



Your Bank of Choice

VENDOR CODE OF CONDUCT



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THE CODE

The vendor must uphold the highest standards of morality and ethics and must be truthful in all their representations. Vendor is responsible for the goods and services offered, and they must fulfil their obligation in accordance with the contract terms and conditions. Bank Rakyat only deals with vendor that uphold our ethics and core values.

Bank Rakyat's values define what we stand for everywhere we do business. They are reflected in our behaviour and the way we build relationships and deliver value to all our stakeholders (Customers, Employees, Members, Communities) and others we dealt with.

APPLICATION OF CODE

The code is applied to all vendors and its representative before, during and after any business agreement with Bank Rakyat.

PRINCIPLES OF CODE

Rakyat Bank demands strong ethical standards from its vendors, including adherence to the following guidelines:

1. Honest and Responsible

All vendors and their representatives are expected to conduct all commercial dealings and operations with integrity, honesty, and trust.

2. Compliance with Laws and Regulations

While conducting business with Bank Rakyat, all vendors and vendor representatives are required to accept and abide by all laws and regulations as well as any amendments.

All vendors and their agents must additionally abide:

- i. By the terms and conditions spelled out in the contract agreement.
- ii. By all regulations and legislation.
- iii. By anti-corruption laws, such as the Anti-Corruption Act of 1997, and other anti-corruption statutes (Act 575).
- iv. By all environmental laws and rules pertaining to waste, air emissions, and dangerous materials.
- v. By the 2010 Competition Act.

3. No Corruption, Bribery and Fraud

Vendor should refrain from directly or indirectly asking, offering, accepting, giving, or promising to give any Bank Rakyat employee(s) a reward in the form of cash, products, or services in exchange for their judgements, opinions, votes, or other actions affecting any procurement decisions. Also, each vendor and their representative must:

- i. Refrain from cooperating with any corrupt or bribery conduct.
- ii. Notify Bank Rakyat management right away if any employees or vendors of the bank seek to commit fraud.

4. No Conflict of Interest

Any actions that can lead to a conflict of interest in areas of procurement must be avoided by all vendors and representatives of vendors working with Bank Rakyat. For example, vendors have family relationship or commercial alliance with the shareholder, tender committee members, or any Bank Rakyat employee (s). During or after the procurement process, any vendor who has a discrepancy or might have a conflict of interest with a Bank Rakyat employee must promptly alert Bank Rakyat management.

5. Bank Rakyat Assets, Secrecy and Confidentiality

- i. Even after their contractual relationship with Bank Rakyat ends, all vendors are required to safeguard the privacy and confidentiality of any information or documents belonging to the bank.
- ii. Bank Rakyat's intellectual property ownership rights, including but not limited to copyright, patents, trademarks, and trade secrets, must be respected by all vendors and representatives of vendors. Information technology and systems offered by Bank Rakyat can only be utilised for that purpose relating to Bank Rakyat business.
- iii. Vendors and their representatives are forbidden from creating, accessing, storing, printing, requesting, or sending any upsetting, threatening, abusive, vulgar, or transmitting any false material that is insulting or malicious in nature.

6. Quality and Standards

When conducting business, all vendors and their representatives must always uphold high moral standards and produce work of the highest quality.

All vendors and their agents must:

- i. Get the required permission to act as a vendor of goods or services to Bank Rakyat.
- ii. Provide a highly skilled workforce, enough jobs, and quality standards.
- iii. Use and provide equipment that is of the required standard and capacity.

7. Competition Act

- i. All Bank Rakyat vendors and their representatives must adhere to the Competition Act 2010 and engage in fair and transparent procurement practises.
- ii. It is forbidden for all vendors to take part in any alliances with consumers, other vendors, or tenderers during the procurement process.

8. Respect to Individual and Community

- i. For the duration of the contract, all vendors shall place a priority on respect for all parties participating in a contract, including respect for values, religion community and culture.
- ii. During contract implementation, all vendors are prohibited from engaging in any type of discrimination based on race, age, gender, national origin, state of residence, ability, or sexual orientation.

9. Compliance to The Code

All vendors and their representatives are required to adhere to the principles, practises, and rules outlined in this code.

The vendor shall:

- i. Read and understand the code.
- ii. Immediately notify the Fraud and Corporate Integrity Management of Bank Rakyat of any violation of this code.
- iii. Fully cooperate with the investigation that is being conducted, and make sure and inform staff members, vendor representatives, or subcontractors that they are aware of and abiding by this Vendor Code of Conduct.

Kindly email to whistle@bankrakyat.com.my for any inquiries or grievances. The complainant's identity and all other details are kept private and secure.