



The code of conduct and ethics in American University of Madaba 2019

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Article (1): This code is called "code of conduct and ethics in American University of Madaba and operates from the date of approval of the Board of deans at the University.

Article (2): The following terms be wherever in this code have the meanings assigned to them as follows, unless the context indicates otherwise:

The University: American University of Madaba.

President: University President

Employee: University working either academically or administratively or technically.

Student: Any student of the university.

System: System of the faculty or staff of the University.

Department: Any department of the university.

Article (3): The effectiveness of this code

- a. This code takes effect on all employees of the university.
- b. Every employee must sign a document that they would commit to this code. A copy of the commitment should be kept in the job file of every employee.
- c. This code is based on the foundations and principles of Justice, equality of opportunity, transparency, accountability, professionalism, impartiality, sense of belonging to the homeland and the University and the determination to accomplish the latter's mission and goals, and take responsibility. The employee should be committed to the rules of this code in addition to the foundations and principles underlying it.
- d. Any breach of the provisions of this code entails accountability and disciplinary actions and sanctions in accordance with the provisions of the regulations in force at the University.

Article (4): This code aims at:

- a. Establishing ethical standards, rules and basic principles of job ethics, values and culture of high professionalism among the staff of the University and entrenching the bases of good practices and rational wisdom through raising the consciousness of the employees and orienting them towards good career ethics and self-discipline frameworks that govern the workflow and which is consistent with current effective laws and regulations, and through clarifying their duties and responsibilities and their roles in improving the services and strengthening the credibility of the University.
- b. Enforcing the sense of trust among the beneficiaries of the University's services and increasing the respect and appreciation of its role in providing services in the best possible way.

Article (5): Employees' responsibilities and duties:

- a. Employees are required to perform their job duties and tasks actively and to seek honesty, integrity, precision and professionalism and impartiality to the maximum of its possibilities, and to serve only the goals and objectives of the University and the public interests.
- b. To ensure familiarity with the laws and regulations in force and applying them without any bypassing, violation or negligence.
- c. To devote official working hours to perform the tasks and duties of their job, and to refrain from doing any other different activity.

- d. To constantly seek means to improve performance and develop professional abilities and explore latest information in their respective fields of work and their respective departments, and make suggestions on ways to create and sustain healthy work environment.
- e. To refrain from any actions or practices violating etiquette and ethical conduct, and to refrain from abusing political opinions or religious beliefs of others inside or outside the University or incitement against them.
- f. To facilitate investigation and inspection by specialized authorities by all possible means and to provide information and answer questions in their possession to responsible investigators and inspection missions, in accordance with the laws and regulations in force at the University.
- g. Not to strike or incite others to strike. And to refrain from organizing mass petitions on the jobs or subscribe to organize such activities whatever were the underlying reasons and motives. Employees should follow means of
- h. Paying all the money the employee owes the university in accordance with the laws and regulations in force in the University without delay.

Article (6): Dealing with others

a. Upon dealing with those receiving services the employee should,

1. Respect the rights and interests of others without exception, dealing with the public with respect, tact and civility, neutrality, impartiality and objectivity without discrimination based on race, gender or religious or political beliefs, social status or physical status or age or any form of discrimination.
2. Seek to gain trust of the public through integrity, responsiveness and good behavior in all its work in accordance with the laws and regulations and the instructions in force.
3. Complete transactions required at the speed and precision required and within their respective jurisdiction, and to answer inquiries and complaints of their service recipients accurately, objectively and quickly, and explain reasons that caused transactions were not approved or delayed.
4. Provide information required for the service recipients on the work and activities of their concerned departments accurately and quickly without deceiving or misleading and according to the legislations in force, and guide them to the complaints mechanism in case they wish to file complaints to the authorities concerned.
5. Give priority of attention and care for people with special needs and to provide aid and assistance to them on the basis of equality.
6. Treating documents and personal information on individuals with confidentiality and in accordance with relevant laws and regulations, and not to exploit this information for personal purposes.
7. Refrain from any action that adversely affects public confidence in the university.

b. In dealing with his superiors, a staff member:

1. Abide by the orders of his superiors, guidance and instructions according to the administrative hierarchy, and if those orders and instructions were contrary to legislations in force, the employee should inform his superior in writing on the misconduct. They should not commit to implementing the orders and instructions concerned unless implementation is confirmed by the superior in writing, and in this case they should report the misconduct to University administration, and in all cases the employee should refuse to execute instructions if the violation included is considered a misdemeanor or felony punishable under the penal code or any other legislation in place.

2. Dealing with their superiors with respect and not try to make any preferential treatment through deceit or patronage.
3. Not deceive or mislead their superiors and refrain from concealing information related to work with the aim of influencing the decisions taken, or impeding the workflow. They should cooperate with their superiors and provide opinion and advice and expertise objectively and truthfully, and put information they possess in the interest of good work.
4. To inform their superiors on any misconduct or difficulty they face in their work.
5. To keep their new direct boss fully and accurately aware on subjects and documents including those dangling uncompleted in order ensure continuity of work.

c. Regarding interaction with colleagues employees should,

1. Deal with respect, tact and honesty with their colleagues, and maintain healthy and friendly relationships with them without discrimination and be keen to respect their privacy and refrain from exploiting any information about their private lives with the intention to offend.
2. Collaborate with colleagues and share high professional and objective opinions with them and provide assistance wherever possible to solve problems facing them, and be careful to spread the positive attitudes among colleagues to help improve work performance and improve the work environment and correct institutional culture each in the respective department.
3. Refrain from any behavior or immoral acts or practices that may violate public morals and ethical conduct, and the obligation of men to respect women as a colleague, business partner, and vice versa.

d. Regarding interaction with subordinates, staff members should:

1. Develop capacities of those working under his supervision and motivating them to improve their performance, and to be a good role model for subordinates to work on compliance with laws and regulations in force.
2. Transfer of knowledge and experience to their subordinates and encourage them to increase information exchange and knowledge transfer among themselves.
3. Supervising and objectively evaluating those working under his/her supervision and provide training opportunities on compliance with laws and regulations in force.
4. Reject any pressure from a third party leading to treating subordinates in preferential ways.
5. Respect for the rights of subordinates and collaborate with them professionally without favoritism or discrimination.
6. Be written subordinates instructions if you receive written notice from his subordinate that his orders or instructions issued by the violation of the legislation in force.

h. Regarding interaction with students:

1. Dealing with students on the basis of Justice and equality and avoids favoritism and nepotism.
2. Teaching and training of students for their cognitive skills and patience and perseverance, and directing students to the departing from dependency and directing them to rely on themselves in the study and scientific research.
3. Taking care of students and guiding them and encourage them to be good citizens and able to achieve progress and prosperity of the homeland and supreme values in all honesty and sincerity.
4. Guiding students to free and creative thinking by seeking to use intellect and sound logical scientific methods.
5. To be a role model for the students in his behavior and his actions in his modesty and manners.
6. Refrain from accepting gifts and benefits from students to prevent defamation of the employee, and to preserve the integrity of his character inside and outside the University.

7. To commit to objectivity and impartiality in dealing with students, colleagues and superiors and staying away from cliquish, tribal, regional, racist and partisan practices and be careful not to stir such divisions.

Article (7): Maintaining secrecy of information disclosure mechanisms, the employees should,

1. Non-disclosure of official information and documents and the documents obtained or accessed while on the job, whether in writing or orally or electronically, and on which special confidentiality instructions or decisions or legislations have been issued so that they must be kept hidden in nature, even after the end of their terms of service, except when they obtain written approval from the President in that regard.
2. Refrain from making any comment or statement or intervention on topics still under study or deliberation.
3. Inform the University administration if they are summoned to testify in courts, unless the testimony concerns information that cannot be shared by law and in compliance with applicable laws and regulations.
4. Fully and accurately disclose all official information that requires disclosure because of the nature of their job.

Article (8): Accepting or requesting gifts and privileges and other benefits:

1. Employees should not to accept or ask for any gifts or hospitality or other benefits of any kind, whether direct or indirect as those may have a direct or indirect impact on objectivity in carrying out his duties or that will affect his decisions, or had compelled him to commit to something meeting
2. when the employee is in a State where they cannot refuse gifts, hospitality or other benefits not included in paragraph (a) of this article, or when they believe that the acceptance of certain types of hospitality would do well to the University, the employee should notify their direct supervisor in writing. The supervisor then should inform the employee in writing whether the gifts, hospitality or other benefits should be rejected or kept by the University, or be donated to a charity, or left for the employee concerned to decide on what to do with it.
3. The University opens a record of the gifts given listing the incoming presents in paragraph (b) of this article and how to treat them; whether to retain them in the University or giving them away or keeping them by the employee.

Article (9): Employees' Conflict of Interest

1. Employees should refrain from any activity that would lead to real, apparent or possible conflict between their personal interests on the one hand and their job responsibilities and duties on the other.
2. Employees should refrain from performing any actively that does not fit their objective and impartial performance of their tasks, or it could lead to preferential treatment for ordinary or well-defined persons upon dealing with the University, or it could hurt the reputation of the University or jeopardize its relationship with the public.
3. Employees should immediately inform their direct supervisor in writing in the event of a conflict of interests with anyone during their work for the University, or in the event of a conflict between personal interests and the interests of the University, or if they experience pressures that may interfere with their official tasks, or raise doubts about the objectivity that should guide their proper performance. They should clarify the nature of the relationship and the kind of conflict. The direct supervisor should then undertake the required procedures. In all cases, employees should consider the interests of the University upon dealing with this conflict.
4. Employees should not use their job directly or indirectly for financial gains or anything of value to the private interest of them or their families.

5. Not use or employ information obtained while performing official functions after his work at the University, as a means of personal benefits for oneself or others directly or indirectly, or to offend others, and do not disclose information to give the privilege of being unfair or unreasonable to others.
6. Employees should obtain the required warranties and approvals in accordance to relevant current laws and regulations, in case they wish to participate in fundraisings, prizes or contributions in kind to charitable institutions. Their direct supervisor has the authority to order the employees to reduce, adjust, or terminate any activities upon noticing that such doings may result in real, apparent, or possible conflict of interests.
7. Employees should avoid close relationships with individuals or organizations whose interests depend primarily on decisions of their circle department.
8. Direct supervisors should inform the employees intending to leave their jobs about the commitments included in this article.

Article (10): Employee's Praiseworthy, Merit, Competitiveness and Fairness:

1. Employees should follow relevant procedures upon selecting, recruiting, training, promoting , rewarding, assessing, transferring or seconding personnel or any other matters related to their jobs with absolute transparency and integrity freed from any considerations related to kinship or friendship or concepts of personal gain, without any discrimination based on gender, race, age, religion, following principles of competitive merits and praiseworthy with full compliance with the terms and procedures adopted.
2. Inform the Chair in writing of any laws and regulations and the instructions window that have seen it during his work in the area of selection, appointment, promotion, training, performance appraisal and the like, and to validate superior communication and take action with stakeholders to ensure Rectified in accordance with laws and regulations and deliberate actions.
3. Abstain altogether, whether directly or indirectly, from preferential treatment to anyone through connections, favoritism or patronage.

Article (11): Maintaining University's Property:

- a. Employees should maintain the University's money, properties, rights and interests and not give up on any of its right and report their direct supervisors on any abuse, neglect or action that may hurt it.
- b. Employees should not use University's property for private gains or for promotion of goods or services for personal benefit or the benefit of a third party.
- c. The employee who is provided with a computer:
 1. Take all necessary actions to maintain the computer.
 2. Do not download soft wares on the machine only after necessary reviewsThe information technology center at the University.
 3. Make sure to turn the machine engine off before leaving the workplace.
 4. Maintaining the confidentiality of the information on their devices through use of passwords and not disclose them to others.
 5. Do not use the device for entertainment and not to download games and entertainment programs.
 6. Not to get into other people's computers and try to get information from them.
 7. Use the device for the purpose of developing skills and abilities in line with the interests of their jobs.
 8. Do not use the device for doing personal work.

9. Rationalize the use of printers as much as possible.
- d. The employee who has access to the Internet should:
1. Commit to use it for purposes related to their jobs, including for the purpose of developing abilities and skills related to the nature of their work and in the interest of official work.
 2. Follow the terms and requirements of the intellectual property rights to the files and programs and paying attention to conditions of their license of their use.
 3. Consult the department concerned with information systems immediately upon noticing any abnormal things in the uses of the Internet.
 4. Do not download text and images which contain immoral or racist, or containing extremist political views or incite violence and hatred, or any illegal activities.
 5. Do not download files that are not related to the nature of their work directly such as videos and multimedia files, movies, songs, or music and the like.
 6. Do not use the device and the Internet to try to engage and compromise other networks, and not to use the Internet to send confidential or political material containing threats and harassment to others.
- e. A staff member who dedicates his email address:
1. Do not use email to create and distribute messages containing promotional materials, personal, or immoral, or those involving extreme political views or racist comments about religious beliefs and practices, gender, age or race, and if any message of this kind from any employee arrives the employee must inform that the department of information systems directly.
 2. Not to send messages that arrive and contain jokes or pictures or movie files and oversized images
 3. Not to redirect incoming messages that may contain viruses or files had suspected viruses, employees must in this case seek the help of the department of the information systems.
 4. Not to open any incoming messages that are unknown or unpredictable, even if the message is from someone known to the employee, as well as not to open or download any files attached to the suspected source.
 5. Use email to develop abilities and skills according to job requirements

Article (12): The University's obligations (duties) toward the employees:

- a. To clearly define the tasks and responsibilities of the employees what they are expected to accomplish.
- b. To deal with the employees in all matters related to their job conditions based on praiseworthy, merit and competitiveness and equal opportunities.
- c. To secure good and safe working conditions, and ensure that no discrimination could occur against them on their job sites.
- d. To provide appropriate training and ongoing opportunities to improve job opportunities and career support in accordance with the provisions and regulations in force at the University and as appropriate.
- e. To guarantee freedom of opinion and expression in the context of legal provisions and in accordance with the provisions of this code.
- f. To ensure right to grievance or complaint on any wrong decision taken against them in accordance with the provisions and regulations.

Article (13): General Regulations:

- a. The employee must see this blog and its contents and abide by its provisions.
- b. On College staff and recipients of services to access this blog.

I the undersigned..... , have read and understood the code of conduct for employees in the University "and will commit to implementing them and I am aware that I bear all responsibility in case of violating the code items listed above.

Signature:..... Date:/.....