

# Vision, Mission, Values and Code of Business Conduct

## Vision

We believe society needs a fair and equitable financial system; one which rewards effort and contributes to the development of the community.

## Mission

To meet the financial needs of communities across the world by conducting business ethically, in accordance with our beliefs, practicing the highest professional standards and sharing the mutual benefits with the customers, staff and shareholders who participate in our business success.

## Values

**Partnership** – our shared beliefs create strong bonds that form the basis of long-term relationships with customers and staff;

**Driven** – we have the energy and perseverance it takes to make an impact in our customers' lives and for the greater good of society;

**Neighbourly** – we value and respect the communities we serve. Our doors are always open; our customers always experience a warm-hearted, hospitable welcome and accommodating service;

**Peace-of-mind** – our customers may rest assured that their financial interests are being managed by us to the highest ethical standards;

**Social contribution** – by banking with us, our customers make a positive contribution to a better society; their growth and our growth will benefit the world around us.

## Code of Business Conduct

Al Baraka Bank has in place a Code of Business Conduct which gives effect to the business culture of the financial institution and actions of its employees.

Principles contained in the Code of Business Conduct include:

- Reflecting the Islamic economic system and complying with Shariah requirements in all activities undertaken by the bank;
- Conducting its affairs with integrity, sincerity and accountability, whilst displaying the highest moral standards;
- Achieving customer service excellence as a way of life in a pro-active and dedicated way;
- Displaying the highest levels of customer confidentiality at all times;
- Creating opportunities for the commitment, loyalty and growth of staff;
- Conforming with International Financing Reporting Standards and to Accounting and Auditing Organisation for Islamic Financial Institutions Standards, as well as complying with all laws and regulations;
- Addressing all instances of commercial crime by adopting a policy of zero tolerance against offenders;
- Avoiding being compromised by conflicts of interest; and
- Instilling in staff a discipline of avoiding private business relationships with customers and suppliers.

# Strategic Objectives, Business and Financial Highlights

## Primary strategic objectives:

- An increase in returns to shareholders;
- The promotion of customer service excellence;
- The development of innovative products; and
- The utilisation of enhanced technology.

## Business highlights:

- Launch of business and corporate electronic banking services; and
- Share capital increase of R105,0 million in March 2011.

## Financial highlights:

- Profit before taxation R16,7 million;
- Earnings per share 75,1 cents;
- Total assets R2,8 billion;
- Total deposits R2,6 billion;
- Advances and other receivables increased by R338,7 million; and
- Shareholders' equity in excess of R233,3 million.