



Code of Conduct

BD.03.1.1

Frequency of review:	Every two years
Date of approval:	May 2023
Approving Body:	Board

Head Office

117 Camberwell Rd Hawthorn East VIC 3123 | PO Box 338 Camberwell VIC 3124
info@bankfirst.com.au | 1300 654 882
bankfirst.com.au

Victoria Teachers Limited | ABN 44 087 651 769 | AFSL/Australian Credit Licence Number 240 960

bankfirst

Accountable Person
Chief People Officer

Owner	Document Classification
Chief People Officer	Internal

Mandatory Stakeholders	
Executive Management Team	People Leaders
All employees	People & Culture

Revision History			
Version	Approval Date	Author	Summary Details of Policy changes
1.0	April 2023	Chief People Officer	Established Code of Conduct
1.01	4 May 2023	Enterprise Risk Committee	Updated to reflect ERCO Feedback
1.02	16 May 2023	GCRA	Updated to reflect GCRA feedback (minor changes to tone and grammar)
1.02	30 May 2023	Board	Noted as interim version by the Board
Next Mandated Policy Review Date			November 2023

Master Policy Directory
G:\PEOPLE & CULTURE\Internal\Policies & Standards

Table of Contents

- 1. Purpose4
- 2. Scope.....4
- 3. Authority.....4
- 4. Policy Owner.....4
- 5. Our expectations of our people4
- 6. When things don't go to plan5
- 7. Consequence Management.....5

1. Purpose

- 1.1 Bank First is a member owned and purpose and values led organisation.
- 1.2 Our purpose is to serve our members and the community that they serve. *Our commitment to members is 'you put others first, so we put you first' and that 'we make bold moves for you, because the wellbeing of our communities depend on you'.*
- 1.3 Our members and communities rely on us to act with integrity and professionalism.
- 1.4 This code of Conduct outlines the standards we expect of our people to work together respectfully, productively and in service of our members.

2. Scope

- 2.1 This Code of Conduct applies to all Bank First employees, consultants and contractors.
- 2.2 This Code of Conduct does not apply to Bank First's Non-Executive Directors as the required standards and behaviours for the Board are set out in the Director's Code of Conduct in the Board Governance Manual.

3. Authority

- 3.1 The approver of this Policy is the Board

4. Policy Owner

- 4.1 The Standard Owner is the Chief People Officer (CPO).

5. Our expectations of our people

- 5.1 We are a values-led organisation and expect our people to act in alignment with Bank First values:
 - 5.1.1 **We Care** - We listen to our customers and do all we can to meet their needs. We support our people to be their best.
 - 5.1.2 **We Learn and Grow** - We are passionate about building our collective knowledge, we actively seek to be agile and great.
 - 5.1.3 **We Empower** - We enable our people and customers to achieve the best outcomes by being consistent and present.
 - 5.1.4 **We Do it for the Customer** - We stand out by being authentic and honest, we are proud to do the right thing for our customers
- 5.2 We also expect you to treat each other with respect and contribute to healthy and safe environment.
- 5.3 As a customer-owned bank, every employee helps to ensure that we can deliver on our promise to members (under the Community Owned Banking Code of Practice) that:
 - 5.3.1 We will deliver banking services in the interests of our customers.

- 5.3.2 We will obey the law.
- 5.3.3 We will not mislead or deceive.
- 5.3.4 We will act honestly and fairly.
- 5.3.5 We will offer products and services that are fit for general purpose.
- 5.3.6 We will deliver services with reasonable care and skill.
- 5.4 We expect all our people to follow our policies and procedures.

6. When things don't go to plan

- 6.1 While working at Bank First, you may come across something that doesn't feel right. We expect that if you have acted or observed others acting in a way that is inconsistent with our expectations, you will:
 - (a) tell someone (usually your leader) about your concerns,
 - (b) take accountability for your actions,
 - (c) do your best to make the situation right, and
 - (d) learn and grow by doing better next time.
- 6.2 If you are ever concerned something may be unethical, improper or illegal, we trust you to use your judgement and to voice your concerns in an honest and constructive way to your leader, and/or the People and Culture, Risk or Internal Audit team. Alternatively, you can leverage the whistleblower process, accessible via the Resource Centre, our [external website](#), or by calling 1300 304 550

7. Consequence Management

- 7.1 Compliance with this Code is mandatory for all Bank First employees. Some breaches of the Code of Conduct or Bank First's Policies and Standards will not be tolerated and will be dealt with in the manner outlined in Bank First's Disciplinary Standard.