

Commonwealth Bank of Australia

Statement of Professional Practice



Our profession is founded on very high standards of personal integrity and conduct which requires absolute honesty. These guidelines which are complementary to the Bank's instruction manuals should be understood and observed by all employees of the Commonwealth Bank and its related entities ("Bank" is used to refer, where appropriate, to all entities in the Bank Group). They reflect the Bank's core values of integrity, collaboration, excellence, accountability and service. In performing your duties you should keep uppermost in your mind the need to use common sense. If you always act honestly, exercise common sense and are never afraid to ask for help if you are unsure of how to act, you will not encounter any problems in observing the principles contained in this Statement.

1. Business of the Bank

You should protect and develop the business of the Bank through prompt and efficient service to customers and prospective customers.

You should know your job and the Bank's instructions applying to it, follow directions, exercise and not exceed the authorities and discretions delegated to you and act in a manner which will enhance the reputation and protect the security of the Bank. You should not allow unauthorised access to any Group premises, information, systems and/or assets.

You should comply with the law in all your activities.

You should actively support the Bank's policies regardless of personal views.

2. Dealing with Third Parties and Avoiding Conflicts of Interest

You should avoid placing yourself in a position where you may stand to benefit, even indirectly, from a transaction between the Bank and another party. Where there is any likelihood of such conflict arising you should make full disclosure to the Bank and obtain the Bank's approval prior to acting.

You should ensure that your personal relationships with third parties, such as customers or suppliers, do not influence or prejudice your obligations to the Bank. In particular, you should not accept commissions and should comply with the Bank's Gifts and Entertainment Policy in relation to the receipt of any gifts or hospitality from third parties. If a gift, payment or entertainment is offered that could be construed by others as improper, it must be reported to the relevant Group Executive in accordance with the Bank's Gifts and Entertainment Policy.

You should not use information obtained in the course of your employment about the Bank's affairs or those of customers for your own gain, that of others or for any other purpose.

3. Misuse of Communication Facilities

You should not misuse the Bank's technology and communication facilities in any unlawful, inappropriate or offensive manner.

4. Equal Employment Opportunity

Discrimination and sexual harassment in the workplace are illegal. You should know, adhere to and actively support the Bank's EEO policy and programs.

5. Confidentiality and Public Statements

You should treat all the affairs of the Bank, its customers and fellow employees with absolute secrecy. This obligation continues should you leave the Bank.

You should not, unless specifically authorised, give interviews to the media or make public statements on any aspect of the Commonwealth Bank or its operations or any information about its customers.

6. Honesty

You should be absolutely honest in all your professional activities. Stealing, unauthorised borrowing, misappropriating money or property to private use, unauthorised access to information and fraudulent acts generally, are criminal offences.

You should report any knowledge of fraud, error, breach of law or concealed practice which may be detrimental to the interests of the Bank. The Bank will do everything it reasonably can to protect employees reporting such matters against unfair treatment.

You should be aware that the Bank is often a target of attempted fraud, and be alert to ensure that the Bank's position is protected and that it does not inadvertently participate in any illegal activity

7. Personal Standards and Finances

You should adopt personal standards consistent with the high reputation of the Bank and endeavour at all times to enhance the standing of the Bank.

You should manage your personal finances in a prudent manner and take care not to over commit yourself.

If you are experiencing any personal or financial difficulties, you should never hesitate to discuss them with your manager. You should inform the Bank if any bankruptcy or insolvency action is taken against you.

8. Outside Employment and Appointments

You may obtain supplementary employment or occupations outside the Bank, or hold honorary positions in clubs, charitable organisations etc., provided that performance of your Bank duties is not affected adversely, such employment or occupation does not in any way reflect adversely on the Bank and does not conflict with your duties to the Bank.

Any outside directorships of commercial organisations should be disclosed to the Bank and should only be held where there is no possibility of conflict or adverse effect on your duties to the Bank. Please approach the Bank for advice if you wish to stand for any political office.

Any breach of this Statement of Professional Practice constitutes misconduct and employees may face disciplinary action including termination of employment and/or legal action. If you are in difficulty or have any questions about this Statement you should approach your Manager.

Please note this policy is only applicable to those employees of the CBA Group in Australia. (excluding Bankwest)

This policy may be subject to change from time to time at the Group's discretion. It does not form part of any employee's contract of employment or any industrial instrument that applies.
