

Pursuant to Article 18 paragraph 3 of the Law on Civil Servants (“Official Gazette of the Republic of Macedonia”, no. 59/2000, 112/2000 and 34/2001), the Director of the Civil Servants’ Agency passed

## **CODE OF ETHICS FOR CIVIL SERVANTS \***

### **Article 1 General provision**

(1) This Code of Ethics shall regulate the manner of conduct and of the operations of the civil servants in order to ensure recognition of the principles of legality, professional integrity, efficiency and loyalty in performing their official duties.

(2) Civil servants shall adhere to the provisions in this Code of Ethics.

### **Article 2 Basic principles**

(1) Civil servants shall perform their official duties in compliance with the Constitution and law. When performing their operations, civil servants shall act exclusively in the public interest.

(2) Civil servants shall ensure equal treatment of the citizens and the legal entities when performing official duties.

(3) Civil servants shall perform their activities to a high professional level, which shall be continuously upgraded.

(4) Civil servants shall perform their activities in the most conscientious, direct, the most efficient, timely and methodical manner in the interest of the citizens and the other entities in realizing their rights, duties and interests.

(5) Civil servants shall not be engaged in any activities that are contrary to the legitimate performance of their official duties, and they shall do everything to avoid situations and conduct that could impair the interest or the reputation of the body in which he/she is employed or of the state administration as a whole.

(6) When communicating with citizens and other legal entities, the civil servants shall act in a manner that enables establishment of relations of mutual confidence and cooperation between these entities and the administration. In their relations with the citizens and the other legal entities, the civil servants shall show understanding, courtesy, respectability and highest possible will to help and shall not impede the realization of their rights and interests.

---

\* - Published in “The Official Gazette of The Republic of Macedonia”, No. 96/01 (from 06.12.2001)

**Article 3**  
**Impartiality**

(1) When performing their official duties, civil servants shall not be influenced by partiality for achieving certain results.

(2) When performing specific tasks and deciding about the rights, the duties and the interests of the citizens and the legal entities, civil servants shall not be led by incorrect, unjustified or unreasonable assessment of the factual situation due to prejudice, realization of ambitions for career promotion, conflict of interests, intimidation or threats by the superior civil servants, the official managing the body in which the civil servant is employed or by the persons affected by the respective act or decision.

(3) When performing the official duties, civil servants shall provide equal treatment of the citizens contacting the body in which they are employed. To that effect, they shall not reject to render service to a person that is regularly rendered to other persons nor shall render service to a person that is regularly not rendered to other persons.

(4) Civil servants shall not deliberately cause damage to other person, group of persons, body or legal entity. On the contrary, they shall ensure the realization of the rights and the legitimate interests of the citizens and the other entities.

**Article 4**  
**Independence in reaching decisions**

(1) Civil servants shall independently reach decisions and shall decide objectively on the basis of the facts of the case, taking into consideration only the legally relevant facts and acting without unnecessary delay.

(2) Civil servants shall adhere to the appropriate procedure when performing the official duties within their competence, especially rejecting any pressure, even the one from their superiors.

**Article 5**  
**Misuse of the authorizations and the status of civil servants**

(1) Civil servants shall not use advantages arising from their status as civil servants nor shall they use the information acquired due to their position for their personal benefit. Their duty shall be to avoid any conflict of interests, as well as situations that could lead to suspicion for conflict of interests.

(2) Except when legally correct, civil servants shall not offer nor provide any advantages that would in any way be related to their position in the state administration.

(3) Civil servants shall not consciously mislead the public or the other civil servants within the body.

(4) Civil servants shall refuse to act contrary to the legal regulations or in a manner that presents a possibility to misuse the authority arising from their position, should the citizens and the legal entities for whose rights and obligation they decide ask from them to act so.

## **Article 6**

### **Information transparency**

(1) Civil servants shall treat the information they acquired due to their position in the state administration with the all necessary secrecy and shall provide appropriate information protection.

(2) Civil servants shall facilitate the access of citizens to the information they have the right to obtain for the purpose of realization of their rights and interests.

(3) Civil servants shall not refuse to provide and shall not provide incorrect data or information to the state bodies, the legal entities and citizens, should the provision of data be stipulated by law.

## **Article 7**

### **Political activity**

(1) Civil servants shall perform their official duties and the determined policy of the body in which they are employed on politically neutral manner i.e. correctly and efficiently, without revising their political correctness.

(2) Civil servants shall not represent or express their political view in performing the official duties.

(3) Civil servants shall not carry out political activities that could undermine the confidence of the citizens in his/her ability to perform the official duties in a proper manner.

(4) Civil servants, in their relations with citizens and the legal entities as well as in their relations with the other civil servants, shall not mention, emphasis nor indirectly state their membership in specific political party.

(5) Civil servants shall not oblige other civil servants or persons without the status of civil servants in the body in which they are employed to join specific political party nor shall they instigate them to act so by promising them career promotion.

## **Article 8**

### **Conflict of financial interests**

(1) Civil servants shall not let their personal financial interest to be in conflict with their position and the status of civil servant.

(2) Financial interest shall include any benefit for the civil servant, for his/her family, relatives, friends, for physical persons and legal entities with whom he/she has or had business relations.

(3) Civil servants shall not accept relations of cooperation with persons or organizations that have or had economic interest from the decisions or the activities of the body in which the civil servant is employed in the past three years.

**Article 9**  
**Gifts and other form of benefit**

(1) Civil servants shall not ask for nor accept, for themselves or for others, gifts, services, assistance or any other benefit that could affect or that could seem to affect their decisions for certain issues, or that could corrupt their professional approach towards certain issues.

(2) Civil servants shall not accept gifts or gratitude that could be deemed as reward for those activities the performance of which is their responsibility.

(3) Civil servants shall not ask for themselves or for other nor shall they accept gifts or other form of benefit from other civil servant or his/her relative.

**Article 10**  
**Protection and economy usage of government funds**

(1) Civil servants shall put all efforts to ensure maximum effective and economy management and usage of tangible assets, equipment and other objects entrusted to them, and shall prevent their illegal disposal.

(2) Civil servants shall take care of undertaking appropriate measures to ensure security of entrusted objects as well as of eliminating the possibilities to cause material damage in the body in which they are employed.

**Article 11**  
**Conduct at the service**

(1) Civil servants, except due to justified causes, shall not postpone or entrust the performance of the activities or the decision making within their responsibility to other civil servants. They shall not refuse the performance of the official duties of the working post assigned to them nor shall reject the orders by the direct superior civil servant, except in the cases stipulated by law.

(2) Respecting office hours, civil servants shall pay special efforts and time to perform the official duties. They shall limit absence from their working post to that strictly indispensable.

(3) Civil servants shall not use the objects or the equipment at their disposal assigned to them for official purposes for private ones. Except in cases of emergency, they shall not use the office telephone or computer equipment for personal needs. Civil servants having company vehicle at disposal shall use the vehicle for performing official duties and shall not transport persons not within the administration.

(4) Civil servants shall conduct correctly towards the other civil servants as well as the employees in the other state bodies.

(5) Civil servants shall pay special attention to the way they dress in order not to cause an impression of indecency or impairment of the reputation of the body in which he/she is employed.

## **Article 12**

### **Conduct in private life**

(1) Civil servants shall avoid activities and conduct in their private life that could diminish the confidence of the public in state administration. They should avoid actions or activities that are in conflict with the legal or ethical norms and that could be a reason for their personal blackmail related to the performance of the official duties.

(2) Civil servants shall avoid situation in which, due to their position in the state administration, they are obliged to perform operations in favour of any person or in which they are subject to inappropriate influence by other persons.

## **Article 13**

### **Public relations**

(1) Civil servants in direct contact with the citizens and the legal entities shall pay appropriate attention to each of their issues and shall provide explanations requested from them pertaining to their conduct and the conduct of the other employees in the body.

(2) When reaching decision about the cases, civil servants shall respect their chronological order and shall not refuse to undertake actions within their responsibility by indicating reasons such as the scope of work to be accomplished or the lack of time.

(3) Without influencing their right to publicly express their opinion, civil servants shall refrain from giving public statements that impair the reputation of the body in which they are employed or of the state administration as a whole.

(4) Civil servants shall not assume obligations or make promises pertaining to their decisions or actions or the decisions and the actions of the other civil servants or the official managing the body in which the civil servant is employed, should it cause or should it confirm the mistrust in the administration or in its independence and impartiality.

(5) Civil servants shall, when preparing written materials and in any other communication, use clear and understandable language.

## **Article 14**

### **Final provision**

This Code of Ethics shall enter into force on the eight day following the day it is published in the "Official Gazette of the Republic of Macedonia".

No. 08-1712  
21<sup>st</sup> November 2001  
Skopje

**CIVIL SERVANTS AGENCY**  
Director,  
Rubin DVOJAKOV, p.s.