



PARAMOUNT INSURANCE PLC.

CODE OF CONDUCT

To ensure safe, efficient and harmonious operations and to fully inform all employees of their responsibilities, certain standards of conduct have been established for the guidance of all employees. The standards mentioned are only a partial of acceptable behavior and conduct. Any violation of such acts or omissions will constitute misconduct and lead to disciplinary actions.

PURPOSE

The purpose of our code is to set the values and standards which guide the way we do business. Our business brings with it obligations to comply with the law, adhere to our own policies and principles, exercise good stewardship of our assets and the environment, and behave safely and ethically at all times.

The Code brings together a set of standards, helping to define what PIPLC expects of its businesses and people regardless of location or background. All employees must follow this code. The Code Summarizes the legal and ethical standards that affect us all.

- Details of standards that have a country wide application.
- Outlines our obligations and the expectations of our all Stakeholders.
- Helps us identify key risk areas- and how those risks should be approached.
- Gives guidance on how we should resolve difficult questions about business conduct.

STAKEHOLDERS

Our guiding principles are broken down into four stakeholder groups. Our stakeholders are people with an abiding interest in PIPLC

- **Customers & Markets**- customers who are satisfied and feel understood;
- **Shareholders** – who expect the best endeavors from our organization to maximize the value of their investment.
- **Employees**- who work with enthusiasm and pride because they feel challenged and valued
- **Communities**- in which we play a practical and positive role, and that appreciate our involvement and contribution.

KEY STEPS TO MAINTAINING OUR STANDARDS

- Know what is right
- Do what is right – always
- If you are unsure, ask
- Keep asking until you get the answer.





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OUR GUIDING PRINCIPLES

PIPLC is committed to following a set of core values – our guiding principles. These outline how we expect our people to treat our customers and markets, our fellow employees, shareholders, re-insurers and the communities in which we work and live. Our guiding principles set the tone and overarching objectives of the Code of Conduct. Our individual standards provide the details of what issues we face and how we are expected to respond to them.

COMMUNITIES & PUBLIC

Responsibilities to local communities and the public

PIPLC is committed to being a positive contributor to the communities in which we do business. We oppose public corruption, act as responsible stewards of our products and the environment, play a part in supporting activities in the places where PIPLC operates, and support the fundamental principles of good governance and human rights.

PIPLC participates in a number of programs and initiatives in support of these principles. The first obligation of responsible citizen, we have a responsibility to behave as a conscientious neighbor. The includes:

- Involvement in various CSR activities
- Adherence to safe work practices
- Sound environmental management.
- Respect for the principles of human rights
- Measured and appropriate community engagement.

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RESPONSIBILITIES TO CUSTOMERS & MARKETS AND RE-INSURERS & SURVEYORS:

In all our business dealings, PIPLC strives to be fair and honest. We will always act in line with all applicable laws and regulations. We will always compete vigorously but fairly, complying with all laws protecting competition and the integrity of markets. PIPLC will not knowingly Re-insurers & Surveyors who operate in violation of applicable laws and regulations. In particular, we will always;

- Compete vigorously but fairly and legally
- Re-insure properly where needed
- Respect the intellectual property and copyright of other's
- Promote our products and services accurately and honestly
- Comply with international trade controls.
- Meet government, industry, customer's compliance and PIPLC's safety and quality standards.

RESPONSIBILITIES TO SHAREHOLDERS:

PIPLC is committed to promoting the interests of our shareholders by working hard to achieve superior financial results. In pursuing this goal, we will protect PIPLC's assets and resources, avoid conflicts of interest and self-serving activities including insider trading, and we will be forthright measuring and reporting our financial performance.





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Our shareholders trust us to use our company assets responsibly – to make our businesses growth and ultimately increase the value of their investment. Honest and accurate recording and reporting of information is essential. All financial books, records, accounts and claims must accurately reflect transactions and events, and conform to both generally accepted accounting principles and PIPLC's system of internal controls. Undisclosed or unrecorded funds, assets, claims or liabilities are not allowed. Employees uncertain about the validity of an entry or process are expected to consult our business assurance and risk audit department. In particular, we will always:

- Avoid conflicts of interest that may interfere with our obligations to PIPLC
- Create and retain honest, accurate and timely records
- Protect the confidentiality of PIPLC's proprietary information and information systems
- Respect company time, property and funds

RESPONSIBILITIES TO AND EXPECTATIONS OF EMPLOYEES:

PIPLC'S is committed to fostering a workplace that is safe and that is founded on fair employment practices and mutual respect. We believe in fair treatment and compensation of employees, recognizing and rewarding good performance, and offering opportunities for advancement through promotions and training. In return, we expect employees to adhere to our Code and to take personal responsibility for the upkeep of our standards and good corporate citizenship. In particular, we will always strive for a work environment that:

- Values the safety, health and security of our co-workers
- Values and embraces diversity and equal opportunities
- Prohibits all forms of harassment
- Prohibits the abuse of drugs and alcohol
- Ensures respect for the confidentiality of our employee's personal information
- Encourages caution, moderation and good judgment in the giving and receiving of gifts, favours and entertainment.

MISCONDUCTS

Acts and omissions which constitute misconduct:

Following are the Acts and Omissions mostly listed in Bangladesh Labour Laws 2006 & amended in 2013 are of serious nature and constitute misconduct which can result in dismissal:

- i. Willful insubordination or disobedience, whether alone or in combination with others, to any lawful or reasonable order of superior.
- ii. Theft, fraud or dishonesty in connection with the employers' business or property.
- iii. Taking or giving bribes or any illegal gratification in connection with his or any other Worker's employment under the employer.





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- iv. Absence without leave for more than specified days as stated in the company's policy.
- v. Habitual late attendance.
- vi. Habitual breach of any law or rule or regulation applicable to the industrial establishment.
- vii. Riotous or disorderly behavior in the industrial establishment, or any act subversive of discipline.
- viii. Habitual negligence or neglect of work.
- ix. Frequent repetition of any act or omission for which a fine may be imposed.
- x. Falsifying, tampering with, damaging or causing loss of employers' official records.
- xi. Giving false information regarding his name, age, qualifications or previous experience at the time of employment.
- xii. Disclosing to any unauthorized person any secret or confidential information including proprietary information in regard to processes, dealing and affairs of the company or its affiliates which may come into the possession of the workman in the course of his/her work of otherwise.

Note. An employee can be dismissed without following the disciplinary procedures if he is committed for an offence involving moral turpitude.

Acts and omissions which though not of very serious nature but calls for disciplinary action for corrective measures. Repetition of such acts and omissions would amount to misconduct. Such acts and omission are as follows:

- i. Carrying on any private business without the permission of the Company.
- ii. Refusal to work on a different job.
- iii. Gambling within the Company's premises or premises utilized by the Company.
- iv. Sleeping while on duty.
- v. Theft of any other employee's property inside the Company's premises.
- vi. Leaving the work spot without permission.
- vii. Instigation and or abetment of or attempt at any of the acts of misconduct.
- viii. Non acceptance of a explanation letter and any other communication from the Company, and refusal to accept and/or admit any communication.
- ix. Commission of any act subversive of discipline or good behavior, drunkenness etc.
- x. Supply and use of toxic material such as heroine, ganja etc. in the Company premises.
- xi. Disregard or disobedience of rules or orders.
- xii. Inefficient, dilatory careless or wasteful working.





EMPLOYEES' PERSONAL RESPONSIBILITY

Your personal responsibility to do the right thing- how the Code is enforced

PIPLC employees must follow the principles and standards contained in our Code. Those that do not follow the Code put themselves, their co-workers and the company at risk. This is not acceptable. A failure by an employee to comply with the Code or any other company policy or requirement, may result in disciplinary action up to and including dismissal, referral for criminal prosecution and legal action to recover losses or damages resulting from such violation.

If you manage or supervise others, you have special responsibilities to make sure your support, train, monitor and enforce compliance with our standards. You should know and understand our Code. Enforcement of the Code applies to all employees as well as all representatives, consultants and agents doing business on our behalf

N .B: The Company has clearly laid down the Code of Conduct of its Chairperson, other Board Members and the Chief Executive Officer/ Managing Director based on the recommendation of the Nomination and Remuneration Committee as per condition no-7 of Corporate Governance Code,2018 which was issued by Bangladesh Securities and Exchange Commission through its Notification No.

BSEC/CMRRCD/2006-158/207/Admin/80 dated on 3rd June,2018 and which is available in its website at **www.paramountinsurancebd.com**.

