

"معا لإحداث ممارسة أفضل لحقوق الإنسان"
Together to create a better practice of Human Rights

المؤسسة الوطنية لحقوق الإنسان
National Institution *for* Human Rights



Code of Conduct and Work Ethics for Staff of the NIHR Secretariat-General *

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Preface

The National Institution for Human Rights (NIHR) is an “independent institution” established under Law No. (26) of 2014 amended by Law Decree No. (20) of 2016, which aims to deal responsibly with human rights issues, enhance, develop and protect human rights, promote its values, disseminate awareness thereof and contribute to ensuring its exercise in the Kingdom of Bahrain.

In view of the nature of the role and mission entrusted to the NIHR, this Code of Conduct is developed to ensure the organization and proper functioning of the staff of the NIHR Secretariat- General, in order to provide public services that are consistent with the aims of the NIHR to all citizens and residents, within the parameters of accuracy, objectivity, integrity, impartiality and diligence, and without discrimination on the grounds of gender, origin, language, religion, doctrine, belief, political affiliation or otherwise.

Article 1

Target group

1. The provisions of this Code of Conduct shall apply to all permanent and temporary staff of the NIHR Secretariat- General.
2. This Code of Conduct shall be a basic reference for measuring the professional performance of staff of the NIHR Secretariat-General while carrying out their duties, as it regulates the professional relations inside and outside the NIHR and constitutes the ethical system of its staff at various levels and locations. Any violation of the provisions of this Code shall subject the violator to disciplinary liability as per the NIHR Personnel Affairs List and the amendments and resolutions thereof.

Article 2

Objectives

1. To establish and promote adherence to behavioral and ethical standards and professional values and norms that are consistent with the nature of the NIHR's work.
2. To promote the principle of equal opportunities as well as the values of integrity and credibility.
3. To create a positive and motivating internal work environment that is based upon respect and professionalism.
4. To harmonize with the public national trend that is based upon following the best practices of integrity and transparency.
5. To enhance the confidence of the public and civil society institutions in the NIHR's work.

Article 3

Values and principles

This Code of Conduct is based upon six basic principles that constitute the minimum core of ethical duties of the NIHR Secretariat-General staff conduct, which are:

1. **Respect of laws:** To perform within the framework of the Constitution and relevant laws as well as the Paris Principles relating to the status and functioning of national institutions for the protection and promotion of human rights and to subject to the legal rules governing NIHR's work, pursuant to the laws, rules, regulations and instructions issued by it.
2. **Impartiality:** To observe equality in dealing with beneficiaries of the services provided by the NIHR, to act in accordance with the facts of the raised issues, to ensure that professional decisions will not be influenced by personal opinions or political, intellectual or ideological affiliations and to avoid private interests when providing the services.
3. **Integrity:** To attempt to maintain and strengthen the necessary trust with all society groups and ensure the integrity of the NIHR and to promote the public interest and the non-use of career to achieve personal interest or take illegal advantage of the job capacity.
4. **Diligence:** To ensure that the work is performed with full accuracy, faithfulness and sincerity, to engage in all activities and works that develop cognitive experiences and skills and to attempt to achieve the highest levels of commitment, sufficiency and affordability.

5. **Confidentiality:** To abide by professional confidentiality with regard to the secrets of the work or the privacy of the beneficiaries of services accessed by reason of employment and not to disclose or use them informally other than as provided by law.
6. **Effectiveness:** To ensure that the NIHR's public funds will not be wasted, misused or used for non-assigned purposes and to manage all forms of available resources in such a way that maintains the public revenues while ensuring the provision of efficient and high quality services.

Article 4

Employee rights

Employee rights are guaranteed under the laws and regulations governing the work of the NIHR Secretariat-General. The NIHR administration shall consider the following:

1. To establish specific and clear terms of reference and tasks for each job.
2. To deal with employees in all matters related to their job status on the basis of worth, merit, competence, competition and equal opportunities.
3. To ensure the standards of justice and non-discrimination against employees.
4. To secure adequate working conditions and provide the necessary equipment in order to ensure the completion of the tasks and responsibilities assigned to them.
5. To provide opportunities for employee training and ongoing development in order to improve their performance and develop their skills and capabilities.

Article 5

Employee obligations

In carrying out their duties, employees shall comply with the provisions of the relevant laws and regulations as well as a number of duties, including:

1. To be present at the workplace to perform the functions entrusted to them and to adhere to the official working hours without delay in attendance and leave.

2. To allocate the official working time to perform their job duties and tasks and complete the projects entrusted to them without delay in such a way that achieves good time management without wasting the time in irrelevant matters.
3. Not to be absent from work or leave without permit from their direct superior and to inform their direct superior in case of inability to be present at work on the same day of their absence, if possible.
4. Not to engage during their tenure in any activity, either directly or indirectly, regardless of being for profit or otherwise, which is incompatible with the NIHR's work and activities and affects, either directly or indirectly, the NIHR's independence and impartiality.
5. To be committed during their tenure not to talk in the name of the NIHR, unless authorized to do so, via various local and international media, social media or political and human rights organizations and bodies that are inconsistent with the NIHR's objectives and terms of reference.
6. To strictly obey and carry out the orders and instructions that are issued to them within the limits of applicable laws, regulations and rules.
7. To build a relationship with their superiors and subordinates that is based upon mutual respect.
8. To respond to the training and job performance development programs that are prepared by the NIHR.
9. To perform the work assigned to them by themselves, communicate with their superiors to accomplish the required work with all honesty, accuracy and proficiency.
10. To achieve optimal use of human and financial resources under their supervision or disposal and to preserve public properties, ensure the non-use of them for private interest and maintain public funds.
11. To refrain from accepting any gifts, bonuses, commissions or services, either directly or by means of mediation, or receiving a sum of money for giving a lecture or participating in an activity officially assigned to them by the NIHR, whether during or after the official working hours.
12. Not to provide any service or work to any entity in personal capacity, either during or after the official working hours, except upon prior written consent of the Secretary-General, by virtue of an official application specifying type and nature of the provided work as well as its time duration.
13. To adhere to official wear during the work hours taking into account the public morals in costumes and appearance.

Article 6

Dealing with co-workers in the NIHR Secretariat-General

In dealing with co-workers, employees shall adhere to the following:

1. To deal with respect, tact and sincerity, to maintain peaceful and amicable relations with all co-workers without discrimination and respect their privacy and to refrain from exploiting any information related to their private lives with the intention of abuse.
2. To cooperate and share opinions professionally and objectively, to provide assistance wherever possible to solve problems in the workplace and to ensure the dissemination of positive attitudes among co-workers in order to assist build-up work performance and improve working environment.
3. To refrain from any immoral behaviors, practices or acts that violate public traditions and ethics.

Article 7

Dealing with the beneficiaries of the service provided by the NIHR

In dealing with beneficiaries of the services provided by the NIHR, employees shall adhere to the following:

1. To deal with transparency, justice, speed and tact reflecting the positive image of the NIHR.
2. To ensure non-discrimination in the provision of services and to adhere to the highest standards of professionalism and impartiality.
3. To take into account the groups that are most needing for care, including people with special needs, elder persons, women, children and patients.
4. Not to directly communicate with the beneficiaries except upon prior approval of the direct official person.
5. To document all correspondences and letters that are directly related to work.

Article 8

Confidentiality and Preservation of Information

In dealing with information and documents relevant to the NIHR, employees shall adhere to the following:

1. To maintain all written and oral information and any materials provided by the NIHR being “confidential information” regardless of the content thereof. The term “confidential information” means all the data and information related to NIHR’s work and personnel complaints, including any technological or accounting programs or registered logos that are owned by the NIHR, which are accessed by employees by reason of their work, including any data on individuals or corporations, and to remain committed thereof after termination of their tenure.
2. Not to disclose, provide or make available, either directly or indirectly, to any person, ministry, company, institution, organization, committee, association or any other entity, the information owned and used by the NIHR, and to undertake to maintain thereof.
3. To preserve the methods, practices and procedures through which the NIHR operates.
4. To inform the direct official person in case of being addressed by any entity or required to give any information related to their work.

Article 9

Conflict of interests

In performing their job, employees shall adhere to a number of points in order to avoid conflict of interests, including:

1. To refrain from engaging in any activity that would lead to a real, apparent or possible conflict between employees’ personal interests on the one hand and their job tasks on the other.
2. To refrain from any activity that would prejudice or damage the reputation of the NIHR or lead to preferential treatment of persons in their dealings with the NIHR.
3. To notify their direct superior in writing in the event of conflict between personal and public interests or if they fall under pressures that interfere with their official duties, and in all cases, public interest shall be considered in dealing with such conflict.
4. To avoid establishing close relationships with individuals or institutions whose interests depend mainly upon their decisions or the decisions of the NIHR.

Article 10
General Provisions

1. Employees shall review this Code of Conduct, understand its content and abide by its provisions in letter and spirit.
2. This Code of Conduct shall be deemed an integral part of the job offer or employment contract at the NIHR.
3. The Secretary-General shall be responsible for supervising the implementation of the provisions of this Code of Conduct.

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