



DEVELOPMENT BANK OF MAURITIUS

DBM CODE OF CONDUCT AND ETHICS

2.0 Introduction

This document describes the code of conduct and ethics for staff and employees at the Development Bank of Mauritius (DBM Ltd.).

The objectives of the code of conduct and ethics are:

- To outline the DBM expectations regarding employees' behavior at work, towards their colleagues, superiors in rank and overall organization.
- To develop and foster ethical banking practices, behavior and conduct, and communication relationship, between the Bank and customers.

2.1 Scope and responsibility

The DBM Code of conduct and ethics applies to all staff and employees of the DBM in all the Departments, Sections and Sub-Sections, including:

- Head Office,
- All DBM Branches, including Rodrigues,
- DR Centers,
- DBM Subsidiaries.

IT IS THE DUTY OF HEADS OF DEPARTMENTS AND OFFICERS IN CHARGE TO ENSURE THAT STAFF AND EMPLOYEES OF THEIR RESPECTIVE DEPARTMENTS COMPLY WITH THE POLICIES AND GUIDELINES CONTAINED IN THIS CODE.

3.0 DBM Code of ethics

This Code, together with the various company protocols, policies, rules and regulations, forms part of the contract with the staff and employees of the Bank.

3.1 Policy Statement

The DBM is a public interest entity. It is the mission of the Bank to promote and support the development of economic operators, including small and medium scale operators; fishermen and small planters.

We, at the Development Bank of Mauritius (DBM Ltd.), are aware of our obligations and compliance with the laws and regulations of the country.

We, at the Bank, shall always strive to provide services that conform to the needs and expectations of its valued customers, visitors and other stakeholders whilst ingenuously complying with all current legal and statutory requirements, including inter-alia the Banking Act 2004, the Prevention of Corruption Act 2002, the Financial Intelligence and Anti Money Laundering Act 2002, the Financial and Anti Money Laundering Regulations 2003, the Borrowers Protection Act 2007, the Companies Act 2007, the Data Protection Act 2017 and the Bank of Mauritius Guidelines.

We shall always demonstrate good conduct and ethical behavior that emphasize professionalism, honesty and integrity in the exercise of the functions and delivery of the business operations.

3.1.1 OUR VISION

It is our vision:

“To be a Financial Development Institution of excellence and a strategic partner in providing an array of flexible support facilities to support and accompany operators engaged in the socio economic activities”

3.1.2 OUR MISSION

It is our mission:

“To Serve as a Catalyst for the Promotion of Accelerated Socio-Economic Development of the Republic of Mauritius”

3.1.3 OUR VALUES

PROFESSIONALISM

HONESTY

INTEGRITY

In recognition of the importance of our responsibilities, we actively seek to show professionalism, honesty and integrity regarding the way we work.

We hereby undertake to be ethically responsible when dealing with the company's finance, products, and public image as well as with our colleagues, customers, visitors and other stakeholders.

We undertake to practice equal opportunity policy in all aspects of our work, from recruitment to interpersonal relations.

We shall respect our colleagues and undertake not to practice any kind of discriminatory behavior, harassment or victimization.

In that respect, we encourage mentoring throughout our company's policies, protocols, regulations and conditions of service, with regard to the following:

- **Absenteeism and lateness**

Staff and employees are expected to be punctual when coming to work as lateness impedes on our performance and relations with our customers. We should ensure that the work is completed before leaving office.

- **Teamwork**

Staff and employees should be friendly and collaborative. They should not disrupt the workplace or present obstacles to their colleagues' work.

- **Communication**

All employees must communicate courteously and respectfully with each other and with their superiors.

Supervisors and managers mustn't abuse their authority. We expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

Staff members and employees are formally forbidden to undertake part time or private employment and similarly they should not get engaged in any political activity, which may, by virtue of their employment in the Bank, call into question the apolitical status or which might result in the Bank's name being brought into any political or public controversy.

4.1 PROFESSIONALISM

DBM Staff and employees at all levels are required to show professionalism in their work, and to faithfully, truly and to the best of their skill and ability, execute and perform the duties required of them, which properly relate to the office or position they hold in and/or in relation to the operation of the Bank.

Staff at all level should refrain from soliciting political interventions.

4.2 HONESTY

Staff and employees shall serve the Bank honestly and faithfully and shall use his/her utmost endeavors to promote the interests of the Bank and shall show courtesy and attention to its clients and other persons and institutions with whom the Bank has transactions and dealings.

4.3 INTEGRITY

Staff and employees shall show integrity in the workplace and prevent from accepting gifts whether directly or indirectly from clients or any party, whether internal or external, and prohibit briberies.

4.4 RESPONSIBILITIES

Staff and employees at all levels hereby declare that they have taken cognizance of the DBM Code of Conduct and Ethics, that they have understood its contents and agree to conform to and abide by the principles and the rules set out in the Code and the Company Staff Rules and Conditions of Employment, which the Bank may review, amend or modify from time to time.

Staff and employees also declare that this compliance obligation extends to all the company protocols, policies and procedures and that any actual or suspected instances of non-compliance with the Code will be handled in accordance with the Bank's Disciplinary Procedures.

They also agree to confirm on an annual basis that they are familiar with the contents of the Code, that they understand their obligations under the Code and that they comply with them.

Senior Management has the same responsibilities as all other staff in terms of compliance with the Code. In addition, they are responsible for applying the Code within their area of responsibility and fostering compliance by leading by example.

- 5.1 We promise that we shall devote our whole time and attention to the service of the Bank and shall serve the Bank in its business in such capacity and at such time as we may from time to time be directed.
- 5.2 We undertake to maintain, during or after our relationship with the Bank, the confidentiality of any matter, documents and/or data relating to the operations of the Bank and its customers which comes to our knowledge and not, on any account and at any time, disclose directly or indirectly to any person any matter or information relating to the affairs of the Bank and/or relating to the affairs of any person/customer of the Bank otherwise than for the purposes of our duties or the exercise of our functions under the banking laws or, when lawfully required to do so by the Management of the Bank or, a judge in Chambers or any Court of law or under any enactment. We are aware that any customer information collected is "Confidential".
- 5.3 We will use our authorized access to protected information only in the performance of our duties and responsibilities of our position regardless of its format (e.g. electronic, paper oral or otherwise).
- 5.4 In this regard, in gaining access to sensitive and/or confidential information and records (electronically or otherwise) that may be protected, we understand that unauthorized disclosure of such information may adversely impact the DBM, individual persons, its customers and any subsidiary of the DBM.
- 5.5 We also undertake to safeguard the property of the DBM and not to perform any acts of dishonesty against the DBM, involving theft, destruction or misappropriation of money, property, office equipment, supplies, or any other items of value. Falsification, alteration, or substitution of records for the purpose of concealing or aiding such acts is also strongly prohibited.
- 5.6 Further, we undertake not to do any act and/or omission which would bring the Bank into disrepute.
- 5.6 We shall not, at any time and under any circumstances, express personal views on social media or any other public forum that are linked in whatsoever manner to the Bank.
- 5.7 We commit ourselves not to solicit in respect of a service rendered in our official capacity any gifts of cash or monetary equivalents, objects of value or preferential treatment, directly or indirectly, from any person or entity within the Bank or any external party for the benefit of any external or internal party. Indirect gifts can include gifts to our family members.
- 5.8 We therefore undertake to disclose all instances in which any of our family members or relatives are providing services to the Bank.
- 5.9 We shall never use or attempt to use our position in the Bank to obtain any improper benefit for ourselves, our family, or others connected to us, and we shall always seek to avoid dealings with businesses with whom we have family or friendship relations, which could give rise to an actual, potential or perceived conflict of interest.

6.0 We understand that a conflict of interest can arise when our personal, commercial or political associations or interests inappropriately affect our judgment or actions while performing our duties and in order to avoid any personal, financial or other interests that might hinder our capability or willingness to perform our duties. .

6.1 Staff involved in procurement are aware of the Bank's rules and the laws regarding procurement when engaging with suppliers. They are prohibited from engaging in any behavior which could give rise to conflicts of interest that may have an impact on the integrity of the competitive tender process. Non-adherence to the rules set out in the Bank's Corporate Procurement Policy could expose the Bank to risk of legal or financial sanction. They should always seek to avoid not only actual, but also potential or perceived, conflicts of interests for the Bank.

6.2 Money laundering and terrorist financing have become the focus of considerable attention by governments, international organizations, and law enforcement agencies throughout the world.

- Money Laundering is the process by which the proceeds of criminal activities are moved through the financial system in order to hide all traces of their criminal origin.
- Terrorist financing focuses on the destination and use of funds that may come from legitimate or criminal sources, or a combination of the two.

It is the duty of all staff to prevent the use of DBM activities for purposes of money laundering, and / or the financing of terrorism or other criminal activity. Staff are expected to guard the DBM against corrupt activities.

**FAILURE TO COMPLY WITH THE DBM CODE OF CONDUCT AND ETHICS
MAY ENTAIL DISCIPLINARY PROCEEDINGS.**