

“Official Gazette of the Republic of Serbia”, no. 29/2008

Pursuant to Article 164(2) of the Law on Civil Servants (*“Official Gazette of the Republic of Serbia”, no. 79/05, 81/05-correction, 83/05-correction, 64/07 and 67/07-correction*),

The High Civil Service Council adopts the following

CODE OF CONDUCT FOR CIVIL SERVANTS

Purpose of the Code

Article 1

The purpose of this Code is to set out the standards of integrity and rules of behaviour of civil servants from state administration bodies, Government services and support services of administrative districts (hereinafter referred to as: the Bodies) and to inform the public about the kind of behaviour they are entitled to expect of civil servants.

Compliance with the Code Provisions

Article 2

A civil servant is obliged to comply with the provisions of this Code.

Behaviour of a civil servant contrary to the provisions of this Code constitutes a minor breach of duty, except if determined as a severe breach of duty by law.

Confidence of the Public

Article 3

A civil servant is obliged to behave in a way that contributes to safeguarding and fostering public confidence in integrity, impartiality and efficiency of the Bodies.

Legitimacy and Impartiality in Work

Article 4

A civil servant performs his/her duty within the given powers in compliance with the law and other regulations and acts in conformity with the rules of profession and provisions of this Code.

A civil servant must not behave in his/her private life in the way that makes him/her susceptible to the influence of other persons which can affect legal and impartial performance of duty.

Political Neutrality

Article 5

In performing his/her duty, a civil servant abides by the principle of political neutrality.

In official premises of the Bodies, a civil servant must not wear or display symbols of political parties or their advertising material.

A civil servant must not influence other civil servants and employees' political affiliation.

Protection of Public Interest

Article 6

When making decisions and exercising discretionary powers, a civil servant is bound to take care of public interest and relevant facts and must not act in any way that obliges him/her to return a favour to a natural or legal person.

Prevention of Conflict of Interest

Article 7

When carrying out his/her duties a civil servant must not allow his/her private interest to interfere with public interest.

He/She is bound to take care of real or potential conflict of interest and take measures envisaged by law in order to avoid conflict of interest.

Prevention of Conflict of Interest when Commencing Employment

Article 8

The head of a human resource unit of the body, i.e. a civil servant in charge of human resources of a body which does not have a human resource unit, is obliged to familiarise a person being employed as a civil servant before the commencement of employment with legally envisaged restrictions and bans aimed at preventing conflict of interest.

Handling gifts

Article 9

In carrying out his/her duty, a civil servant must not accept a gift, or any other favour or other benefit for him-/herself or other persons, except a protocol or appropriate gift of small value subject to the legislation regulating the prevention of conflict of interest in discharge of public office.

Should a civil servant be offered a gift or any other benefit, he/she is obliged to refuse such a gift or any other benefit, i.e. to give back the presented gift, take actions to identify person(s) and if possible find witnesses, and immediately, within 24 hours at the latest, make an official

annotation and notify his/her immediate superior.

If a civil servant is confused about whether the offered gift can be considered an appropriate gift of small value, he/she is obliged to ask his/her immediate superior for an opinion.

Handling Entrusted Resources

Article 10

A civil servant is obliged to use the material and financial resources entrusted to him/her in fulfilling his/her duties for an intended purpose, economically and efficiently, exclusively for carrying out duties and not for private purposes.

Handling Information

Article 11

When carrying out his/her duties, a civil servant cannot request access to the information which is not necessary to fulfil duties and should use the information available in a prescribed way.

A civil servant must not disclose information obtained while carrying out his/her duties without being authorised to do so.

When handling private matters, a civil servant must not use the information available to him in an official capacity for the purpose of gaining benefits for him-/herself or persons connected with him/her.

Protection of Privacy

Article 12

In order to protect privacy, a civil servant must not extract personal data from the records kept on another civil servant, except in cases envisaged by law.

Dealings with Clients

Article 13

When dealing with clients, a civil servant is obliged to: act professionally, kindly and politely; show interest and patience, especially with an uneducated client; timely and accurately provide data and information in compliance with the law and other regulations; provide assistance and information about competent bodies to act upon requests, as well as about legal instruments for the protection of rights and interests; be guided by the principle of equality and not grant privileges regardless of any features and personal characteristics of a client; treat with special care disabled persons and other persons with special needs; respect the personality and dignity of a client.

Behaviour towards Superiors and Other Civil Servants

Article 14

The relations of a civil servant with superiors, other civil servants and employees shall be with due attention and respect.

In his/her dealings with other civil servants a civil servant is obliged to ensure necessary cooperation without disturbing the working process, foster professional relations and working atmosphere and avoid actions that would have harmful consequences for the reputation of a body.

Protection of a Body`s Reputation

Article 15

A civil servant in an appointed post is obliged to take care not to diminish the reputation of his/her post and the reputation of the body, as well as the confidence of citizens in civil service by his/her behaviour in a public place.

Sexual Harassment Ban

Article 16

Sexual harassment, verbal or nonverbal undesirable behaviour from the sphere of sexual life offending a civil servant`s personal integrity is banned.

Charges for sexual harassment are to be submitted to the person immediately superior to the harassing person.

Dress Code Standards

Article 17

A civil servant is obliged to be properly and neatly dressed in a manner adequate for a civil servant`s duties, as well as not to disturb the reputation of the state body by his/her way of dressing at work or express his/her political, religious or other personal affiliation that could put his/her impartiality and neutrality under suspicion.

Inadequate clothes include particularly: inappropriately short skirts, low-cut or thin strapped blouses, extremely short or transparent blouses, shorts.

An improperly dressed civil servant shall be warned by his/her immediate superior that he/she is obliged to comply with this Code regarding dressing at work, as well as that disciplinary action might be initiated in case of a repeated breach of the Code.

Protection of Behaviour Standards and Mobbing Ban

Article 18

A civil servant who thinks that he/she or another civil servant is required to act in a way that does not comply with this Code shall notify the head of the body thereof in writing.

As a result of that, a civil servant must not be put in a more unfavourable position in relation to other civil servants or exposed to harassment (mobbing) when carrying out his/her duties and exercising rights within the body.

Entry into force

Article 19

This Code enters into force on the eighth day following that of its publication in the “Official Gazette of the Republic of Serbia”.

792 number 021-01-1/2008-01
Done at Belgrade, 29 February 2008.

The High Civil Service Council

The President,
Prof. Ranko Keča, PhD