

The Hashemite Kingdom of Jordan

Ministry of Public Sector Development

(Code of Ethics and Professional Conduct in Public Service)

In the name of Allah, Most Gracious, Most Merciful

And say: "Work: Soon will Allah observe your work, and His Messenger, and the Believers: Soon will ye be brought back to the knower of what is hidden and what is open: then will He show you the truth of all that ye did."

Surat Attoubah "*Repentance*", Verse 105

"Our primary goal is to serve citizens, and this requires continuous improvement of the efficiency and quality of services offered to them, and all should know that public employees are there for that purpose"

Remarks by His Majesty King Abdullah II
during a meeting with the King Abdullah II Centre for Excellence (KACE) board of trustees
9 October 2013

"The public servant must know that he is in this job to serve the people"

Remarks by His Majesty King Abdullah II
at the Celebration of Accession to the Throne, the Anniversary of the Great Arab Revolt and Army Day
8 June 2010

Article 1

This Code shall be called "The Code of Ethics and Professional Conduct in Civil Service" issued pursuant to the provisions of Paragraph A of Article 67 of the Civil Service Bylaw No.82 of 2013

and shall enter into force on the date of endorsement by the Council of Ministers.

Article 2

The definition of words and expressions in the Civil Service Bylaw shall also be applicable to the words and expressions used in this Code wherever they appear.

Article 3

The provisions of this Code shall apply to employees of departments governed by the Civil Service Bylaw.

Article 4

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

Article 5

This code aims at enhancing citizens' confidence and trust in the work and services of government departments through the following:

- A. Reinforcing ethical standards and the basic rules and principles of professional conduct in civil service; reinforcing professional values and culture among civil servants; enhancing compliance with these standards, rules, and values, and promoting good practices and good governance.
- B. Raising awareness of civil servants and orienting them towards the principles of good professional conduct and self-discipline, which govern civil service and comply with applicable laws and regulations.
- C. Participating in determining the professional duties and responsibilities of civil servants.
- D. Stressing that civil servants serve the public and customers, and that they are in their jobs for that purpose and shall use his authority in the best interest of citizens and not against it.

Article 6: Duties of Civil Servants

In addition to the duties set out in the Civil Service By-law, civil servants shall:

- A. Comply with all legislation governing their work
- B. Perform their official duties and missions with professionalism, integrity, impartiality, and to the best of their ability, and serve the goals and objectives of the department and the public good.
- C. Dedicate official work hours to perform official duties and responsibilities and abstain from doing any activity that is not related to official duties.
- D. Adopt the principles of fairness and objectivity in performing work.
- E. Always seek to improve performance and enhance professional capabilities, offer suggestions for improving work mechanisms and enhancing organizational performance.
- F. Refrain from any acts or practices that violate public decency and moralities, and refrain from disparage, or incite against, the opinions and beliefs of others.
- G. Follow applicable grievance process.
- H. Avoid misusing their official position to serve partisan, tribal or personal purposes, goals or interests.
- I. Inform supervisors of any violation, omission, manipulation or act that would harm work interests, or any misapplication of the laws, regulations or instructions, or any failure, or laxity committed by their subordinates in the performance of work.
- J. Coordinate with line managers to rectify any flaws related to work procedures once detected.
- K. Maintain the confidentiality of official information, documents and files acquired or viewed in the course of performing job duties whether in writing, verbally or electronically and refrain from disclosing such information to third parties unless otherwise required by law, professional duties, or by a court of law.
- L. Civil servants who are provided with computers shall handle such computers with care and refrain from using them for entertainment purposes or to otherwise open or download files not related to work, and shall adhere to using only official government mail in communications and the exchange of official data.
- M. Maintain a professional appearance

Article 7: Dealing with superiors, subordinates, colleagues and customers/Citizens

- A. Respect the rights and interests of others without exception; treat others with respect,

courtesy, civility, impartiality, neutrality, objectivity and without discrimination on the basis of race, gender, religious or political beliefs, social status, age, or any other forms of discrimination.

- B. Adhere to perform orders, directives and instructions of superiors within the line management chain in such a manner that does not contradict the bylaw and applicable legislation.
- C. Treat superiors with respect, and avoid misleading them or concealing any information related to work from them to influence their decisions.
- D. Develop the capacity of subordinates, assist and motivate them to improve their performance, and serve as a role model of good performance and compliance with applicable laws, regulations and instructions.
- E. Cooperate, and share views, with colleagues in a professional and objective manner to assist them in solving problems that they may encounter at work.
- F. Cooperate with employees from other government departments within the framework of joint committees and share views with them in a professional and objective manner to help them solve problems that they may encounter at work.
- G. Handle documentations and information of individuals with absolute confidentiality in accordance with the applicable laws and regulations, and avoid using such information for personal purposes.
- H. Seek to gain the trust of customers, process transactions with the required amount of speed and precision and respond to customers' inquiries and complaints with accuracy, professionalism and impartiality.
- I. Use their authority to serve the public.
- J. Provide citizens/customers promptly and accurately with the needed information regarding the work and activities of the department within the scope of granted powers and without deceiving or misleading them in accordance with the applicable legislation, and guide citizens/customers through the complaints mechanism in case they wanted to submit a complaint to concerned entities.
- K. Give priority to persons with disabilities and provide support and assistance to them.

Article 8: Preserving public resources and the department's interests, property and assets

- A. Preserve public resources and the department's interests and assets; protect all rights of the department; inform the line manager of any abuse of public property or interests, as well as any act or omission that harms public good.
- B. Refrain from using department's property to obtain personal gains or promote goods or services to serve personal interests or the interest of a third party.
- C. Refrain from using the department's resources and equipment such as photocopiers, printers, labs, etc., for personal purposes.

Article 9: Conflict of Interests

Civil servants shall:

- A. Refrain from using their official authority to advance their own private or financial interests or those of any member of their family or community, and shall not be influenced by improper pressures to provide any personal favors. They shall also refrain from entering into any dealings, obtain appointment to any post, receive financial or business benefits or otherwise any benefits in such a manner that contradicts applicable laws.
- B. Disclose any personal interest that may lead to any potential conflict with official duties, and shall seek to resolve any conflicts once this Code enters into force.
- C. Refrain completely from providing preferential treatment directly or indirectly to any person through nepotism or favoritism.
- D. Disclose monetary and non-monetary assets and liabilities as required by applicable laws.
- E. Undertake not to accept job offers, within one year after leaving work at the department, to work at any institution with which the department had substantial transactions, unless upon a written approval from the department. After leaving work at the department, individuals may not offer any advice to such institutions based on private information related to the programs and policies of the department.

Article 10: Gifts

- A. Civil servants may not directly or indirectly accept or request any gifts or otherwise any benefits of any kind whatsoever.
- B. If civil servants were in a situation where they could not decline gifts, the department shall create a special file in the supplies and assets records for gifts given to the department and shall duly retain these gifts at the department.

Article 11: General Provisions

- A. Civil servants shall read and comply with the provisions of this code of conduct.
- B. Civil servants shall sign a statement to acknowledge that they have read the provisions of the code and undertake to abide by it. The statement shall be retained in the civil servants' files at the department.
- C. The department shall give citizens and customers access to this Code by making it available in customer service centers and on its website.
- D. A civil servant who violates the provisions of this Code shall be held accountable and subject to disciplinary measures in accordance with the Civil Service Bylaw and relevant legislation.
- E. The Department may add any other provisions specific to the nature of its work, so long that they do not contradict the provisions of the Code and applicable legislation.
- F. Line managers shall monitor compliance with the provisions of this Code.