Code of Conduct and Ethics

SOUTHEAST BANK BELIEVES THAT ITS EFFORTS TO BECOME A LEADING BANK IN THE PRIVATE SECTOR CAN ONLY BE ACHIEVED AND SUSTAINED BY CREATING EFFECTIVE CORPORATE GOVERNANCE, INCULCATING PROFESSIONALISM AMONG ITS STAFF AND STRICTLY ADHERING TO RULES AND REGULATIONS. WE BELIEVE THAT OUR AIMS AND OBJECTIVES CAN ONLY BE REALIZED FULLY AND SUSTAINED OVER TIME BY ADHERENCE TO ETHICS THAT CANNOT ALWAYS BE BUILT INTO SETS OF RULES AND REGULATIONS. THIS BELIEF IN ETHICS MOTIVATES THE BANK IN ITS DEALINGS WITH THOSE WITH WHOM IT INTERACTS.

A. We adhere to the following Principles in Dealing with Customers

- Follow strict ethical banking practices.
- Provide fair treatment to all customers, depositors and borrowers without any discrimination.
- Provide speedy customer service at a very competitive cost.
- Deal with customers in a transparent manner and without any hidden cost.
- Maintain strict secrecy of customer account.
- Provide free financial advice to clients.
- Deal quickly with complaints received from the customers. We endeavor continuously to build relationships of trust and understanding with our customers.
- Give very competitive returns to the depositors on their investment.
- Listen to our customers and work for the improvement of customer service as per their suggestion.
- Keep in touch with customers on a regular basis.
- Keep promises that we make.
- Take competitive service charges and rates.
- Discourage any sort of privilege or gift from customers.

B. We believe in the following Principles in Dealing with Shareholders

- Adequate disclosure of corporate information and operational results to help them take suitable investment decisions/options.
- Stable Dividend Policy.
- Dialogue with them and implement their suggestions for improvement.
- Equal treatment to all shareholders irrespective of their individual size of shareholding.
- Effective Risk Management.
- Maintenance of fairness and accuracy of financial reporting and records.
- Restrictions on insider trading.

C. We abide by the following Principles in Dealing with our Regulators

- We are transparent in operations and governance.
- We have a culture of timely compliance of regulatory requirements.
- We take their suggestions with utmost importance and implement those for improvement of our corporate governance standard.
- We safeguard information and avoid its misuse.

D. We Conform the following Principles in respect of our Employees

- We do not discriminate on grounds of religion, sex or race at any stage. We recruit the best on the basis of merit under a rigorous recruitment policy without any biasness or favoritism to anybody.
- We pay competitive compensation packages to the deserving employees.
- We care for our employees and create an environment to work together with dignity.
- We have clearly defined duties and responsibilities for each employee. No one is responsible for unassigned jobs.
- We have zero tolerance for any act of dishonesty.
- We provide a congenial work environment.
- We encourage our employees to give opinions on both qualitative and quantitative improvement of the Bank.
- We take care of their health and safety.
- Our employees avoid conflict of interest. Our employees obey the code of conduct.
- Professionalism, honesty, integrity and high moral and ethical standards are the creeds of our employees.

E. We uphold the under-noted Principles in respect of Society

- We believe that the Bank gets business sustenance from the community in which it operates and, therefore, it remains responsive to the community and the society in reciprocity.
- We discourage financing projects that are not environment friendly.
- We provide material support for the protection of the environment.
- We give aid to the poor, helpless and natural calamity hit people.
- We support charitable ventures.
- We give sponsorship to sports, culture, education, healthcare and community development ventures.
- We support the women as a community and contribute to women empowerment.
- We are keen to move fast for green banking to protect the environment.

F. We devote to the following Principles in respect of National Interest

- We protect our national interests.
- We refrain from prohibited business.
- We promote causes for national development.
- We support nation-building efforts from our position.