



# **Code of Ethics and Professional Conduct**

**(Faculty Members and Professional Staff)**

**DECEMBER 2023**

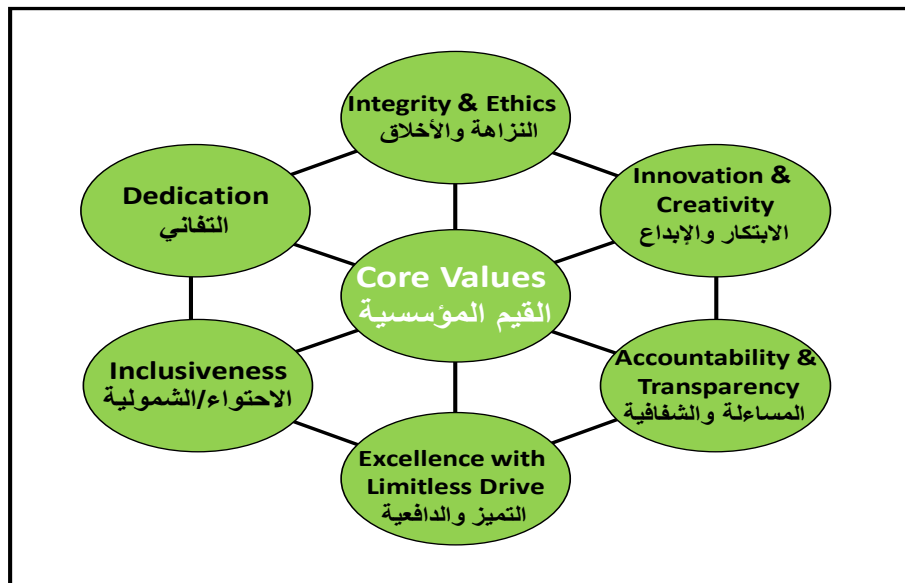


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(Faculty Members and Professional Staff)

## Introduction

The **Code of Ethics and Professional Conduct for the Employees at the University of Khorfakkan** defines the ethical obligations and expectations of all employees to act in accordance with the expected standards of conduct, integrity, and accountability. Where employees' conduct does not meet the standards set out in this Code of Conduct, and related policies, suitable disciplinary actions may be implemented. It is important to clarify that disciplinary accountability is an internal matter separate from legal accountability before the relevant authorities if the misconduct committed constitutes an offense under the country's laws.

- :- **Employees at the University of Khorfakkan** include both Academic Faculty Members and Professional Staff working within the university, regardless of the type of employment contract.
- :- **Core Values** are the fundamental beliefs used to define the corporate culture and influence the behavior of the organization's stakeholders. The Code of Ethics and Professional Conduct principles are derived from the UKF core values outlined below.





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**First –Duties and Responsibilities**

1. Employees are expected to behave ethically and virtuously in the workplace and perform their jobs professionally. Employees may only act within the boundaries entitled to them and must act in a proper manner (inside and outside the workplace) that preserves positive values, high integrity, and UKF's reputation.
2. Employees shall adhere to the work policies, procedures and guidelines, abide by the provisions of the laws, regulations, and decisions in effect at UKF and uphold in their relations with colleagues, students and the community (inside and outside UKF) the system of values prevailing in the UAE and the Arab-Islamic society.
3. Employees are expected to apply their knowledge, skills and judgment to the best of their ability and to the satisfaction of the management, to perform the job's requirements, maintain effective working relationships with other members of UKF and bring credit to UKF.
4. Employees are not permitted to deliver lectures or perform consultations and technical services outside UKF or work for others or provide them with services, whether with or without pay, during or outside the official working hours unless preapproved by the Chancellor upon the recommendation of the College Dean/concerned Vice Chancellor.
5. Employees should make every effort to support UKF's mission and values by:
  - a) Putting student success at the forefront of their work activities
  - b) Providing the highest standard of professional service
  - c) Continually striving for improvement in the proficiency and effectiveness of their work
  - d) Conducting themselves responsibly in all dealings with students, third parties and other staff



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- e) Preserving UKF's property and treasury, and ensuring that it is constantly maintained and protected against damage or loss
  - f) Reporting any unethical approach made or known by them in connection with UKF business to the HR Department
6. Employees are prohibited from committing any act considered contrary to the duties of their job or the established code of conduct and ethics. Employees are especially prohibited from:
- a) Associating themselves with political parties, operating for them, or promoting them in any way
  - b) Buying, selling or renting any of UKF's property or assets or having any personal interest in construction contracts or other UKF contracts
  - c) Making any statement through the media platforms, unless written consent from UKF has been granted
  - d) Disclosing or publishing any information made available to the employee, whether it is confidential or not. This confidentiality commitment remains valid even after the end of the employee's services at UKF.
  - e) Keeping in their possession any original copies of official work documents even if related to the work assigned to them while working at UKF and after the end of their services
  - f) Requesting/ accepting a reward, gift, commission or loan in exchange for performing their job duties
  - g) Accepting or performing any instructions related to the business of UKF from external parties
  - h) Having personal or third party interest in any business or contracts related to UKF



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**Second – Work environment**

UKF is committed to creating a just and fair work environment in order to promote UKF as an Employer of Choice and enhance employee engagement and dedication. UKF will exercise the following:

1. Treat all employees equally with the utmost respect and without discrimination, as well as encourage employees and promote positive competition between them in order to reinforce mutual trust.
2. Ensure that employees receive their compensation and entitlements as per their employment contracts/agreements.
3. Clarify the workplace professional standards, rules and conduct principles included in this policy to employees upon joining UKF, provide each employee with a copy of the Code of Ethics and Professional Conduct and publish it on the UKF's website.
4. Ensure that the contents of this policy is implemented through line managers when performing the day to day management of teams and assigned resources.
5. Provide safe, secure and healthy working conditions for employees in order to meet the basic requirements for carrying out the assigned tasks.
6. Ensure that employees are provided with the required work-related policies, guidelines, equipment and tools to carry out the assigned tasks effectively.
7. Provide employees with relevant training and development opportunities in order to develop their competencies and skills.



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8. Encourage entrepreneurship and innovation, provide employees with opportunities to suggest ways to improve and develop services, and create a learning culture.
9. Encourage open communication and constructive feedback to solve employee issues and develop solutions.
10. Train the employees to be UKF's ambassadors when dealing with all stakeholders through enhancing their customer service skills and capabilities.
11. Take strict action against chaos, neglect, negligence, and corruption.
12. Ensure the confidentiality of personal information and the safeguarding of employee files and documents.
13. Keep employees informed on relevant matters through periodic communication and briefings.
14. Provide employees with equal opportunities when filling high positions to promote a sense of belonging and loyalty to the country, the emirate, and the university.



### **Third –Ethics and Professional Standards**

Employees of UKF are expected to maintain the highest ethical and professional standards in their conduct jobs and interactions, both in a professional and personal capacity. The detailed ethical and professional standards below are derived from UKF's corporate core values, to embed the core values in the organizational culture and translate them into behaviors and norms.

#### **1) Compliance**

- 1.1 UKF is committed to acting in accordance with the laws and standards which regulate its operations and enable proper business practice and procedures. All employees must assume an honest and professional conduct and adopt UKF core values while representing UKF.
- 1.2 Employees will comply with the principles of Code of Ethics and Professional Conduct and all other policies that govern a particular action of behaviour.
- 1.3 Employees will comply with the applicable external laws and regulations relevant to their jobs.
- 1.4 Employees will comply with the internally developed policies and regulations that aim to protect UKF assets and personnel, manage the relationships between UKF and stakeholders, and guide employees in carrying out the assigned responsibilities and duties.
- 1.5 Employees must avoid putting themselves into situations that may lead to noncompliance; in situations of doubt as to whether any action or proposed action constitutes a violation, they must consult their line manager or the HR Department.
- 1.6 Employees will fully cooperate with any internal or external investigation, audit, regulatory examination, or request for information when requested.
- 1.7 Employees will undergo mandatory training on the relevant policies, laws and regulations and must seek further assistance when required.



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- 1.8 Employees must immediately notify the HR Department if they have been charged with or convicted of theft, fraud or any other criminal offence.
- 1.9 Employees must report any suspicious activities / practices if believing that the principles of the Code of Ethics and Professional Conduct are being violated (by self or others). All reports will be dealt with confidentially.

**2) Business Ethics**

- 2.1 Employees will act honestly and honorably and exhibit the highest ethical standards in their dealings with all stakeholders.
- 2.2 Employees are expected to conduct business in accordance with the spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.
- 2.3 Employees will personally be responsible for following the Code of Conduct and the legal, professional, and ethical standards that apply to their job function and level of responsibility.
- 2.4 Employees are expected to behave in a manner that maintains and enhances the reputation and professional standing of Sharjah Government in general and UKF in particular.
- 2.5 Employees will strive for the highest ethical standards, not just the minimum required to meet legal or procedural requirements and to deliver outstanding quality services to customers (internal as well as external).
- 2.6 Employees will treat colleagues courteously and adopt a friendly, professional and helpful attitude in dealing with the public.
- 2.7 Employees will avoid waste or extravagant use of public resources by not taking, or seeking to take, improper advantage of any resources provided to complete the assigned tasks.
- 2.8 Employees are prohibited from manipulating, concealing or abusing privileged information, misrepresenting material facts or engaging in any other unfair-dealing practice.





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- 2.9 Employees will not directly or indirectly offer/request /accept bribes /kickbacks or engage in extortion (these can be a payment, service, commission, etc.). Even the appearance of such conduct must be avoided.
- 2.10 Employees will not steal or commit fraud against UKF, its employees, or other concerned parties or assist others in doing so.
- 2.11 Employees will not impersonate or sign any document on behalf of another employee or other concerned parties.
- 2.12 Employees who witness any fraudulent and corrupt conduct – such as unauthorized use of UKF property, undeclared conflicts of interest, falsifying or manipulating research data, misrepresenting a person's involvement in research/projects, or making false claims of expenses or leave entitlements, must immediately report the misconduct.

**3) Confidential Information**

- 3.1 For this policy, the term "Confidential Information" shall mean and include any tangible expression of information including written or oral disclosures made by UKF or otherwise disclosed to employees as a consequence of their employment and not generally known outside UKF.
- 3.2 The confidentiality provisions contained in this section shall remain in full force and effect, notwithstanding any termination or expiry of an employee's contract, delegation, secondment, business mission, or leave. Any breach of these rules may result in immediate discharge and/or legal proceedings.
- 3.3 Employees shall maintain the utmost confidentiality regarding confidential information and will not use it for their own personal purposes.
- 3.4 Employees will not copy or remove materials containing confidential information unless authorized.
- 3.5 Employees should ensure that confidential information is safeguarded and respect the property rights of others by not acquiring or misusing their property.



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- 3.6 Confidential information must be stored in filing cabinets and drawers which must be locked at all times. Employees will adopt a "clear desk policy" and are forbidden from leaving confidential information on desks; printers or photocopy machines.
- 3.7 Confidential information must be destroyed using shredding machines which the concerned employee must use.
- 3.8 On joining UKF, employees are required to sign a Confidentiality and Non-Disclosure Agreement. Employees are responsible for fully understanding the scope of confidential information. Employees are urged to consult their line managers when unsure which information is confidential.
- 3.9 Upon termination of employment, the employee shall return all documents, papers, files, materials, disks, programs, manuals or other property (whether containing confidential information or not) to UKF.
- 3.10 Some employees' jobs will require sharing confidential information with third parties; employees must ensure that the recipient of such confidential information treats that information confidentially and, when necessary, has entered into an appropriate confidentiality arrangement with UKF.
- 3.11 Visitors should not be exposed to confidential information without being authorized to do so.
- 3.12 Employee personal records are treated with the utmost confidentiality. Personal records will only be accessed by the designated Human Resources Department's staff and will not be released to any person/entity without the employee's written consent unless required by law or for regulatory purposes.

**4) Intellectual Property Rights**

- 4.1 The nature of many jobs requires research using resources provided by UKF. Unless otherwise specified, all intellectual property, including but not limited to trademarks, copyrights, industrial designs, patents, utility models and plant varieties generated by an employee in the course of their employment, will be owned by UKF.



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- 4.2 An employee must keep details of all UKF's intellectual property confidential and may not use such intellectual property except where necessary in the course of their employment or disclose details of such intellectual property to any third party without the UKF's prior written consent.
- 4.3 UKF respects the intellectual property rights of others. Employees must not obtain or use the intellectual property of others in violation of confidentiality obligations or by other improper means. The use, sale or further distribution of intellectual property in violation of license agreements or intellectual property laws is prohibited.

**5) Ethical Conduct of Research**

- 5.1 UKF expects all those engaged in research to observe high ethical standards in the conduct of research and, when relevant, to comply with the obligations imposed by the codes of practice as outlined by the UKF and other relevant funding bodies. Ethical clearances must be gained where appropriate.
- 5.2 The potential for personal gain must not jeopardize nor appear to jeopardize the integrity and validity of research activities, including the choice of research, its design, the interpretation of results, or the reporting of such results.
- 5.3 Any funding for research does not entitle the funder to influence or encourage a breach of research integrity principles, ethics or UKF's standards.

**6) Conflict of Interest**

- 6.1 Conflicts of Interest are defined as situations where employees can influence organization's business decisions in ways that could lead to personal gain or give improper advantage to themselves, members of their families or associates. Employees must avoid personal activities and financial interests, which may result in a conflict of interest with their commitment to effectively performing their jobs.
- 6.2 Employees must demonstrate unconditional loyalty to the interests of UKF. This accountability shall supersede any conflicting loyalties such as those made to advocacy



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interest groups and memberships in boards of institutions/companies or organizations not, in any way, representing UKF.

- 6.3 Employees will devote their entire effort and time during working hours to carry out their duties. They should avoid engaging in paid/unpaid employment/collaboration that may affect the employee's independence or professional judgment.
- 6.4 Employees should avoid any situation that may involve a potential conflict of interest between their and the interests of UKF. As in all other aspects of their duties, employees dealing with suppliers, contractors, or any person doing or seeking to do business with UKF should always act in the best interests of UKF.
- 6.5 In writing, Employees will promptly and fully disclose any situation that may involve a potential conflict of interest.
- 6.6 Employees are asked to sign the Conflict of Interest Declaration at the time of joining UKF and whenever applicable. Employees will be responsible for declaring Conflict of Interest whenever circumstances change during their employment with UKF.

**7) Information Technology Resources**

- 7.1 UKF ensures that all the required IT resources are provided to employees to enable them to perform their roles effectively. This includes: Computers, mobile devices, Email access, internet access, software/applications and systems, etc.
- 7.2 Employees are responsible for ensuring that all the assigned IT resources are used for work purposes only (during working hours and outside working hours).
- 7.3 Employees must limit their use of UKF's information systems to their specified purposes, including using Email, the Internet, or any other software or applications developed to serve UKF.
- 7.4 Employees are responsible for the assigned IT tools and devices and must take all reasonable precautions to safeguard them from damage/theft/loss.
- 7.5 UKF reserves the right to monitor Internet usage. Misuse of UKF's internet resources will result in disciplinary action, including termination of employment.



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7.6 Employees are required to adhere to the IT policies which are provided through the IT Department.

**8) Equipment and Assets**

- 8.1 UKF ensures that all the required equipment is provided to employees to enable them to perform their roles effectively. This includes Office/ telecommunication equipment, supplies, stamps, security access devices, keys, machinery, vehicles, furniture, etc.
- 8.2 Employees must limit their use of UKF's equipment to the specified purposes.
- 8.3 Employees are expected to use the UKF's equipment efficiently, carefully and economically and must ensure that the equipment is secured against theft, misuse or damage.

**9) Use of Social Media**

- 9.1 Social media includes but is not limited to blogs, micro-blogs, wikis, bookmark sites, photo-sharing sites, video-sharing sites, forums, mailing lists, discussion groups, chat rooms and social networking sites.
- 9.2 Employees are personally responsible for the content published or communicated externally online. Online social media is considered public and information may exist indefinitely on the Internet once posted. Employees are urged to use good judgment when posting online information, respect their visible and invisible audience, and adhere to copyrights.
- 9.3 UKF retains the right to monitor use of its systems and equipment used for Internet and Email, and may take disciplinary action where violations of its policies occur.
- 9.4 Employees may not disclose business-related confidential /non-public information using social media.
- 9.5 The designated authorities must approve content posted about UKF on social media (even on professional platforms such as LinkedIn).



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9.6 Any activity that fails to meet the above obligations may be considered misconduct or serious misconduct.

**10) Political Acts**

10.1 Employees are prohibited from affiliating with, operating for, participating in, and promoting any political parties.

**11) Respecting Others and Fair Treatment**

11.1 UKF strives to maintain a professional and ethical business environment and workplace with respect to the customs and values of different cultural groups and nationalities. Behaviours of a disrespectful, discriminatory or harassing nature will not be tolerated.

11.2 Employees are responsible for conducting themselves to exhibit respect for colleagues, stakeholders and business partners. Employees are prohibited from engaging in any conduct that could be considered as disrespectful, intimidating, aggressive, violent or harassing.

11.3 Employees should behave with compassion and consideration. Cultural sensitivity and respect for different beliefs, cultures, and opinions are crucial to maintaining a healthy workplace.

11.4 Employees are responsible for maintaining acceptable standards of personal behaviour and allowing everyone the space and opportunity to carry out their work assignments in a business-like atmosphere, free from discrimination.

11.5 Employees must play an active role in managing relationships with colleagues at work. In any employee disagreement, an attempt should be made to resolve this dispute amicably. However, if all attempts fail the line manager(s) must be notified immediately.



## **12) Harassment and Discrimination**

- 12.1 UKF is committed to maintaining an environment where employees are valued, respected and able to realize their full potential. Harassment of any form such as sexism, discrimination or bullying are serious issues that undermine morale and can adversely affect the ability of employees to feel included. Such behavior is unacceptable and all allegations will be investigated and may result in disciplinary proceedings.
- 12.2 Harassment includes but is not limited to, any unwanted, unreasonable and offensive behavior that makes employees feel insecure, offended, humiliated, frightened or threatened.
- 12.3 Discrimination is making unjustified distinctions between human beings based on gender, age, religion, nationality or ethnicity. The HR practices of UKF are based on providing equal treatment to current and potential employees. A comprehensive and transparent assessment and selection process based on merit, competence and capabilities is implemented to support UKF's commitment to equal employment opportunities.
- 12.4 Employees must not, under any circumstances, engage in any form of harassment. Allegations of harassment should be made to the HR Department and will be handled confidentially.
- 12.5 Employees will not express or imply any action of violence or aggression in the workplace. Activities that are classified as violent include:
- a) Attempting or using physical force to cause harm to another individual or damage to UKF assets
  - b) Inappropriate actions such as kicking, pushing, bullying, yelling, etc.
  - c) Verbal or written threats or abusive comments



### **13) Harassment of People of Determination**

- 13.1 UKF is committed to recruiting People of Determination, providing them with equal opportunities, and enabling them to perform their roles safely and effectively.
- 13.2 UKF will not tolerate any form of harassment (verbal, physical or written) taken in relation to a Person with Determination or an associate of the Person with Determination, such as a relative or caretaker.
- 13.3 Employees must treat people with determination respectfully and as equals and avoid any special treatment that might cause them embarrassment or discomfort.
- 13.4 Employees must collaborate with People with Determination as well as respect their independence and personal space.
- 13.5 Employees should be careful not to act in any way that limits or denies the People of Determination's ability to work, participate, or engage with others.
- 13.6 Acts such as abusive jokes, name-calling, threats, bullying, or assault relating to a physical or mental impairment are not acceptable and all allegations will be investigated and may result in disciplinary proceedings.

### **14) Communication Etiquette**

- 14.1 Electronic communication is used extensively to convey/request information, communicate policies, regulations and decisions and establish contacts with third parties. Employees are expected to attend to their work emails immediately and respond promptly. Employees should understand that delayed responses may negatively affect UKF's business, the working environment, and its image.
- 14.2 Employees should limit the use of Email for business-related correspondences.
- 14.3 Email correspondences should be professional in tone and employees must always be courteous, professional and business-like.
- 14.4 Employees will not exchange, view, generate, print, retrieve, download or store any communication of a discriminatory, defamatory, obscene, damaging (such as viruses),





threatening or harassing nature or any material that is inappropriate for the business environment.

- 14.5 Employees should adhere to the email and signature approved format reflecting the official job title.

## 15) Dress Code

- 15.1 UKF is committed to maintaining the highest possible professional image and expects employees to dress in a professional business manner and to maintain a neat and clean appearance at all times.

- 15.2 Guidelines for male employees' attire are:

- a) UAE national employees must wear the national costume
- b) Expatriates must wear business suits, business shirts, ties, socks and shoes (*jacket is optional but must be worn during meetings and events that involve external parties*)

- 15.3 Guidelines for female employees' attire are:

- a) National costume (Abaya)
- b) Dresses, skirts, business shirts, pants
- c) Dresses and skirts should be below the knee
- d) Sleeves should be long
- e) The overall look should be professional, modest and minimal
- f) Extreme bright colours and designs should be avoided
- g) Accessories should be kept to a minimum

- 15.4 Hairstyles/colors and make up should be professional and simple



**16) Alcohol and Substance Abuse**

- 16.1 Employees are prohibited from consuming alcoholic beverages and illegal drugs while on duty, and/or reporting to work showing signs of being under the influence of alcohol or drugs.
- 16.2 Employees are expected to present themselves for work in a fit state to carry out their duties and have a legal responsibility for their safety and that of their colleagues. UKF does not tolerate the abuse of drugs or alcohol on UKF premises or facilities.

**17) Work Quality**

- 17.1 Employees will be individually responsible for the quality of work assigned to them. They will be expected to show commitment, dedication and professionalism while carrying out their jobs.
- 17.2 Employees will perform their duties per their job descriptions and supervisors' guidance. Employees must demonstrate a team spirit and collaborate with other team members to achieve the outlined objectives.
- 17.3 Employees will perform their jobs as per the approved policies and guidelines, as well as the industry applicable laws and regulations, and strive to meet the relevant professional standards.
- 17.4 Employees will be direct and independent while carrying out their duties. Employees are prohibited from allowing prejudice, conflict of interest, or any other influence to override professional judgment.
- 17.5 In order to continuously enhance the quality of work and improve work practices, employees are expected to be highly committed to learning and actively participate in training and development events. Training records will directly impact the employee's performance assessment and career development plans.



#### **18) Business Continuity**

- 18.1 Business continuity ensures continuity in the completion of work and offering of service in emergency circumstances. Each employee must understand their role to support the specific plans of their function and how to respond during a business interruption.
- 18.2 Employees must attend and participate in briefings and training events to develop a full understanding of the business continuity plan and their roles.
- 18.3 Employees must fully cooperate with their line manager and colleagues to ensure the effectiveness and success of the business continuity plan.
- 18.4 Employees must fully adhere to the business continuity plan and the relevant policies and procedures.

#### **19) Corporate Social Responsibility**

- 19.1 UKF embraces the direction that a world-class organization is recognized by its capacity to develop and harness the capabilities of its employees and resources through effective management with a commitment to sustainability principles and practices.
- 19.2 UKF is committed to conducting business activities in ways that honor the environment through:
  - a) Minimizing UKF's impact on world climate change
  - b) Minimizing use of finite resources
  - c) Identifying and addressing service problems highlighted by energy and water conservation projects
  - d) Providing a healthier workplace
  - e) Recording and promulgating all sustainability achievements
- 19.3 Employees are encouraged to consider their environmental impact and adopt sustainable business practices.



## **20) Information Security**

- 20.1 Employees must exercise extreme caution when opening email attachments received from unknown senders, as these may contain malware viruses that can damage UKF's information systems.
- 20.2 Employees will not install any program on their computing devices unless officially approved. Some programs could damage and threaten UKF's network and information systems.
- 20.3 Employees will not bypass the security features installed on their computers, nor will they turn off virus scan software and other security-related applications.
- 20.4 Employees will not participate in activities that intend to breach the security measures in place, such as circumventing user authentication procedures or bringing down the network.

### ***User-IDs and Password***

- 20.5 Employees will be issued an individual user account to access the data residing on UKF systems necessary to complete their job responsibilities.
- 20.6 All actions processed by the user ID and password are the responsibility of the concerned employee. Employees acknowledge the importance of keeping their user ID and password confidential and not to share it with anyone.
- 20.7 Employees shall not utilize someone else's password, no matter how it was obtained.
- 20.8 Employees must realize that their password provides access to information that has been granted specifically to them. To reduce the risk of someone using their password, employees will not post their password on or near their workstations or share their password with anyone. Every employee is responsible for changing their password immediately if they believe someone else has obtained it.



***Workstation Security***

- 20.9 Employees will act as good custodians concerning the assets provided to them, and users will do their best to protect their workstations from any damage.
- 20.10 To prevent unauthorized use, employees must understand the importance of logging out of all sensitive applications when leaving their workstations. In addition, users shall lock their workstation or turn it off when not present at the desk.

***Remote Working and Mobile Computing Security***

- 20.11 Employees must realize that the physical security of 'their' mobile computing devices (laptops, cell phones, removable hard drives, USB drives, etc.) is their responsibility and must take all reasonable precautions to safeguard those devices from damage.
- 20.12 Employees will not place any confidential information on the mobile computing devices unless protected with the encryption tool installed by UKF.
- 20.13 Employees will keep their mobile computing devices in their possession and within sight whenever possible and will be extra careful in public places such as airports, hotels or restaurants. Employees will lock the mobile computing devices away from sight when they are not using them, preferably in a vital cupboard, filing cabinet or safe. Employees must realize that this applies everywhere, including when being at home, in the office or in a hotel. Employees will not leave a mobile computing device visibly unattended in a vehicle.
- 20.14 Employees will carry and store a laptop in a padded laptop computer bag or strong briefcase to reduce the chance of accidental damage.
- 20.15 Employees must report the incident immediately if a mobile computing device is lost, stolen or damaged.



**21) Occupational Health and Safety**

- 21.1 UKF is committed to providing and maintaining a safe workplace as far as reasonably practicable. All activities must be properly planned and conducted per legislative, industry and relevant standards to ensure the safety, health and welfare of employees.
- 21.2 UKF will effectively control the risk to employees' health and safety by ensuring the use of safe working systems and maintenance of a safe work environment, as far as is reasonable and through adequate management of identified risks.
- 21.3 All internal and external parties who organize or conduct activities for or on behalf of the UKF will be responsible for acquiring and keeping up-to-date knowledge of safety and health matters and ensuring that appropriate resources and processes for eliminating or minimizing risks from hazards are in place. Effective communications and compliance through documentation, inspection and reviewing of activities will be carried out to demonstrate due diligence.
- 21.4 UKF will provide detailed Health and Safety standards to employees. Employees are expected to read, understand and adhere to safety rules; and to exercise caution in all work activities.
- 21.5 Employees must take reasonable care of their safety and health and that of others, follow all safety and health policies and procedures and report all known or observed hazards, incidents and injuries.
- 21.6 In accidents that result in injury, regardless of how insignificant the damage may appear, employees are required to report any unsafe condition to the respective line manager immediately. Such reports are mandatory to comply with regulations and to initiate workers' compensation – if applicable.
- 21.7 Employees who violate safety standards (as communicated or described in safety manuals), cause hazardous situations, or fail to report such situations, may be subject to disciplinary action.



## **22) Smoking**

22.1 UKF strives to provide a clean and healthy environment for all employees, clients, visitors and third-party representatives. Therefore, smoking is prohibited in all buildings except in specified locations.

## **23) Media Relations / Public Comments**

23.1 UKF is committed to building and maintaining effective and ongoing communication with its key stakeholders through the media. Public statements should express clear and factual representations. This responsibility has been assigned to the Media Center and other designated personnel as applicable.

23.2 Employees will refrain from giving interviews, making public statements or supplying information on subjects that relate to or affect UKF operations or public image, on their account or on request from representatives of the media.

23.3 Employees should inform the Media Center immediately if contacted or approached by a reporter or media representatives.

23.4 Public statements include any comments shared on media platforms such as radio, television, press, or other platforms that reach out to many of the public. All employees must refrain from making any public statements unless they obtain prior consent from the senior management.

## **24) Entertainment and Gifts**

24.1 Employees are prohibited from offering or accepting gifts from third parties or undertake inappropriate activities if they could be reasonably considered to improperly influence any business relationship with, or create an obligation to a third party, violate laws or professional standards and regulations, or cause embarrassment to or negatively impact upon UKF if publically disclosed.



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- 24.2 Neither employees nor any member of their immediate families should use the employee's title/position to solicit gifts or services from any third parties.
- 24.3 Giving gifts to an external party can only be in the name of the UKF and would be exclusively done by the designated/ authorized personnel.
- 24.4 Guidelines regarding gifts and entertainment that are acceptable are:
- a) Nominal gifts that are usual and customary for the profession (e.g., pens, calendars, mugs)
  - b) Everyday invitations (either extended or accepted) to business-related meetings, conferences, business luncheons /dinner
  - c) Invitations to social, sporting, or other events (either extended or accepted) if the cost is reasonable and attendance serves a customary business purpose
- 24.5 All other cases must be disclosed to the line manager and authorization must be obtained.

**25) Learning and Development**

- 25.1 Employees must maintain and develop knowledge and understanding of their area of expertise or professional field. Employees should continuously seek to improve work performance with an emphasis on competency enhancement as well as remaining informed on relevant developments.
- 25.2 Employees are encouraged to suggest and embrace innovative business methods to improve and enhance work practices.
- 25.3 Employees attending learning and developing events are expected to apply the learning and share their knowledge and expertise with their colleagues.

**26) Working Together**

- 26.1 UKF believes in operating a collaborative work environment to enhance knowledge sharing, leverage expertise and promote teamwork.





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26.2 Teamwork is essential for fostering creativity and thinking outside the box. Employees must fully collaborate when assigned to teams. Employees are encouraged to adopt the following practices when working together:

- a) Working cooperatively
- b) Contributing to teams/groups with ideas, suggestions, and effort
- c) Communicating openly and effectively
- d) Respecting others' different opinions, recommendations and ideas
- e) Taking responsibility for the assigned work and adhering to timelines
- f) Resolving differences of opinions amiably and effectively

**27) Participation in Internal Competitions**

27.1 UKF launches various internal competitions to promote creativity and innovation. Employees are encouraged to participate when applicable.

27.2 Internal competitions are announced through Email and shared with all employees. Details and participation conditions are included.

**28) Corrective Actions and Encouraging Awareness**

28.1 In case the policies stated above have been breached, UKF will impose the necessary actions detailed in the **Employee Discipline and Grievances** section of this manual.

28.2 All UKF employees must report any actions they reasonably believe constitute wrongdoing or malpractice within UKF.

28.3 Employees with any information relating to suspected cases of wrongdoing or malpractice should report the details to their line manager as soon as they become aware. If this is not possible, the matter should be reported to the HR Director or any other senior member of the management.

28.4 All matters reported following this policy will be treated seriously and acted upon.

28.5 UKF will keep details of any disclosure or surrounding matter confidential in to protect the disclosing party.



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- 28.6 If any matter is investigated further, the disclosing party's cooperation may be required to progress and complete the investigation. A panel decided by the Chancellor will do the investigation.
- 28.7 UKF will not allow any detrimental treatment of a disclosing party where the disclosing party has acted reasonably and in good faith, even where an allegation or matter is subsequently found to be unsubstantiated.
- 28.8 If the disclosing party was found acting in bad faith, they will be subjected to further investigation.
- 28.9 Suppose at any time an employee believes that they have suffered detrimental treatment as a result of reporting, seeking to report a matter or assisting or cooperating in any investigation. In that case, they should immediately inform the HR Director or any other senior member of management.
- 28.10 UKF reserves the right to take disciplinary action against any employee making groundless allegations and take criminal action. Such disciplinary action may ultimately lead to dismissal.