



Kingdom of Bahrain
Civil Service Bureau

Code of Employee Conduct
And Ethics of the Public Position

Appendix to Civil Service
Instructions No 16/ 2016

(Translated Copy)

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Introduction

This Code is called the Code of Conduct and Ethics of Public position and it is regarded as criteria for professional work ethics and conduct in Government Entities, which determines for employees a number of values and behaviors to be followed during the course of their duties and in their inter-relations from one side and with stakeholders on the other side.

This Code is related to the Civil Service Law and its Executive and Financial Regulations and it is distinguished from the legal texts mainly serving as a professional and ethical commitment within Entities and among employees to stimulate their conscience and serve as an effective monitoring tool.

This Code depends on five basic principles of employees behavioral “moral duties” taking place during their service:

1. Respecting the Law: This means adherence to the legal basis regulating the work in accordance with the Civil Service Law and its amendments, its Executive and Financial Regulations, and the Instructions issued accordingly, this, in addition to the execution of the final judicial decisions without delay or suspension or dawdle.

2. Neutrality: to look into the objective aspects of the case referred to the employee and provide quality services and advice to the beneficiaries and stakeholders regardless their different beliefs, doctrines, attitudes and relationship to the employee.

3. Integrity: The public servant shall work with all seriousness and sincerity, sensing responsibility and holding honesty entrusted to him, seeks to maintain and enhance the confidence of those dealing with him, emphasize the importance of the integrity of the government administration. And the public servant shall not use his powers, post or allows to use them unlawfully and improperly, and he shall disclose cases of administrative irregularities and criminal crimes as well and mismanagement in the event of being briefed on it.

And the Public Servant shall not disclose official information incorrectly or use it for personal purposes.

3. Integrity: The public servant shall work with utmost seriousness and sincerity, have a sense of responsibility and able to bear the responsibility entrusted to him. He should strive to strengthen and maintain a professional and trustful relationship with stakeholders, stress and emphasize on the importance of the

integrity in governmental administration. He should not use his administrative position nor influence unlawfully or unethically during his service, be vigilant in uncovering unlawful administrative, criminal or mismanagement breaches if discovered.

4. Diligence: The public Servant shall perform his duties with seriousness, diligence, care, and attention to achieve highest government administration levels in providing service to the citizens, adhere to the procedural fairness required for the administrative decision- making process, and render appropriate advice to his responsible officials and avoid negligent behavior.

5. Economy and Effectiveness: The Public Servant shall ensure, while performing his duties, that the public money is not wasted, misused or used improperly, and he shall manage all kind of public resources such as human, capital and monetary resources in a way that preserve public property and revenues while ensuring an effective high- quality service.

Definitions:

In this Code, the following words and expressions shall have the meaning respectively assigned against each unless the context otherwise requires;

Ethics of Public Position: Means the employee performs his job duties with the purpose of achieving the objectives of the Entity he works for within the scope of authority assigned to him, provided he performs his work with honesty, integrity, objectivity and neutrality deprived of bad intentions, negligence and any violation of the law that could negatively impact the public interest in order to achieve private gains for him or for the others.

Government Entity: Ministries, Authorities, Public Institutions and Government's Agencies. own

Position: A predetermined body of duties, responsibilities and uniform authorities assigned or delegated by the relevant authority, in which compulsory conditions and standards have to be provided and fulfilled by the employee who will be assigned and authorized to perform the duties on a permanent or temporary basis.

Civil Service Employees: Employees of the Government Entities subject to the provisions of the Civil Service Law and Regulations including those employees of the Government Entities whose personnel affairs are regulated by special Regulations and who are addressed by the Decree Law No 36/2011 regarding the

Controls for the Entitlement of Salaries and Benefits for the Employees of the government Entities and Organizations.

Conflict of Interest: Refers to a situation / position in which the objectivity and independence of the employee decision are affected during the course of his duty by monetary or personal interest which concerns him personally or concerns close relatives or friends.

Social Media: Applications and websites available online and can be used by people to communicate and interact with each other.

The Objective of the Code:

1. Establish ethical standards, basic rules and principles dedicated for the public service in addition to encouraging morality, high professional values and culture among civil service employees, enhance commitment to those standards, rules and values, emphasizing decent practice through educating and guiding the civil service employees towards sound ethics and self-disciplined frameworks which govern the work flow in the civil service and go in harmony with the CSB Laws and Regulations. Thereby clarifying their job tasks and responsibilities and their role in improving services and enhancing credibility in the public service.
2. Enhance trust and credibility for public service recipients and raising respect and appreciation for their role in improving the public sector services.
3. Provide prompt and quality services with highest efficiency to the government services recipients by civil service employees, inform them of their rights through the desired moral conduct and the standard of the required performance, and establish a balanced relation between the rights and duties of individuals and employees.
4. Real empowerment of the implementation of the accountability rules by establishing objectives basis characterized with higher transparency and accountability, activate good management practices, and provide a powerful and effective internal self-control tool in the Government Entity.
5. Establish the principles of self-discipline, transparency, integrity, objectivity, efficiency, and loyalty for the kingdom and its leadership, and through following an effective behavior by the civil service employees during the performance of their job duties and functions.
6. Consolidating these moral and behavioral conducts within one self thereby forbidding oneself from all unethical, suspicious and doubtful behavior which may damage the dignity and prestige of the position.

7. Consolidate those behavioral and ethical conducts which should serve in the achievement of the mission of the government administrative organization, consolidate good governance practice, foster accountability through employee job performance and conduct, reward the hardworking employee, thereby improving the civil servant and civil service image.
8. Uphold the highest ethical standards and abide by sound professional conduct rules inside and outside work headquarter, considering the public position as a responsibility and assignment to job holders whose objective is to serve the citizens and achieve public interest in accordance with the applicable laws and regulations.

Target Categories

This Code involves and applies to all governmental employees holding different job grades and responsibilities which are subject to the Civil Service provisions. Upon employment each employee should read the Code of Conduct thoroughly and sign a written consent during his initial employment stage. The employee shall then be subject to disciplinary accountability in case of any violation of the provisions of the Civil Service Law, its Executive Regulations, Resolutions or the Instructions implementing the Civil Service Law.

Rules of Job Conduct and Ethics of Public Position

Civil Service Employees shall abide by the policies and procedures of work ethics, and based on this, civil service employee shall behave appropriately during the course of his duties that commensurate with the standards of conduct stipulated in the Civil Service Law and its Executive Regulations. And the civil service employee shall uphold the highest moral standards and sound professional conduct rules inside and outside work headquarters, considering the public position as a responsibility and assignment for the job holder in order to serve the citizens and achieve public interest in accordance with the applicable laws and regulations as follows:

Firstly: The Obligations of the Entity towards the Employee:

1. Making employees aware of the job conduct rules and stating their importance within the working atmosphere, were a decent moral conduct is a duty and obligation while performing his work.

2. Providing a safe, fair and healthy working conditions for employees that meet their basic requirements, needs, personal and organizational objectives.
3. Encouraging employees to embrace training, be initiative and innovative and to provide opportunities for employees to participate in presenting suggestions that will help improve services and improve work in a highly trustable and healthy working culture.
4. Encouraging employees and superiors to communicate openly in discussion aimed at resolving difficulties and problems facing them during the course of their duties.
5. Taking actions related to the selection, appointment of the employees, promotion, training, rewarding, appraisal, transfer, delegation, secondment or any other action related to their work in a climate of transparency and integrity, and without favoring based on relationship, friendship or personal benefit, as well as without any discrimination based on gender, race, age or religion, and by following the principles of merit and competitiveness, adhering totally to the approved authorities and work procedures.
6. Defining the employee's functions and responsibilities clearly, and the performance expected from him.
7. Providing appropriate and continuing training opportunities to improve employee's progress and career path pursuant to the civil service regulation or the special employee regulation as appropriate.
8. Securing the freedom of opinion and expression for the employee within the framework of the legal texts and in accordance with the provisions of this Code.
9. Ensuring employee's right to grievance or filing a complaint against any unjust or unfair decision taken against him , in accordance with the provisions of the regulation.

Secondly: Public Servant Obligations

1. **Loyalty and sincerity to the Kingdom of Bahrain and its Leadership, and the respect for the Constitution, Law and the applicable Regulations.**

All civilian employees in the Government Entities shall be sincere to their nation the Kingdom of Bahrain and its leadership , abide by the Constitution's rules and principles , and endeavor to respect the application of the law, legislations, Texts, and applicable regulations in the Kingdom by their commitment to perform their job duties and functions , maintain

job dignity and prestige in accordance with the Civil Service Law and its Executive Regulations.

2. Commitment to Service

1. The employee shall perform his designated tasks and responsibilities and may not delegate these tasks or job duties to some other employee unless he is explicitly authorized to do so in accordance with the law based upon a written authorization letter from the person authorized or in the case of a highly necessary or serious need.
2. The employee shall take into his account persons of special needs, the elderly, sick persons and pregnant women while delivering service to them, and he shall cooperate with his colleagues when necessary in serving customers avoiding delay and violation of the proper functioning of the work.
3. The employee shall provide service to his customers with transparency, fairness, promptness, and tact to gain their satisfaction about the provided services that reflects a good image about customer service.
4. The employee shall not discriminate while rendering services to the customers and shall adhere to the highest level of professionalism and impartiality. The employee shall not abuse and exploit his customers for personal benefits resulting from service delivery, and he shall avoid all sorts of discriminative behavior based on origin, sex, religion and others.
5. The public servant commitment to carry out his public duties shall be considered as a personal commitment based on individual responsibility and efficiency.
6. The employee shall continuously endeavor to improve his performance and develop his professional competencies, keep himself updated on the latest developments in the scope of his work and that of the Directorate in which he works, submit suggestions to improve work procedures and techniques and upgrade the level of performance in the Directorate, and assist in providing a safe and healthy work environment.

3. Adherence to Official Working Hours and Work Performance:

Adherence to the official working hours and mandated attendance thereby refraining from early or late checkouts without prior permission. Employees are expected to remain in their assigned workstation to perform job duties with high professionalism, utilizing the working hours for working purposes and its requirements, performance of job functions and assigned projects without delay which requires good time management without wasting time in unnecessary commotions, reading non job-related

newspapers and magazines, exchanging visits, and telecommuting to fulfill personal agendas.

1. Taking leaves and checking out from your assigned workstations without prior permission from the direct supervisor is not allowed. The employee shall inform his direct supervisor in case he is unable to report to duty before the commencement of the official working hours well in advance.

4. Conflict of Interest:

1. Refrain from conducting any activity leading to a genuine, apparent, or probable conflict of interest between the employee's personal interest and that of his job responsibilities and functions.
2. Refrain from carrying out any activity that would prejudice or harm the reputation of the Government Entity or that would lead to a preferential treatment of persons in their dealings with the Government Entity.
3. Notify the direct supervisor in writing in case of any conflict between personal interest and public interest or in the case were an employee is assigned tasks that contradict with his official duties. And in all cases, public interest shall be taken into consideration while resolving such pressures.
4. Avoid establishing a close relation with individuals or corporates whose interests mainly depend on the employee's decisions or the decisions of the Government Entity to which the employee belongs.
5. Adhere to the laws and regulations when performing work for others after the official working hours or in case of performing special works other than those legally entitled to work for them or when undertaking acts of guardianship and custody or and so on.
6. Care and commitment, when performing public job functions or behaving outside the scope of the official work, to achieve public interest especially in terms of financial aspects and preserving the public funds.

5. Accept Gifts:

The employee is prohibited from accepting any gifts, rewards, commissions, or services whether direct or indirect which could be in reality a masked bribery from individuals or entities that could affect directly or indirectly the employee's position in carrying out his job functions, influence his decisions , or force him to commit to anything in return for accepting or using it ,

provided that the entity shall have a special record of the gifts provided and explain how to deal with them .

6. Dealing with the Media Agencies, Publication, Press, and the Social Media

1. Dealing with the Media, Publication, and Press channels:

- Preserving the secrets of work and not publishing or making statements about data or information related to his job or his Entity's policies and strategies to the media, press and publication or any other party without permission from the relevant authority to deal with these bodies.
2. The employee is prohibited from using official information obtained by virtue of his job or government to achieve personal gain or benefit.

3. Rules of Dealing with the Social Media:

- Personal accounts of government employees on social networking sites represent only their owners, and their tweets do not represent the position of the government entity they belong to and do not reflect in any way the government policy.
- Employee preserves the right to freedom of speech and expression of opinion and objective complaint, given the necessity to abide by and preserve public order, public morals, customs and traditions of the Kingdom, and the applicable laws and regulations as well.
- The employee shall deal with social media with tact and objectivity, not writing messages or publishing anonymous and known articles which abuse his Entity, its officials, and the government in general or any other private entity. And in all cases, the government employee is responsible for ensuring that he is not damaging the reputation of the government entity he belongs to on social networking sites, libel or defamation of the reputation of other government entities or their officials.
- The employee, while using social media, is prohibited from using any method that violates public morals and behaviors, or conducting dishonest, inappropriate and immoral behavior, misbehaving in violation of the public position requirements in order to abuse persons and religions, or disclosing any statement or declaration about the job functions to the media without permission.

- The employee shall not publish his position nor his title nor his communication details on any personal profile or media platform and refrain from using the profession communication channels for any personal emails or messages. In case the employee is a public figure associated with the public by virtue of his public position, he must present a clear statement of disclaimer clarifying that his activities and comments on this site represent solely his personal opinions and have no links to the Government Entity.
- The employee shall not exploit the information obtained during the course of his duty for purposes not related to the work.
- The Government Entity by its own, or upon the request of the stakeholders or the Civil Service Bureau, preserves the right to take appropriate actions including both legal or disciplinary for misusing any of the social media channels.

7. Adherence to Good appearance and Conduct:

1. The employee shall take into consideration decent appearance pursuant to the applicable customs and traditions whether in his appearance and dressing in a manner that does not violate morals and the reputation of the government work.
2. The employee shall adhere to official uniform of those whose jobs are required to wear during the official working hours pursuant to work regulations, shall maintain the official uniform and keep it clean always.
3. The employee's conduct shall be in accordance with customs and traditions with respect to his job ethics and honor and shall refrain from acts that violate the etiquette or abuse the entity.

8. Reporting Irregularities:

Reporting irregularities is a guaranteed right for all people whether they are employees or otherwise, and this right has been guaranteed by the Constitution in article no (29) which states that every individual shall address the public authorities in writing and with his signature. And accordingly, the employee may report irregularities committed by his subordinates or superiors at work, provided he does not take the reporting or complaint as an excuse to circumvent them. In this context, the Civil Service Bureau has established the Administrative Audit Directorate which is concerned with ensuring the commitment of government entities to the perceived application of the Civil Service Law and its Executive

Regulation that secures the achievement of fairness, equality, equal opportunities, and increase productivity among all employees.

9. Testimony must be given:

Employees shall give their testimonies whenever they are summoned to do so, and the witnesses shall adhere to truthfulness and honesty in their statement. Concealment of testimony or giving a false testimony or denying the truth shall be regarded as an offense that requires accountability.

10. Occupational Safety Rules:

1. The employee has the right to understand, clearly and sufficiently, all potential hazards he may face because of work including health effects and implications resulting from such exposure. And he has the right to an appropriate training regime to avoid these hazards.
2. The employee has the right to obtain various specific self- protective equipment to prevent exposure to hazards, and any protection- related services or health and preventive requirements.
3. The employee shall, in the event of exposure to an imminent hazard threatening his health and safety directly and immensely, notify the responsible director or his representative immediately.
4. The employee reserves the right to inform the Civil Service Bureau if he believes of any observed weaknesses or negativities in the occupational health and safety procedures provided in his workplace.

11. Preserving Public and Private Funds, Property and Resources

1. The employee is responsible for all government property and resources that are given to him or are in his possession or under his control, and the employee is prevented from using them for personal purposes.
2. The employee shall maintain government property or resources, and shall not damage, distort, or misuse them. And the employee shall maintain the properties of his colleagues at work, or any other person's property, and in case of causing damage to such property, he shall be subject to administrative accountability in addition to material compensation if it is necessary.
3. The employee is permitted to use communications systems, computer, internet and telephone devices to perform his job duties only, and what is necessary pursuant to the policy of work entity and the law.

4. The public servant shall abide by all laws and any other rules and procedures of the entity he belongs to with the purpose of procurement of goods, services, and business by such entity, thus to ensure the optimal use of the government resources and commitment to accountability, legality, fairness, and integrity in the procurement process.
5. Upon the employee service termination for any reason, he must meet the financial dues and surrender the entity's possessions

12. Respect and Tact in work relations:

1. Towards the superiors:

- Respect and carry out his superior's orders, directives, and instructions in accordance with the administrative hierarchy, and execute orders issued to him within the limits of the applicable laws, regulations, and instructions. Each relevant superior shall bear the responsibility for the orders issued by him and shall be responsible for the proper functioning of the work within his jurisdiction.
- Deal with his superiors respectfully and shall not attempt to gain any preferential deal through methods of flattery and deception or through means of favoritism and nepotism.
- Notify his immediate supervisor of any offences, irregularities, and difficulties faced by him in the work.
- Shall not deceive or mislead his superiors, refrain from concealing information related to his work with the aim of influencing the decision made or hindering the flow of work. And he shall cooperate with his superiors and provide them with his opinion, advice, and expertise with objectivity and honesty, and he shall put at their disposal the information in his possession for the benefit of work.
- Brief his new immediate supervisor, entirely and accurately, on the subjects and documents including the outstanding matters to ensure the continuity of work.

2. Towards the Colleagues:

- Deal with his colleagues with respect, tact, and honesty, and maintain good and intimate relations with them without discrimination, ensure to respect their privacy and refrain from

exploiting any information related to their private life with the intention of hurting them.

- Cooperate with his colleagues and share with them his opinion with high professionalism and objectivity, assist them whenever possible to resolve problems facing them at work, ensure to spread positive trends among the colleagues to help upgrade work performance, improve work environment, institutionalize a sound corporate culture in management, work entity, or administrative organization.
- Refrain from any conducts, practices, or immoral acts violating public morals and good conduct, commitment of the man to respect the woman as a colleague and partner at work.

3. Towards the Customers:

- Simplify the procedures by all possible means to render service to the recipient easily and without suffering or hardship.
- Listen to the customers and understand their views on the best way of receiving the service. The public servant shall be a good listener to customers' complaints and queries, take care of them, search for their solutions accurately and objectively, and state the reasons in case of disapproval or delay in accomplishment.
- Commit to the dedicated timeframes and duration allotted for fulfilling the citizen's request or service without any delays in completing the service for any reasons as long as the service delivery conditions are met. The civil servant shall make an utmost effort to fulfill the required service for the citizen through a one-time visit if applicable or as per the dedicated number of days allotted for the service .
- Seek to gain the public trust through the employee's integrity, responsiveness, and good conduct in his work in accordance with applicable laws, regulations and instructions.
- Provide required information, promptly and accurately without deception or misleading, for the citizens service seekers relating to the work and activities of the Unit in which the employee works and in accordance with applicable legislations, and guide them to the mechanism of submitting complaints in case of their desire to submit complaints to the concerned entities.
- Deal in spirit of the law while requesting required documents and papers to render the service.

- Respect the rights and interests of the others without exception, deal with the public with respect, tact, politeness, impartiality, selflessness, and objectivity without discrimination based on race, gender, religious or political beliefs, social status, age, physical conditions, or any kind of discrimination.
- Accomplish the required transactions promptly, accurately, and within the employee's jurisdiction, respond to queries and complaints of service recipients accurately, objectively and promptly, and state the reasons in case of disapproval or delaying the completion of their transactions.
- Give priority and care for people with special needs, and provide them with assistance and help.
- Deal with personal documents and information related to individuals with extreme confidence and in accordance with the stated laws and regulations, and do not use such information for personal purposes.
- Refrain from any act that has a negative impact on the public trust in the public position.

4. Towards other Entities:

Refrain from giving any declaration or statement about departmental job functions to any audio-visual press and media or other publication platforms unless otherwise you are permitted in writing by the relevant authority. And the employee in this context shall follow the procedures and may disclose information in compliance and as stipulated by the law, and this sanction may extend to after the employee service termination and to the period specified by the law.

13. Professional Reservation and confidentiality:

- Non-disclosure of official information and documents obtained or viewed during the performance of his job to third parties, whether in writing, verbally, or electronically, and which special instructions, decisions or legislations have been issued on their confidentiality, or it may remain or must be inherently sealed even after the end of the term of employee's service unless he has obtained a written approval from the relevant authority.
- Refrain from making any comment, statement or intervention related to subjects still under study or deliberation by government Entities,

- Disclose fully and accurately all official information that must be disclosed by virtue of his job.
- The employee shall maintain the official data and records, and shall not transfer, destroy or modify them without permission from the relevant Entity.

General Provisions:

1. All employees are required to read the Code and understand its content and the provisions contained therein, sign it in acknowledgment and confirm their awareness of its content in a way that will lead and assist them towards fulfilling its purpose thereby directing them towards a decent and expected performance through their assigned job functions.
2. The public servant shall be committed to maintain the professional dignity and adhere to the basic values of the government human resources in the Kingdom during his civil life and in his social conduct at all times.
3. Ministers, heads, and those legally construed as equivalent are responsible, in their capacity as relevant authority, for the supervision of activating the professional implications of public function contained in this Code.
4. Political opinions and religious belief shall not be linked to the performance of the government work pursuant to the recognized professional principles , and the employees shall be prohibited , in accordance to the Civil Service Law, its Executive Regulations and related Instructions , from conducting strikes from work or induce others to do so , refrain from organizing collective petitions related to the job or participating in its organization regardless of the reasons and motives. Employees shall take into consideration compliance with grievance methods to be followed in accordance with the provisions of the Law. Employees are prohibited from committing administrative offenses, crimes or participating in any of them specially those offenses and crimes which have a negative impact on the regular and steady work flow in Public Utility such as riots, sabotage of public property, organization of unauthorized gatherings and sit-ins