

## THE BANK'S BUSINESS ETHICS RULES



“Converse Bank” CJSC highly values the compliance and transmission of business ethics rules. Each employee must strongly follow the business ethics rules defined by international standards while communicating either with his/her colleagues or customers.

In case of strongly violating the business ethics rules a punishment is applied for the employee in accordance with the requirements of the Bank's internal normative acts and the RA Labor Codex.

The important business ethics rules are:

- It is necessary to maintain business style dressing and generally, appearance, speech and behavior,
- Smoking is not allowed in the Bank: employees are allowed to smoke in special smoking areas.
- It is necessary to use the Bank's property with care, to use technical means and materials carefully and appropriately, do not apply them for own purposes.
- It is forbidden to have long lasting telephone conversations for own purposes by office telephones, as well as long lasting telephone conversations by own cell-phones are not welcome too.
- It is not polite to eat at workplaces.
- It is preferable to switch off the rings of cell-phones: This especially concerns customer service employees.