



Code of Conduct and Code of Ethics

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ASA International (“ASAI” or the “Company”) is seeking to create social benefits and promote financial inclusion by providing microfinance services to the poor. The Company is taking a leading role to deliver high quality and responsible services to the poor people which will have great impact on their community. With this code of ethics and code of conduct, ASAI = expects to see its members and employees not to be discriminated against on any grounds and ensures equal opportunity in every practice. The following ethics and code of conduct of ASAI are designed in a manner that is ethical, dignified, transparent, equitable and cost effective and which express core values of microfinance practice. The employees of ASAI = must abide by these and the clauses related to service to clients have to be executed in a proper manner.

1. Core Values

1. We must maintain integrity which includes being honest, trustworthy, consistent and open as well as always acting in accordance with the highest ethical standard.
2. Show respect to others, actively listen, respond appropriately to what they want to say, work effectively with diverse people and be willing to learn from others.
3. Be accountable in responsibilities and committed to ensure quality services, find solutions through self-initiatives.

2. Code of Conduct

It is the policy of the Company that the employees will adhere to the following inherent natural code of conduct:

2.1. Providing Quality Services

The employees of ASAI have to provide the clients quality services with permanent and sustainable access to appropriate social and financial services in a convenient and timely manner. Maintain high standard of professionalism based on honesty, equality and dedication to serve the poor.

2.2. Maintaining Transparency

ASAI will provide their clients complete and accurate information and educate them about all the terms and conditions of financial services offered to them, such as interest rate, various charges, policies and procedures in a manner which is understandable to the clients.

2.3. Privacy of Clients Information

ASAI will safeguard the personal information of their clients. Exchanging and disclosure of such information are allowed to those who are legally authorized to see it, but only with the knowledge and consent of the clients.

2.4. Providing Clients Financial Literacy

ASAI is committed to give financial literacy to all of their clients and ensure that all the clients are protected against fraud, misrepresentation, deception or unethical practices.

2.5. Feedback and Grievance Mitigation Mechanism

ASAI will provide the clients' formal and informal channels to put down their feedback and suggestions to consistently assess the impact of services in order to enhance competencies and better services to the clients. One officer will be responsible to take feedback, complaints or suggestions and raise them to the higher authority to resolve them.

2.6. Conflict of Interest and Anti-Bribery Policy

Employees should avoid any issue that does or may involve conflict between their personal interest and the interest of the company as a whole. Employees are prohibited from taking for themselves, opportunities that are discovered through the use of company goodwill, property, data and position without the consent of the proper management. ASA International prohibits employees and associated persons are prohibited from making bribes or unauthorized payments under any circumstances, including but not limited to payments to influence government policy, decision, or action or any business transaction.

2.7. Non-discrimination Declaration

The Company adopts and upholds the policy statements which prohibits discrimination and harassment and protects the right to be free of hate activity, based on age, ancestry, citizenship, religion, complexion, ethnic origin, family status, gender, race, sex and any other personal characteristics by or within the company.

2.8. Politics and Elections

No employee shall be a member of or be associated with any political party nor shall he/ she take active part in politics or any political demonstration. No employee shall canvass or otherwise interfere or use his/ her influence in connection with or take part in an election to any legislature or local authority.2.9 Prohibition of business / Job during employment

No employee will engage himself or herself in the following works/jobs with other organization during their tenure with ASAI (except with the consent of senior management):

- ▶ To engage in any work other than the organization
- ▶ To engage in any other job outside whether it is with pay or without pay
- ▶ To engage with any non -government development organization

2.9. Receiving grant / Borrowing:

No employee will borrow money or make any transaction with their colleagues.

- ▶ Without any prior approval no employee can receive grants/borrowing from using an ASAI identity.
- ▶ No type of monetary transaction could be made with the parties to whom ASAI has business / monetary transactions. Banks and any money lending institution are excluded from this.

3. Code of Ethics

3.1. Perspective of ASAI members and clients:

ASA International will

- ▶ have ample scope for the poor with permanent and sustainable access to appropriate social and financial services;
- ▶ charge consistent rate of interest relating to market rates on loans and savings and avoiding interest rate subsidies or excessive interest rates;

- ▶ promote and maintain a client-friendly and service-oriented culture among its management and the entire staff in the organization;
- ▶ give right to access all kinds of information requested by the members and clients regarding past, current, and future transactions;
- ▶ adequately inform its members and clients about policies, procedures and transaction costs in order to enable them to make choices and decisions;
- ▶ treat members and clients with respect and dignity, empathizing with them most especially in times of crisis;
- ▶ periodically assess the impact of its products and services with the objective of inserting extra efforts to lift members and clients out of poverty in the shortest time possible.

3.2. Perspective of microfinance institutions

ASA International will

- ▶ enhance mutual development partners recognizing that microfinance institutions are also partners, (and not always competitors in poverty reduction);
- ▶ preserve a high standard of professionalism based on honesty, equality, reciprocity and dedication to be able to serve the poor;
- ▶ foster continuous dialogue and sharing of resources, expertise, information and experiences;
- ▶ seek other un-served and underserved areas for expansion, avoiding areas that are already adequately served;
- ▶ ensure that relations with other microfinance institutions are based on mutual respect and close collaboration, acknowledging the accomplishments of other microfinance institutions as achievements of the entire microfinance sector.

3.3. Perspective of ASAI Staff

ASA International will

- ▶ provide its employees ample opportunities for their personal growth and development;
- ▶ always protect rights and promote welfare of all personnel in the organization;
- ▶ disclose all the information deemed necessary for decision-making that may affect all staff members;
- ▶ ensure the accountability and openness of the managers to their staff members;
- ▶ ensure that credit/loan disbursement and collection procedures have minimal risks to staff;
- ▶ encourage a simple lifestyle consistent with pro-poor orientation and the principles of total human development.
- ▶ prohibit any kinds of discrimination among staff and the clients we serve.

3.4. Perspective of funding agencies and loan fund providers

ASA International will

- ▶ nurture an atmosphere of openness and mutual respect towards a common vision and goal;
- ▶ strictly avoid any form of deception and misrepresentation in all times, such as overstating client outreach and loan portfolios, double funding, diversion of grants and loans to unrelated activities;
- ▶ mutually agree upon the parameters of success of funded projects through evaluations which are participatory in nature;
- ▶ strive to diversify funding sources in order to avoid perpetual dependence on one or two institutions.

3.5. Perspective of ASAI relation with the Government

ASA International will

- ▶ preserve an atmosphere of openness and mutual respect based on the perspective that the government and microfinance institutions share the common objective of reducing and minimizing the extreme poverty amongst people;

- ▶ foster a continuous dialogue for policy reform conducive to the development of microfinance institutions;
- ▶ coordinate and comply closely with different agencies of government to further promote poor people's access to sustainable financial services;
- ▶ support government initiatives to unify all sectors so as to make financial systems work for the poor people.