

# **THE GOVERNMENT OF THE REPUBLIC OF CROATIA**

1186

Pursuant to Article 25, paragraph 2 of Civil Service Act (Official Gazette no 92/2005), at the session held on 28 April 2006, the Government of Croatia adopted the following:

## **CIVIL SERVICE**

### **CODE OF ETHICS**

#### **GENERAL PROVISIONS**

##### Article 1

The Civil Service Code of Ethics establishes the rules of good conduct of civil servants, pursuant to the Constitution, ratified and published international agreements, as well as the laws and other regulations of the Republic of Croatia.

##### Article 2

The Civil Service Code of Ethics (hereinafter: the Code of Ethics) contains the rules of good conduct of civil servants in dealing with clients and in the mutual relations with their co-workers.

##### Article 3

The purpose of the Code of Ethics is to introduce the citizens with the behaviour to be expected from the civil servants (hereinafter: servants).

##### Article 4

Servants shall perform their duties in compliance with the provisions of the Code of Ethics.

#### **PROTECTION OF PERSONAL REPUTATION AND CIVIL SERVICE REPUTATION**

##### Article 5

When performing their duties, the servants shall apply the principles of the civil service and the principles of good conduct for civil servants as prescribed by the Civil Service Act and other regulations.

##### Article 6

When performing their duties and conducting in public, the servants shall take care not to diminish their personal reputation and confidence of citizens in civil service.

#### Article 7

When pursuing their private affairs, the servants shall not use official markings or the authority arising from their workplace in civil service.

### RELATION OF CIVIL SERVANTS TOWARDS THE CITIZENS

#### Article 8

The servants shall act professionally, impartially and decently in their relationship with clients. The servants shall apply their expert knowledge in such a way to provide assistance to citizens in the realisation of their rights by acting in compliance with the principle of legality and the principle of public interest protection.

#### Article 9

When communicating to the citizens, the servants shall use Croatian language and their vocabulary shall be understandable.

#### Article 10

The servants shall deal equally with all citizens without discrimination or favour based on the age, race, nationality, ethnic or social group, language or racial background, gender, marital or family status, sexual orientation or on any other basis. They shall take special care of disabled persons and other persons with special needs.

### MUTUAL RELATIONS OF CIVIL SERVANTS

#### Article 11

Mutual relations of servants shall be based on mutual respect, trust, cooperation, decency and patience.

#### Article 12

The servants shall not obstruct other servants in performing their duties. Servants shall exchange opinions and information on individual expert issues between themselves.

#### Article 13

The servants with managerial positions shall encourage other servants on quality and efficient performance of tasks required by civil service, mutual appreciation, respect and cooperation, as well as good conduct with the clients.

## PUBLIC APPEARANCES OF THE SERVANTS

### Article 14

The servants shall take the stand of the state authority in accordance with the regulations, given authorities, expert knowledge and provisions of the Code of Ethics during all forms of public appearances and actions for the purpose of representing the state authority. The servants shall emphasize that they express their own opinion in the public appearances of no concern to the state authority, but in connection with the civil service in general. In case when the servants state their opinion and the opinion of the state authority, they shall be obliged to protect their public reputation and public reputation of the civil service.

## COMPLAINTS ON NON-COMPLIANCE WITH THE CODE OF ETHICS

### Article 15

Citizens and other servants shall be entitled to submit their complaints to the Head of the state authority regarding the conduct of servants that they consider as non-compliant with the Code of Ethics. The complaints shall be considered by the authority's Head and if necessary, the Head shall initiate the proceedings for infringement of the performance of an official duty Regulated by the law, other regulation or ordinance on the state authority's internal operation. The Head, or the person empowered by the Head, shall reply to the complaint no later than within 30 days upon its submission.

### Article 16

Heads of the state authorities shall be obliged to inform once per year, no later than 31 December, the central state authority, in charge of mutual relations among servants, about the submitted complaints in accordance with Article 15 of the Code of Ethics and the proceedings initiated in relation to them. The central state authority in charge of mutual relations among servants shall publish a group report on its web page no later than 31 January of the following year.

## INTRODUCTION OF NEW SERVANTS TO THE CODE OF ETHICS

### Article 17

The Head of the state authority or a person empowered by the Head, shall be obligated to introduce the Code of Ethics to the new civil servants in accordance with provisions of the Code of Ethics.

## PUBLICITY OF THE CODE OF ETHICS

### Article 18

The Code of Ethics shall be published on the visible location in the state authority.  
It shall be published on the web page of the Government of the Republic of Croatia as well as the web page of the all state authorities.

## SPECIAL ETHICAL CODES

### Article 19

When required by special circumstances, the Heads of the state authorities may, with the consent of the Government of the Republic of Croatia, adopt special ethical codes.  
Ethic codes from paragraph 1 of this Article must be made compatible to provisions of this Code of Ethics.

## ENTRY INTO FORCE

### Article 20

This Code of Ethics shall enter into force on the eight day after the day of its publication in the Official Gazette.

Class: 023-03/06-03/04

Ref. no: 5030109-06-1

Zagreb, 28 April 2006

President

**Ivo Sanader, PhD, m.p.**