



جامعة عجمان
AJMAN UNIVERSITY

AU EMPLOYEE CODE OF CONDUCT

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STATEMENT OF PURPOSE

AU's intent in establishing this "Employee Code of Conduct" is to promote ethics, honesty and professionalism within all the levels of the university and amongst its employees. We believe in being an integrated institution where, the action of every employee affects the entire institution and its reputation.

Every employee is obligated to strive for the extension of the University's interests within legal limits, and is responsible for preventing damages or loss of the University's interests. AU expects all employees to abide by this Code in carrying out their duties and functions so as to preserve trust and to ensure the institution's sustainable growth and development.

OUR COMMITMENT

AU is a community of well-trained and highly motivated men and women. We are committed to the ethical treatment of all our stakeholders. As an institution, we are committed to honesty, integrity, fairness, providing a safe and healthy work environment, and respecting the dignity due to everyone.

CODE

"Creating an environment of Trust and Respect for each other is the key to our current and continued success".

CORE VALUES

Staff members should reflect the core values of AU in all activities and across all levels. he/she should advance the core values of AU service excellence, integrity, inclusiveness, social responsibility and innovation; reflect the high standards of competence and ethical conduct; be honest, forthright, impartial, and willing to serve with loyalty.

- Excellence: All AU activities are conducted with strong emphasis on international quality standards.
- Integrity: AU adheres to the principles of honesty, trustworthiness, reliability, transparency and accountability.
- Inclusiveness: AU embraces shared governance, inspires tolerance, and promotes diversity.
- Social Responsibility: AU promotes community engagement, environmental sustainability, and global citizenship. It also promotes awareness of, and support for, the needs and challenges of the local and global communities.
- Innovation: AU supports creative activities that approach challenges and issues from multiple perspectives in order to find solutions and advance knowledge.

OBJECTIVES

- To promote acceptable behaviors.
- To promote high work standards and ethics.
- To provide a benchmark for members to use for self-evaluation
- To establish a framework for professional behavior and responsibilities

APPLICABILITY

Applicable to all the employees of AU – Faculty and Staff Members.

EXCEPTION

There shall be no exceptions to this policy. All exceptions and deviations to this Policy will require the approval of the management.

OFFICE DECORUM

Office Decorum is about conducting oneself respectfully and courteously in the workplace. All employees are representatives of the institution and are expected to be courteous while attending to students, visitors, vendors, and on official phone calls and online communications.

OFFICIAL MOBILE / PHONE USAGE

Any local, country-wide or international dialing facilities will be selected based on approvals to those who are required to make official calls on regular basis. This facility is intended to be used only for official purposes and employees are discouraged to provide office numbers to other agencies related with personal matters. Engaging the phone lines for long durations and utilizing the office phones for personal work shall be avoided.

While employees can bring their personal mobile phones inside the University premises, they are to be used in a manner that does not create disturbance to others. Engaging in personal calls using mobile phones for long durations, during office hours, shall be avoided.

OFFICIAL INTERNET USAGE

Internet access and the use of e-mail have a limited official purpose. The term "official purpose" includes use of the access by employees for their learning and development activities and facilitation of official information-sharing. An employee shall not download and share the official internal and confidential documents available in the official shared folders or office intranet to any unauthorized person/ agency.

The employee shall not use this service to access the following categories of websites, but not limited to:

- a. Chat and Instant Messaging
- b. Social Network Services – for personal purposes.
- c. Gambling, Stocks and Shares
- d. Peer to Peer File Sharing
- e. Adult/Sexually Explicit Material
- f. Personals and Dating
- g. Violence, Intolerance and Hate

Employees may access certain blocked sites with written permission if appropriate and necessary for official, educational and business purposes.

DRESS CODE

All AU faculty/ staff members are expected to present a professional, business like image to clients, visitors, customers and the public.

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Faculty and staff members are advised to get dressed in a conservative way and out of respect to the cultural and religious traditions of the United Arab Emirates. Casual Wear (like Bermuda shorts/slippers and dresses with prints of abusive language/pictures) must be avoided at all times.

All staff members must carry or wear AU identification card at all times while at work.

UNIVERSITY PROPERTY

All employees are responsible for the maintenance and accountability of all university property owned or rented. Any damage to equipment, accessories, and décor of the university would be considered as negligence and may be dealt with appropriate disciplinary action.

PROMOTE A POSITIVE WORK ENVIRONMENT

All AU faculty and staff members deserve a work place where they feel respected, satisfied, and appreciated. All employees shall pledge to conduct themselves in a moral, ethical, and beneficial manner in all aspects of their business activities. Following are few guidelines:

A. MUTUAL RESPECT

At AU, we emphasize teamwork, dignity, mutual respect and we encourage all interactions to be fair and courteous. Respectful behavior includes acts such as treating stakeholders with courtesy and honor, having an open mind by listening and acknowledging different opinions, and respecting the dignity, privacy and freedom of all.

B. RESPONSIBILITY

All AU employees have a responsibility to AU's students, clients, vendors, co-workers, business partners, institution and themselves. Responsibilities include providing a timely and high-quality services, working collaboratively and meeting all performance expectations.

Employees are also expected to ensure that their actions comply with and are within the meaning and intent of all applicable laws and regulations. They must also ensure that their actions have no unfavorable effects on society.

C. TRUSTWORTHINESS

AU employees must maintain mutual trust and confidence in all their relationships; with AU's students, co-workers, supervisors and clients. Behaving in a manner that sustains the other stakeholders' trust and reinforces the reputation of the university. It means thinking independently, acting objectively, and demonstrating sound judgment.

D. WORKING WITH COLLEAGUES

The Tenets of the Code of Ethics are based on shared values and shared responsibility to uphold them. We have an obligation to exercise fairness in dealing with others and to provide support and assistance when required. This can be by giving proper credit to other's contributions, giving and accepting other's professional criticism, and competing fairly.

E. WORKING WITH OTHER STAKEHOLDERS

It is of vital importance that all AU employees abide by the highest ethical standards when dealing or interacting with other stakeholders. Doing so ensures that AU not only provides services of the highest quality, but also creates a business environment that reflects its fundamental beliefs including integrity, confidentiality and responsibility.

F. DEGREE OF EMPOWERMENT AND CONFLICT RESOLUTION

Every role that is designated at AU has its clear channels of Responsibilities and Authorities. This decides the degree of empowerment provided to each Role.

In cases of conflict, its resolution will follow the below given process:

Conflict resolution mechanism at team level

- A. In such cases, the issues should be addressed at the lowest level at which resolution can be reasonably expected, that is, at Team level.
- B. If the conflict cannot be resolved at the lower level, the same is addressed at the higher level (Reporting Manager) through Team meetings. In these team meetings, Reporting Manager shall take a mutual decision with consensus of team members.
- C. If the conflict is not resolved, even at the Manager level, then the guidance of Human Resources representative is to be sought.

Conflict resolution at institutional level

1. In cases of conflicts at the Institutional level, employees should approach their immediate reporting manager or the Human Resources representative.
2. If the conflict is not resolved at the Reporting Manager or Human Resources representative level, it will be escalated to the Cabinet Member.

MISCONDUCT AND DISCIPLINARY ACTION

The University shall take appropriate disciplinary action if a faculty member or professional staff is found to be involved in a case of misconduct such as, but not limited to the following:

- A. Refusal to carry out the duties required by his/her position or refrain from abiding by the instructions under or stipulated under the employment contract, which are issued by the superior or the person in charge.
- B. Unauthorized distribution of literature in the work area or posting on institution property.
- C. Racial or sexual harassment or any other form of harassment to any student, employee or visitor to the University.
- D. Absence without permission.
- E. Committing any act that might infringe an article of the contract or violate the regulations and policies issued by the University from time to time regarding safety and security.
- F. Disturbing the safety equipment, or acting in a manner that threatens the rules of safety and public health in the workplace or hindering the employees from carrying out their duties properly.
- G. Falsification of any reports, reports pertaining to absence from work, and communications or records including personnel and production records.
- H. Threatening, intimidating, coercing or interfering with any person on AU premises at any time.
- I. Gaining unauthorized access to institution records and files whether they are locked or otherwise.
- J. Theft of any property on institution premises.
- K. Submission of false certificates and documents.
- L. Professional negligence, which causes material or moral damage to the University.

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- M. Intentional breaching of the internal published policies and regulation of the University.
- N. Divulging a professional secret.
- O. Any substance abuse.
- P. Offence or violation of the moral ethics of the UAE society.

Employee Misconduct cases shall be dealt with as follows:

- A. All misconduct, violations or complaints should be addressed to the Chancellor's Office;
- B. The staff member who has committed a transgression shall appear before a committee to be formed as per a decision from the Chancellor or his authorized representative. The committee composed of three or more members shall investigate the facts referred to it by the Chancellor or his authorized representative.
- C. These investigation sessions shall only be considered valid when attended by all members of the investigation committee. The recommendations of the Committee must have the concurrence of the majority. On equal terms, the Chancellor's recommendation shall be favored. However, a recommendation for contract termination shall only be issued with the agreement of all committee members.
- D. The employee may challenge the decision issued against him/her in a letter addressed to the University Chancellor or his authorized representative within a maximum of seven working days, as per the University academic calendar, effective from the date of being notified orally or in writing. Otherwise, the decision shall be final and irreversible.
- E. The appeal shall not be accepted in form unless it is filed within the legal period and meets one or more of the following conditions:
 - a. Failure to observe the investigation procedures provided for in the University Compliance Policy.
 - b. Emergence of previously unknown evidence that may have an impact on the content of the decision.
 - c. The disproportion between the violation and disciplinary penalty.
- F. If the appeal form is accepted, the Chancellor or his authorized representative shall form another committee to consider it, if necessary. The Committee shall then submit its recommendation to the Chancellor or his authorized representative to take the appropriate decision, and that shall be final.

NO RETALIATION

This policy prohibits retaliation, harassment, or other adverse action because of making a complaint, assisting in an investigation, opposing harassment or otherwise exercising rights protected by UAE Labor Law.

MULTICULTURES

AU values and respects its rich multicultural heritage. The university wholeheartedly engages in cultivating an understanding and mutual acceptance of cultural diversity existing amongst its community. Multi-cultural-ism demands that AU community uses empathy and intuition to understand the other's point of view, seek the common ground, and also that understand there are many cultures within any given culture. AU community also supports an environment free from favoritism, bias, fear, coercion, discrimination or harassment.

PREVENTING HARASSMENT

AU is committed to ensure that the work environment is conducive to fair, safe and harmonious relations between employees. Discrimination and harassment of any type are strictly prohibited. Violations of this policy will not be tolerated.

Behavior that targets another, because of his or her background, language, religion, gender, age, national origin, marital status, political views, disability, should not be tolerated. Such verbal or physical conduct that unreasonably disrupts another student/co-worker in his or her work is considered as harassment. AU employees have the right to be free from improper or offensive conduct at work.

Conduct constitutes harassment when:

- A. It has the purpose or effect of creating an intimidating, hostile or offensive working environment; or
- B. It has the purpose or effect of unreasonably interfering with an individual's work performance or
- C. It is otherwise adversely affecting an individual's employment.

A complaint or report of harassment will be immediately investigated and appropriate action will be taken against the offending employee or employees. Such action will depend on the nature and seriousness of the offense and will include strict disciplinary action including termination of service.

If an employee experiences/observes workplace harassment, they should report the incident to the Reporting Manager and or the Office of Human Resources.

STEER CLEAR OF CONFLICTS OF INTEREST

Playing favorites or having conflicts of interest - in practice or in appearance – is against the fair treatment to which all AU employees are entitled to. Employees must avoid any relationship, influence, or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their job. When in doubt, they should share the facts of the situation with their supervisor.

A conflict of interest can arise in day to day transactions such as with suppliers, banks, insurance companies, and people in other institutions with whom we contact and make agreements.

The following actions and conditions are specifically prohibited, but are not intended to enumerate all actions or situations which might be avoided:

- a. Working for any of the groups mentioned above and others for personal gain.
- b. Employee should not have any direct interest in any company or institution which competes with AU, which sells or supplies to, or buys any products or services from AU.
- c. Borrowing from, or lending money to, individuals representing institutions with which business dealings are conducted.
- d. An employee should not borrow money or accept advances or other personal payments or gifts or entertainment, from any company or firm (or any person acting directly or indirectly for any company or firm), which has transactions or any type of business relations with AU, as described above.
- e. Any situation involving a possible conflict of interest, which arises in relation to the above outlined policies, must be brought to the attention of the employee's immediate supervisor or manager for possible action.

WORK SAFELY: PROTECT YOURSELF & YOUR FELLOW EMPLOYEES

AU is committed to providing a drug-free, safe, and healthy work environment. Each employee is responsible for:

- 1. Compliance with environmental health, and safety laws, regulations, and related university policy (EHS Policy).
- 2. Observing posted warnings and regulations.
- 3. Reporting immediately to the appropriate management any accident or injury sustained on the job, or any environmental or safety concern they may have.

ANTI-BRIBERY AND CORRUPTION

AU conducts its business in a legal and ethical manner. University officers, employees, other members of the University and any other associated person acting on the University's behalf are responsible for acting honestly and with integrity by ensuring that their activities, interests and behaviors do not conflict with these obligations, regardless of their seniority. This policy requires that staff must not either directly or indirectly:

a) Offer, give, solicit or accept any bribe, either in cash or any other form of inducement, to or from any person or company, wherever they are located and whether they are a public official or body, or private person or company.

b) Gain or retain any commercial, contractual or regulatory advantage through unethical or illegal means when conducting business on behalf of the University or its subsidiaries.

Staff and associated persons must understand and strictly comply with the U.A.E. Labor law and its amendments.

GUIDELINES

This policy applies to all of the University's activities and operations and to all of its dealings and negotiations with third parties in all countries in which its employees operate and/or collaborate. All employees and individuals working on behalf of, under contract from or in collaboration with any part of the University or with its employees are required to comply with this policy.

The University has a zero tolerance approach to bribery and corruption and as such, all forms of bribery and corruption are prohibited. A bribe does not actually have to take place – just promising to give or agreeing to receive a bribe is prohibited.

The University will address risks of bribery by ensuring adequate and proportionate measures are developed and implemented to mitigate them.

Arrangements with third parties will be subject to clear contractual terms, including specific provisions requiring them to comply with minimum standards and procedures relating to bribery and corruption. The University will not engage, or continue business with, any individual or third party who we know or reasonably suspect of engaging in bribery or corruption.

No staff member or associated person will suffer penalty or other adverse consequences for refusing to pay bribes even if a refusal may result in loss of business or a delay in proceedings. The prevention, detection and reporting of bribery are the responsibility of all staff. They should raise any concerns or allegations of bribery or corrupt activity with their Head of Unit or report any such concerns to AU Management.

The University will ensure it takes appropriate action in response to any reported incidents of bribery or corruption. Failure to comply with this Policy will lead to disciplinary action and proven allegations will lead to disciplinary action resulting in summary dismissal.

In relevant cases the police will be informed as certain offences carry criminal liability for individuals concerned and sanctions include significant fines and/or imprisonment.

ANNEXURE A: HARASSMENT DEFINED

A broad definition of sexual harassment consists of any physical or verbal behavior and any form of communication that has unnecessary, improper or unwelcome sexual implications. Sexual harassment may vary in form depending on circumstances. It may consist of, but not be limited to, any of the following:

- A. Unwelcome sexual advances, requests for sexual favors, display of sexual visuals, sexual audios, pornographic or obscene material and any other verbal or physical conduct of a sexual nature;
- B. Transmitting any message, by mail, telephone/ mobile, email etc. which is obscene, lewd, suggestive or blatantly sexual in nature;
- C. Any explicit or implicit communication wherein a sexual favor or demand, whether by words or actions, is made a condition for an individual's employment, career progress, promotion etc. thereby creating a hostile environment;
- D. Jokes or remarks and behavior which have sexually oriented innuendoes;
- E. Consistent pattern of unnecessary physical contact, staring or targeting unreasonable attention at an individual in day to day dealings;
- F. Any pervasive pattern of behavior which makes employees uncomfortable, insecure or feel humiliated or disadvantaged on the basis of gender differentiation;
- G. Harassment other than Sexual Harassment, are verbal or physical conduct that denigrates or shows hostility or aversion to an employee because of gender, race, color, religion, age, national origin, political views, disability, marital status or any basis prohibited by law when such conduct has the purpose or effect of unreasonably interfering with an employee's work performance, creating and intimidating, hostile, or offensive work environment, or otherwise adversely affects an individual's employment opportunities.
- H. Harassment may include, but is not limited to, verbal abuse, ridicule, including slurs, epithets, and stereotyping, offensive jokes and comments; threatening, intimidating, or hostile acts; and displaying or distributing offensive materials, writings or pictures.

As mentioned above, this is an indicative but not an exhaustive list of possible forms of harassment.