

The Code of Conduct for Civil Servants

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Purpose of the Code of Conduct

Article 1

The purpose of this Code is to establish more precisely standards of integrity and conducts of civil servants of the State , Government and the professional services of the administrative districts (hereinafter referred to as the public authority) and to inform the general public of the conduct that each citizen and/or the user of public services has right to expect of civil servants.

Compliance with the Provisions of the Code

Article 2

Civil Servants should adhere to the provisions of this Code.

The conduct of Civil Servants that is contrary to the provisions of this Code shall be deemed a minor violation of the duties unless otherwise provided by the Law i.e. serious violation of duty.

Public Confidence

Article 3

The conduct of Civil Servants shall be at all time in a manner that contributes to the maintenance and increase of public confidence in integrity, impartiality and efficiency of the public authority.

Legality and Impartiality

Article 4

Civil Servants shall perform their official duties within the scope of the authority granted and in accordance with the applicable laws and regulations , code of practice and provisions hereof.

Civil Servants shall not behave in their private lives in a manner that could make them susceptible to the influence of other people that could reflect adversely on the lawful and impartial performance of their duties.

Political Neutrality

Article 5

Civil Servants are required to act, in the performance of their duties, in a politically neutral manner.

Civil Servants are not allowed to post signs or object with signs of political parties in the official premises of the public authority.

Public servant shall not affect the political preferences of other Civil Servants and employees.

Protection of Public Interest

Article 6

In making decisions and exercising discretionary authority, Civil Servants shall always take into account public interest and relevant facts and act in a manner not to bring into existence the obligation to return the favor to any physical or legal person.

Prevention of Conflict of Interest

Article 7

In the performance of their duties, Civil Servants shall avoid any situation in which their private interests could conflict with their official duties.

They are obliged to pay due attention to identify actual or perceived or potential conflict of interest and take adequate measures provided by the law to avoid a conflicts of interest.

Prevention of Post-Employment Conflict of Interest

Article 8

The Head of Human Resources unit of the public authority or the officer in charge of personnel affairs of the public authority which does not have a Human Resources unit, shall be obliged to get person entering the employment agreement, familiar with the restrictions and prohibitions provided by the law on the prevention of conflict of interest

Restrictions on Acceptance of Gifts

Article 9

In the performance of their duties, Civil Servants shall not receive gift, favor or benefit of any kind for themselves or other persons . The aforesaid does not include gifts given at protocol events or appropriate gifts of modest value given in accordance with the

regulations governing the prevention of conflict of interest in the performance of public services.

If a gift or other benefit has been offered to a Civil Servant , he/she shall refuse it and/or return the gift to its donor and take the action to identify the person or if possible, to find a witness and notify on it, without delay, and not later than within 24 hours, his/her immediate superior , in writing.

If such Civil Servant cannot decide whether the gift that has been offered to him/her is appropriate and of modest value, the Civil Servant should get his immediate supervisor's opinion about it.

Use of property

Article 10

Civil Servants shall take proper care and use funds and departmental property entrusted to them economically and efficiently and only for earmarked purposes and shall not use them for their private purposes.

Handling of Information

Article 11

In the performance of their duties , Civil Servants may not require access to the information that they do not require for the performance of their duties, and the information available to them shall be used in a proper and prescribed manner.

Civil Servants shall avoid improper disclosure of information gained in the course of their work.

In the performance of their private affairs, Civil Servants must not use the information officially available to them in order to gain benefits for themselves or for associated persons.

Protection of Privacy

Article 12

To protect privacy, Civil Servants shall not disclose personal data from the records kept about the other Civil Servants, except in cases prescribed by the law.

Civil Servants and General Public

Article 13

Civil Servants shall behave towards the customers in a professional, courteous and polite manner; show interest and patience, in particular with the ignorant party; provide timely and accurate data and information, in accordance with the law and other

regulations; assist and provide information on competent authorities that act upon requests, as well as on legal means for the protection of rights and interests; stick to the principle of equality and should not let the capacities or personal characteristics of any party to influence them to offer special privileges to such party; treat people with disabilities and other persons with special needs with special care; respect the personality and dignity of the parties.

Civil Servant Behavior Towards Their Superiors and Other Colleagues

Article 14

In relations with the superiors, subordinates, other government employees , Civil Servants act with due care and respect.

In relation with other government officials, Civil Servants shall provide necessary cooperation, shall not interfere into performances of colleagues' duties, shall encourage professional relationships and work environment and avoid actions that would have harmful consequences for the reputation of the public authority.

Public Authority Reputation

Article 15

The highly placed Civil Servants shall not behave in public places in a manner to diminish the prestige of their positions or the public authority or public trust in the civil service.

Prohibition of Sexual Harassment at Workplace

Article 16

This Code prohibits any sexual harassment that may include unwanted verbal, non-verbal behavior of a sexual nature which offends the personal integrity of Civil Servants

The complaint of sexual harassment shall be submitted to the immediate superior to the person that has committed sexual harassment.

Standards of Dress for the Workplace

Article 17

Civil Servants must be properly and neatly dressed appropriately to the positions held by them and in a manner that does not impair the reputation of the authority or express their political, religious or other personal denominations or affiliation that could bring into question his impartiality and neutrality.

Inappropriate clothing is considered to be in particular: inappropriate short skirt, deep neckline blouses or spaghetti strap tops, very short or transparent blouses, shorts.

An inappropriately dressed Civil Servant shall be warned by immediate superior of his/her obligation to comply with this workplace dress code and of the possibility of disciplinary action in case of repeated violations of the code.

Protection Standards of Conduct and Ban of Mobbing

Article 18

A Civil Servant who believes that he or his colleague is required to act in a manner that is inconsistent with provisions of this code, shall notify thereof in writing the head of the public authority.

A Civil Servant should not be placed therefore at a disadvantage or subjected to harassment (mobbing) while performing his/her duty and exercising his/her rights in such public authority.

Effectiveness Date

Article 19

This Code shall take effect on the eighth day after the publishing in the Official Gazette of the Republic of Serbia.

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In Belgrade, 29th February 2008.
High Civil Service Council
Prof. Ranko Keča, PhD
President,