

Document of Principles  
And Ethics of Job Conduct  
In the General Secretariat of National Consultative Council

*In the name of Allah, Most Gracious, Most Merciful*

"And say (unto them): Act! Allah will behold your actions, and (so will) His messenger and the believers, and ye will be brought back to the Knower of the Invisible and the Visible, and He will tell you what ye used to do. "

From the Holly Quran - Verse no. 105 – Al Tawba

"Public office is a national service entrusted to those who hold them, and public employee shall target public interest only in the performance of his Duties"

Article no. (35) of UAE Constitution.

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**Preface:**

Now a day, it has become known to everyone that, the human element is the active management in the development of any society. Nations will neither develop nor reach their goals and objectives, if they do not have organized human resources marked by efficiency, skills and excellence to the extent that allow them to compete among nations.

The General Secretariat of National Consultative Council undertakes responsibility to develop human resources to ensure performance of its mission properly, towards achieving public interest sought by the constitutional legislator, which stipulates that "Public office is a national service entrusted to those who hold them, and public employee shall target public interest alone in the performance of his duties", moreover, our religion and pure Sunnah stipulate the same.

United Arab Emirates has realized this established fact since the beginning emergence of the State of the Union, it is reflected in instructions of His Highness Sheikh Khalifa bin Zayed Al Nahyan, may God preserve him, in shrewd vision to crown Prince Secretary General HH Sheikh Mohammed bin Zayed Al Nahyan - Prime Executive Board, where Abu Dhabi government's strategy emphasizes the importance of human element, his vital and important role in promoting sustainable development rates and then Abu Dhabi government's strategy took initiatives designed to refine his skills and prepare him properly for this role.

The General Secretariat of National Consultative Council in its capacity as part of Abu Dhabi Administrative Government is keen that the performance of public office employee shall be in line with values and ethical principles that govern professional and career conduct to set the movement and rhythm of government performance that affect positively community members.

We have developed this document comprising core values applied on public office employee and set of ethical principles that govern behavior of professional and career, it is no doubt that to abide by in this document will have a great impact not only on the employee by gaining respect and appreciation his entourages of his heads , subordinates, colleagues and the public who have dealings with him, but also this effect will extend to the General Secretariat by improving its performance, excellence and qualify it to compete in Government of Abu Dhabi.

**Objectives:**

This document aims to find and develop a corporate culture for employee in the General Secretariat, that supports professional values, develop sense of responsibility, uphold eminent morality in dealing with subordinates and colleagues at work or service recipients according to fundamental values of human resources, provide better services to service recipients and to enhance confidence and credibility in Government sector.

**Definitions:**

In applying the provisions of this document, the words have the following meanings assigned to them unless the text requires otherwise:

Country	: United Arab Emirates
Emirate	: Abu Dhabi.
Council	: National Advisory Council.
Secretariat	: The General Secretariat of the National Advisory Council.
Chairman of the Board:	Chairman of the National Advisory Council.
Secretary-General	: The Secretary General of the National Advisory Council.
Regulations	: Draft of Human Resources issued as per the Administrative Decree No. (11) For the year 2009 and its amendments.
Employee	: Every person entrusted for one job in the Secretariat.
Conduct	: standards of conduct of human resources in the Secretariat.
Interests Conflict	: any official action, situation or decision taken by the employee leads to a conflict of interest between his activities and interests of the government.
Personal information	: means information about any specific individual.
Personal qualities	: any personal quality for any individual with respect to his beliefs, value, nationality, race, social status, age or race.
Private Interest	: any personal benefit to the employee by virtue of the nature of his work or his position and could affect his performance of its duties as public office employee.

**Concept of professional conduct and job ethics**

Means the employee carries out his job duties faithfully, integrity and by objectively, and to work persistently to achieve the NCC general secretariat objectives. He shall practice the duties within the limit of his powers and authorities, and to carry out his job in goodwill, free from bad intention, or negligence, or violating the law, or jeopardize the public interest to gain private benefit for him self or the others.

**The Document Scope:**

This document shall be applied to all the employees in the NCC General Secretariat.

**Fundamental values of professional conduct and job ethics**

The fundamental values enhance the General Secretariat performance, and enable the employee to obtain the respect of directors, colleagues and customers as well. Such values embodied in:-

- **Distinction:** employee shall exploit any reasonable opportunity to maintain the distinction, to improve his skills, efficiency and knowledge, and to acquire his colleagues' skills and efficiency.
- **Diligence :** employee shall exert more efforts and work hard to achieve high standards for the management.
- **Integrity:** employee shall consider the compliance with HR regulations over his personal interests.

- **Truth and sincerity:** employee always shall say the truth, be honest and reliable for managers and subordinates.
- **Objectivity:** employee shall depend on correct analysis of proves to make decisions and recommendations.
- **Neutrality:** employee shall act according to the facts relate to the subject or issue, and serve his managers and people equally without consideration for the individual characters.
- **Providence:** employee shall not abuse the public resources, whether by misuse or misapply.
- **Efficiency:** employee shall comply with good conduct in reasonable efficiency to manage the resources available in his workplace.
- **Promotion:** employee shall assist in promoting the fundamental values of HR, and attempt to increase and promote the service quality.
- **Transparency:** employee shall adopt the style of openness and frankness in procedures, purposes and objectives.
- **Equity:** employee shall provide equal, safe and incentive opportunities for his employees.

In order to achieve the aforesaid, employee shall:

- 1- Always act in a manner enhances and maintains the fundamental values, integrity and good reputation of the Emirate and the county as well.
- 2- Aware that all people are equal before the law, and no discrimination between people groups.
- 3- Aware that, serving the country and the people is glorious honor and distinction.

### **Professional Conduct Rules and Ethics**

- 1- All employees shall have high ethics and right professional conduct, in or out the workplace. Public job is a responsibility and task for the employees to serve the people, and to achieve the public interest in accordance with the applicable laws and regulations. The constitutional principle states "public jobs are national duty entrusted to an employee; who shall target by carrying out his job duties the public interest only".
- 2- Adherence to higher principles of upright ethical conduct in the General Secretariat transactions with governmental, semi governmental and private entities.
- 3- Full compliance with the provisions of work ethics procedures and policy.

During performing his job duties, employee shall undertake and conduct properly and pursuant to the conduct standards set out in HR Regulations as following:-

### **The Employee Obligations**

**First:** Service Obligation:-

- 1- The employee shall perform his job obligations personally, as:

- A. Shall not delegate his job duties to another person, unless explicitly authorized by law or relative regulations, or written authorization from the direct manager, or in the event of force majeure.
  - B. Subject to Principle of personal liability, employee compliance with performing his public duties is deemed a personal obligation.
- 2- Employee compliance to perform the public duty accurately, deliberately and in goodwill:
  - A. When the employee performs his public job duties, shall consider the public interest only, and without exception apply all effective laws and regulations relate to his job.
  - B. Employee shall perform his job duties accurately, deliberately, in goodwill and objectivity.
- 3- Employee compliance with performing the public duty immediately and promptly, or within a reasonable period of time and in accordance to best practices:
  - A. Subject to regulations and applicable resolutions, employee shall attend to his workplace in the beginning of working hours. And shall stay during the official working hours to carry out his job duties and his position obligations, and fully comply with the regulatory resolutions and instructions.
  - B. During the working hours, the employee shall carry out his duties diligently.
  - C. If the public interest required thereof, and subject to direct manager's instructions, the employee shall not delay to work overtime after the official working hours.
  - D. If there was no deadline, the employee shall carry out his duties within any fixed period of time, or within reasonable period of time.
- 4- The employee shall undertake any duty, although it's out of his regular duties and obligations. He shall not refuse to carry out the duty so long as issued by the instructions of his direct manager.
- 5- The employee shall undertake his job duties effectively and pursuance to best practices and standards.
- 6- Employee compliance with achieving individual and team performance excellence:
  - A. The employee shall improve his skills, knowledge and efficiency through long-term training and developing.
  - B. The employee shall assist his subordinate employees, colleagues and other employees to build their skills, improve their knowledge, and encourage them to exchange information and transfer knowledge among them.

### **Second: Compliance with Continuity in Performing Public Duty:**

- 1- General Secretariat employee shall comply with continual performance of his duties to guarantee the continuation of service in the general secretariat and related entities. And shall not delay, neglect or do any act may delay or suspend the public service, or affects his discretion or performance.
- 2- To assure the work continuity, the employee shall accurately and promptly inform his manager about all matters and issues relate to the work nature.

### **Third: Compliance with Respecting the Managers, Employees and Customers of NCC general secretariat:**

- 1- The employee shall respect his managers, colleagues and customers, and speak to them politely, wisely and impartially according to the social customs and vocational practices.
- 2- The employee shall be polite and decent with customers who contact with them due to his job nature.
- 3- The employee shall not defame or malign his directors or colleagues' reputation, whether personal or professional, by written or vocal remarks without prove, or act in a manner make the others doubt their managers and colleagues experience and skills.
- 4- The employee shall not burden his colleagues or the others with duties and tasks are deemed not substantial for the job purposes.
- 5- The employee shall not be arbitrary or abusive in using his right invested by law and related rules.
- 6- The employee shall all the time respect his managers and employees rights, and avoid discrimination, disturbance, abuse, violence, or indecent words.
- 7- The employee shall participate in manner of integrity, goodwill and diligence in any official investigation or witness statement in any legal case relates to his job duties.
- 8- The employee shall carry out his job duties in a manner guarantees the safety and integrity of the workplace, and the safety of his managers, colleagues and people.
- 9- The employee shall not attempt to obtain a preferential treatment by cheating, flattery, middleman or patronage.
- 10- The employee shall professionally joint his colleagues in their opinions, and assist them to resolve the work problems.
- 11- The employee shall persist to diffuse positive orientations among the colleagues to assist in promoting the work performance, and improve the work environment, and establish the proper institutional culture in the workplace.

### **Forth: Work Confidentiality:**

- 1- The employee shall comply with public and personal information confidentiality, and shall not disclose, use, copy, transfer or remove them,

except in the limit of his job duties, or the limit permitted by effective laws, or by prior written permission, or the disclosure for the purpose of discovering a crime jeopardizes or damages the general secretariat interest by reporting the official authority, whether the information related to the General Secretariat or otherwise.

- 2- The employee shall not collect any personal or individual data, unless required for legal purposes relate to the work, or the general secretariat activities, and such data is necessary for such purpose.
- 3- The employee shall take the required steps, if possible, to identify the person concerned with data collection, and the data recipient.
- 4- The employee shall take adequate steps to protect the personal data, and the precaution safety measures required in the similar conditions to prevent the data deletion, loss, access, change or disclose - except by permission of his specialized officers- , or any misuse.
- 5- The employee shall store the data that could be retrieved promptly, and the concerned person can get a copy of such data, and possibility of changing if the data is not correct.
- 6- After the employee had left the service, he shall save the confidentiality of any official or personal information he obtained and accessed due to his job, unless disclosure is explicitly permissible by law or vocational customary. The employee shall comply to return to general secretariat any properties (documents, files, tapes, discs, others) after his service termination.

#### **Fifth: Employee Compliance with Managers' Obedience:**

- 1- The council chairman, secretary general and direct manager (as may be) may obligate the employee to take all necessary procedures to supervise the good performance of HR in the general secretariat.
- 2- The employee shall respect the general rules regulate the HR policy and regulations.
- 3- The employee shall comply and obey his managers' orders and instructions in accordance with administrative order.
- 4- The employee shall execute the instructions, but if such execution involves violation, he shall obtain a written confirmation from his direct manager.

#### **Sixth: Comply with Neutrality:**

- 1- In all condition the employee shall conduct in integrity and truth, and shall deal with colleagues and people equally and by law, disregard of their characteristics.
- 2- The employee shall abstain from any conduct, behavior or acts infringe or violate the proper conduct and customs of UAE community, defame political opinions, or religious believes of others, whether in or out the general secretariat, or abet and instigate the others.

## **General secretariat obligations towards the employee**

Subject to provisions of this policy, equity and justice shall be considered in applying HR policy and protecting the employees' privileges. General secretariat commits to create work environment that enables to achieve the objectives as follows:

- 1- General Secretariat shall inform and aware the employees about the job behavior principles and the basic values, and educate them, the proper ethical conduct is an obligation, and a part of the job methodology.
- 2- General secretariat shall deal with employees equally, by justice and no unjustified discrimination.
- 3- General secretariat shall maintain safe, fair and healthy work environment for the employees, fulfills the basic requirements, and personal and work objectives.
- 4- General secretariat shall encourage initiative moral and creativity, and give the employees opportunities to make proposals to improve the services and develop the work in mutual confidence and understanding.
- 5- General secretariat shall encourage the employees in open discussion to resolve the issues and problems encounter them in their job, and to find proper resolutions.
- 6- General secretariat shall maintain appropriate and incentive environment, and remunerate the employees on their creativity and innovations.

## **General Principles**

### **First: Job Dignity Observation:**

- 1- At all the time, in his life and social behavior, employee shall observe the vocational dignity and comply with the HR fundamental values.
- 2- Subject to certain rules issued by the general secretariat, and pursuant to the job requirements, and UAE customs and traditions, employee shall care for his appearance, wear decent dress to reserve the general secretariat reputation.

### **Second: Misuse of Position Influence**

The employee shall not use his position, duties, or work relations, or his authorities to get a service form any department or body, or privileges, or personal interest form himself or relatives till grade four.

### **Third: Proper Use of Resources**

- 1- the employee shall maintain and keep all government properties, materials and information he receives, in his possession, access, or control, and shall not use for personal purpose, unless in the limit explicitly and written stated or by law.
- 2- The employee shall not deform or misuse the government resources or properties, or his director, colleague or any other person's property. If he

caused any damage to such properties, he will be liable for reasonable administrative liability, without prejudice to civil or criminal liability.

- 3- The employee shall use the government communications systems, including emails, computers, internet and telephones only for his duty need as per the workplace policy and the law.
- 4- The employee shall comply with all the laws, rules, decisions, and any procedures and regulations issued by the general secretariat in respect of purchasing goods, services, and business form his workplace to assure the proper usage of the available resources, and comply with accountability, legality, equity and integrity in purchasing deal.
- 5- The employee shall fully comply with Information security policy subject to (attached Information Security Dept Guide).

**Forth: employee complies with not do any activity impacts on his job duties, and avoids interest conflict:**

The employee shall avoid and actual or potential interest conflict, including but not limited to:

- 1- Shall not undertake any acts or duties have impression of interest conflict.
- 2- The employee and his relatives till grade four shall not accept any gift, present, housing or services from any person, if results in any obligation, direct or indirect influence on his duty objectivity, or may impact on his decisions, or may oblige him to do something in return.
- 3- The employee complies shall not participate in making any official decision may impact, directly or indirectly, to award any purchasing contract to any supplier or contractor from his relatives until grade four.
- 4- The employee complies shall not participate in making any official decision may result in granting any privileges, plot or license to one of his relatives until grade four.
- 5- The employee complies shall not participate in making any official decision may impact, directly or indirectly, in success of any contractor or business by any manner he obtains a percentage or share or other tangible benefit.
- 6- The employee shall not use his position to promote any product or service which is not part of his duties in the general secretariat, or disclose any information he obtained to carry out his job duties to achieve specific purposes, or to gain any benefit, or consideration form any person.

**Fifth: loyalty to Abu Dhabi Government and UAE and comply with Vocational Rules:**

- 1- The employee shall comply with following:-
  - A. Loyalty to the country and the government, and comply with the rules and principles of country constitution and laws.
  - B. All effective laws and regulations which effect on his job duties and responsibilities.

- C. Unless the employee obtained a written prior consent of his director, he shall not make statement or give information about his job duties and contradict with his obligations as a public employee, to audible or written mass media, or newspaper or magazine. General secretariat shall encourage and found internal platforms to enable the employees to officially present their opinions about their workplace operations, plans and strategy.
- 2- To intend the public interest, the employee shall report any violations came to his knowledge, and shall not go beyond the requirement of public job duties, like venerate and respecting the managers. The purpose of such report shall be disclose and control the violations, not jeopardize, damage, intrigue the managers and colleagues, or defame their integrity or to be impudent or insolent with them.
- 3- If the employee while carrying out his job duties exposed to, or faced with anything contradicts with the job conduct rules, by the direct manager, a colleague or a customer, he shall do the following:
- A- Notify the NCC chairman, or the secretary general, or any officer in the high management in the general secretariat in writing about the issue. The chairman and secretary general shall guarantee no penalty imposed on the informer due to such issue, and they shall either resolve the issue by applicable legal actions, or referring the issue to the investigation authority.
  - B- If the issue was not resolved subject to the procedures stated in the above clause, and the employee deemed he can not execute such instructions, or to avoid interests conflict, he reserves the right to request transfer form his current job to another job. If he deemed the transfer or current position prejudices his interest whatever, he shall submit an official complaining to HR committee in the general secretariat to consider the complaining pursuant to provisions of the law.

### **General Policies**

- 1- All departments, sections and employees shall comply with this document as basic reference.
- 2- Any employee shall read and review this document and acquaint with the context and comply with provisions herein.
- 3- HR department in General secretariat shall observe the effective of this document and distribute among all employees and staff in appropriate manner.
- 4- Articles stated herein shall be deeded binding, and all concerned persons shall not breach or violate.