

Equa bank

**Code of Conduct
of Equa bank a.s.**

www.equabank.cz

FOREWORD BY THE CHIEF EXECUTIVE OFFICER

From the moment we started our business, our goal has been to build a modern, trustworthy and transparent financial institution that acts in accordance with the interests of its clients, employees, contractors and shareholders. We take care not to betray the trust of any stakeholder and this Code of Conduct is a reflection of that pledge.

The Code of Conduct enshrines our lasting commitment to the standards and values that make Equa bank a successful enterprise and a reliable partner. Each of our employees is required to adhere to the principles expressed by the Code. This, too, ensures that our products and services repeatedly rank among the best in various prestigious public surveys and competitions.

Petr Řehák

Chief Executive Officer and Chairman of the Board of Directors of Equa bank



Petr Řehák
Chief Executive Officer and Chairman of the Board of Directors of Equa bank

BUSINESS RELATIONSHIPS

Responsible approach to business counts among our company's values. In our operations, we strive to lead by example and contribute to improving the business environment in the Czech Republic. We emphasise ethical business conduct and do not take part in any dishonest, fraudulent or misleading conduct.

Transparency of information is our company's key management principle that helps us to achieve good economic results. We continually ensure that our relations with relevant authorities remain open, transparent and co-operative. We communicate with all persons and entities

promptly, accurately and comprehensibly in accordance with the boundaries set by the law and other regulations. All banking processes are constantly monitored to ensure compliance with relevant legislative and regulatory requirements. We always act honourably, honestly, faithfully, fairly, openly and prudently with respect to other entities in the banking sector. We strive to build valuable economic relationships with our clients and partners that are not merely a good business, but also contribute to long-term sustainability in environmental and social areas.

RELATIONSHIPS WITH OUR CLIENTS

We offer modern, easily understandable banking services to our clients. Our fees are transparent without any hidden charges. We act with due professional care and prudent judgement and we are loyal to our clients. We take care to act in their interest and uphold the integrity of the banking profession and the interests of our clients as our top

priorities. In relation to our clients, we act professionally, honestly, objectively and in a non-discriminatory manner. We approach them without biases, apply the same rules to everyone and we do not grant any unjustified benefits exclusively to certain groups of clients.

RELATIONSHIPS WITH OUR EMPLOYEES

We are convinced that people are the foundations of our success. Each year, we organise a survey among our employees where they get an opportunity to express their opinion concerning the working environment in the company. The results of the survey provide us with an invaluable feedback and enable us to identify areas for further improvement. We are aware that aside from a good working environment, employee satisfaction also affects their work-life balance. Accordingly, we try to aid our employees in these areas as well. Aside from the expanding range of employee benefits, our employees can also profit from a number of work-life balance possibilities. We support team sports, organise healthcare events and events for families with children and other activities that help build a friendly atmosphere and mutual trust among our employees.

For Equa bank, fair working conditions mean more than just complying with applicable labour regulations. Fair working

conditions build a culture of mutual respect. We wish to be a bank where the best people want to work, where employees are recruited and compensated based on their merits (their performance and professional expertise), a bank where people can pursue further development and achieve good work-life balance. We value team work in our company and help our employees fully develop their potential. We support our employees in a proactive approach – we welcome and support change. We require that our employees use sound judgement to identify and manage risk in their everyday activities. We encourage all employees to express their professional views on matters within their competence. We comply with the law, regulations and rules, including international standards concerning human rights, freedom of association and equal employment opportunities. We apply competitive standards of remuneration and adhere to measures preventing a conflict of interest.

ENVIRONMENTAL RESPONSIBILITY

We strive to increase our employee awareness of the impact that our activities have on the environment and take steps to reduce our environmental footprint. We support waste recycling projects in all our office spaces. Where possible, we use heat recovery ventilation to achieve substantial energy savings. We also support employees who cycle to work and we have built a bicycle parking zone in our headquarters. We have also taken environmental factors

into account in building up our vehicle fleet, which fully complies with the EU6 emissions standard. In 2011, Amazon Court, the building where we are based, received the gold certificate under the DGNB certification procedure carried out by ÖGNI (for more information, visit www.dgnb.de).

COMMUNITY OUTREACH

Supporting local communities has been part of the bank's social responsibility mission ever since it entered the Czech market. Each year, we organise a Volunteering Day, where volunteers from all employee ranks help non-profit organisations. Each year, more employees choose to participate. In early 2014, our employees founded the Equa

bank a.s. Employees' Charitable Fund and identified areas that could benefit from charitable donations. The fund primarily supports projects, which help the handicapped or otherwise disadvantaged citizens to become better integrated in society.

RESPONSIBLE GOVERNANCE

The bank has introduced an effective whistleblowing policy as part of its compliance processes and each employee of the bank or a third party can, anonymously and without any sort of punishment, report suspected unfair or unethical conduct. The bank has established rules for reporting gifts and other benefits provided by clients and contractors.

Our employees adhere to the Employee Code of Ethics and receive regular training in the area of compliance.

If you become aware of any breach of this Code of Conduct or any conduct that could expose Equa bank to a risk, please do not hesitate to contact us.

