



دائرة التمكين الحكومي
DEPARTMENT OF GOVERNMENT ENABLEMENT

THE PROFESSIONAL CODE OF CONDUCT

For Employees Working in Government
Entities In the Emirate of Abu Dhabi





If each of us is devoted and committed to work, this work will remain immortal over the coming years and generations, and no wealth can be equivalent to such work because wealth is ephemeral and of no value unless it is accompanied by dedicated work.

Sheikh Zayed Bin Sultan Al Nahyan

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Brief Overview

The Professional Document for employees working in government entities in the Emirate of Abu Dhabi has been developed to enrich the behavior and work ethics of government employees to raise the quality of work and the level of service within the government framework. In addition, the Document presents valuable principles for employees working within the government system that will positively affect the work environment and raise the level of public service.

Main Objectives

The main objectives of the Document are as follows:

1. To introduce the principles of government work or public service to Employees of the Abu Dhabi Government.
2. To explain and clarify the duties of Government Employees in complying with the principles of working within the government system at various levels, and in applying the Code of Conduct provisions in their daily work.
3. To cultivate and enhance the values of efficiency, professionalism, transparency, integrity, objectivity, competency, and loyalty to the United Arab Emirates and its leadership, between and among all government employees.

Terms and Definitions

Term	Definitions
The Emirate	The Emirate of Abu Dhabi.
Government Entity	A public office, department, bureau, authority, establishment, body, center, council, fund, and any other entity or unit affiliated to the Government.
Employee	A person hired or duly appointed through a resolution issued by a Government Entity, to perform the tasks of one of the jobs stipulated in the general budget of the Government Entity.
Information	The data that the employee accesses by virtue of his employment or by reason thereof, or any other data related to the business of the Government Entity. These data include any messages, maps, drawings, specifications, models, licenses, agreements, or any other documents that are owned, held or administered by the Government Entity, whether these data are printed, electronic or digital.
Conflict of interest	Any formal procedure, resolution, or conduct undertaken by the employee, or a private activity that is deemed incompatible to the interest of the Government or a Government Entity.
Professional Document for Employees working in Government Entities	A set of principles that should be followed or complied with by Employees of Government Entities in the conduct of their work and professional tasks, in order to reflect a positive image of the Government Entity.

Principles of Government Work / Public Service

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Scope of Application

This Document shall apply to all Employees of the Abu Dhabi Government, according to the definition stipulated in the Human Resources. Government organizations, units and other government entities shall have the right to adopt this Document and apply it to their Employees.

Duties and Responsibilities

Duties and Obligations of Government Entity

The Duties and Responsibilities of Government Entities are the following:

1. To introduce and ensure observance of the work ethics and the professional code of conduct, stipulated in this Document, in the performance of the Employee's work duties and tasks while recognizing the consequences of non-compliance.
2. To create the appropriate and enabling environment for Employees to perform their assigned tasks in a manner that serves the goals and strategies of the Government.
3. To treat all Employees with fairness and equality, while encouraging the spirit of initiation, hard work and innovation.
4. To open channels of communication between and among Employees from different ranks and departments, and units to provide opportunities for exchanging experiences and sharing.
5. To encourage commitment to the system and practice of reporting violations and abuses in accordance with the relevant legislation.

Duties and Responsibilities of Supervisors (Managers Category)

The Duties and Responsibilities of Supervisors / Managers are the following:

1. To apply and adhere to institutional principles and values, as provided in the general framework of the work ethics and code of conduct for Employees, at all levels of the organization.
2. To represent a good model for his/her subordinate Employees in terms of commitment to work ethics

3. To respect the rights of his/her subordinate Employees and deal with them without favoritism or discrimination.
4. To ensure that Employees are well aware of the values of work ethics and code of conduct, and to ensure that Employees shall apply them in accordance with the appropriate laws and regulations.
5. To take the necessary administrative and legal measures to prevent the occurrence of any violations or abuses of the Code of Conduct.
6. To coordinate with the Department of Legal Affairs and concerned departments for impartially and objectively sharing information and opinions regarding abuses of the Code of Conduct

Taking into consideration the duties of the Employee and the prohibited actions stipulated in the Human Resources in the Emirate of Abu Dhabi, An Employee shall endeavor to adhere to the following:

Abide by Existing Laws and Regulations of the Government

The Employee shall:

1. Apply and comply with the provisions of laws, regulations, rules and directives from superiors.
2. Avoid inciting collective or malicious complaints against any person or Government Entity in violation of the provisions of the applicable laws.
3. Comply with the applicable laws regulating financial transactions, purchases and services for Government Entities, to ensure optimal use of government resources.
4. Comply with laws that provide guidance to the Employee's general appearance within the workplace and as a representative of the Government.

Efficiency of Performance

The Employee shall:

1. Perform his/her assigned duties and tasks efficiently, showing honesty, integrity, accuracy and professionalism in the work.
2. Avoid discrimination when providing services to customers, while complying with the highest professional standards and impartiality and avoiding to offend or exploit customers for personal benefit.

3. Commit to performing the assigned work with accuracy and honesty while ensuring that the official work timings, that have been determined by the employing Government Entity, is devoted to the completion of his/her professional duties and tasks.
4. Be responsible for his/her actions and decisions, and rectify any error committed while performing his/her work duties by taking the appropriate and immediate measures to correct the error and by informing the relevant parties in the Government Entity for which he/she works.

Documentation of Works

The employee shall ensure that he/she applies the management tools and directives for the work assigned to him/her and shall document all his/her dealings, while maintaining related documents, either electronically or manually, according to the applicable procedures of the Government Entity for which he/she works.

Security and Confidentiality of Information and Dealing with Social Media:

The Employee shall:

1. Avoid disclosure of confidential, important or private information, and documents that have been acquired or viewed within the scope of the Employee's work, while still actively employed and/or even after the end of the Employee's service period, unless such disclosure is permitted within the applicable rules and regulations.
2. Avoid collection of personal information or documents about any person, unless such collection falls within a legal framework and within the necessary work requirements.
3. Follow policies and procedures of information security to preserve the confidentiality of information saved in the Employee's computer or other electronic devices.
4. Avoid the use of hardware and software technologies made available by the Government Entity to search, open and view blocked contents, or any other content that includes extremist political views, incitement to violence and hatred, or any illegal activities.
5. Sign an undertaking to ensure confidentiality and non-disclosure of information belonging to the Government Entity.

6. Avoid the use of electronic devices and programs to access or infiltrate other devices and networks, and refrain from sending confidential, political or insidious materials that contain threats or harassment to specific individuals or other entities, using the internet and/or other means such as emails and letters.
7. Comply with the limits of the assignment and authority granted to him/her if entrusted by the Government Entity to represent the same external organizations, media and other entities.
8. 8. The Employee shall not carry out any personal work outside the scope of the assignment and shall take into account the interest of the Government Entity when making statements or declarations related to the Employer. Lastly the Employee shall be responsible for any violations committed by him/her in this regard.
9. Refrain from publishing on mainstream and/or social media any information, comment, declaration, or statement on issues that are still under study, accreditation or investigation by the Government Entity for which the Employee works, without obtaining prior written approval from the entity.
10. The employee shall not use his/her personal account on social media to express any opinions, information or comments that may be understood to represent the point of view of the Government Entity for which the Employee works.
11. Avoid writing letters or contribute in publishing articles that offend the Government Entity for which the Employee works, its officials, the Government in general, or any other Government Entity, through mainstream, social and any other media.

Maintaining Public Funds

The Employee shall:

1. Endeavor to preserve public funds and the United Arab Emirates' interests and properties.
2. Avoid wasting the Employer's resources, and inform the immediate manager in the event of any financial abuse, damage to public interest, or negligence that results to misuse of public funds.

The Appropriate Use of Authority

The Employee shall:

1. Refrain from exploiting his/her position in Government by leaking any information related to his/her work for his/her own personal interest or for the purpose of achieving compensation, material gains or service from any other entity
2. Avoid directly or indirectly using his/her position in Government to obtain financial gains or special favors for him/her or any of his/her acquaintances and/or relatives.
3. Avoid exploiting or utilizing the information obtained through his/ her work in a Government Entity, during or after his/her tenure, as a means to directly or indirectly achieve personal gains for himself / herself or for third parties and/or to offend third parties.
4. The Employee shall also strive to avoid disclosure of information that will provide unfair advantage to third parties.

Employee's Conduct

The Employee shall:

1. Avoid any form of harassment, violence, discrimination, annoyance, insult, or attack against his/her superiors, colleagues, or the public, and/or participation in these actions.
2. Refrain from doing anything that violates the honor and dignity of his/ her employment to a Government Entity, whether inside or outside the workplace.
3. Avoid disrupting the course of work or go on strike, and avoid incitement to such acts.
4. Avoid any behavior or conduct that violates society's values, traditions or customs, or that violates the general framework of the work ethics and code of conduct of Employees.
5. Keep in mind that he/she is prohibited from instructing customers to complete various transactions other than the approved methods of the Government Entity for which he/she works or the Government in general.

Bribes, Gifts and Generous Invitations

The Employee shall:

1. Refrain from accepting any gifts, rewards, commissions, or services from any person that may have a direct or indirect impact on the employee's credibility and impartiality in performing his/her work, subject to the following conditions:
 - a. The gift is presented in the form of cash or benefit or in any other form to the Employee;
 - b. The gift aims to gain data and information about an official job performed by the Government Entity for which the Employee works, and
 - c. The gift is dedicated to promote business activities of the provider of the gift and carry out its organized activities.
2. Accept gifts or rewards only in the event where the gifts are provided as part of protocol, a token promotional item or a gesture of charity, provided that they are not related to a direct or indirect interest of the provider of the gift.
3. Adhere to the policies and procedures that apply to business courtesies, if any, of the Government Entity.

Disclosure and Conflict of Interest Management

The Employee shall:

1. Avoid any conflict of interest between his/her private activities and the interests of the Government Entity for which he/she works, by avoiding participation in any process or decision that may directly or indirectly affect awarding a bid to a contractor or service provider, which could consequently gain or grant a benefit of any type, whether in favor of the Employee or any of his/her relatives up to the fourth degree.
2. Report directly to the immediate manager in writing in the event of any occurrence of a conflict between his/her interests and another entity's interest, or when the Employee is exposed to pressures that conflict with his/her official duties, or raise doubts about his/her understanding of the nature of the conflict and his / her objectivity in dealing with the conflict.
3. Refrain from establishing close side-relationships with individuals and establishments, whose interests depend directly on his/her decisions or the decisions of the Government Entity for which he/ she works, in a manner conflicting with the public interest.

4. Perform his/her private work outside official work times if a UAE employee owns a share in any individual establishment or shares or stocks in any company, or managing any company or establishment, or working for third parties, or providing any services for any entity. In the event that the nature of the Employee's work, in part or in full, is related to the nature of his / her Employer's activity, he/she shall immediately disclose this to Human Resources Department.
5. Sign an Undertaking which acknowledges and discloses any conflict of interests, and submit the Undertaking annually to Human Resources Department of the Government Entity for which he / she works.

Avoiding to engage in or practice prohibited actions or political activities

The Employee shall:

1. Display sincerity and loyalty to the United Arab Emirates, while showing adherence to the principles prescribed in the UAE constitution and laws
2. Avoid participating in acts that are prohibited or in violation of the applicable laws.
3. Refrain from engaging in political or partisan activities and avoid affiliating, promoting, working and/or cooperation with political entities.

Good Behavior and Respect

The Employee shall:

1. Highlight the principles of integrity and respect by dealing professionally with superiors and colleagues at all times inside and outside the workplace.
2. Implement the orders issued by the Employee's superiors

according to the administrative hierarchy, treat them with respect, and cultivate with them an environment of objectivity and honesty where one can share opinions, advice and experience in a way that serves the public interest.

3. Practice discipline in conducting his/her work, showing patience and persistence, and striving to build long-term business relationships based on trust and mutual interests between the Government Entity for which he/she works and the customers.

A Safe Work Environment

The Employee shall:

1. Perform and carry out his/her work in a manner that guarantees health and safety for him/her and his/her colleagues or any of the persons present in the workplace, at all times.
2. Strive to minimize the environmental impacts incurred from exercising his/her duties, and encourage environment-friendly initiatives, including recycling and other forms of resource conservation.

Job and External Activities

The Employee shall:

1. Refrain from combining his/her position in a government entity and another profession, at the same time, without obtaining approval to do so in accordance with the applicable laws.
2. Avoid participation in any promotional activity related to clients of the Government Entity for which he/she works, whether with or without consideration.
3. Avoid collection of donations for any purpose or under any name, whether inside or outside the Government Entity for which he / she works.
4. Recognize and exercise his/her right to assume his/her current position in Government simultaneously with his/her membership to the board of directors or trustees of public authorities or companies, partly or fully owned by the Government, the Federal Government, or any public charity organizations.

Use of Illegal Substances

The Employee shall refrain from possessing, using, consuming, or distributing prohibited substances of any kind or nature that could negatively affect his/her mental health, his/her conduct during work, or the health or conduct of any of his/her colleagues.

General Appearance

1. The UAE employees shall adhere to wearing the national dress of the United Arab Emirates:
 - Men shall wear the well-known Arab cloak (kandura) with guthra (headscarf) and egal (black headband)
 - Women shall wear abaya (black gown) and shayla (head covering).

For Non-UAE employees:

- Male employees shall wear formal attire with tie.
 - Women shall wear modest office dress, such as those with loose trousers, long dresses and long sleeves.
2. All male and female employees are prohibited from:
 - Wearing everything that hinders personal identification
 - Wearing guthra (headscarf) without egal (black headband) or tying it (hamdaneya)
 - Wearing all types of jeans.
 - Wearing sportswear.
 - Exaggerating the external appearance in a manner inconsistent with the customs and culture of the United Arab Emirates.
 3. A governmental entity may exclude some positions from complying with the clause related to the general appearance and uniforms according to the nature and requirements of work, after obtaining the approval of Department of Government Enablement (DGE).

Undertaking and Acknowledgement document on “Conflict of Interest and Disclosure”

I, the undersigned (),
working for () in the Emirate of Abu Dhabi, do
hereby acknowledge that I have read the “Disclosure and
Conflict of Interest Management” clause set out in the
Professional Code of Conduct of the employees of government
entities of the Emirate of Abu Dhabi and understood its
contents.

I undertake to abide by its contents and disclose any probable
conflict of interest arising while carrying out the duties of my
job. I hereon set my hand.

Name:

Employee No.:

Entity:

Signature:

Date: