

Code of Ethics and Professional Conduct of Dubai Government Employees



Do not carry out your work
as an Employee,
but as a leader who
loves his country;
as an artisan who loves his
handiwork; and as an artist
who creates artwork.”

His Highness Sheikh Mohammed bin Rashid Al Maktoum
Vice President and Prime Minister of the UAE, and Ruler of Dubai



Our success depends on emulating and adhering to our organisational values and principles; and on guiding Employees' conduct towards achieving a professional life that aspires to the highest levels of efficiency and professionalism.»

«I look forward to full compliance by all Dubai Government Employees with this Code, and to them performing their duties with utmost diligence and dedication.»

Hamdan bin Mohammed bin Rashid Al Maktoum

Crown Prince of Dubai
Chairman of the Executive Council



Introduction:

Acting upon the principles of loyalty and patriotism; in an effort to establish ethical standards and professional values for Dubai Government Employees; out of Our conviction that the public interest is the ultimate goal that an Employee must be keen on achieving when performing his employment duties; with a view to establishing the ethical standards and principles of public service and professional rules and values through educating Employees on, and guiding them towards, sound professional ethics and self-discipline; and for the purpose of outlining their employment duties and responsibilities, this Code of Ethics and Professional Conduct of Dubai Government Employees has been developed.

This Code represents a point of reference for all Dubai Government Employees at all employment levels; and aims to create and enshrine a unified institutional culture that supports the strategy of the Emirate of Dubai aimed at achieving future objectives, and that nurtures a sense of responsibility and Team Spirit among Employees.



What is the Code of Ethics and Professional Conduct for Dubai Government Employees?

This Code sets the ethical and legal framework of the values, conduct, and duties that Government Employees must observe and comply with, within or outside of their workplaces, during their service as public servants and in the course of performing their employment duties in accordance with the legislation in force.

Dubai aimed at achieving future objectives, and that nurtures a sense of responsibility and Team Spirit among Employees.



Definitions:

UAE

The United Arab Emirates.

Emirate

The Emirate of Dubai.

Government

The Government of Dubai.

Government Entity

Any of the Government departments, public agencies or corporations, Government councils and authorities, or other public entities affiliated to the Government.

Employee

A male or female person who occupies a budgeted post in a Government Entity.



Core Public Service Ethical Values





Commitments of Employees and Leaders:



An Employee must:

1. comply with the legislation in force in the UAE and the Emirate; and with the bylaws and resolutions adopted by the Government Entity;
2. act in a manner that promotes and protects the reputation of the Government in general and of the Government Entity in particular;
3. preserve the public resources of the Government Entity, and not use them for personal purposes;
4. not act in a manner that may compromise the electronic systems, programmes, or networks of the Government or of the Government Entity; or make them vulnerable to hacking;
5. seek to meet the highest professional ethical standards;
6. follow the work directives of his line manager to the extent that they do not contradict the legislation in force;
7. treat his superiors and colleagues courteously and give due consideration to their rights and duties;
8. provide quality services in a professional manner; and maintain friendly and helpful attitude towards other Employees and towards internal and external clients;
9. refrain from accepting gifts of material value, except for token gifts that carry the logo of the entity providing them;



A Director/ Line Manager must:

1. adhere to the highest ethical standards; and conduct himself, at all times, as a role model;
2. inspire positivity among his subordinates; and instil in them the values of respect, cooperation, and non-discrimination;
3. implement the laws, resolutions, and regulations fairly and equitably;
4. scout for and support talented Employees, encourage all Employees to generate creative ideas, and develop work processes;
5. improve and develop the skills of Employees through continued learning and development;
6. maintain communication with Employees in dynamic and creative ways;
7. seek to resolve Employee's complaints and to find appropriate settlements for the same before deciding to refer them to the competent committees; and
8. work in a Team Spirit and manage work teams effectively.



Top Management must:

1. recognise the individual differences and cultural diversity of Employees;
2. provide a safe and fair work environment that inspires trust and is free from discrimination;
3. not prejudice Employees' rights;
4. encourage Employees to take initiatives to solve problems;
5. provide motivating channels for introducing and implementing creative and innovative ideas;
6. educate employees, and raise their awareness, on the provisions of this Code; ensure their compliance therewith; and hold those who violate it accountable;
7. maintain the highest level of Employee satisfaction;
8. ensure that all their decisions and actions are legitimate;
9. observe utmost transparency and integrity in making administrative decisions concerning Employees; and strictly adhere to the assigned powers and the approved work procedures;
10. encourage Employees to follow the reporting hierarchy adopted by the Government Entity;



Commitments of Employees and Leaders:



An Employee must:

10. share knowledge and expertise with other Employees;
11. maintain an appropriate general appearance, and wear decent and modest clothes that are appropriate for work;
12. perform all his employment duties in accordance with the highest standards of quality and accuracy;
13. not solicit or accept bribes; or request, accept, or use a service, or anything of material or moral value, provided by others in return for performing his employment duties;
14. obtain the written approval of the Government Entity prior to joining any professional association or obtaining a professional licence, where membership in that association or obtaining that licence is a prerequisite for performing his employment duties;
15. not cease performing his employment duties without a valid reason; or participate in, or instigate, strikes for any reason whatsoever;
16. not disrupt work progress or hide any information or data related to his employment duties; and
17. dedicate official working hours to performing his employment duties.



Top Management must:

11. ensure that there are clear policies in place for improving Employee performance and increasing Employee efficiency;
12. establish processes for developing and improving the capabilities and skills of Employees; and
13. establish processes for reporting and filing Employee grievances.

Principles of Professional Ethics and Job Duties

An Employee must fully adhere to, and constantly observe, all the professional ethics and job duties stipulated herein and in the legislation in force; and encourage colleagues to comply with, and act upon, them. These include the following:



How can an Employee achieve this?

This can be achieved by endeavouring to nurture loyalty to the UAE and adherence to everything that this country stands for, including its values, principles, regulations, laws, customs, traditions, and past glories; and faithfully serving the UAE and protecting it against any possible threats.

Why must an Employee commit to this?

The purpose is to show gratitude for the UAE, and to help it achieve glory and prosperity and secure the first place in all fields. The UAE as a homeland must always take priority over anything else whatsoever.

What are the obligations of an Employee in this respect?

An Employee must:

- remain loyal and devoted to the UAE; never undermine the image of the UAE or its iconic figures in any way whatsoever; and comply with the UAE's established principles and with its constitution and legislation;
- not join or associate himself with any of the organisations or entities that are banned by the UAE; or engage, at any time and anywhere within or outside of the UAE, in any political activism throughout his service with the Government;
- honourably represent the UAE at home and abroad; and
- align himself with the official stances of the UAE and never compromise the reputation or the image of the UAE.

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**Loyalty, Dedication,
and Allegiance
to the UAE**

Principles of Professional Ethics and Job Duties



How can an Employee achieve compliance in this respect?

An Employee must:

- refrain from making any negative statements or comments to the media, or expressing them through his personal accounts on social networking platforms or through other means of communication, in respect of the decisions, regulations, and projects of the Government Entity he works for;

- observe the highest moral standards in using social

Why must an Employee commit to this?

The purpose is to maintain an honourable image that reflects the Government service ethics and the high moral ground of Government Employees within and beyond the scope of their employment duties.

What are the obligations of an Employee in this respect?

An Employee must:

- comply with the legislation in force in the UAE and observe copyrights when using social media and social networking platforms and sites;
- not use the official emblem of the UAE, of the Government, of the Government Entity he works for, or of any other Government Entity for personal purposes, through social media and social networking platforms or accounts, without first obtaining the approval of the Government Entity he works for;
- not publish or circulate original copies of legislation bearing the signatures of His Highness the Ruler of Dubai, His Highness the Crown Prince of Dubai and Chairman of the Executive Council, His Highness the Deputy Ruler of Dubai, or the offi-

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Making Media Statements and Using Social Media and Social Networking Platforms

Principles of Professional Ethics and Job Duties



media and social networking platforms; and

- exercise self-censorship in filing any grievance or raising any complaint in respect of the services rendered by other Government Entities, in line with public morals and in accordance with the relevant legislation in force in the UAE.

cial in charge of Government Entities; and not publish or circulate official correspondence, documents, memoranda, or agreements on the internet or through social media and social networking platforms or any other technological means;

- when using personal social media accounts, observe courtesy, prudence, and objectivity; and comply with the general principles of good conduct and with the social customs and traditions prevailing in the UAE;

- avoid discussing any matters relating to state security, and ensure that everything he posts on social media and social networking platforms is aligned with the general orientation and official stances of the UAE and the Government;

- not engage in any aggressive arguments on social media and social networking platforms, or in discussions on legal actions being considered by the judiciary or by competent investigation authorities;

- show tolerance and respect towards all other cultures; avoid disparaging, in any manner, the political views or religious beliefs of others, or advocating against them within or outside of the Government Entity; and avoid publishing any offensive content against any person regardless of his gender, race, religion, or thought;

- not discuss, through personal accounts on social media and social networking platforms or any other means of communication, matters that relate to the Gov-

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Making Media Statements and Using Social Media and Social Networking Platforms

Principles of Professional Ethics and Job Duties



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Making Media Statements and Using Social Media and Social Networking Platforms

ernment Entity or to the Government, in a manner that negatively impacts it or affects its reputation; and instead use the official reporting channels adopted by the Government Entity for filing any complaints or grievances;

- not post the official contact information of the Government Entity through his personal accounts on social networking platforms, and maintain the confidentiality of information;
- not use his official work email address or password for signing up or logging into his personal accounts on social networking platforms;
- not get distracted by using social media and social networking platforms during official working hours, unless he is officially assigned by the Government Entity he works for to manage its social media accounts; and
- not abuse the powers related to his post or Government position to achieve personal gains or interests or promote or market any products or goods on social media and social networking platforms without obtaining the prior relevant approval of the Government Entity he works for.

Principles of Professional Ethics and Job Duties



How can an Employee achieve this?

This can be achieved by providing excellent services that ensure client satisfaction and exceed client expectations; and by seeking to continuously improve the quality of services provided to clients in line with the highest standards of quality and excellence.

Why must an Employee commit to this?

The purpose is to provide clients with services in an honest, professional, accurate, and timely manner; and to achieve leadership and excellence in providing Government services and ensuring client satisfaction.

What are the obligations of an Employee in this respect?

An Employee must:

- respect the rights and interests of clients; treat them courteously, professionally, impartially, and equally without any favouritism or discrimination on the basis of race, gender, religion, or political beliefs; and give priority to People of Determination and senior citizens;
- welcome clients with a smile, greet them when they arrive, make sure to courteously bid them goodbye when they leave, and provide them with the required services efficiently and effectively.
- provide clients with services in an accurate and timely manner; find, within his own powers, appropriate solutions in case any issues arise; and state, in a transparent manner, the reasons for delaying in providing, or declining to provide, services;

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Excellence in Dealing with Clients

Principles of Professional Ethics and Job Duties



- listen attentively to clients' inquiries; understand and follow up their requests; and avoid interrupting them or getting distracted by using his phone or computer or talking with his colleagues;
- remain committed to accuracy, honesty, integrity, promptness, and transparency in providing clients with the required information about the Government Entity's work and activities, and about the procedures for filing complaints if they so wish; and
- make sure he arrives at his workplace on time and maintains a well-kempt and professional appearance, display his Employee identification tag, and wear the official attire prescribed by the Government Entity.

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**Excellence in
Dealing with Clients**

Principles of Professional Ethics and Job Duties



How can an Employee achieve this?

Why must an Employee commit to this?

What are the obligations of an Employee in this respect?



Maintaining Privacy and Confidentiality of Information

This can be achieved by protecting the privacy and confidentiality of all public and private information related to the Government Entity, including correspondence, circulars, resolutions, reports, offers, models, agreements, and any other documents or data, regardless of their nature; protecting the personal information of the Government Entity's Employees; and refraining from disclosing this information internally or externally except to authorised persons and entities.

The purpose is to maintain the confidentiality of the Government Entity information, protect professional secrets, and deal with information and data in strict confidence, in accordance with the legislation in force; and ensure that the same is exclusively used for work purposes and through authorised persons.

An Employee must:

- not disclose any written or verbal information that is confidential in nature or pursuant to the instructions issued by the competent authority at the Government Entity, unless he obtains the relevant prior written approval;
- maintain professionalism in dealing with the media and social networking platforms;
- remain committed to protecting the confidentiality of information even after the end of his service at, or end of the work relationship with, the Government Entity;
- not disclose any information that may be confidential, except to the persons and entities authorised to have access thereto;
- refrain from using the information of the Government Entity to achieve any personal gains; and
- not disclose, use, copy, or disseminate confidential information on the internet, or on social media and social networking platforms.

Principles of Professional Ethics and Job Duties



How can an Employee achieve this?

This can be achieved by avoiding, in the course of performing the Employee's duties, any conflict between his personal interests and the interests of the Government or the Government Entity; and refraining from committing any act or taking any stance or formal action or decision that may secure a personal material or moral benefit for him, for his spouse, or for any of his relatives up to the fourth degree, or that may compromise his objectivity or independence in performing his duties.

Why must an Employee commit to this?

The purpose is to boost the trust of clients in the Government Entity; uphold the principles of transparency and accountability; and contribute to creating an environment characterised by integrity, honesty, and objectivity.

What are the obligations of an Employee in this respect?

An Employee must:

- not participate in any operation, process, or decision that would directly or indirectly influence the awarding of any contract to a contractor, a supplier, or any project in which the Employee is a partner; or that would secure a percentage of profits, a share, or any material benefit for the Employee;
- not participate in making any decision that may result in granting land or licences to his spouse(s), or to any of his relatives up to the fourth degree;
- refrain from abusing his post at the Government Entity to secure any personal interests, benefits, or gains;
- not participate in any operation or formal decision that would directly or indirectly influence the awarding of any contract to a contractor, a supplier, or any project in which the Employee's spouse, or any of his relatives up to the fourth degree, has an interest; or that would secure a percentage of profits, a share, or any material benefit for any of them; and
- not participate in any operation, process, or decision with intent to prejudice or undermine the interests of any clients with whom he has a prior animosity, or towards whom he has feelings of hatred, racial prejudice, or grudge for any reason whatsoever.

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Avoiding Conflict of Interest

Principles of Professional Ethics and Job Duties



How can an Employee achieve this?

This can be achieved through complying with applicable laws, resolutions, and regulations concerning occupational health and safety; and by participating with the Government Entity in creating and maintaining a safe and healthy work environment in accordance with the legislation in force.

Why must an Employee commit to this?

The purpose is to maintain the Employee's safety and the safety of those around him; to help create a healthy work environment; and to identify hazards and hazardous conditions and take the preventive measures and precautions to eliminate them.

What are the obligations of an Employee in this respect?

An Employee must:

- perform his duties in a manner that ensures his safety and the safety of others;
- comply with the occupational health and safety rules adopted by the Government Entity;
- not misuse any safety equipment or gear provided by the Government Entity;
- immediately report occupational accidents and injuries as they occur;
- report any hazardous materials and equipment and any unsafe practices and situations at the workplace;
- refrain from performing any dangerous tasks for which he is not qualified;
- report any hazardous materials or equipment and any unsafe practices or situations at the workplace in accordance with the procedures adopted by the Government Entity; and
- refrain from performing any dangerous tasks for which he is not qualified in accordance with the procedures adopted by the Government Entity.

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Maintaining Occupational Health and Safety

Principles of Professional Ethics and Job Duties



How can an Employee achieve this?

This can be achieved by fulfilling his responsibility for protecting all Government property and resources entrusted to him or put in his possession or under his disposal; and by refraining from using them for personal purposes without the prior approval of the competent authority at the Government Entity.

Why must an Employee commit to this?

The purpose is to ensure the efficient and effective use of Government resources, and to contribute to avoiding any losses that may result from the misuse of these resources.

What are the obligations of an Employee in this respect?

An Employee must:

- preserve public funds as well as the property and interests of the Government Entity;
- ensure efficient use of the property of the Government Entity;
- not use the property of the Government Entity to achieve personal interests, and use it exclusively for work purposes;
- protect the information pertaining to the Government Entity, such as intellectual property rights, trade secrets, patents, copyrights, work plans, databases, payroll details, as well as any financial information, reports, or projects that have not been announced to the public; and
- return all Government property entrusted to him or put in his possession upon the end of his service with the Government Entity; and obtain a clearance certificate prior to receiving his end-of-service entitlements.

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Protecting Public Property



Reporting Legal Breach Incidents and Illegal Actions

Where an Employee has suspicions of a legal breach relating to his work, or is asked to perform any illegal action; where he has suspicions of a direct or indirect conflict of interest relating to him, his spouse, any of his relatives up to the fourth degree, or any other Employee; or where there is misuse of resources and assets, in violation of this Code or the applicable legislation, the Employee must notify the same to his line manager or the director of his organisational unit, and this must be done in strict confidence and subject to the following conditions:

1. The Employee must have proof of the incident he wishes to report.
 2. In the absence of solid proof, there must be substantiated suspicion of an explicit violation.
 3. The objective of reporting the incident or action must be to achieve the interest of work, not to defame any colleague or client.
 4. Strict confidentiality must be maintained in all aspects related to the reported incident.
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Channels for Reporting Violations Related to the Code

Reporting violations related to this Code will be done through any of the following channels:

- reporting to the line manager or director of the organisational unit; or
- following the relevant procedures adopted by the Government Entity.

