



**INSTITUTE FOR ACCREDITATION OF THE  
REPUBLIC OF MACEDONIA**

*Ethical Code for employees of IARM*



Pursuant to Article 19, paragraph 1, item 12 of the Law on Accreditation ( "Official Gazette" no. 120/2009), Article 23, paragraph 2, item 1 of the Statute of the Accreditation Institute of the Republic and the Code of Administrative Officers ("Official Gazette of the Republic Macedonia " no. 183/2014), the Director of the Institute for accreditation of the Republic of Macedonia on 07.04.2016 adopted the following:

## **ETHICAL CODE FOR EMPLOYEES OF THE INSTITUTE FOR ACCREDITATION OF THE REPUBLIC OF MACEDONIA**

### **I. General provisions**

#### Article 1

This Regulation prescribes the ethical standards and rules of conduct for employees of the Institute for Accreditation of Republic of Macedonia (hereinafter: IARM).

The main purpose of this code is to encourage good conduct and behaviour of the employees in the IARM and to strengthen the confidence of service users in the work of the IARM.

The ethical standards and rules of conduct, the employees of the IARM will apply in relations with colleagues, superiors and service users, in their job, and in private and public life.

#### Article 2

For violation of the provisions of this Code, the employees of the IARM are disciplinary liable, pursuant to the Law for public employees and the Law on Administrative Officers.

### **II. General rules for all employees in the IARM (including persons engaged with an agreement, that perform administrative, technical and support services, assessors and experts of the IARM)**

#### **Legality**

##### Article 3

The employee in the IARM respects the laws and regulations and never works the way that he/she knows or suspects is illegal, irregular or immoral. He/she does not succumb to the pressure to perform unconstitutional and illegal assignments from the superiors.

#### **Professionalism**

##### Article 4

The IARM's employees perform the tasks dedicated and professionally, based on their job competencies and in accordance with the rules and procedures of the IARM.

The IARM's employees perform work independently and on time, paying attention and respecting the priorities and the sequence of tasks.

The IARM's employees act responsibly and work on building and maintenance of the common good, growth and social values, creating conditions for sustainable human and social development.

The IARM's employees work on their own continuous professional development and strengthening of work competencies and invests in their education and personal upgrade. They use the learned, to improve their operation and development in the institution and contribute to building and maintaining the institutional memory.

### **Impartiality**

#### **Article 5**

The IARM's employees act impartially in operations and behavior, without prejudice and without the intention of achieving personal gain or ambition.

### **Democratic values and social rights**

#### **Article 6**

The employees of the IARM promote democratic values and the rule of law in their work and behavior and also stand for the inclusion of the stakeholders in the process of policy-making.

The employees of the IARM respect the principles of humanity, equality and social justice in their performance and conduct.

### **Non-discrimination**

#### **Article 7**

The IARM's employees enable the exercise of the constitutional rights of equality and non-discrimination in the operations and behavior, by creating opportunities and respect for diversity, and protection from injustice, abuse and discrimination on any grounds.

The IARM's employees provide equal standards in the delivery of services through a fair and equitable relationship.

### **Political neutrality**

#### **Article 8**

The IARM's employees perform their tasks politically neutral, without getting into revision of the established policy values.

The employees of IARM do not represent and express their political opinion in the performance of the official duties and do not perform political activities that could undermine the confidence of service users.

The employees of the IARM do not state, nor do they impose on others their political affiliation.

### **Personal integrity**

#### **Article 9**

The employees of the IARM promote the values of truth, honesty and fairness by their personal example and encourage other employees to act in accordance with these values.

### **Representing the public interest**

#### **Article 10**

The IARM's employees do not lead themselves in a state of conflict of personal and public interest and oppose to any dishonest, reckless behavior and misconduct in office.

In their work, the employees of the IARM represent the public interest and the rights and interests of all the citizens and other entities in the community, taking into consideration the development goals of the society.

### **Misuse of the IARM's employee status**

#### **Article 11**

The IARM's employees do not take advantage of their status in public institution in the performance of private things in order to exercise their personal benefit.

The employees of IARM do not offer or provide any advantages that would be related to their status as administrative officers, on any account.

### **Information treatment**

#### **Article 12**

The IARM's work is public. The employee of IARM provides accurate, relevant, timely and complete information to citizens and the public, while respecting the right to privacy and protection of personal data. The public is informed through the website of the IARM, publications and media.

The IARM provides public access to the range of accredited bodies for conformity assessment at the request of any interested person or entity.

The data for the establishment of IARM, the organization, the membership in the international accreditation organizations, regulations and procedures under which the IARM implement the accreditation procedures are publicly available and published on the website of the IARM.

The employees of the IARM facilitate the access to data available in their operation that are required for exercising the rights and interests of citizens and other entities in the community, except those, which under the Statute of the IARM and the Procedure for handling information and data, PR 09-01, are classified as confidential.

The IARM's employees take care about the confidentiality of the data they contact with and protect the ownership of the users of accreditation services.

The information, that IARM's employees come in contact with during the conduct of their activities, which may affect the market situation of the accreditation service user, the IARM considers as confidential and an ownership of the accreditation services user. Also, the IARM undertakes such information not be available to third parties unless otherwise specified in the regulations of the IARM, legislation, court or approved by the client.

Confidentiality remains a permanent obligation of every employee of the IARM even after the termination of the employment contract, cooperation or granting the accreditation of the conformity assessment body.

The IARM's employees never misuse the information that came in contact with while on duty, in order to get progress, merit or achieve other personal interest.

The IARM's employees (including persons, engaged with contract, that perform administrative, technical and support services), except those who have the status of assessors, sign general Statement of Confidentiality (OB 03-11). Assessors that are IARM's staff as well as assessors in mutual accreditation, projects, etc. sign a declaration of confidentiality and impartiality (OB 03-13). The assessors and experts are obliged to confidentiality by signing the Contract of engagement (OB 03-02 and OB 03-03).

### **Behavior in the workplace, the private and public life**

#### **Article 13**

The IARM's employees understand and experience the work as a responsible, respectable and respected profession. Without being prevented to acquire the right of building their own attitude and public expression of thought, the employees of the IARM refrain from giving statements detrimental to the service.

The IARM's employees, in the workplace, private life and in public concern dignity and do not act in a manner that would violate their personal reputation, the reputation of the institution and the administration overall.

In their behavior and acting out of work, in presenting public events, on the social networks or any other form of communication, the employees of the IARM are example of proper and dignified behavior. They talk shortly and concisely during the official phone calls, while private telephone conversations are not maintained in presence of the service users while waiting for a response or intend to raise the issue.

In public appearances where the institution is being represented, the IARM's employees present the strictly official attitude of the institution, in accordance with the regulations and the authorities received, as well as this Code. In public appearances that do not represent the institution they don't reveal data relevant to the work of the institution and the workplace, which would distort the reputation of the institution and would undermine the confidence of service users or citizens regarding the work of the IARM or administration.

### **Handling objects and documents**

#### **Article 14**

The IARM's employees take care about the safety of the entrusted assets and documents.

### **Behavior with clients**

#### **Article 15**

The employees of IARM will establish an open and regular communication with service users and other legal entities and individuals, using various ways and means to inform them about the news in the working scope of the institution.

The employees of IARM behave kindly and politely to the service users, with clear explanation or counseling with a humble tone, respectfully and taking in consideration that they turn to exercise their rights, obligations and interests.

The employees of IARM have a very honest and serious access to the proposals received from the users of their services and is constantly working on improving the quality of public services and social life. All comments, critics and issues raised by service users are treated with patience and an open mind, and when service users are dissatisfied with the response, they require an arbitration from the superior employee or transmit the message addressed to him.

### **Behavior with colleagues and superiors**

#### **Article 16**

The IARM's employees in relationship with colleagues nurture the spirit and principles of teamwork, mutual respect, respect for diversity, solidarity and cooperation. In communication with colleagues do not raise the voice, do not offend, avoid conflict situations

and show initiative for their prevention. They respect the privacy and discretion of the colleagues and collaborators, avoiding unprofessional and subjective approach.

The IARM's employees build interpersonal trust and promote organizational culture through open and sincere cooperation, in order to ensure the efficiency and effectiveness in operation and high quality services for beneficiaries. Advocate for valuation of merit and competence and do not support heedless and inappropriate behavioral model. Promote care for colleagues and work to protect and promote the realization of their rights and obligations. Encourages the professional development of colleagues and collaborators by sharing experience and knowledge.

The employees of IARM in relationship with superiors respect their authority and position, showing understanding for the introduction of technical, organizational and other changes.

### **Decent dressing**

#### **Article 17**

The IARM's employees pay attention to the appearance and manner of dress, not to cause impression of obscenity and discredit the administration reputation. The formal way of dressing expresses their respect for the workplace, but also to colleagues, co-workers and service users.

### **Use of resources**

#### **Article 18**

The employees of IARM behave in an economic and efficient way to resources given for use, and in the work, using them exclusively for official purposes.

The IARM's employees must comply with the terms of use of business mobile phones and official vehicle.

## **III. Special rules for the IARM's assessors**

#### **Article 19**

Lead and technical assessors (hereinafter referred to as assessors) and IARM experts show an appropriate level of professionalism, independence and respect for the client during the accreditation activities.

#### **Article 20**

The assessors must respect the principles given in the MKC EN ISO/IEC 19011 and MKC EN ISO/IEC 17011 and the rules of the IARM.

#### **Article 21**

For the purposes of assessment, the assessors must use the appropriate and latest editions of IARM's documents and relevant document publications of EA, ILAC and IAF.

#### **Article 22**

The assessors must be alert to the time predicted for implementation of the assessment and to adhere to the assessment plan. In addition, evaluators must not allow the service user to manage the time and must control the overall situation they can be caught in during the assessment.

#### Article 23

The assessors must take into account the purpose of the assessment, i.e. to determine the competence of the client to implement the required scope of accreditation, and never to impose or highlight their knowledge as assessors.

#### Article 24

Communication with the staff of the service users must be controlled, friendly and professional. The facts should be presented objectively and honestly in a clear and precise way. The assessors should be open, ask questions clearly and listen carefully. The final findings are presented in a calm and thoughtful manner, backed up by facts.

#### Article 25

The assessors must behave professionally during the entire duration of the assessment. All conversations with the employees of the client, in the presence of another employee of the organization or those conversations that do not apply to everyone must be conducted in an exemplary and discreet way.

#### Article 26

Assessors must be aware that at any moment of the evaluation they represent the IARM. When in a position to have to clarify the policy of IARM or the prescribed rules, these conversations must be conducted in an exemplary and discreet way, too.

#### Article 27

A mobile phone must not be used on the place of the evaluation. Messages and conversations that do not concern the assessment must be conducted separately, during a break, lunch or after the assessment.

#### Article 28

In case of disagreement with the service user or in case when dealing with service customer difficult to cooperate with, the evaluators will try to resolve all the differences peacefully and in a cultural way.

#### Article 29

Regarding non-conformities identified during the evaluation, the evaluators will be alert, the corrective measures for them to be thoroughly reviewed and delivered in due time.

#### Article 30

The assessors can impart some general and optional tips during the assessment, but they must be careful so they don't become consultations.

The assessors mustn't arrange special meetings with service users without the consent of the IARM.

All interactions with the user of the service, after the assessment, the assessors must conduct with prior information and consent of the IARM.

#### Article 31

The assessors are obliged to maintain and modernize constantly their competence, productivity and quality of work.



Article 32

The assessors will keep record of all the evaluations in which they are involved and the trainings they have participated in.

**IV. Transitional and Final Provisions**

Article 33

This Regulation shall enter into force on the day of its adoption.

Date: 07.04.2016

Director,  
Trpe Ristoski PhD