

# THE CHARTERED BANKER CODE OF PROFESSIONAL CONDUCT

For Members of the Chartered Banker Institute

## Introduction

**All individuals working in the banking industry are required to act in a fair and honest manner. This is to help protect the interests of customers, colleagues and counterparties; and the wider interests of society. As a minimum, compliance with legislation, regulation and industry/employer codes and standards is required.**

The Chartered Banker Institute believes that to enhance public confidence and trust in banks and bankers, and pride within the banking profession, individuals working in banking should make a personal commitment to a higher standard of professionalism, such as that set out in the Chartered Banker Code of Professional Conduct (the Chartered Banker Code).

### Making a Personal Commitment to the Chartered Banker Code

Individuals can develop and demonstrate the values, attitudes and behaviour set out in the Chartered Banker Code by gaining a relevant professional qualification from the Chartered Banker Institute, becoming a member of the UK's professional body for bankers, and making an annual commitment to be bound by the Chartered Banker Code and to meet the Institute's Continuing Professional Development (CPD) requirements.

The Chartered Banker Institute provides support and guidance to members wishing to develop and demonstrate the

values, attitudes and behaviour set out in the Chartered Banker Code through its wide range of CPD and other materials, including an extensive Ethics, Culture and Conduct Toolkit.

### Membership of the Chartered Banker Institute

The Chartered Banker Code sets out the ethical and professional values, attitudes and behaviour expected of all professional bankers by the Chartered Banker Institute.

Membership of the Chartered Banker Institute brings with it additional responsibilities. All members (including Fellows, Members, Associates, Certificated Members and Students) are expected to act as role models to others working in the banking industry, leading by example and displaying high standards of professionalism and a commitment to ethical conduct and the public interest at all times. Members are also expected to conduct their affairs in a manner that upholds the name and reputation of the Chartered Banker Institute, and the banking profession more broadly.

## Chartered Banker

# THE CHARTERED BANKER CODE OF PROFESSIONAL CONDUCT

I will demonstrate my personal commitment to professionalism in banking by:

1. Treating all customers, colleagues and counterparties with respect and acting with **integrity**;
2. Developing and maintaining my professional knowledge and acting with **due skill, care and diligence**; considering the risks and implications of my actions and advice, and holding myself accountable for them and their impact;
3. Being **open** and **cooperative** with the **regulators**; complying with all current regulatory and legal requirements;
4. Paying **due regard to the interests of customers and treating them fairly**;
5. **Observing** and demonstrating **proper standards of market conduct** at all times;
6. Acting in an honest and trustworthy manner, being alert to and managing potential conflicts of interest; and
7. Treating information with appropriate confidentiality and sensitivity.

The Code is consistent with the terminology in the PRA and FCA Individual Conduct Rules (published in July 2015), with the wording used by the regulators highlighted above in bold.

This version of the Chartered Banker Code is effective for all members of the Chartered Banker Institute from 1st September 2016.