



The Code of Ethics and Professional Conduct

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Introduction

The federal government's strategy emphasized the importance of the human element, and its vital and important role in raising rates of sustainable development, and then put in place initiatives aimed at refining its skills and preparing the necessary preparation for this role. Accordingly, in 2010, the Federal Authority for Government Human Resources launched the Professional Conduct and Ethics Document for the Public Job, which aims to develop the employee's institutional culture, support professional values, develop a spirit of

responsibility and adhere to ethics, in order to consolidate the role and responsibilities entrusted to the government sector, which will reflect positively on individual and institutional performance.

From this point of view, FAHR has updated the document of professional conduct and public job ethics in accordance with the best policies and standards followed, in addition to the observations and views of the federal authorities that were taken and dropped on the document.

Objectives

This document aims to find and develop an institutional culture for the public employee, and supports professional values and develops the spirit of responsibility, and adherence to high morals, in dealing with his subordinate and colleagues at work, or service recipients in accordance with the basic values of human resources. The document also calls for promoting the spirit of tolerance among individuals that was established by the government of the United Arab Emirates, which calls for mutual respect, acceptance and appreciation for different cultures and human differences. The document also calls for providing the best services to service recipients, to enhance trust and credibility in the government sector.



Definitions

In the application of the provisions of this document, the following words and phrases shall have the meanings assigned to them unless the text requires otherwise



Country:

United Arab Emirates.



Federal entity:

Any ministry established in accordance with Federal Law No. (1) of 1972 concerning ministerial functions and mandates, its amending laws or any other laws.



FAHR:

The Federal Authority for Government Human Resources.



Human Resources Law:

Decree by Federal Law No. (11) of 2008 concerning the human resources of the federal government.



Employee:

It is the person who is appointed in the federal entity by the authority competent for appointment in accordance with the mechanisms and procedures of human resources approved in the federal government. It includes both males and females.



Personal Information:

Any information about any specific individual.



Code of Ethics:

The adopted and approved standards of ethics for government human resources.



Conflict of Interest:

Any official action, situation or decision by public servants that lead to a conflict of interest between their personal activities and the interests of the government.



Personal Qualities:

Any personal quality of any individual with respect to their values, beliefs, nationality, race, religion, social status, age or gender.



Personal Interest:

Any personal benefit public servants may gain by virtue of the nature of their work or status and which could affect the performance of their duties as public servants.



Share:

The employee's use of social media through his own account to discuss various issues with the public with the intent of expressing his personal opinion.



Social Media:

Any electronic communication network, whether via the Internet or through other communication networks - allows the user to create personal accounts, add and publish content, and share it to the public within the network boundaries in many forms such as written conversations, images and video, and participate in discussions and interactive activities with users of the same network and empower individuals and convert them from mere users to its producers.

Defining the Code of Ethics and Professional Conduct for Civil Service

The Code of Ethics and Professional Conduct for Civil service is defined as public servants performing their duties faithfully, objectively and with integrity, and who work constantly to achieve the objectives of the entity they work for. It also means that they should perform their duties within the limits of the powers granted to them, and to do so in good faith, without any ill-intent, negligence, violation of any laws, or harming public interest to achieve any personal interests for themselves or others.

Scope of Implementation of this Document

This document applies to all public servants in the country.



Core Values for the Professional Code of Conduct and Ethics for Civil Service

Core values enhance the performance of the government sector as a whole. Applying these core values also earns public servants the respect of their superiors, colleagues and members of the community. These core values are:



Entrepreneurship and Excellence:

Continuous and diligent work to provide quality and innovative services and follow the approach of looking ahead, innovation and continuous improvement.



Efficiency and Professionalism:

Make every effort to complete the work with the required quality and accuracy in the shortest time and at the lowest cost.



Integrity:

Public servants shall put the interest of governmental human resources before personal interest.



Honesty:

Public servants shall be honest and open, and readily make an effort to gain the trust of their superiors and subordinates.



Objectivity:

Public servants shall make recommendations and decisions based on sound and rigorous analysis of the evidence at hand.



Alertness:

Public servants shall be committed to ensuring that public resources are not wasted, incorrectly exploited or misused.



Transparency:

Public servants shall be open and clear in all procedures, goals and objectives.



Fairness and Equality:

Public servants shall be committed to providing equal opportunities that bring about a safe and stimulating environment to aid peak performance from their subordinates.



Tolerance:

A value system that includes peaceful coexistence with others, respect and open-minded response to different ideas and values, and appreciation for the rich diversity of world cultures.



In order to achieve the above, public servants must always

1. Compliance with the laws and regulations in force in the country
2. Behave in a manner that serves to promote and preserve the core values, integrity, and the good reputation of the country.
3. Be aware that all individuals are equal before the eyes of the law, and that the law does not discriminate among
4. Be aware that serving the country and its people is an honor and privilege that is to be cherished with a sense of pride.
5. Respect for rights and freedoms and openness to others
6. Comply with the values and principles of tolerance, compassion and cooperation with all
7. The Government employee puts the government's vision in mind and works hard to achieve this vision and the government employee must show his loyalty and affiliation and not tarnish the reputation of the entity he works for or the reputation of any other federal entity for any reason in the means of communication so as not to be held accountable.
8. The employee's commitment to the optimal use of social networking sites in a manner that does not affect his reputation, the reputation of the entity to which he belongs, the reputation of any other federal entity, or the country in general.
9. The employee must abide by all the laws issued in the country that regulate the use of social media.

Rules of Professional Conduct and Ethics

1. All public servants should exercise the highest ethical standards and adhere to the code of professional conduct both at, and out of work. Holding a civil service position is considered a great responsibility that is entrusted in them to serve the citizens and to achieve public interest in accordance with the laws and regulations in force. This has been stressed by the constitutional principle which stipulates: «Civil service shall be a national service entrusted to those who hold it. The public servant shall aim, in the performance of his duties, at public interest alone.»
2. Uphold the highest principles of ethical conduct in all government transactions.
3. Commitment to the principles contained in the National Program for Tolerance, including respect and moderation, and a commitment to non-discrimination on the basis of origin, religion or race.

In light of the above, and in the execution of their duties, public servants are expected to exhibit an attitude and behavior that meet with the code of conduct as stipulated in the Federal Law its regulations concerning federal government human resources, as follows:



Public Servant Obligations

I. Commitment to Serve:

1. Public servants are committed to carrying out their public duties themselves.
 - A. Public servants are not permitted to delegate the task of implementing their duties to others unless explicitly authorized to do by law, the express written authorization of their direct superior or as a result of force majeure.
 - B. Public servants are personally committed and obligated to carry out their duties in accordance with the principles of individual responsibility and competency.
2. Public servants are committed to executing their public duties with accuracy, reliability and in good faith.
 - A. In carrying out their duties and obligations, public servants should consider public interest only. They must apply any laws, rules and regulations in force related to the nature of their jobs, without exception.
 - B. Public servants should carry out their duties with speed, precision, objectivity, and in good faith.
3. Public servants are committed to executing their public duties immediately and swiftly or within a reasonable timeframe according to best practices.
 - A. Public servants are required to arrive at work at the start of the official working hours in accordance with applicable regulations in this regard. They are also required to be present at their work-stations during official working hours to carry out the obligations related to their duties and positions.
 - B. Public servants are required to execute their duties diligently during working hours.

- C. Public servants should not hesitate to work outside official working hours if this is necessary for public interest, if they were instructed to do so by their immediate superiors, or to ensure non-disruption of public service.
 - D. Public servants are required to execute their duties within a defined timeframe. If such a timeframe was not defined, then their tasks must be executed within a reasonable time.
4. It is the public servants' responsibility to execute any task assigned to them, even if it falls outside the scope of their usual duties and responsibilities. Public servants cannot refuse such tasks so long as the instructions were issued by their immediate superior.
 5. It is the public servants' responsibility to execute their duties efficiently and in accordance with best practices or in accordance with any adopted standards.
 6. Public servants are committed to achieving excellence in individual and team performance.
 - A. Public servants are required to improve their knowledge, skills and competencies through ongoing learning and training.
 - B. Public servants are required to assist their superiors, colleagues and other public officials in developing their knowledge, skills and competencies, and to encourage them to share and transfer relevant knowledge among each other.
 - C. The public servant must take care to preserve and protect personal information and maintain privacy.
 7. The government employee must balance the scope of work and personal life.



II. Commitment to Continue

Performing Public Duties:

1. Public servants are committed to the ongoing execution of their duties and responsibilities in order to ensure non- disruption of public service. They must not neglect their duties or behave in a manner that may lead to the delaying, paralyzing or disrupting the service, or that may affect their judgment or performance.
2. To ensure non-disruption of public service, public servants are required to fully and accurately inform their immediate superiors of all issues and matters related to the nature of their work.
3. The government employee should always strive to create an innovative and effective environment to develop his method of performing work tasks.
4. Respecting the customer's time and giving it priority, also respecting working times, avoiding wasting time in personal matters and giving the customer the impression that his service is your top priority.
5. Commitment to the culture and mentality of facilitation, simplification, problem solving, willingness to work, and the initiative to give solutions.



III. Commitment to Act with Courtesy and Respect towards Superiors, Colleagues and the Public:

1. Public servants should respect their superiors and colleagues, and should act with discretion, wisdom, objectivity, neutrality and impartiality in all verbal communications in accordance with social customs and professional standards.
2. Public servants should be polite with the public with whom they come into contact with by virtue of the nature of their duties and the execution of the same.
3. Public servants should refrain from discrediting their superiors or colleagues personally or professionally, verbally or in writing, without providing relevant proof, nor should they behave in a way that casts a doubt the experience or skills of their superiors or colleagues.
4. Public servants should not burden the public or their colleagues with tasks that are not considered essential for any transition.
5. Public servants should not be excessive in using the authorities assigned to them by law, rules and regulations.
6. Public servants are required to respect the rights of their superiors and colleagues at all times within an environment free from discrimination, harassment, violence and obscene or indecent words.



7. Public servants are required to participate diligently, impartially, with integrity and in good faith in any formal investigation concerning their performance and to testify in any lawsuit, if so required.
8. Public servants are required to perform their duties in a manner that ensures the health and safety of the workplace, and the safety of their superiors, colleagues and the general public.
9. Public servants should not attempt to gain any preferential treatment through flattery, deception, favoritism or nepotism.
10. Public servants are required to deal with colleagues, and to share opinions, in a highly professional and objective manner. They are also required to offer assistance wherever possible to solve any problems they face in the workplace.
11. Public servants are required to spread a positive ambience among their colleagues to assist in enhancing performance, improving the work environment, and consolidating the right institutional culture in the workplace.
12. The public servant must show moderation and respect for others in his actions and dealings with everyone.
13. The public servant must take a positive attitude that recognizes the right of others to enjoy basic human rights and freedoms.
14. The employee must respect others, their privacy and their intellectual property and not bully them or cause harm to their work or digital identity.
15. The public employee shall abide by an appropriate public appearance that is consistent with the customs and practices followed in the country.



IV. Professional Confidentiality and Secrecy:

1. Public servants are required to respect and abide by the principles of secrecy and confidentiality with respect to public and personal information. They must not disclose, use, copy, transfer or delete any public and personal information except in the context of exercising their duties, or as permitted by law or pursuant to prior written authorization, or for the purpose of disclosing a crime that may put their organization at risk or which may cause damage. Should any of the aforementioned circumstances occur, public servants should notify the competent official authority, whether such information relates to their own workplace or that of a third party.
2. Public servants should not collect personal information except that which is necessary for legal purposes and is related to the work or activity of the entity.
3. Public servants must take measures, wherever possible and as circumstances may require, to provide any individuals whose information is collected with the name of the officials to whom this information will be submitted.
4. Public servants must take all necessary precautionary and security measures to ensure the protection of personal information, according to the relevant circumstances, and to protect against loss, access, use, modification, disclosure (unless authorized by senior officials), or any other form of misuse of such information.
5. Public servants must store personal information in a manner that allows easy and immediate access. Individuals whose personal information is collected may obtain a copy of this information, and this information may be corrected if it is found to be erroneous.



6. The public servant must be responsible for his transactions in the digital world, respect the laws and rules, and be responsible for limiting content that goes against moral and human values.
7. The employee must enjoy honesty, credibility, quality of outputs in the performance of his work and accuracy in the data
8. Public servants shall be committed, even after leaving public service, to the confidentiality of any classified official or personal information, unless disclosure is expressly permitted by law or job standards or were confidential in nature. Public servants shall also hand over all property and belongings to their place of work (documents / files / tapes / CDs / etc.).
9. The government employee must maintain the integrity and confidentiality of the job information and not leak it to any party illegally or legally.
10. The public employee must commit not to publish the official contact information related to his workplace on his personal account on social networking sites (such as the job title, name of the entity he works for, phone number, e-mail address, etc.,) except with the written approval of his employer or based on an official assignment as one of his duties.
11. The employee must abide by the general terms and conditions of using social media such as intellectual property rights, abide by the privacy policy, refrain from defamation, discrimination, abuse and threat against any individual or entity, including the entity for which he works, and observe the laws in force in the country or internationally recognized and on the Internet. .

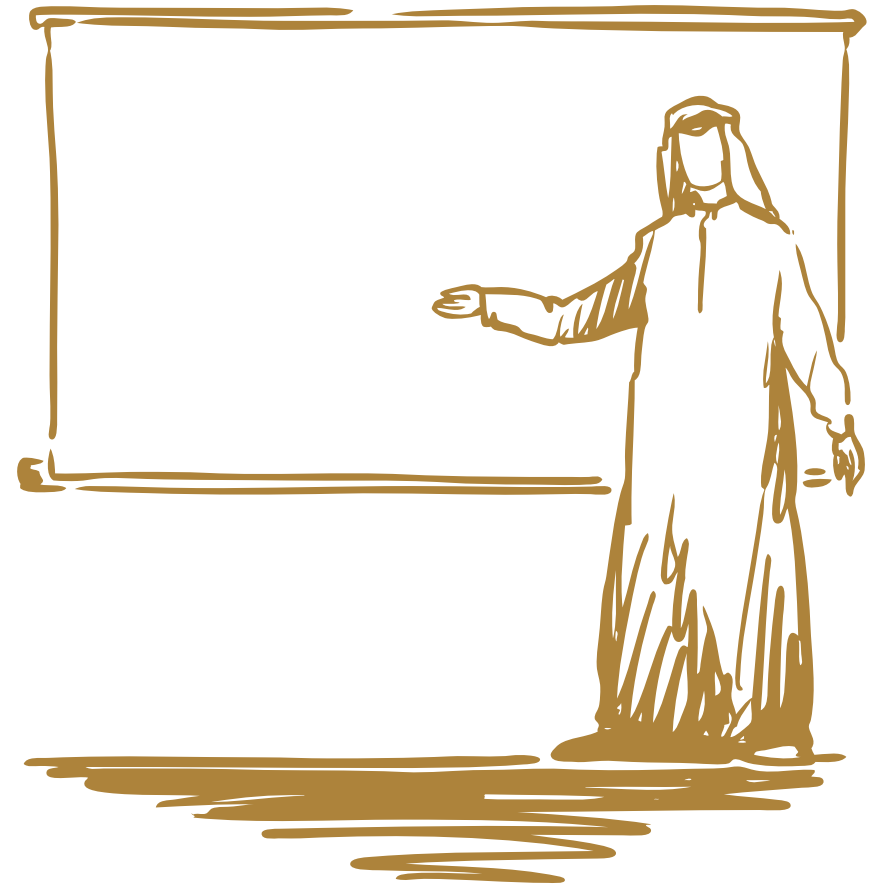


V. The obligation of the public employee to abide by the instructions of the superiors:

1. The public employee must respect the general rules governing human resource policies
2. Public servants must comply with the directives, guidance and instructions of their superiors in accordance with the administrative hierarchy.
3. Public servants commit to implementing the instructions they receive; should these instructions reflect any form of violation, the public servants must confirm this in writing to their immediate superior.
4. The public servant must reject hatred and malice and respond openly to the different ideas, values, and cultures from which his superiors may come.

VI. Commitment to Neutrality:

1. Public servants must always behave with integrity, fairness, and credibility. They must always treat their colleagues and the general public equally regardless of personal qualities and in accordance with the law.
2. Public servants must refrain from any acts or practices that violate moral and ethical conduct, and the traditions and customs of the United Arab Emirates society. They must also refrain from abusing the political opinions or religious beliefs of others, whether in or out of the workplace, and they should abstain from inciting against the same.



3. The public servant must encourage a culture of acceptance of the other opinion to realize the value of intellectual tolerance.
4. The public servant must adopt and act upon practices of tolerance.
5. A public servant must promote the values of solidarity and social empathy, act positively, and use social media platforms wisely.

VII. Ethics of dealing with virtual meetings:

1. Commit to attend the meeting on time and set the phone to silent mode
2. Ensure that the headphones and equipment are ready and that there are no technical or technical malfunctions before starting the meeting; To avoid delays and disrupt others
3. Set the microphone to silent; In order to avoid the presence of noise to prevent disturbance of the participants in the meeting
4. turn on the video camera; To formally introduce oneself and appear in a decent appearance (formal attire)
5. Not to record or photograph virtual meetings and save them without official permission, and after notifying all participants and obtaining prior permission



Government Entity Obligations Towards Employees

Care should be taken to ensure justice and fairness in the application of the policies and values of human resources, and to protect the rights and privileges of public servants under the provisions of this policy. As such, government entities are committed to creating a work environment conducive to achieving the objectives of the government and its employees, according to the following:

1. Government entities are obliged to ensure that their employees are made aware of the code of ethics and professional conduct and core values, and to notify them that ethical conduct is a duty and obligation that is to be considered an integral part of the way in which they perform their duties.
2. Government entities are obliged to treat all employees fairly and equitably, without unjustified discrimination.
3. Government entities are obliged to create safe, fair and healthy working environments that meet with the basic requirements of its employees, as well as their personal and professional goals.
4. Government entities are obliged to encourage employee entrepreneurship and innovation, and to provide opportunities for them to participate in making suggestions for improving and developing the services offered in an atmosphere of mutual trust and understanding.
5. Government entities are obliged to encourage employees to communicate openly and to enter discussions that aim to resolve issues of concern in the performance of their duties, and to assist them in finding appropriate solutions.
6. The federal entity shall deepen the values of tolerance, dialogue and openness to different ideas, values and cultures.
7. The federal entity should work to strengthen the role of the UAE as a symbol of tolerance and peaceful coexistence by promoting the values of cultural pluralism.
8. The entity shall provide a safe technological environment for the employee by observing the controls related to maintaining the privacy and confidentiality of the entity's data. (remote work system)
9. Create a work environment that encourages a culture of customer happiness and a culture of Innovation and creativity in providing services.
10. Develop, update and re-design services and channels for their provision.
11. Focusing on the values of "customers happiness and respect" and considering them to be the main pillars of the entity's culture.

General Principles

I. Obligation to maintain the professional dignity of civil service:

1. Public servants are obliged to maintain professional dignity and to adhere to the basic values of government human resources both in their civil and social life at all times.
2. Public servants are obliged to ensure that they are appropriately and conservatively dressed to preserve the reputation and appearance of their workplace and in accordance with any specific rules issued by their workplace and in a manner which is appropriate to the requirements of their jobs, as well as prevailing customs and traditions in the Country. In a manner that reflects the national identity, without extravagance or formal exaggeration.

II. Obligation not to exploit civil service:

Public servants are not permitted to misuse their positions, duties or relationships formed as a result of their job, position, or authority to obtain services, privileges or benefits, from any party whatsoever, whether for their own personal benefit or that of their respective families up to the fourth degree.

The government employee is not allowed to use the name of the category or the name of the entity to which he belongs for personal purposes.

III. Obligation to use resources appropriately:

1. Public servants are responsible for all government property, materials and information assigned to them or that fall under their control, and they may not use the same for personal purposes except to the extent expressly provided in writing or by law.
2. Public servants must not damage or misuse government resources or property, or the property of their superiors, colleagues or anyone else. Should any damages occur, these public servants may be subject to appropriate administrative action and may face criminal or civil accountability.
3. Public servants must use the government communications systems including email, computers, internet and telephones only as is necessary for the performance of their duties in accordance with the policies of their place of work and the law.
4. Public servants must comply with all laws and any rules and procedures issued by their place of work concerning the procurement of goods and services by their place of work to ensure optimal use of government resources, and to ensure accountability, legality, and integrity in the procurement process.
5. The employee is prohibited from sharing the information obtained during the performance of his work for purposes not related to the work without obtaining the official approval.

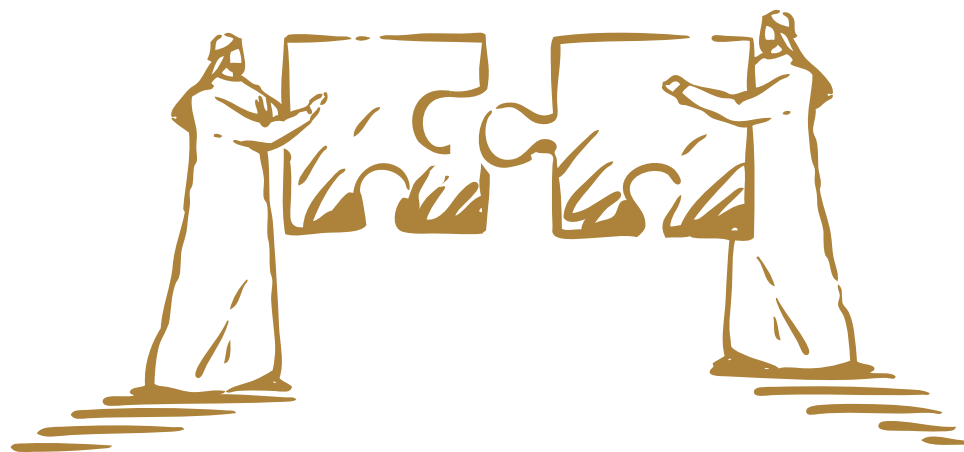


6. The employee must not be preoccupied during official working hours with personal activities such as social media and websites, with the exception of employees who are officially assigned or whose job nature requires that.

IV. Commitment to refrain from activities that affect civil service duties and performance, and to avoid conflict of interest

Public servants must avoid any conflict of interest, actual or potential, if there is doubt that this may arise, as per, but not limited to, the following:

1. Not to carry out any jobs or tasks that may give the impression of a conflict of interest.
2. Public servants or any of their family members up to the fourth degree may not accept any gifts, hospitality or services from whomsoever if this results in any form of obligation, or have a direct or indirect impact on the objectivity of job performance, or that may affect their decision, or may oblige them into an undertaking as a result of its acceptance.
3. Public servants are obliged not to participate in any process or formal decision that could directly or indirectly affect the award of any procurement contract to any contractor or supplier related to the public servant up to the fourth degree.



4. Public servants are obliged not to participate in any formal process or decision that could lead to granting any benefits, land or license to any relatives up to the fourth degree.
5. Public servants should not participate in any formal process or decision that could directly or indirectly affect the success of the proposal of any supplier, contractor or business in a manner by which public servants receive a percentage, share or monetary incentive.
6. Public servants are obliged not to use their positions to promote any product or service that does not form part of their functions at their workplace, or disclose any information obtained in the context of executing the duties of his office to achieve certain goals, to obtain any benefits or returns from anyone whomsoever.

V. Commitment to loyalty to the Country and compliance with laws and professionalism:

1. Public servants must comply with the following at all times:
 - A. Remain loyal to the Country and abide by the rules and principles of the constitution and laws of the Country.
 - B. Comply with any laws and regulations that are in force in the Country that affect job duties and responsibilities.



- C. Not to disclose any information concerning their duties to any visual, audio or written media, or to any books, newspapers or any other areas that may conflict with their obligations in civil service without obtaining prior written approval from their superiors. Government entities are required to encourage and create internal platforms through which employees can participate in their official capacity to provide their views on the operational and procedural plans of their workplace.
2. Public servants must report any irregularities they become aware of to uphold public interest. Upon doing so, these employees must address their superiors with the respect and dignity they deserve, and their intention must be to uncover irregularities with a view to ensuring proper control; the motive must not be driven by the desire to harm colleagues or superiors, or by any maliciousness, doubting their integrity or insulting superiors.
3. If public servants are wronged by their direct supervisors, colleagues or the public in the performance of their duties and such wrong doing was inconsistent with the rules of professional behavior, they must take the following steps:
 - A. Inform the head of the agency or any other person in management in writing. The head of the agency has the responsibility of ensuring that no action is taken against this employee as a result of that issue. He must also either resolve that issue in accordance with the legal procedures followed for such issues or forward the matter to the entities for investigation.
 - B. If the issue is not resolved in accordance with the procedures as set above in item (a), where the employee felt unable to carry out the instructions given to him or to avoid a conflict of interest, the employee has the right to request a transfer from his current job. If the transfer or the situation proves detrimental to his interests in some form or another, the employee has no option but to raise a formal complaint to the Department of Human Resources at the government agency where he works for review and resolution in accordance with the provisions of the law.
4. The employee must completely refrain from sharing any information or comment on any content that may harm the reputation of the government or the federal entity in which he works, or any of its initiatives, or any act that may harm the reputation of the government or the country. and employees are prohibited from communicating with each other on matters and topics related to daily work tasks or workflow in the entities in which they work through social networking sites and replacing them with other more professional channels such as emails or internal correspondence.

General Instructions



Employee:

Each employee is obligated to view this document, familiarize himself with its contents, and abide by the provisions contained therein. In the event of non-compliance, the penalties stipulated in the human resources legislation approved by the employer shall apply to him without prejudice to any penalties imposed by other laws and regulations.



Human Resource Management:

- The human resources department of each ministry or federal agency is required to oversee the activation of this document, and to disseminate its contents among its employees however it deems appropriate.
- The rules contained within this document are binding to all, and everyone is expected to abide by its provisions.



Government Entity:

1. All ministries and federal entities are required to adopt this document as their pivotal point of reference.
2. All ministries and federal entities are required to develop detailed foundations, principles and standards of professional conduct and ethics of civil service in accordance with the nature of their work and in coordination with the Federal Authority for Government Human Resources.
3. All public servants are required to review this document, and to ensure complete knowledge, awareness and adherence to its contents.

Undertaking

Authority:

Sector:

Department:.....

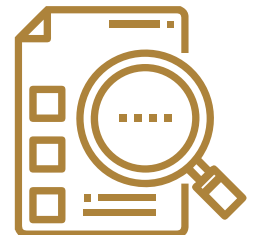
I, [Employee's Name]..... holding the position of [Position Title].....

Declare that I read and understood the Code of Ethics and Professional Conduct Document issued pursuant to the Cabinet Decree No. (15) for the year 2010, and I undertake to abide by its provisions and to keep a copy of it.

Signature: Date:

References

1. A document of Conduct and Ethics of the Emirati Citizen Issued by the Council of Ministers in 2012.
2. Regulation of Using Social Media by the Employees of Federal Entities Resolution No. 731 & /3/ of 2014.
3. National Initiative «the Government is an Incubator for tolerance» It is an initiative addressed to specialized workers in the ministries.
4. Positive Digital Citizenship Values and Behaviours Code 2021.
5. The remote work system in the Federal Government.
6. Federal Decree-Law no. (5) of 2012 on combating cybercrimes.
7. Federal Decree Law No. 2 of 2015 On Combating Discrimination and Hatred.
8. Customer Happiness Guide issued by the Emirates Program for Excellence in Government Service 2016



Federal Authority | هيئة اتحادية