

Global Dot Bank Employee Handbook

Professional Standards & Operational Guidelines

CONFIDENTIALITY NOTICE

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1. Purpose & Scope

The GDB Employee Handbook establishes uniform policies, professional expectations, and ethical standards across all global offices. It applies to all permanent, contractual, and affiliate employees of Global Dot Bank and its subsidiaries.

2. Corporate Values

- **Integrity Above All** — Every decision reflects transparency and ethical responsibility
- **Client Centricity** — We exist to protect and empower our customers
- **Excellence in Execution** — Every process must meet international banking standards
- **Collaboration & Respect** — Cultural diversity and teamwork drive performance
- **Accountability & Stewardship** — Every employee acts as a custodian of trust

3. Code of Conduct

- Maintain strict confidentiality on customer and institutional data
- Disclose potential conflicts of interest immediately to Compliance
- Accept no gifts, gratuities, or incentives that may influence judgment
- Comply with all internal and external regulations governing financial conduct
- Report misconduct via official Whistleblower Channels

4. Equal Opportunity & Diversity

GDB is an equal opportunity employer. Recruitment and promotion decisions are based solely on merit, competence, and performance.

5. Workplace Discipline & Ethics

- Zero tolerance for discrimination, harassment, or retaliation

- All breaches are subject to investigation under the Ethics and Conduct Policy
- Disciplinary actions range from written warnings to termination

6. Confidentiality & Data Protection

All employees must:

- Sign a Non-Disclosure Agreement (NDA)
- Protect personal and customer data in accordance with GDPR and PDPA standards
- Use internal systems solely for authorized activities
- Report any data breaches or security incidents immediately

7. Employment Benefits & Performance

Includes health insurance, retirement benefits, global mobility support, and periodic training. Performance is reviewed bi-annually under the GDB Performance Excellence Framework.

Acknowledgment Required

All employees must sign an acknowledgment form confirming receipt and understanding of this handbook within 7 days of onboarding or policy updates.