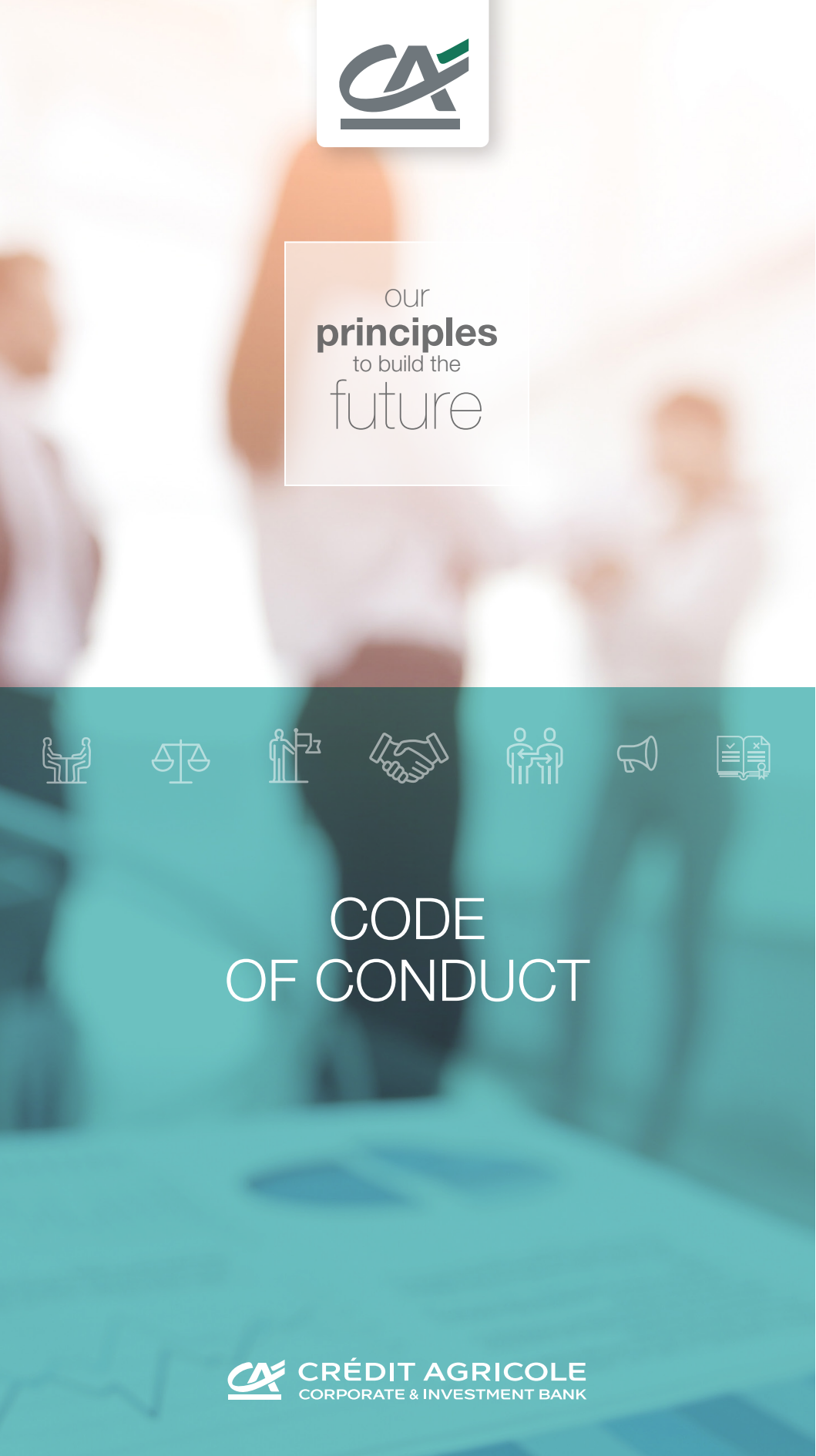


our
principles
to build the
future

CODE OF CONDUCT

CRÉDIT AGRICOLE
CORPORATE & INVESTMENT BANK

OUR PRINCIPLES TO BUILD THE FUTURE

At the beginning of 2015, Crédit Agricole CIB launched several initiatives to strengthen its compliance and risk culture, in order to align our behaviour and values and to guide us in a changing and increasingly demanding environment. We had at the time circulated a code of conduct listing 7 key principles to guide our behaviour and our relations with our internal and external partners.

Today, we are improving this system by including all the themes of Crédit Agricole Group's Ethics Charter and adding a guide on the fight against corruption and a charter on behaviour at work.

I am counting on your commitment to embody these principles on a daily basis, for this is how we will build a sustainable future for Crédit Agricole CIB.

Xavier Musca
Chief Executive Officer of Crédit Agricole CIB

COMMITMENT TO CLIENT SERVICE IN THE LONG-TERM

I develop a long-term relationship with my internal and/or external clients built on trust and transparency.

I contribute to knowing my clients and understanding their needs.

I do not hesitate to challenge their requests to ensure that they are suitable with their needs and compliant with the applicable regulations.

I treat my clients fairly and I provide them with clear and not misleading information.

The relationship with my clients and partners is based on a fair and long-term partnership.

I support the CA Group's commitments on Corporate Social Responsibility (CSR) and Sustainable Development.

My actions are driven by the long term, even if it is at the expense of short-term opportunities.

I do not hesitate to recommend changing my clients' requests or to decline them, if they are against their own and/or the Bank's interests

RESPONSIBILITY & INTEGRITY

I act with integrity and in a responsible manner analysing the risks and consequences of my actions.

I set an example to others while carrying out my duties and I encourage best practices and proper behaviour.

I do not condone misconduct or any kind of suspicion of fraud, corruption or violation of rules.

I report to my line management any misconduct or breach and any pressure or solicitation exerted by a third party in exchange for an undue advantage.
If necessary, I follow the Bank's whistleblowing procedure.

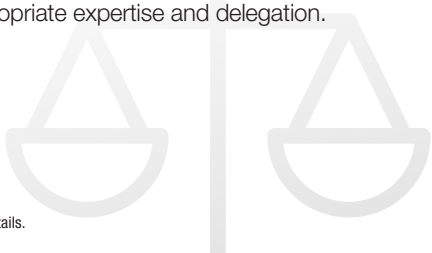
I promote a culture based on ethics, integrity and transparency.

I am transparent in my dealings with my colleagues, my line management, my clients, the Bank's independent functions and the Bank's regulators.

In the context of the fight against corruption, I am particularly attentive to the value and frequency of gifts, benefits and invitations that I offer or that are offered to me.

I am primarily responsible for my actions and decisions and I take responsibility for the consequences of these.

I only perform operations / processes that I understand and for which I have the appropriate expertise and delegation.



Please refer to the «Anti-corruption code of conduct» on the intranet for further details.

EXPERTISE & CHALLENGES

I pay close attention to my environment to strengthen our technical expertise, adapting this to the needs of our clients and contributing to Crédit Agricole CIB's and to the Group's performance.

I keep up to date with market developments and changes in regulations that could impact my activity and I adapt my work practices accordingly.

I carry out my responsibilities in an innovative manner, while systematically assessing the risks involved and proposing solutions to mitigate them.

I keep up to date with market practices to strengthen my/our technical expertise and enhance the service we offer our clients.

CO-OPERATION & TEAM SPIRIT

I work to promote cooperation within the Bank and the Group, one of the keys to our abiding success and our business appeal.

I encourage team spirit and cooperation with other business lines/support functions within the Bank and the Group to successfully perform our tasks and projects.

I actively participate to achieve Crédit Agricole CIB's and the Group's goals and development projects.

I show courage and critical thinking to defend my ideas, while paying due regard to my colleagues and clients in a constructive approach.

MUTUAL RESPECT

I act with respect towards others, regardless of any differences between us.

I adopt a respectful attitude towards all the persons I work with.

I participate in creating a working environment free from any form of discrimination, intimidation or harassment.

I share and maintain the values of respect, including human rights and fundamental social rights, with my colleagues, internal and external clients and suppliers.

I contribute to the promotion of all diversity including gender diversity. I am attentive to people with disabilities.

Please refer to the «Behaviours charter» on the intranet for further details.

PROMOTION OF THE BANK'S REPUTATION

I promote Crédit Agricole CIB as a Bank concerned with complying with the rules in force. In all my actions and decisions, I protect its reputation and I avoid any behaviour that could damage it.

I am accountable for the Bank's image that I convey, whether internally or externally.

I protect the Bank's reputation both in private and in public.

I use the Bank's IT tools in a professional, circumspect and diligent way.

KNOWLEDGE & ADHERENCE TO RULES

I know and abide by the laws, regulations, codes, professional standards and Bank rules that apply to my activities at both local and international levels.

I rely on the Bank's internal resources to stay updated about the regulatory developments that could impact my duties.

Before I take any action or decision, I ensure that it does not breach any internal or external rule or create situations of potential professional or personal conflicts of interests. When in doubt, I refer to my manager or to Compliance.

I act in accordance with market integrity standards, avoiding any behaviour or action which may give a false or misleading view of the market.

I will not circumvent a rule, even if to solve a problem or to help a client or the Bank.

I will keep confidential any Bank or client information disclosed to me.

I respect the rules regarding personal data, for both clients and staff members.

CRÉDIT AGRICOLE
CORPORATE & INVESTMENT BANK

Décembre 2018