

BANKA PËR BIZNES CODE OF ETHICS

JANUARY 2020



BPB

Banka e vendit tënd

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Speech of the Chief Executive Officer

Banka për Biznes is an evergrowing bank, continuously developing and supporting customers, who have entrusted us with the creation of innovative services and products designed specifically to meet their needs.

The Code of Ethics of Banka për Biznes sets out our values and principles and is built on the standard that any relationships with our customers, shareholders, the community and employees is in line with basic standards of ethical conduct in business.

Trust is one of the core values on which our bank is built, it is also the foundation on which we build long-term professional relationships with our customers, shareholders, the community and employees. The responsibility for establishing and maintaining trust in the BPB rests deeply on each of us and the personal integrity we bring to our work.

We will be committed to delivering the Bank's mission and vision, always with honesty, integrity, transparency, open communication and responsibility. The Code of Ethics presents, among other things, all the information on how to apply our values as we compete in the market and engage with customers, shareholders, the community and employees.

Thank you for your work that enables us to create opportunities for all those who we serve and for your personal commitment to preserving our ethical values and standards on a daily basis.



Arton CELINA
Chief Executive Officer

Arton Celina

Purpose of the Code of Ethics

Banka për Biznes (BPB) is committed to the highest standards of ethical and professional conduct. The BPB Code of Ethics sets out the basic principles and practices of work, professional and personal conduct that all the Bank's employees, Executive Management and Board of Directors must adopt and uphold these standards.

The Code of Ethics is intended to guide our behaviour to promote the integrity and trust of the public. The principles and standards outlined in this Code describe all of our activities and relationships with our affiliates, including customers, colleagues, shareholders, suppliers, regulators, business partners, and the whole society.

These principles and standards form the foundation for all BPB policies, guidelines and procedures that are in line with international practice. However, the Code may not address every situation that the Bank faces, but it aims to lay the foundations of our behaviour in relation to the public.

The Code of Ethics is also complemented by the procedures, internal guidelines and laws and regulations in force to ensure that all employees act with integrity and honesty in all respects and are responsible for their actions.

The BPB Code of Ethics is the framework that sets out the clear standard of conduct that we must all adhere to, always maintaining the stakeholders' trust.

Implementing the Code of Ethics

All the Bank's employees must comply with the rules and standards set forth in the Code of Ethics, which sets out the rules and internal standards for all the Bank's employees.

The rules and standards set forth in this Code are part of the general terms and conditions of employment and the same sets out all the rules and standards all the employees are expected to comply with. It also covers the obligations arising after the termination of the employment relationship with the Bank.

Eventual breaches of the Code of Ethics will be reviewed and measures will be taken based on the Bank's internal procedures.



Bank's mission

The mission of Banka për Biznes is to establish credible and long-term cooperation with small and medium-sized enterprises to support their growth and development through specifically designed, responsive and innovative products and services. We provide customers with immediate and direct access to quality financial services while meeting their needs.

Because trust is the most important thing, we are focused on building and maintaining long-term relationships with our customers, the community, our employees and our shareholders. We will strengthen these relationships by providing the right solutions that combine technology, experience and financial strength.

BPB will be a provider that:

- ▶ Adds value to our customers;
- ▶ Creates a positive economic impact on our community; and
- ▶ Creates positive personal and professional opportunities for our employees.

Among other things, our goal is to create loyal clientele, add long-term value to our shareholders' investment and contribute to the development and retention of our employees.

Bank's vision

The vision of Banka për Biznes is:

- ▶ Be a stable bank for shareholders;
- ▶ Be a credible institution for our staff; and
- ▶ Be a leader in providing financial products and services to small and medium-sized enterprises in Kosovo.

We will operate at all times with honesty and integrity to obtain the loyalty of our employees, customers and community.



Bank's values

Bank's values are those that identify us and all employees are encouraged to safeguard these values and act in full compliance with them.

Our core values on the basis of which we operate and which represent us as a bank are:



Customer orientation

Customer orientation represents our customer-centric approach, and we are all committed to meeting customer needs and demands. All the actions and decisions of the Bank are taken while considering the needs of the customer because this is the only way to establish a long-term relationship with the customers. We are also, at all times, close to customers through all communication channels, and by providing quality services and products on time we meet the needs and exceed the expectations of our customers.

Responsibility

We work towards building lasting, long-term relationships with customers, employees and third parties. An open and transparent environment enables us to be supportive, flexible and adaptable to changes. We are responsible and encourage employees to talk about the things that concern them in the workplace and we also provide fair treatment to all employees. Also, by listening to the opinions of others, we respect their personal dignity, privacy and individual rights. In line with the overall strategy of being a "responsible bank", we ensure that, through our actions, we contribute to improving the social status of customers, without harming the environment or the society. In this form we live the values of the bank, safeguarding the personal and the institution's reputation.

Transparency

Our goal is to have a work environment where trusting one another is a key element of sound cooperation. To achieve this, we are transparent to each other as well as to third parties, disclosing the information needed clearly and timely. The common objective is to create a trusted environment, where everyone feels free to express their opinion, and we attach particular importance to the transparency to our customers regarding the conditions and rules of cooperation.

Development and advancement

Our Bank's business model has made great strides in development and advancement, with a particular emphasis on the continued professional growth of our employees. Today, the Bank's development has made us proud of the transformation achieved, and those who have made this transformation possible are precisely the Bank's employees who make up our most valuable asset. Employee development and investing in employee capacity building are our top priorities, as we aim to provide employees with a dynamic and growth-oriented workplace.

Integrity

Integrity is one of our core values to the operation of the business, and by acting with integrity we ensure that every decision we make is based on thoroughly ethical and moral principles. Trust and honesty are key elements based on which we interact and expect all employees to act with integrity, be accountable and reliable, and treat co-workers, stakeholders and customers with respect.

Communication

Employee support and transparency in communication are amongst our priorities. Supporting staff with professional advice is vital to sustainability and professionalism in our institution. We communicate directly and transparently and support all employees in order to achieve the Bank's objectives and strategy together. By practising complete transparency and sharing our thoughts and opinions with colleagues and third parties we promote effective communication within the Bank. With transparent communication, we also contribute to the fair disclosure of information to our customers and stakeholders.

Bank's rules and principles

High standards of business ethics in the Banka pēr Biznes include a high commitment from every employee of the Bank, honesty and integrity in dealing with customers, third parties and employees.

All employees of the Bank must act with full responsibility and have professional conduct and must be a model of responsible work and professional ethics.

In order to live by our values we must adhere to the basic standards and rules. Meeting the following standards and rules is linked to our values.



Bank's employees

We make sure that the work culture and respect between colleagues within the Bank is at the right level and we make sure we have a work environment with equal rights for all employees, where each employee has the full right to open communication and to freedom of expression.

Bank's employees may only accept or offer symbolic gifts, subject to the criteria and approvals set forth in our internal rules. Gifts in the form of cash are not allowed under any circumstances. The Bank enforces relevant laws and regulations on the rights of employees, including also taking care of health and safety at the workplace, as well as prohibits the discrimination or harassment in the workplace.

Bank's employees should maintain and treat the Bank's equipment or assets with full responsibility, not excluding the confidential information, intellectual property, etc. of the Bank, its customers, or third parties.

Bank's employees should not be involved in activities that affect the image or reputation of the Bank and are obliged to avoid any potential conflict of interest.

Bank's employees, including senior management as well as Board members, should not engage in any activity leading to conflict of interest with their responsibilities and scope within the Bank. Employees should avoid any potential conflicts of interest, and for any ambiguity or potential conflict of interest, they must directly notify the Supervisor and the Human Resources Department.



Bank's clients

We treat with full responsibility and protect the interests of customers and ensure that all Bank services and products are dedicated to meeting the needs of our customers.

The Bank's employees are prepared and trained to provide quality and timely services to all customers. The Bank also invests in the continuous advancement of services in order to provide quality and timely services to customers.

All Bank employees are instructed to transparently communicate with customers and to treat any eventual complaint that customers may submit against the Bank.

Conflict of interest, data protection, and confidentiality

We ensure that the interests of the Bank's employees are not in conflict with their duties and responsibilities to the Bank but also to their customers. The issue of dealing with potential conflicts of interest is governed by the internal regulations of the Bank.

We make sure we are fully compliant with applicable laws and regulations and protect the personal data of customers and employees.

The employees must treat all the customers' personal information responsibly and in complete confidentiality. Banka për Biznes relies on internal standards and procedures of personal data protection and prevents unauthorized persons from accessing the personal data of customers.



Compliance with laws and regulations

We are committed to keeping our business in line with the regulatory framework, local and international standards in order to increase the confidence of our customers and to develop the Bank on a sound basis. Ensuring the Bank's compliance with these standards is one of the Bank's priorities.

Our goal is to grow and implement our Business Strategy in a fair and consistent manner in relation to the market, authorities and applicable laws and regulations. Therefore, we operate and are in full compliance with applicable laws, rules and regulations.

Bank's employees must comply with and recognize the regulatory requirements that apply to the area they cover in the Bank. The Bank, through internal communication channels, ensures that employees are notified of amendments to applicable laws and regulations.

Fight against financial crime

With regard to prevention of money laundering, we apply best banking practices in order to be protected from the use of Bank's services and products for money laundering or terrorist financing activities.

Banka për Biznes supports the fight against money laundering and terrorist financing by applying the basic principle "Know Your Customer", whereby the Bank establishes banking relationships with those customers identified and verified that with established relationships, the Bank ensures that customers' activity is in compliance with the requirements and standards of the Bank.

We ensure that we comply with all applicable laws and regulations regarding the prevention of money laundering and terrorist financing and that our employees are trained in identifying and reporting suspected cases. The Bank's employees are responsible to assist in ensuring compliance with the Bank's anti-money laundering policies.

Communication with media

All communications with external parties, namely with the media, are done only through the Marketing Department. If any employee is contacted directly by any media for providing a statement regarding a Bank-related matter, he or she is required to obtain prior approval from the responsible persons and only authorized persons may communicate with the media on behalf of the Bank.

Rules of conduct in relation to competitors

The Bank operates in an increasingly competitive environment and employees are instructed to act professionally in relation to all competitors. The Banka për Biznes employees are also expected to refrain from statements that question the professional conduct of Banka për Biznes competitors.

Social and environmental responsibility

We seriously treat our role in terms of social responsibility.

In line with our slogan "Bank of your country", BPB strives to improve, through various activities, the quality of life in the society.

We are also committed to supporting innovative businesses that aim to protect the environment.

We make sure to not, inter alia, be involved in business relationships with third parties or customers who do not apply the same principles of environmental protection and social responsibility.





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