

The Jordanian Code of Conduct in the Public Sector

Article (1):

This code-called Code of Conduct in the Public Sector, and employed (valid) as of the date of approval from (by) the Council of Ministers.

Article (2):

The definitions contained in the civil service system are recommended for the purposes of this Code.

Article (3):

This Code shall apply to all staff subject to civil service and the staff of independent institutions and departments.

Each new employee and before commence work must sign a pledge of commitment to this code, and kept a copy of this pledge in his file career.

This code is based on the foundations and principles of justice, and equal opportunity, transparency, accountability, professional, integrity, neutrality, and belonging to the homeland and the Service and insisting on achieving its mission objectives and responsibility, and the employee must committed to the provisions of this Code in addition to the foundations and principles that based on it.

Any violation of the provisions of the Code requires accountability and to take disciplinary action and penalties in accordance with the rules of this system.

Article (4):

This code aims to:

Establishing (Anchorage) ethical standards, rules and basic principles for public office ethics, values and culture of professionalism among civil service staff, promote commitment to these standards, norms and values, and consolidate the foundations of good practices and good governance, through awareness of civil service staff and directing them toward right careers ethics and self-discipline, which frames Govern the functioning of the civil service and consistent with applicable laws and regulations, as well as through the statement of duties and responsibilities of career and role in improving services and strengthening the credibility of public service.

Strengthen the confidence of citizens and recipients of public service of government institutions work, increasing respect and appreciation for its role in providing best services.

Article (5): The general duties and responsibilities of employee,

The employee should:

Perform his duties and functions entrusted to him actively seeking secretariat impartiality, accuracy and professionalism, impartiality and the maximum potential, and work to serve the goals and objectives and achieving the public interest only.

To ensure familiarity with the laws and regulations in force and applied without any abuse or violation or neglect.

Devote hours to perform official functions and duties of his job, and not doing any activity that does not respect his or her official duties.

Quest to improve performance and develop its professional and see the latest developments in the field of work and that of the Chamber that works for, and submit proposals that would improve the working methods and raise the level of performance in the constituency, and assistance in providing safe and healthy working environment.

Refrain from any acts or practices or acts violate morality and ethical conduct, and to refrain from harming the political views or religious beliefs of others inside or outside the constituency or incitement against it.

Facilitate the investigation and inspections by the competent authorities in all possible means and to provide information and answer queries in possession of those responsible for the tasks of investigation and inspection, in accordance with the laws and regulations in force.

Non-strike action, or inciting others, and refrain from organizing petitions collective job-related or participate in the organization, whatever the reasons and motives are, and commitment in ways that appeal to be followed.

Fulfil all receivables financial implications of the Service in accordance with the laws and regulations in force without delay.

Article (6): Dealing with others

In dealing with the recipients of service, the employee should:

Respect the rights and interests of others without exception, dealing with the public to respect the bouquet and tact and neutrality and impartiality and objectivity, without discrimination based on race or gender or religious beliefs, political or social status, age or physical status or any form of discrimination.

Seeking to gain public trust through integrity, responsiveness and good behaviour in all its work in line with laws, regulations and instructions in force.

Completion the required transactions in speed and accuracy within the bounds of jurisdiction, and to answer the queries and complaints of service recipients accurately and objectively and speed, and the reasons in case of disapproval or delay access to their transactions.

Provide the information required to service recipients and on the work and activities of his department accurately and quickly without deceive or mislead in accordance with the legislation in force, and guide them to the complaints mechanism in the event of a desire to lift the complaints to the concerned authorities.

To give priority attention and care for people with special needs and provide aid and assistance to them.

Dealing with documents and personal information relevant to the people who deal with them strictly confidential and in accordance with the laws and regulations, and not to exploit such information for personal purposes.

Refrain from any action that adversely affects public confidence in the civil service.

In dealing with his superiors, the employee should:

Strictly enforced the orders of his managers, directives and instructions as hierarchy, and if those orders and instructions in violation of the legislation in force the employee should informs the President in writing to the violation occurred, nor is committed to the implementation of these orders and instructions only if confirmed by the President in writing, and in this case he can informs the Audit Bureau violation occurred, And in all cases, the employee should refuses to implement the instructions if they constitute a breach or violation of a misdemeanour or felony punishable under the Penal Code or any other legislation in force.

Dealing with his superiors to respect and not to attempt to gain any preferential treatment methods Flattery or through deception or through the medium and favoritism.

Non deceive or mislead his superiors, and to refrain from concealing information related to his work aimed at influencing the decisions taken, or obstruction of work, and it should cooperate with his superiors and providing opinion, advice and expertise possessed by all objectivity and sincerity, and make disposition of the information in his possession in the interest of work.

Inform his superior about any abuse or violation or difficulties encountered in the workplace.

Keep his new direct supervisor fully and accurately to the subjects and documents including the outstanding matters, to ensure business continuity.

In dealing with colleagues, the employee should:

To respect and sincerity with his colleagues, maintaining good relations and friendly relations with them, without distinction and careful to respect their privacy and refrain from exploiting any information pertaining to their own lives in order abuse.

Cooperation with his colleagues and share their opinions of high professionalism and objectivity and assistance wherever possible to solve the problems they face in employment, and ensure the dissemination of positive trends among colleagues to help improve the performance of work and improve the working environment and the institutional culture of sound root in the department.

Refrain from any acts or practices or immoral acts violating public morality and ethical conduct, and the commitment of men to respect women's colleague, and his partner at work.

In dealing with subordinates, the employee should:

Develop the capacity of his subordinates, motivate and help them to improve their performance, and be a good example for them in work to be bound by laws, regulations and instructions in force.

Transfer of knowledge and experience gained by his subordinates and to encourage them to increase information exchange and transfer of knowledge among them.

Supervising his subordinates and accountability for their actions, assess their performance objectively and impartially and strive to provide training and development opportunities for them in accordance with the related regulations and instructions.

Rejected any pressure from a third party to deal with the subordinate preferential treatment.

Respect his subordinates rights and cooperate with them in a high professionalism without favoritism or discrimination.

Commitment to write directives to his subordinates in the case received a note written by his subordinate that his orders or directives issued by the violation of the legislation in force.

Article (7): Maintaining confidentiality and mechanisms for disclosure of information

The Employee should:

Non-disclosure of official information and documents and documents obtained or accessed during a function, whether in writing or orally or electronically, and passed on confidential instructions or decisions or special legislation, or must remain confidential even after the expiry of his term, unless he has a written approval from the minister.

Refrain from making any comment or statement or intervention on issues still under study or deliberation with government agencies.

Inform the Secretary-General in the event his request for a certificate to the competent courts, unless the testimony concerned the law prohibits the disclosure of information and in conformity with the laws and regulations.

Disclose full and accurate information on every official that require disclosure of ex-officio.

Article (8): Accept or request gifts, privileges and other benefits

The Employee should:

Not to accept or request any gift or hospitality or any other benefits of any kind, whether directly or through the medium, may have a direct or indirect impact on objectivity in the implementation of its functions or would affect the decisions, or had compelled him to commit something for acceptance.

When the employee in the case could not be refused gifts, hospitality or other benefits that do not apply to cases in paragraph (a) of this article, or when it is believed that the acceptance of certain types of hospitality will benefit the institution, the employee should inform his direct chief, and the chief should inform the employee in writing whether to reject gifts, hospitality or other benefits or retained by the Service, or donated to charity or disposed of or retained by the employee concerned.

The department should open a special register of gifts provided to the department to register the gifts listed in paragraph (b) of this article and how to deal with it, whether through keep it or donated or retained by the employee.

Article (9): Conflict of interests

The Employee should:

Refrain from any activity that would lead to the emergence of a real or apparent conflict or a potential reconciliation between personal interests on one hand and the functional responsibilities and tasks on the other.

Refrain from any activity which is not commensurate with the objective and impartial performance of his duties, or can lead to preferential treatment for the natural or legal persons in their dealings with the government, or harms the reputation of his department, or subject its relationship with the public at risk.

Inform his direct supervisor in writing immediately in the event of conflict of interests with any person in his dealings with the government, or if a conflict arose between personal interest and public interest, or subjected to official pressure incompatible with his official duties, or raises doubts about the objectivity that should be dealt with. Clarify the nature of the relationship and how is the inconsistencies, and the President should take immediate action to do so. In all cases must be taken into account public interest in addressing this incompatibility.

Not to use his job directly or indirectly to obtain financial gain or anything of value for the benefit of its own or his family.

Non-exploitation or recruitment information obtained during the performance of his official duties and after-work in the constituency, to achieve personal benefit for him self or others directly or indirectly, or to harm to others, and not to disclose information to give a concession unfair or unreasonable to other parties.

Must obtain the necessary approvals and depositions accordance with the laws and relevant regulations in force, in the case wish to participate in the process of collecting donations or prizes or in-kind contributions to charitable organizations, the President may direct request from the employee reduction activities, modified or terminated when he finds that will have a real Or apparent or potential conflict in interest.

To avoid establishing close relationships with individuals or institutions rely heavily on his decisions or his department.

Not accepting a post, during the year from the date of the legacy of action, in any institution has had official dealings with the Chamber that important work only under the written consent of the minister. It also does not allow him after leaving the post to provide advice to clients of these institutions based on information not available to the public regarding programs and policies of the department which was working with.

President direct should inform officer who intends to leave work commitments contained in this article.

Article (10): Merit, competitiveness and justice

The employee should:

Take actions related to the selection or appointment of staff or upgrading, training, evaluation or reward or transferred or assigned or seconded or any of the matters relating to their work, transparency and absolute impartiality, and free from any considerations of kinship or friendship or utilitarian concepts, and without any discrimination building on race or gender, age or religion, by following the foundations of merit and competency and competitiveness, and full compliance with the terms of reference and adopted work procedures.

Inform the direct President in writing of any misfeasance of laws, regulations and instructions in force seen it during his work in the area of selection, appointment, promotion, training, performance appraisal, etc., and the direct president should verify the authenticity of the notification and take necessary action with the concerned authorities to ensure the correct position in accordance with the laws, regulations and procedures deliberate.

Abstain completely, either directly or indirectly, from any preferential treatment to any person through the medium and favouritism.

Article (11): Preserving public property and interests of the state and their property

Preserving public property and state interests and property and not to alienate any of its rights and inform his direct supervisor about any abuse public funds or public interest and any negligence or conduct detrimental to public interest.

Non-use of state property for private gain or for the promotion of goods or services for personal benefit or the benefit of a third party.

The employee who was provided with a computer device should:

Take all necessary action to preserve his computer.

Non-download programs on the device only after reviewing the information systems.

Make sure of turning of the device before leaving the workplace.

Maintaining the confidentiality of information found on his device through the use of password by the promise of non-disclosure.

Non-use device for entertainment and non-download games, entertainment programs.

Not to access to other devices and trying to obtain information of them.

Use the device for development of skills and capabilities and consistent with the Work interests.

Non-use device for the completion of personal things.

Rationalize the use of printers as possible.

The employee who have had access to the Internet should:

Commitment to use for work purposes, including the goals for capacity development and skills related course work and was in the interest of work.

Commitment to the terms and requirements of intellectual property rights of files and programs and taking into account the conditions of license use.

Consulting unit of information systems immediately if observe any abnormal things through the use of the Internet.

Non-download text and images that contain materials that are immoral, or racist, or contain extremist political views, or incite violence and hatred, or any illegal activities.

Non-download files that are not directly related to the nature of his work such as video files and multimedia files such as movies or songs, or music and the like.

Not to use the Internet to try to enter and infiltrate into other devices and Networks. And not to use the Internet to send confidential material, political or Containing threats and harassment to others.

The employee who has email address should:

Not to use e-mail for the creation and distribution of messages containing promotional materials, or personal, immoral, or those that contain extremist political opinions or racism comments about the beliefs and religious practices or social gender, age, race and in the event of any message from any employee in this regard must inform the unit on information systems about that directly.

Not to re-send messages delivered to him that contains jokes or pictures or movies files and images of scale.

Non-re-sent and received messages that may contain viruses or files have suspected viruses, and must in this case ask for help from the unit of information systems.

Taking into account that there is not any specificity with regard to communications that reach to any employee or sent by email system. It may control the e-mail by licensed employees without prior notice.

Not to open any messages are unknown or unexpected, even if the letter from someone known to the employee as well as not to open or download any files attached doubtful origin.

Use e-mail to develop the capabilities and skills in accordance with the requirements of Work.

Article (12): Employee Rights

The department should:

To define clearly the functions and responsibilities of the employee and what is expected from him to achieve.

Dealing with employee in every respect of his career based on merit and competitive and equal opportunities.

To ensure good working conditions and safe, and not to practice any discrimination against him at work.

To provide appropriate and continuing training opportunities to improve their chances of career path in accordance with the provisions of the civil service personnel or private system, or as appropriate.

To guaranteed freedom of opinion and expression in the context of legal texts and in accordance with the provisions of this Code.

To ensure the right of grievance or complaint from any wrong decision was taken against him in accordance with the rules.

Article (13): General Provisions

The employee must have access to this code and familiarity with its contents and adherence to its provisions.

The department must enable citizens and recipients of services access to this code.

Ministers and secretaries-general responsible for overseeing the application of this activation code.