

Civil Service Council

Decision No. 7/2019

**Issuing Code of Conduct for Civil Employees of the Units of State
Administrative Apparatus**

Based on Royal Decree No.17/2002 on Recomposing the Civil Service Council and Determining its Competences,

Civil Service Law issued by Royal Decree No. 120/2004,

State Audit Law issued by Royal Decree No. 111/2011,

Protection of Public Fund and Avoidance of Conflict-of Interest Law issued by Royal Decree No. 112/2011,

Law on Classifying State Records and Governing Protected Areas issued by Royal Decree No. 118/2011,

Royal Decree No. 64/2013 Approving the Accession of the Sultanate of Oman to the United Nations Convention against Corruption,

The Law on Governing Obligations of Employees of All State Institutions and Members of Appointed and Elected Councils issued by Royal Decree No. 40/2015,

The approval of the Civil Service Council in its meeting No. 1/2019, held on 24 February 2019,

And, in accordance with the public interest,

It is hereby decided

Article One

The attached Code of Conduct for Civil Employees of the Units of State Administrative Apparatus shall be enforced.

Article Two

This decision shall be published in the Official Gazette.

Issued on: 23 Muharram 1441

Corresponding to: 23 September 2019

**Khalid bin Hilal bin Saud Al Busaidi,
Chairman of the Civil Service Council**

Code of Conduct for Civil Employees of the Units of State Administrative Apparatus

Chapter One

General Provisions

1. In the application of the provisions of this Decision, the Code shall mean the rules of functional behavior and a set of principles and controls for ethical values, personal qualities, and behavioral procedures that those subject to its provision shall abide by and comply with when practicing their work and performing their professional duties in the field of promoting integrity and combating corruption, as well as in regulating their relations with employees of competent regulatory authorities.
2. Without prejudice to the provisions of this Code, the provisions shall apply to all civil employees in the units of State Administrative Apparatus, with the exception of those to whom special codes of conduct are issued in accordance with the laws and systems in force.
3. The units of State Administrative Apparatus shall commit to publishing this code, educating employees at various job levels, and circulating it to all units subordinate to them.
4. The employee shall abide by the provisions of this Code, and be familiar with its content. Any violation of its provisions shall expose the violator to legal accountability in accordance with the laws in force.

Chapter Two
General Duties

In order to achieve the principles that this Code seeks to establish, the employee shall abide by the following:

1. Diligence and perseverance:

- (a) Performing his job duties with due diligence and exercising necessary professional care.
- (b) Maintaining regularity at work, adhering to official working hours, and devoting the official working time to perform his job duties.
- (c) Seeking to advance his capabilities through constant and continuous learning of latest updates related to his specialization and the competence of the entity, and

striving to submit proposals that enrich the work environment and lead to the advancement of the service provided by the entity.

2. Impartiality and fairness:

- (a) Not granting preferential treatment except within the limits of the laws and systems in force.
- (b) Dealing with each incident with impartiality and objectivity, and providing the same service to all customers, regardless of their levels.

3. Compliance with laws:

- (a) Being familiar and complying with the applicable laws, systems, regulations, decisions, and circulars related to his job affairs.
- (b) Not organizing / or participating in organizing any sit-ins inside or outside the workplace.

4. Integrity and independence:

- (a) Demonstrating integrity and acting professionally under this principle, by achieving the best interests of the State and society objectively and independently.
- (b) Using the powers granted to him within the limits of the set controls, and not using such powers for personal advantage, as well as not engaging in relationships that raise doubts about his objectivity and independence.
- (c) Refraining from requesting or accepting any gifts, rewards, or commission of any kind, whatever their value, or other benefits that have an impact on his job duties, and in case of receiving gifts, he shall immediately notify his direct supervisor.
- (d) Avoiding bias towards any political, social or sectarian tendencies, and not using his legal powers for the benefit of any party at the expense of another.

5. Confidentiality:

- (a) Committing to the principles of confidentiality and knowledge as needed in all internal and external dealings related to various aspects of work.
- (b) Maintaining confidentiality of all data and information related to his work, and the official documents he possesses by virtue of the nature of his work, whether they are confidential by nature or by orders designating them as such, and confidentiality of their contents, even after the end of his service, in a manner that does not lead to their destruction, loss, or access by irrelevant parties.

(c) Not using documents, data and information obtained by the employee during the performance of his duties as a means of realizing a personal advantage, whether for himself or for others, and he shall not disclose this information and use it for the abuse of others.

(d) Maintaining information related to the topics under study, and not disclosing it to the media or social media platforms without obtaining a prior written consent from his employer.

(e) Submitting all documents and files, whether soft or hard, and other properties of the entity, and he shall be obligated to submit them at the end of his service.

6. Conflict of interest:

(a) Not combining his position with any other position in the State Administrative Apparatus unless the public interest requires assigning him the duties of another job on a temporary basis.

(b) Avoiding any act, behavior, or activity that may lead to a conflict between his personal interests on the one hand, and his job responsibilities and duties.

(c) Informing his direct supervisor immediately in writing in case a conflict of interest occurs that contradicts his job duties, or in case the employee is subjected to pressure from others, with an explanation of the nature of the relationship and the manner of the conflict, and his direct supervisor shall take the necessary actions in that regard.

(d) Not using the job or position to achieve material or moral personal interests for himself or for others, or to harm other individuals or entities for personal reasons.

(e) Refraining himself, his spouses, and relatives up to the second degree from submitting bids or offers to the entity in which he works, whether directly or indirectly.

Chapter Three
Duties of the Employee towards his Superiors

When dealing with his superiors, the employee shall abide by the following:

1. Respecting his superiors and committing to implement their directives and instructions in all that would serve the public interest, and in case of issuance of an order that entails violation of the laws, systems, regulations, and decisions in force, he shall notify his superior in writing, and refrain from executing it unless

a written order is issued by his superior, and he shall refrain from executing the order if it leads to a crime.

2. Notifying his superior of all difficulties encountered during the course of work.
3. Not concealing any information from his superior, and providing advice efficiently, and utilizing all his capabilities and expertise to serve the decisions taken by his superior.
4. Avoiding the use of illicit means to obtain preferential treatment from his superior.

Chapter Four **Duties of the Employee towards his Subordinates**

When dealing with his subordinates, the employee shall abide by the following:

1. Encouraging his subordinates to work and acquire knowledge, and transferring knowledge and experience to them.
2. Setting a good example for his subordinates by adhering to the applicable laws and systems, and not treating any employee preferentially.
3. Supervising his subordinates, evaluating their performance objectively, providing them with necessary advice, and seeking to improve their abilities and provide them with necessary training and qualification opportunities.

Chapter Five **Employee Duties towards his Colleagues at Work**

When dealing with his colleagues, the employee shall abide by the following:

1. Working in a team spirit, and demonstrating cooperation in order to support and develop work.
2. Harnessing all his capabilities and expertise to enable his work colleagues to fulfill their obligations and perform their jobs.
3. Refraining from any actions that offend colleagues at work.

Chapter Six **Employee Duties towards Customers**

When dealing with customers, the employee shall abide by the following:

1. Completing the required transactions with the necessary speed and quality, and taking into account the limits of competence.
2. Dealing with service recipients with respect, tact, and impartiality, and without discrimination or special treatment, in order to enhance the trust of service recipients in the entity.
3. Reviewing matters related to customers in an impartial and objective manner, and taking into account the application of laws and systems in force.
4. Responding to inquiries and complaints submitted by customers, and clarifying the reasons in the event of non-approval or delay in finalizing the transaction.
5. Preserving privacy of individuals and their personal information, and not using such information for private purposes.

Chapter Seven Financial Declaration

The employee shall submit his financial declaration upon the request of the competent authority, including all movable and real estate possessions owned by him, his spouses and minor children, along with the source of such ownership, in accordance with the applicable forms in this regard.

Chapter Eight Protection of Public Fund

When dealing with public fund, the employee shall abide by the following:

1. Protecting public fund, not compromising any rights of the State and adhering to the applicable laws and systems in the State.
2. Using resources in an economic, efficient and effective manner, and harnessing all capabilities to serve the public interest in order to ensure the performance of functional competencies with high quality.
3. Not using public fund for personal advantage or private gains, or acting in a manner that leads to misusing or squandering public fund.
4. Maintaining the tools provided to the employee to carry out his job duties, and not using such tools for purposes other than those allocated to them.

Chapter Nine
Use of Technology and Dealing with Information Network

When dealing with technical devices, software and the Internet, the employee shall abide by the following:

1. Maintaining technical devices received from the entity, and taking all necessary measures in that regard.
2. Not using devices, software, or information network for any purposes unrelated to work, and rationalizing their use.
3. Maintaining information and passwords contained therein, and not disclosing them to others.
4. Taking into consideration intellectual property requirements for devices, software and files, and the terms of their use.
5. Not downloading files and programs that are not directly related to work, or that violate laws and systems.