THE EASTERN CAPE
OFFICE OF THE PREMIER

CODE OF ETHICS FOR
THE EASTERN CAPE
PUBLIC SERVICE

The Leader in Excellence at the centre of a coherent, pro poor Provincial Administration
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preamble</td>
<td>4</td>
</tr>
<tr>
<td>Acknowledgments</td>
<td>4</td>
</tr>
<tr>
<td>Pledge</td>
<td>5</td>
</tr>
<tr>
<td>Core Values</td>
<td>6</td>
</tr>
<tr>
<td>Vision and Mission</td>
<td>7</td>
</tr>
<tr>
<td>Mandate</td>
<td>8</td>
</tr>
<tr>
<td>Purpose</td>
<td>8</td>
</tr>
<tr>
<td>Ethical Code</td>
<td>8</td>
</tr>
<tr>
<td>Pursuit of Excellence</td>
<td>9</td>
</tr>
<tr>
<td>Loyalty to Government</td>
<td>10</td>
</tr>
<tr>
<td>Diligence</td>
<td>10</td>
</tr>
<tr>
<td>Impartiality</td>
<td>11</td>
</tr>
<tr>
<td>Integrity</td>
<td>12</td>
</tr>
<tr>
<td>Accountability to the Public</td>
<td>14</td>
</tr>
<tr>
<td>Respect for the Law</td>
<td>14</td>
</tr>
<tr>
<td>Proper use of official information</td>
<td>16</td>
</tr>
</tbody>
</table>
PREAMBLE
The Code of Ethics for the Eastern Cape Public Service serves as a guide that informs all public employees of the core values that should constitute the bedrock of our behaviour. The Code of Ethics seeks to promote pursuit of excellence, loyalty, diligence, impartiality, integrity, accountability, respect for the law and proper use of official information. It is an expression of the Provincial Government’s commitment to offer services fairly, equitably, honestly, responsively and without bias.

The Provincial Administration urges all public servants in the Eastern Cape Province to ensure that their conduct conforms with these basic values and principles governing public administration and that they acquaint themselves with the Code of Ethics.

ACKNOWLEDGEMENT
The Provincial Administration wishes to acknowledge organizations and institutions that assisted in the development of this document, namely:

• The Regional Office of the Public Service Commission for providing valuable inputs in improving the quality of the document.
• The Regional Office of the Public Protector contributing to the development of this document with critical inputs.
• Employee organizations and labour unions who took part in the formulation of the document through the Eastern Cape Bargaining Council.
• The staff of the Provincial Anti-Corruption Unit – Office of the Premier in the process of researching and drafting the final document.
• Members of the Provincial Anti-Corruption Council for their guidance and support in developing the idea of a Code of Ethics for the Public Service and making it a living document.
Eastern Cape Provincial Administration
Public Service Ethics Pledge

As a public servant of the Province of the Eastern Cape, I am firmly committed to the code of Ethics for the Public Service and therefore promise to serve our people with loyalty, respect, dignity and integrity.

I shall put people first in carrying out all my duties, and will respond to their needs through consultation and participation. I commit myself to offer services, fairly, equitably, honestly, responsively and without any bias. I shall also ensure a high level of transparency and openness in providing accessible, accurate and reliable information to our people at all times.

I will not accept any advantage, gifts or benefits that might be seen to prejudice my position or lead to conflicts of interest. I am prepared to honestly explain and be accountable for any action undertaken in the line of duty and will use official facilities and equipment economically, effectively and efficiently.

I will strive for creativity and innovation and observe standards of service which are relevant, achievable, realistic, measurable and transparent, in order to promote the welfare of our people. I will furthermore make individual and team performance count when it matters by leadership and example.

This is my pledge to the people of the Eastern Cape Province.
CORE VALUES

- Pursuit of Excellence in Service
- Proper Use of Official Information
- Respect for the Law
- Diligence
- Intensity
- Impartiality
- Loyalty to Government
- Accountability to the Public
VISION

An Eastern Cape Government that is corrupt-free and geared towards accelerated service delivery.

MISSION

• To promote a culture of integrity and to restore confidence in the fight against corruption.

• To foster and promote professional ethical standard through training.

• To encourage whistle blowing and reporting, and strengthen measure to protect all persons from victimization when they expose corrupt and unethical practices.

• Ensuring effective implementation of the Public Service Anti-Corruption Strategy.
MANDATE

This code has been developed by the Office of the Premier, Eastern Cape Provincial Administration in pursuance of the provisions set out in terms of Section 195 (1) (a) of the Constitution of RSA Act no.108 of 1996 which requires that “a high standard of professional ethics must be promoted and maintained in Public Administration generally.”

PURPOSE

The main purpose of the code is to promote ethical behaviour, exemplary conduct and practices by the public servants in the quest to achieve service excellence and desist from corruption or any unprofessional conduct.

CORE VALUES FOR THE CODE OF ETHICS

In order for the Public Service to be efficient and respected, public servants shall behave, conduct and observe these core values as stipulated herein below:

- Pursuit of Excellence in Service
- Loyalty
- Diligence
- Impartiality
- Integrity
- Accountability
- Respect of Law
- Proper use of Official information
1. PURSUIT OF EXCELLENCE IN SERVICE

Public Servants shall find it their responsibility to provide excellent services. In so doing, they shall:

1.1. Be knowledgeable of and respect this Code of Ethics;
1.2. Adhere to set targets to achieve the highest standard of performance and improved service delivery;
1.3. Be creative, innovative and strive to improve performance by enhancing knowledge and skills;
1.4. Exercise good leadership by promoting team work;
1.5. Maintain personal hygiene, dress in respectable attire in accordance with acceptable office norms;
1.6. Create an environment conducive to learning;
1.7. Avoid the use of abusive and rude language;
1.8. Giving due weight and consideration to official view submitted by all employees;
1.9. Regularly holding meeting;
1.10. Promoting fair assessment of performance;
1.11. Recognizing and where possible, rewarding outstanding performers and sanctioning poor performers; and
1.12. Respecting colleagues, their rights including their right to privacy especially when handling private and personal information;
2. LOYALTY TO GOVERNMENT

2.1 Public Servants shall be loyal to the duly constituted Government of the day.
2.2. Public Servants shall therefore implement policies and lawful instructions as contained in all statutory and other prescripts;
2.3. Public Servants shall strive to be familiar with and abide by all statutory and other institutions applicable to his or her duties;
2.4. Public Servants shall report to the appropriate authorities any conduct or act which is prejudicial to public interests;

3. DILIGENCE

Public Servants shall endeavour to perform their duties diligently by maintaining the highest standards of discipline.

They shall demonstrate their sense of responsibility by ensuring that they:

3.1. Use their skills, knowledge and expertise to attain maximum results;
3.2. Execute duties and assigned responsibilities with maximum standards and within required timeframe;
3.3. Desist from any conduct which might impair work performance.
3.4. Are to work at any duty station; and
3.5. Are punctual in terms of office hours at workplace and official engagement.
3.6. Are creative in thought and in the execution of their duties, seek innovative ways to solve problems and enhance effectiveness and efficiency within the context of the law.
4. IMPARTIALTY

4.1. Public Servants will serve the public in an unbiased and impartial manner in order to create confidence in the Public Service;

4.2. Public Servants shall be polite, helpful and reasonably accessible in his or her dealings with the public, at all times treating members of the public as customers who are entitled to receive high standards of services;

4.3. Public Servants shall have high regard for the circumstances and concerns of the public in performing his or her official duties and in the making of decisions affecting them;

4.4. Public Servants shall not unfairly discriminate against any member of the public on account of race, gender, ethnic, or social origin, colour, sexual orientation, age, disability, religion, political persuasion, conscience, belief, culture or language; and that

4.5. Public Servants shall refrain from party political activities in the workplace

4.6. Public Servants shall not abuse his or her position in the Public Service to promote or prejudice in the interest of any political party or interest group.

4.7. Public Servants shall respect and protect every person’s dignity and his or her rights as contained in the Constitution; and

4.8. Public Servants shall recognize the public’s right of access to information, excluding information that is specifically protected by law.
5. INTEGRITY

5.1 Public servants shall exercise their authorized powers within specified boundaries and they shall not use such powers for personal gain, to favour friends or relatives or to undermine others.

5.2 Public Servants shall safeguard public funds and other public properties entrusted to them and shall ensure that no damage, loss or misappropriation occurs to them due to negligence or for the benefit of any individual or group.

5.3 Public servants shall use public resources for public use including, machines, office equipment, office supplies, telephones, computers, copiers, utility services, buildings and other property procured with Government funds or donated to the Government. (Expenses reimbursed by the Government to public Servants or domestic services such as telephone, water and electricity are also deemed part of public Property).

5.4 Unless otherwise authorized, public servants shall use official time in an honest way to fulfill official responsibilities and shall not use official time for their private activities or leisure.

5.5 Public servants shall neither ask nor direct their subordinates to perform activities other than their official responsibilities.

5.6 Public servants shall be ready to declare their property or that of their spouse and dependent children within specified procedure to their employer or any other mandated authority when so required.

5.7 Public servants shall conduct themselves in such a manner that even when they are out of office, their conduct does not bring service into disrepute. This includes substance abuse (drugs and alcohol) borrowing beyond their ability to repay, disorderly behaviour and association with disreputable elements of society.
5.8 Public servants shall not offer improper favours, solicit, force or accept bribes from any person whom they have served, they are serving or likely to serve either by doing so personally or through another person.

5.9 For the purpose of this Code, corruption is a private gain, which is acquired through misuse or abuse of office or public power.

5.10 Public servants or members of their families on their behalf, shall not solicit, receive or give gifts to persons, which might compromise or might be seen to compromise their integrity.

5.11 For the purpose of this Code, the following do not fall in the category of gifts:

5.11.1 Items of intrinsic value which are intended solely for presentations such as greetings cards, trophies, calendars, diaries, pens;

5.11.2 Anything for which the public servant pays or refunds its value; and

5.11.3 Anything paid for by the government.

5.12 Any gift not qualifying under this definition will be declared and surrendered to the employer in writing and the employer will acknowledge receipt and enter the gift into the register of declared and surrendered gifts which shall then be given to charities in the name of Government.

5.13 Public servants shall not use their current positions to seek or receive preferential treatment in the public service for themselves or anyone else.
6. ACCOUNTABILITY TO THE PUBLIC

6.1 Public Servants shall treat their clients and colleagues courteously and shall pay extra attention when dealing with the more vulnerable members of the society such as elderly, women, children, the poor, the sick, people with disabilities and any other disadvantaged group.

6.2 When public servants are requested by members of the public to clarify or to provide direction on issues arising from laws, regulations and procedures, they shall do so promptly, with clarity and without bias.

6.3 A Public servant is herein defined as an employee who is currently employed by the Government and is governed by the Public Service Act and all other Government prescripts.

7. RESPECT FOR THE LAW

7.1 Public servants shall familiarize themselves with rules, regulations, and procedures and appropriately abide by them.

7.2 Public Servants shall apply the prevailing laws, regulations and procedures when discharging their duties and in the process identify gaps, which need to be rectified.

7.3 Public Servants shall not discriminate or harass a member of the public or a fellow employee on grounds of sex, tribe, religion, political affiliations, nationality, ethnicity, marital status or disability.
7.4 Public Servants shall discourage all forms of sexual relationships at the work place and during working hours. Likewise, they will avoid all types of conduct which may constitute sexual harassment which include engaging in or containing:-

7.4.1 Pressure for sexual activity or sexual favours with any person;

7.4.2 Rape, sexual battery and molestation or any form of sexual assault;

7.4.3 Intentional physical contact which is sexual in nature such as unwelcome touching, pinching, patting, grabbing and/or brushing against another person's body, hair or clothes;

7.4.4 Sexual innuendoes, gestures, noise, jokes, comments or remarks to another person about one's sexuality or body;

7.4.5 Facilitating or receiving preferential treatment, promises or rewards for offering or submitting to sexual favours, and

7.4.6 Viewing, displaying, or sharing inappropriate sexually explicit material or material that may be deemed morally offensive in work environment or during working hours.

7.5. Public Servants asked by senior officials to breach a Law and this Code of Ethics for the Public Service should report such a matter through the grievance and complaint handling procedure.
8. PROPER USE OF OFFICIAL INFORMATION

8.1 Public Servants shall not disclose to unauthorized person, official information, confidential or otherwise, which has been communicated to them in confidence, or received in confidence from others without permission and shall, in that respect maintain confidentiality of official information even after they have left the Public Service.

8.2 Public servants shall not distort or frustrate government operations by making unauthorized premature disclosures.

8.3 Public Servants shall not use any official document or information obtained in the course of discharging their duties for personal benefit.

8.4 Official information will be released to the media by officials who have been authorized to do so according to the laid down procedures.

8.5 Public servants shall route any information they wish to pass over to the media through the information, communication and education officers or their superiors.

Dr Sibongile Muthwa
DIRECTOR GENERAL

Mrs Nosimo Balindlela
PREMIER IN THE EXECUTIVE
National Anti-Corruption Hotline Number

0800 701 701

You can remain anonymous

Produced by Provincial Communications, Office of the Premier, Media Production - 040 639 2070