee Name/Signature

Center/ Branch

Date