

Hashemite Kingdom of Jordan
Ministry of Public Sector Development

**(Code of Occupational Conduct and Public Positions’
Ethics)**

(And say, `Go on doing (as you like), Allah will surely keep an eye on your deeds and (so will) His Messenger and the believers, and you will surely be brought back to Him Who knows the hidden and the manifest realities, then He will tell you all that you have been doing) Almighty God has spoken truly

“Our main objective is to serve our country, and this requires continuous development of the quality and effectiveness of provided services, and we all shall recognize that the public sector employee is there for that purpose”.

Meeting of his Majesty the King with the Board of Trustees of King Abdullah II for Excellence Center

9/10/2013

“Public sector employee shall recognize that he is occupying position for serving his country”.

Speech of his Majesty the King Abdullah II Bin Al-Hussein in the Ceremony held in the Royal Coronation Day, Arab Revolt and Army Day

8/6/2010

Article 1

This code shall be titled “Code of Occupational Conduct and Public Positions’ Ethics” issued pursuant to the provisions of paragraph A of article 67 of the civil service regulation no. 82 of the year 2013 and shall enter into force as of the date of being ratified by the Council of Ministers.

Article 2

Definitions stipulated in the applicable civil service regulation shall be accredited wherever stipulated in this code.

Article 3

Provisions of this code shall apply to all employees in the departments subject to civil service regulation.

Article 4

This code is based on the principles of justice, transparency, accountability, professionalism and fairness.

Article 5

This code aims at enhancing citizen and public service recipient’s trust in public departments’ work and services, through the following:

- A. Instilling ethical standards, rules and principles of public morals, values and culture of professional work among civil service employees while enhancing commitment to such standards, rules and values and instilling principles of good practices and governance
- B. Raise awareness among civil service employees and direct them towards sound occupational morals and self-disciplinary scopes governing work progress in civil service in compatible with the applicable laws and regulations
- C. Contribute in determining employees’ duties and functional responsibilities
- D. Ensure that public employees are serving the country along with service recipients and being in position is only for that purpose, and having powers shall not be against them rather than for serving them

Article 6: Public Sector Employee’s Obligations

In addition to the stipulated in the applicable civil service regulation, employee shall abide by the following:

- A) Compliance with the legislations regulating his/her work
- B) Fulfill job duties and obligations professionally and impartially as much as possible while fulfilling Department objectives and purposes along with public interest
- C) Dedicate working hours for conducting job duties without conducting any activity not related to official duties
- D) Adopt principles of justice and impartiality in performing work

- E) Always seeking to improve his/her performance and develop occupational potentials while providing suggestions for improving working methods and raising performance level at Department
- F) Abstain from any behaviors, conducts or works that are violating public ethics and morals while abstaining from abusing other's beliefs and ideas
- G) Abide by the grievance methods to be followed
- H) Not using position for serving personal, tribal or party objectives or interests
- I) Report to managers in case of any negligence, breach, manipulation or procedure that is harming work interest or violate laws, regulations and instructions, as well as any deficiency in work performance by subordinates
- J) Coordinate with line manager for regularizing any default related to work procedures once discovering default
- K) Maintain confidentiality of official information and documents obtained or reviewed during period of service whether in writing, verbal or electronic not to be disclosed to others unless otherwise is requested by legislations, job duty or judicature
- L) Employee provided with computer shall maintain it and not to use it for leisure time and entertainment, not to open or download files not related to his direct work nature while abiding by using official governmental mail for purposes of correspondences of official data
- M) Maintain good appearance

Article 7: Employee dealing with Managers, Subordinates, Colleagues and Service Recipients

- A) Respect the rights and interests of others and deal with them with respect, courtesy, impartiality and objectivity without discrimination based on race, gender, religious or political beliefs, social situation, age or any other aspect
- B) Abide by the orders, directions and instructions of managers as per administrative sequence without violating applicable regulations and legislations
- C) Deal with managers with respect without deceiving and not hiding any information related to work in order to affect their decisions
- D) Develop potentials of subordinates, help and assist them to improve their performance, while showing good role model for subordinates at work and abiding by the applicable laws, regulations and instructions
- E) Cooperate with colleagues and share opinion professionally and objectively while assisting them in solving problems facing them at work
- F) Cooperate with the other governmental departments' employees within the scope of work and objectives of formed committees while sharing opinion professionally and objectively and assisting them in solving problems facing them at work
- G) Deal with the personal information and documents related to individuals dealing with them as confidential pursuant to the applicable laws and regulations and not using them for personal purposes

- H) Seek acquiring the trust of service recipients and accomplishing the requested transactions as fast and accurate as possible while replying to all enquiries and complaints raised by them accurately, professionally and objectively
- I) Use powers for serving citizens
- J) Provide the necessary information for service recipients related to employee's own department activities and works within his/her powers accurately and quickly without deception pursuant to the applicable legislations, while guiding them to the mechanism of complaining in case of wishing to raise complaints to the concerned bodies
- K) Give priority to persons with disabilities and helping them

Article 8: Maintain Public Funds and Department Interests, Properties and Equipment

- A) Maintain Public Funds and Department Interests, Properties and Equipment without abusing its rights, and reporting to direct manager in case of any violation to public funds or interest as well as any negligence or conduct affecting public interest
- B) Not using Department properties for fulfilling personal earnings or promoting goods and commodities for his/her own benefit or other party's benefit
- C) Not using Department resources and devices for personal purposes, including photocopiers, printers, laboratories and others

Article 9: Conflict of Interest

Employee shall:

- A) Not use his/her official powers for supporting the personal or financial interests of him/her or family members or district citizens, and shall not be affected by pressures from others for personal benefits, nor enter into any transactions, obtain any jobs, financial, commercial or other interests without contradicting with the applicable legislations
- B) Declare any personal interest that might result in possible contradiction with the duties while abiding by eliminating any contradiction once this code enters into force
- C) Abstain from directly or indirectly conducting any favored transaction to any person through favoritism and mediation
- D) Declare the cash and in kind commitments and assets in case required by either applicable legislation
- E) Undertake not occupying any position within one year as of the date of resignation, at any association had important official dealing with the Department unless under written approval from Department. It is also not allowed to provide advises for clients of such associations after end of service based on the information that is not available for the public with regards to the Department policies and programs where he/she used to work

Article 10: Gifts

- A) Employee may not accept or request any gifts or other benefits of any type whether directly or indirectly

- B) When employee is facing situation where he /she cannot reject gifts; Department shall open a specific registry for the gifts provided to Department within the Supplies and Assets' Registries and gifts shall be duly maintained at Department

Article 11: General Provisions

- A- Employee shall review this code and abide by its provisions
- B- Employee shall sign acknowledgment of reviewing the provisions of this code and completely abiding by them, to be maintained in his/her file at Department
- C- Department shall enable citizens and service recipients from reviewing this code through front-desk offices while publishing it through its website
- D- In case employee breaches the provisions of this code, then he/she shall be subject to accountability while taking disciplinary procedures and penalties pursuant to the provisions of civil service regulation and related legislations
- E- Department may add any other provisions specifically related to Department work provided not contradicting with the provisions of applicable legislations and code
- F- Line manager shall follow-up commitment to the stipulations of this code