

Employee Code of Conduct Policy

Policy Owner	Vice-Chancellor for Financial and Administrative Affairs	Responsible Office	Office of Human Resources
Approved By	Chancellor	Effective Date	July 2025
		Next Review Date	July 2028

Glossary of Key Terms

1. Faculty Member:

A full-time employee with an academic rank and an employment contract of at least one year and, who is assigned a teaching load and directly involved in teaching activities. This does not include the visiting or adjunct Faculty Member, nor the Full-Time Research Associate.

2. Adjunct Faculty Member:

A part time employee with a temporary employment contract who is assigned partial academic load to teach certain courses during a specific academic semester.

3. Visiting Faculty Member (Visitor):

A faculty member who is having a temporary employment contract and visiting the University for one or two academic semesters with an agreed-upon teaching load.

4. Staff Member:

An employee who is having an employment contract for a minimum duration of one year continuously and assigned certain administrative, technical or academic support duties, working a minimum of eight hours per day or a maximum of forty-eight hours per week, or as stated in the employment contract.

5. Part-time Staff Member:

An employee who is assigned certain administrative, technical or academic support duties with a daily duty of less than eight hours per day.

Statement of Purpose

Ajman University's intent in establishing this "Employee Code of Conduct" is to promote ethics, honesty and professionalism within all the levels of the University and amongst all its employees. AU believes in being an integrated institution where the action of every employee affects the entire institution and its reputation. Every employee is obligated to strive for the extension of the University's interests within legal limits, and is responsible for preventing damages or loss of the University's interests. AU expects all employees to abide by this Code in carrying out their duties and functions so as to preserve trust and to ensure the institution's sustainable growth and development.

Our Commitment

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

AU strictly prohibits any form of modern slavery, including forced labor, human trafficking, and child labor, within the institution. Faculty members and staff are expected to support and adhere to these principles, ensuring that their teaching, research, administrative, and operational practices do not contribute to or condone any form of modern slavery. The University will take immediate and appropriate action in response to any reported violations, ensuring full compliance with national and international laws aimed at eradicating modern slavery.

Core Values

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

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

Objectives

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

Scope

This policy is applicable to all AU employees.

Office Decorum

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

Official Mobile/Phone Usage

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

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

Official Internet Usage

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

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

Dress Code

All employees are expected to present a professional, business like image to clients, visitors, customers and the public.

Employees are advised to get dressed in a conservative way with full respect to the cultural and religious traditions of the United Arab Emirates. Casual wear (like bermuda shorts, slippers and dresses with prints of abusive language/pictures) must be avoided at all times.

University Property

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

Promote a Positive Work Environment

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

A. MUTUAL RESPECT

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

B. RESPONSIBILITY

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

Employees are also expected to ensure that their actions comply with and are within the meaning and intent of all applicable laws and regulations. They must also ensure that their actions have no unfavorable effects on the society. Furthermore, they shall report any suspected incidents of modern slavery to the appropriate University authorities promptly.

C. TRUSTWORTHINESS

AU employees must maintain mutual trust and confidence in all their relationships; with AU's students, co-workers, supervisors and clients. Employees shall behave in a manner that sustains the other stakeholders' trust and reinforces the reputation of the University.

D. WORKING WITH COLLEAGUES

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

E. WORKING WITH OTHER STAKEHOLDERS

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

Misconduct and Disciplinary Action

- A. The University shall take appropriate disciplinary action if an employee is found to be involved in a case of misconduct such as, but not limited to the following:
 - a. Refusal to carry out the duties required by his/her position or refrain from abiding by the instructions stipulated under the employment contract, which are issued by the line manager.
 - b. Unauthorized distribution of literature in the work area or posting on institution property.
 - c. Racial or sexual harassment or any other form of harassment to any student, employee or visitor to the University.
 - d. Absence without permission.
 - e. Committing any act that might infringe an article of the contract or violate the regulations and policies issued by the University from time to time regarding safety and security.
 - f. Disturbing the safety equipment, or acting in a manner that threatens the rules of safety and public health in the workplace or hindering the employees from carrying out their duties properly.
 - g. Falsification of any reports, reports pertaining to absence from work, and communications or records including personnel and production records.

- h. Threatening, intimidating, coercing or interfering with any person on AU premises at any time.
 - i. Gaining unauthorized access to institution records and files whether they are locked or otherwise.
 - j. Theft of any property on institution premises.
 - k. Submission of false certificates and documents.
 - l. Professional negligence, which causes material or moral damage to the University.
 - m. Intentional breaching of the internal published policies and regulation of the University.
 - n. Divulging a professional secret.
 - o. Any substance abuse.
 - p. Offence or violation of the moral ethics of the UAE society.
- B. Employee misconduct cases shall be dealt in accordance with the Disciplinary or Accountability Policies at AU.

No Retaliation

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

Multiculture

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

Preventing Harassment

AU is committed to ensure that the work environment is conducive to fair, safe and harmonious relations between employees. Discrimination and harassment of any type are strictly prohibited. Violations of this policy will not be tolerated. Behavior that targets another, because of his or her background, language, religion, gender, age, national origin, marital status, political views or disability should not be tolerated. Such verbal or physical conduct that unreasonably disrupts another student/co-worker in his or her work is considered as harassment. All employees have the right to be free from improper or offensive conduct at work.

- A. Conduct constitutes harassment in some cases, including but not limited to when:
- a. It has the purpose or effect of creating an intimidating, hostile or offensive working environment.
 - b. It has the purpose or effect of unreasonably interfering with an individual's work performance.
 - c. It is otherwise adversely affecting an individual's employment.

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

Steer Clear of Conflicts of Interest

1. Playing favorites or having conflicts of interest - in practice or in appearance – is against the fair treatment to which all AU employees are entitled to. Employees must avoid any relationship, influence, or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their job. When in doubt, they should share the facts of the situation with their supervisor.
2. A conflict of interest can arise in day to day transactions such as with suppliers, clients, banks, insurance companies, and people in other institutions with whom we deal and make agreements.
3. The following actions and conditions are specifically prohibited, but are not intended to enumerate all actions or situations which might be avoided:
 - a. Working for any of the groups mentioned above and others for personal gain.
 - b. Employee should not have any direct interest in any company or institution that is considered a competitor to AU, supplier or buyer of any products or services.
 - c. Borrowing from, or lending money to, individuals representing institutions with which business dealings are conducted.
 - d. An employee should not borrow money or accept advances or other personal payments, gifts or entertainment from any company or firm (or any person acting directly or indirectly for any company or firm), which has transactions or any type of business relations with AU, as described above.
 - e. Any situation involving a possible conflict of interest, which arises in relation to the above outlined policies, must be brought to the attention of the employee's line manager for possible action.

Inappropriate Employee Relationships:

Conflicts of interest, favouritism, and an unprofessional environment may result from inappropriate relationships at workplace. When one employee has authority over another, such as in a supervisor-subordinate relationship, the possibility of conflicts of interest and favouritism can be very harmful.

- AU forbids any inappropriate relationships between employees that can lead to conflicts of interest, favouritism, or an unprofessional environment.
- Punitive measures, including termination of employment, may be taken against employees who participate in inappropriate interactions.
- AU encourages all employees to report any inappropriate behaviour without fear of retaliation.
- All AU employees are expected to conduct themselves in a professional and respectful manner.

AU understands that workplace relationships can sometimes develop, and we do not intend to prohibit all relationships between employees. However, it is important that all employees understand the potential risks and consequences of engaging in inappropriate relationships.

Work Safely: Protect Yourself & Your Fellow Employees

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

- a. Compliance with environmental health, and safety laws, regulations, and related University policies (EHS Policy).
- b. Observing posted warnings and regulations.
- c. Reporting immediately to the appropriate management any accident or injury sustained on the job, or any environmental or safety concern they may have.

Anti-Bribery and Corruption

1. AU conducts its business in a legal and ethical manner. University officers, employees, other members of the University and any other associated person acting on the University's behalf are responsible for acting honestly and with integrity by ensuring that their activities, interests and behaviors do not conflict with these obligations, regardless of their seniority. Employees must understand and strictly comply with all UAE legislations including but not limited to the UAE Labor law and its amendments. This requires that all employees shall not either directly or indirectly:
 - a. Offer, give, solicit or accept any bribe, either in cash or any other form of inducement, to or from any person or company, wherever they are located and whether they are a public official or body, or private person or company.
 - b. Gain or retain any commercial, contractual or regulatory advantage through unethical or illegal means when conducting business on behalf of the University or its subsidiaries.
2. This applies to all of the University's activities and operations and to all of its dealings and negotiations with any person including third parties in all countries in which its employees, agents, partners and associates operate. All employees and individuals working on behalf of, under contract from or in collaboration with any part of the University or with its employees are required to comply with this policy.
3. The University has a zero-tolerance approach to bribery and corruption and as such, all forms of bribery and corruption are prohibited. A bribe does not actually have to take place – just promising to give or agreeing to receive a bribe is prohibited. The University will address risks of bribery by ensuring adequate and proportionate measures are developed and implemented to mitigate them.
4. The University will not engage, or continue business with, any individual or third party who we know or reasonably suspect of engaging in bribery or corruption.
5. No employee or associated person will suffer penalty or other adverse consequences for refusing to pay bribes even if a refusal may result in loss of business or a delay in proceedings. The prevention, detection and reporting of bribery are the responsibility of all employees. They should raise any concerns or allegations of bribery or corrupt activity to their line manager or report any such concerns to AU Cabinet members.

6. The University will ensure it takes appropriate action in response to any reported incidents of bribery or corruption. Failure to comply with this policy will lead to disciplinary action and proven allegations will lead to disciplinary action resulting in dismissal. In relevant cases, the police will be informed as certain offences carry criminal liability for individuals concerned and sanctions include significant fines and/or imprisonment.

Miscellaneous

1. This policy supersedes any other old related policies, procedures, minutes of meeting, manuals, handbooks, and bylaws.
2. The Office of Human Resources is responsible for handling any issues that might arise and are not covered in this policy, and raise recommendations for the Vice-Chancellor for Financial and Administrative Affairs' final discretion.
3. In case of conflict between the Arabic and English versions of the Policy, the English one prevails.
4. In case of conflict between the contract and the Policy, the employment contract prevails.
5. Any exceptions to this policy must be well justified and raised to the Chancellor for a final decision.

Document History

Version	Date	Update Information	Author/ Reviewer
V 1.0	15/09/2013	Policy set-up to meet CAA requirement	Human Resources Director
V 2.0	27/07/2017	New policy with giving clearer direction and guidance	Human Resources Manager
V2.1	01/09/2021	Inclusion of Anti-Bribery and Corruption section	Human Resources Manager
V2.2	21/06/2023	This policy has been updated to avoid duplication between policies, as well as a section of inappropriate relationships has been added as per CAA requirements.	Human Resources Manager
V2.3	06/08/2024	This policy has been updated to also cover modern slavery in AU's commitment.	Human Resources Director
V2.4	15/07/2025	Minor updates on designation title	OIPE