



Pursuant to Article 61, paragraph (2) of the Law on Administration (Official Gazette of BiH, 32/02, 102/09 and 72/17) and Article 19, paragraph (2) point a) of the Law on the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (Official Gazette of Bosnia and Herzegovina, 56/08), and in compliance with the Code of Conduct of Civil Servants in the Institutions of Bosnia and Herzegovina (Official Gazette of Bosnia and Herzegovina, 49/13), the director of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina has adopted a

CODE OF CONDUCT OF THE EMPLOYEES IN THE AGENCY FOR IDENTIFICATION DOCUMENTS, REGISTERS AND DATA EXCHANGE OF BOSNIA AND HERZEGOVINA

CHAPTER I – GENERAL PROVISIONS

Article 1 (Subject and Objective)

- (1) The Code of Conduct of the employees of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (hereinafter: the Code of Conduct) regulates the rules, principles and standards of conduct that employees of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina are obliged to adhere to (hereinafter: Agency) as performing their civil service duties.
- (2) This Code of Conduct lays out the guidelines for proper conduct that Agency employees should follow when carrying out their daily responsibilities and duties towards citizens. It also prohibits nepotism and conflicts of interest, protects the reputation of the Agency, and provides oversight of the implementation of the Code of Conduct as well as sanctions for noncompliance.
- (3) The objective of this Code of Conduct is for the employee, as a representative of the Agency, to preserve the public interest based on the Constitution and the law by his behaviour, thereby contributing to the strengthening of the position and reputation of civil service.

Article 2 (Use of masculine and feminine)

Expressions that are stated in this Code of Conduct in one grammatical gender without prejudice for the sake of clarity pertain to both women and men.

Article 3 (Definitions)

- (1) The employee of the Agency means a civil servant, an employee, who has established an employment relationship with the Agency by appointment, i.e. appointment at the Agency or by an employment contract, as well as interns, volunteers, and persons who perform work at the Agency during working hours on the basis of a work contract.
- (2) A close relative is an employee's spouse or common-law partner, child, mother, father, adoptive parent or adopted child or any other person who lives with him in the same household.
- (3) A relative is a close relative, a relative in the direct line, a relative in the collateral line up to the third degree, a relative by in-laws up to the second degree, and a child of a spouse or common-law partner.
- (4) An affiliated person is any person who has a business, political or other close personal relationship with the employee that could affect the legality, impartiality and transparency of the employee's work.
- (5) The employee's private interest includes, but is not limited to, any material and non-material benefits for him, his close relatives, persons or organizations with whom he has or had close personal, business or political relations.
- (6) Close personal relationships include, but are not limited to, family relationships, past or present friendships, and hostile relationships.

- (7) Business relations include relations between legal and natural entities in the performance of any economic, financial and other business and transactions.
- (8) Political relations imply membership in a political party or relations between members of the same political party or coalition.
- (9) A gift includes both a private gift and a gift in connection with the execution of an official obligation. The gift could be monetary or of monetary equivalent worth, such as securities, precious metals, art, real estate, or moveable goods, among other things. Other benefits (benefits and services) may include travel, scholarships, hospitality, discounts, loans and credits, inheritances, free services, debt forgiveness, etc.
- (10) A real conflict of interest is a conflict that arises between the public interest, which is protected by the performance of official duties in the Agency, and the private interest of the employee, which may inappropriately affect the performance of his official duties. For a correct understanding of the real conflict of interest, it is necessary to understand that for its identification the fact of whether there was a breach of official duty or undue influence in a specific situation is not important, but only that there is a conflict between private and public interest.
- (11) An apparent conflict of interest is a scenario in which an employee's private interests appear to have an undue influence on the performance of his official obligations, although this is not the case. Identifying an apparent conflict of interest is critical, not only because this conflict of interest can often grow into a true conflict of interest, but also because it can lead to a loss of public trust in the integrity of the Agency.
- (12) A potential conflict of interest exists when the employee's private interests are of such a nature that they could lead to a conflict of interest if, in the future, the employee is involved in performing certain jobs and tasks. It is undisputed that there is no real conflict of interest in this situation, but the identification of a potential conflict of interest is necessary to prevent a true conflict of interest in case of assuming specific duties.
- (13) Nepotism is a special type of conflict of interest. Although the term has a wider usage, its meaning reflects a situation in which a person uses his authority to achieve a certain advantage for a relative or related person. The prohibition of nepotism refers primarily to the prevention of abuse of one's position, in order to enable a benefit for a relative or an affiliated person.
- (14) Mobbing is a specific form of non-physical harassment at the workplace, which involves the repetition of actions by which one or more persons psychologically abuse and humiliate another person, the purpose or consequence of which is to threaten his reputation, honor, dignity, integrity, degradation of working conditions or professional status.
- (15) Harassment is any unwanted behavior intended to violate the dignity of a person or group of persons and to create an intimidating, hostile, degrading, humiliating or offensive environment or to achieve such an effect.
- (16) Sexual harassment is any unwanted form of verbal, non-verbal or physical behavior of a sexual nature that is intended to violate the dignity of a person or a group of persons or that achieves such an effect, especially when such behavior creates an intimidating, hostile, degrading, humiliating or offensive environment.

Article 4

(General principles)

In performing their duties, employees apply the principles of civil service and the principles of behavior of civil servants, prescribed by the Law on Civil Service in the Institutions of Bosnia and Herzegovina, as well as the principles of the Law on Labor in the Institutions of Bosnia and Herzegovina and other regulations, as well as the regulations governing the rights and obligations of appointed persons.

CHAPTER II - OBLIGATIONS OF EMPLOYEES

Article 5

(Responsibilities and obligations of employees)

- (1) The employee shall, in the course of his employment, observe all applicable laws and regulations and act in a diligent, professional, timely, and economical manner, keeping in mind the interests of the public and the parties involved in the Agency's proceedings.
- (2) The employee shall be required to carry out official obligations in a responsible, prompt, and

nondiscriminatory manner. This means that he shall not attempt to influence, nor be influenced by, the distribution and treatment of cases in the prescribed sequence. Apart from abiding by the laws and standards of the profession, the employee is particularly required to apply the rules on case assignment consistently and to not purposefully alter, falsify, destroy, or omit data from any documents under his control.

- (3) In the course of his employment, the employee shall not request access to information that is not necessary for the performance of his duties and may not use the information that is officially available to him in order to gain benefits for himself, his relatives and affiliated parties.
- (4) The employee is required to follow orders from his superior, unless doing so would violate the law, the rules of the profession, or ethical standards of behaviour.
- (5) An employee has the right to refuse to carry out an order from a superior if he feels that doing so would violate the law, the rules of their profession, or ethical standards of conduct. He must also give written notice to the Director of this decision.
- (6) If the employee continues to feel that there are valid reasons to refuse the execution of the order, even after the Director has confirmed it in writing, the employee is obliged to inform the Director of the Agency, who will make the final decision on the execution of the order.
- (7) The employee has a responsibility to act professionally, courteously, and respectfully in their interactions with the clients. They also have a need to respect every person's individuality and dignity, show interest in them, and be patient, especially when dealing with ignorant parties, people with disabilities, and other people with special needs.
- (8) Considering the quality and dependability of the information supplied, the employee is required to give timely and accurate data and information in compliance with the laws governing the freedom of access to information. The employee is especially required to follow the laws in this area on the protection of personal data when delivering information.
- (9) To carry out his responsibilities to a high standard, the employee must constantly update and enhance his knowledge, abilities, and personality. The employee must give careful consideration to attending ethics, integrity, and conflict of interest prevention training as part of his ongoing education and training. He must regularly attend this training both at the institution where he works and at training facilities run by the organisations in charge of providing training for employees and civil servants.
- (10) When carrying out their responsibilities, employees behave impartially towards all individuals based on their race, skin colour, age, sex, religion, national origin, citizenship, political affiliation, disability, marital status and its changes, pregnancy, parenthood, sexual orientation, and economic and social status.
- (11) In the course of his employment, the employee is required to treat all parties kindly, considerately, and equally. Employees will refrain from showing favourable treatment or prejudice towards any individual or group in the performance of their tasks, whether by words or behaviour.
- (12) While performing official tasks, an employee may not show any religious, political, national, or other affiliation.
- (13) The employee is required to ensure that his communication with the parties to the proceedings and other individuals does not throw doubt on his independence and impartiality, and that his behaviour shall not raise suspicions of prejudice.

CHAPTER II I – POLITICAL NEUTRALITY

Article 6 (Political neutrality)

- (1) The employee is required to follow the concept of political neutrality in the performance of his official duties and to refrain from allowing any political influence to influence the performance of his obligations.
- (2) An employee may be a member of a political party, but not of its administrative or other committees, nor may he or she follow the directions of political parties in the execution of official tasks. Before joining the Agency, the employee must resign and be released of his tasks in the administrative and other committees of political parties.
- (3) Employees are not allowed to wear or display political party emblems or propaganda material, or

- openly express their ideas about political parties and their activities, on Agency property.
- (4) (4) An employee may not influence the political commitment of other Agency personnel or convince them to join a political party in any way.
- (5) (5) During the election campaign, the employee will not engage in actions that could put his impartiality in the execution of official duties into question. An employee who privately engages in political activities shall not allow his political ideas and actions to interfere with the fulfillment of his official duties, nor may he engage in these activities during working hours or use Agency material resources or information.

CHAPTER IV – CONFLICTS OF INTEREST PREVENTION

Article 7

(Conflicts of interest prevention)

- (1) The employee shall carry out his official obligations in a legitimate and unbiased manner, which includes avoiding conflicts between his private and public interests. The employee shall avoid any behaviour that may favour his personal interests over the public interest.
- (2) The employee shall accept responsibility for recognising, preventing, and resolving conflicts of interest. If the conflict of interest cannot be avoided, the employee must take the necessary steps to appropriately manage the identified conflict of interest, which includes renouncing private interests, reporting the conflict of interest, and requesting exemption from the process of making and implementing official decisions, among other things.
- (3) Given that most of the time only the employee is aware of the existence of a conflict between his private and public interests, he is personally responsible for preventing conflicts of interest and is required to:
- always take care of situations that may lead to a conflict of interest with his official duty;
 - always, when possible, take appropriate measures to avoid a conflict of interest, which implies renunciation of private interest; and
 - if the conflict of interest cannot be avoided, confess it to his superiors and request an exemption from acting in circumstances where he believes there is a conflict of interest; and
 - obey to the orders from a superior to avoid a conflict of interest.
- (4) The employee shall request his exemption from dealing with cases and situations where certain circumstances can cause only doubts about his impartial handling.
- (5) The employee may not inappropriately use or threaten to use his position in the Agency, for the purpose of realizing both his own and the private interest of another person.
- (6) Before taking up his duties, the candidate for the position of an employee must eliminate all reasons that bring him into conflict of interest with his official duty and inform the director of the Agency where he is taking up his duties thereof.
- (7) Prior to beginning employment at the Agency, the employee shall submit a written application that includes details about all of the property that he and his close relatives own, information about his prior activities and functions, and information about the activities and functions of his relatives.
- (8) The employee shall actively participate in the implementation of measures to prevent conflicts of interest in the Agency and notify the Director of the Agency of the existence of private interests of other employees that may lead to a conflict of interest and damage to the integrity of the Agency.

CHAPTER V - INCOMPATIBILITY AND LIMITATIONS IN BUSINESS AND OTHER ADDITIONAL ACTIVITIES

Article 8

(Incompatibility with official duties)

- (1) Laws on civil service govern the prohibition of performing other services and business activities that are incompatible with the performance of official duties by employees. Employees must consider these laws and act following the restrictions regarding incompatible duties and activities.
- (2) If the employee's additional paid or unpaid activities have or appear to have the potential to influence the

impartial and objective performance of his official duties, he is prohibited from engaging in them, whether in Bosnia and Herzegovina or abroad. As long as the employee's additional activities do not interfere with his official obligations or put him in a conflict of interest, they can be performed for a legal or natural entity. The additional activities of employees mean all business, scientific, educational, professional, cultural and artistic, sports and humanitarian and political activities.

- (3) The employee may not perform any additional paid work or activity without the approval of the Director of the Agency.
- (4) The employee may not perform additional paid or unpaid activities during the working hours of the Agency. The employee may not use the property and resources of the Agency, which primarily refers to office supplies, telephones and other means of work, and privileged information obtained by performing official duties for additional business activities. An employee may not use his position in the Agency to promote his business activity.
- (5) The employee is not allowed to use his position to support business entities, encourage investments in business endeavours, or raise money for the operations of business entities. This includes not promoting business entities to other workers at the Agency.
- (6) The employee shall exercise caution to avoid conflicts of interest while taking on any unpaid work. When in doubt over a potential conflict of interest, the employee shall request the opinion of the Director of the Agency and act in accordance with his opinion.
- (7) An employee may engage in professional, scientific, and educational pursuits as well as cultural, artistic, athletic, and humanitarian endeavours without the Director of the Agency's consent, provided that doing so does not put him in a conflict of interest with regard to his duties as an Agency employee. The employee must disclose to the agency's director the dates, locations, and types of these actions in addition to information about the compensation received (name of the person who paid the compensation and the amount of compensation received).
- (8) An employee of the Agency may only be a member of a civil organisation if he participates in its activities after hours and if doing so does not present a conflict of interest concerning his employment duties.
- (9) Neither an employee nor a close relative who receives financial advantage from the Agency may enter into a contract with another person or a legal organisation that is entirely or partially controlled by a close relative. Close family must be informed of these restrictions by the employee. This restriction applies for two years after the employee's termination of duties.
- (10) The employee may not use his position in the Agency and the confidential information received by executing his duties to obtain an unfair advantage in future employment, appointment, or performance.
- (11) The employee may not be engaged in proceedings in which the party is a natural or legal entity for which the employee has performed paid or unpaid duties or activities in the previous two years as part of his official duties. For two years following the end of the procedure in which he participated as part of his official duties, an employee cannot conduct paid or unpaid obligations or activities for a natural or legal entity who was a party to that procedure.

CHAPTER VI - GIFTS

Article 9

(Incompatibility with official duties)

- (1) Neither during the performance of the duties of an employee of the Agency nor after their employment has ended may an employee directly or indirectly request, give, accept, or agree to accept any gift or other benefit for themselves or anyone else in exchange for fulfilling, evading, or postponing the performance of official duties. This prohibition applies to any party involved in legal matters, their associates, relatives or any individual who offers an employee a gift or other benefit related to the conduct and failure to perform official duties.
- (2) If an employee is offered a gift or other benefit, he has the right to decline it. In other words, he must return the gift and promptly notify the Agency Director in writing.
- (3) An employee may accept a symbolic gift in line with the occasion, a protocol gift, or customary hospitality in compliance with the law and other regulations controlling gift-giving; however, this cannot be justified as an attempt to influence the performance of official duties.
- (4) Informational material for official use, such as books, magazines, calendars and data carriers, and

participation in an education or conference without compensation (excluding travel expenses) are not considered gifts. Reimbursements for travel expenses for participation in an education or conference are allowed, provided that the amount of expenses should not exceed the average costs of similar trips.

- (5) If an employee of the Agency is in doubt as to whether the offered gift can be considered a symbolic gift, he is obliged to ask for an opinion from the Director of the Agency.
- (6) The employee shall warn their close relatives that they may not ask for or accept a gift or other benefit that is related or could be related to the performance of his official duties.
- (7) When receiving gifts or other benefits from relatives or persons related by interest, the employee must ensure that the receipt of the gifts or other benefits is not and cannot be linked to his duties and that relatives and persons related by interest do not offer gifts in the capacity of third-party intermediary.
- (8) Under equal conditions for all citizens, an employee may request or receive a loan, scholarship, discount, free service, or other similar privileges. In the aforementioned circumstances, the employee should not take any privileged position that is or could be related to the performance of his official duties.
- (9) An employee may not use the position of offering presents or other benefits to gain an advantage over another employee of the Agency or a close family.

CHAPTER VII- PREVENTION OF NEPOTISM

Article 10

(Incompatibility with official duties)

- (1) The employee is required to consistently apply the rules on exemption from proceedings in which he participates as part of his official duties if his relative or affiliated person appears as a party or injured party.
- (2) The employee is obliged to consider the need to request his exemption from the procedure in which he participates as part of his official duties, if there is a probability that his relative or affiliated person will be invited to participate in the procedure as a witness or expert witness.
- (3) If the employee knows that his close relative has a financial, political or other interest in the procedure in which he participates as part of his official duties, he is obliged to request an exemption. This implies that the employee should make a reasonable effort to inform about the financial, political or other interests of his close relatives.
- (4) An employee may not use his or her position in the Agency to promote the business of a family or a person with whom he or she has an interest. The employee must warn his close relatives not to use his name or reputation in their business, financial, or other endeavours.
- (5) The employment of close relatives in the Agency creates a conflict scenario, and in such a circumstance, the employee may not supervise the work of a close relative or decide on his employment legal status, rights, and obligations, which the Agency director observes.
- (6) An employee shall not use his or her influence to gain the employment of relatives or anyone with whom he or she has an interest, even if it is in another Agency or another institution or organisation. This includes giving recommendations.

CHAPTER VIII - HOUSE RULES

Article 11

(Working time record)

- (1) The beginning of the employees' working hours is registered at 9:00 a.m., and the conclusion of the employees' working hours is registered after 5:00 p.m., i.e. from 8:00 a.m. to 4:00 p.m., depending on the demands of the IDDEEA employees.
- (2) The use of a 30-minute break for employees of the Agency is scheduled between 10:30 a.m. and 11:00 a.m.
- (3) The working hours, duration, and manner in which the employees of the Center for storage, personalization, and transport of documents use their breaks shall be determined by a special act that is an integral part of the Rulebook on the standards of the functioning of the Center, as well as all other issues important to the Center's functioning.

Article 12

(Working time record book)

- (1) This Code of Conduct establishes a work time record book that contains data on name and surname, working hours (entry and exit), absence during working hours (official and private), breaks, overtime (working days and holidays).
- (2) The work time record book is kept daily.
- (3) The book from paragraph (2) of this article is kept by the head of the director's office for the employees in the director's office, assistant directors for employees in the sectors and heads of regional centers for the employees in the regional centers.
- (4) The record book is kept on A-4 format paper, and the layout is described in the annex to this Code of Conduct (Annex 1).

Article 13

(Registering absence during working hours)

- (1) The employee is obliged to respect the working hours in the Agency and use them for the performance of official duties.
- (2) An employee who leaves the workplace during the established working hours is obliged to have a duly completed and signed "absence request form".
- (3) The absence request form referred to in paragraph (2) of this article is filled in by an employee of the Agency in the part that refers to the name, surname and signature of the applicant, date of absence, time of leaving and time of return, time and reason of absence, date of filing of the request and explanation, which for all employees of the Agency are signed by the Director Advisor – Head of the director's office, and in his absence by the Assistant Director in the Financial and Legal Affairs Sector, who approves absence from work with his signature.
- (4) The absence request form is printed on A-4 size paper, and its form is specified in the annex to this Code of Conduct (Annex 2). Employees of the Agency deliver for approval the properly completed absence request form to the persons referred to in paragraph (3) of this article using the application module.
- (5) The employee is obliged to promptly inform his superior about the reasons for being prevented from coming to work.

Article 14

(Working time records in the Center for storage, personalization and transport of documents)

A special act that is an essential part of the Rulebook on standards for the functioning of the Centre for storage, personalization, and transport of documents, as well as all other issues relevant to the Center's functioning, will determine how working hours and other specifics regarding the entry and exit of employees at the Centre for storage, personalization, and transport of documents are documented.

Article 15

(Record of working hours in the Technical Sector)

- (1) Employees in the Technical Sector of the Agency who work in shifts using the work system (12 hours of work - 24 hours of rest - 12 hours of work - 48 hours of rest) record their working hours in a specific logbook used to document the working hours of employees of the Technical Sector of the Agency.
- (2) A specific logbook of working hours contains data on first and last name, working hours (especially specified work at night and on holidays), absence during working hours (official or private), breaks and overtime (working days and holidays). The logbook of working hours is kept in A-4 format paper, and the layout of the specific logbook is described in the annex to this Code of Conduct (Annex 3).

Article 16

(Regional Center Sarajevo - working zones)

- (1) Working zones are determined for the needs of the Regional Center in Sarajevo. The employee at the reception desk allows entry to the premises of the Regional Center to a visitor, who is obliged to register in the visitors' logbook when entering and exiting premises. The employee working at the zone 4 Regional Center's reception is in charge of the visitor logbook, which is kept there. The logbook of

visitors is concluded daily, with the signature of the director or a person authorized by the director. The employee at the reception shall announce visitors for access to zone 1, zone 2 and zone 3.

a) Zone 1 RED (server room and belonging rooms)

Entry allowed only to employees in this zone. In exceptional cases, with the special announcement, approval and supervision of the employees of the Regional Center, entry is allowed to other employees of the Agency, persons engaged under the Work Agreement and persons from other institutions. Employees of the Joint Affairs Service of the Institutions of Bosnia and Herzegovina have the right to enter zone 1 only with the presence of an employee of the Regional Center at the reception desk. Floor cleaning in zone 1 – server room must be done every 15 days during working hours (from 9:00 a.m. to 5:00 p.m.) with no water-filled containers brought inside the server room.

b) Zone 2 YELLOW (Gallery/Platform)

Entry allowed only to employees in the red zone and yellow zone. In exceptional cases, with a special announcement, approval and supervision of the employees of the Regional Center, other employees of the Agency and persons from other institutions are allowed to enter.

c) Zone 3 GREEN (other)

Free movement zone for all employees of the Agency. Employees in other institutions can move with special notice, approval and supervision of employees in the Regional Center.

d) Zone 4 FREE ZONE

The reception, buffet and meeting room are rooms where guests can stay freely without the direct supervision of the employees of the Regional Center with a mandatory entry in the visitors' logbook.

- (2) working zones and the means of accessing particular zones within the Centre for document storage, personalisation, and transport of documents will be prescribed by a special act that is an integral part of the Rulebook on the Center's functioning standards, as well as all other issues significant for the Center's functioning.

Article 17

(ID card)

For the purpose of access control, all Agency employees will receive ID cards with a photo (personalised in the Centre for storage, personalisation, and transit of documents) that identify their work zone.

Article 18

(Rules of business conduct in the Center for storage, personalization and transport of documents)

The rules of business conduct in the Center for the storage, personalization and transport of documents will be prescribed by the Rulebook on the Center's functioning standards, as well as all other issues significant for the Center's functioning.

CHAPTER X - PRESERVATION OF AGENCY'S REPUTATION

Article 19

(Preserving reputation)

(1) In the performance of his official duties and in his private life, the employee is obliged to refrain from activities that are inappropriate and that could damage his personal reputation and the reputation of the Agency.

(2) The employee shall not allow his family, social and other relationships to improperly influence the performance of his official duties in the Agency. The employee is obliged to refrain from visiting inappropriate places, especially those places visited by persons who could be involved in criminal activities.

(3) The employee must behave in a way that fosters mutual trust, cooperation, decency, and patience with his superiors and other employees at the Agency. The employee is obliged, in relation to the persons mentioned in paragraph (2) of this article, to provide the necessary cooperation, not to interfere with the work process, improve professional relations and the working atmosphere, and to avoid actions that would have harmful consequences for the reputation of the Agency.

(4) An employee is not allowed to harass third parties or other employees, including sexually harassing them, while doing his official duties. This includes mobbing other employees.

(5) The employee is responsible for maintaining a neat and well-organized work environment in the

official premises of the Agency.

(6) The employee must present himself in a professional and suitable manner, ensuring that his clothes do not reflect negatively on the reputation of the Agency. Specifically, inappropriate clothes are regarded as:

(7)

- a) for men: shorts or other pants that reach above the ankles when standing, a that does not have a collarless and/or sleeveless shirt and/or a shirt of an unusual/bright color, open-toed shoes;
- b) for women: a t-shirt or blouse with an excessively open neckline, or a backless and sleeveless blouse;
- c) or t-shirt; skirts or shorts that extend past the knee by more than five centimeters when standing; and inappropriate footwear (slippers or other open-toed and open-heel footwear not attached with the leg);
- d) sports clothing, a larger mark or inscription on clothing, a symbol that can be offensive or irritating on any basis, an uncovered torso, and wearing a hat in official premises and;
- e) the employee is not allowed to have tattoos on visible parts of the body, and to have certain parts on the body pierced except the ears.

CHAPTER XI - MANAGING OFFICIAL DATA AND RELEASING STATEMENTS TO THE PUBLIC

Article 20

(Official data and making statements)

- (1) The employee shall act as prescribed when managing all information and documents obtained in the performance of his duties, especially taking into account confidentiality and shall take all necessary measures to protect secret data, as well as personal data that are available to him in the performance of official duties.
- (2) The employee shall maintain the confidentiality of any information gathered while carrying out official tasks and shall not, both while and after employment with the Agency, disclose such information without permission. Regarding the personal circumstances of the parties and other individuals involved in procedures before the Agency, the employee has no right to disclose information.
- (3) An employee may not publicly or privately comment on completed or ongoing subjects.
- (4) In the performance of his duties, the employee may consult on legal or practical issues with other employees of the Agency, taking care to handle the information received in a prescribed manner, protecting the confidentiality of data and avoiding possible conflicts of interest.
- (5)) In the event of an unforeseen public address, the employee must notify the director of the agency of any scheduled public appearances and get permission before doing so.
- (6) The employee is obliged to express the views of the Agency in all forms of public appearance and activities in which he represents the Agency in accordance with the regulations, authorizations, professional title and this code. If an employee expresses his personal opinion during a public performance, he must take into account that shared opinions can be misunderstood and taken to represent the views of the Agency as a whole.
- (7) In public appearances in which he does not represent the Agency, the employee must not present information from the scope of work of the Agency or the affairs of his workplace, which could damage the reputation of the Agency and the trust of citizens in the Agency.
- (8) The employee shall take care not to make inappropriate statements in private conversations, i.e. statements that could call into question his impartiality and the integrity of the Agency, including presenting information about the individualities of the Agency's director and other Agency employees.
- (9) When expressing personal views and opinions and other information via social networks and other media, the employee shall take care of preserving his personal reputation and the reputation of the Agency.

CHAPTER XI - SUPERVISION OF COMPLIANCE WITH THE CODE OF CONDUCT

Article 21

(Supervision of the implementation of the Code)

- (1) The Director of the Agency or a person authorized by him supervises the application of this Code of Conduct.
- (2) It is the responsibility of the director and managers of organisational units to acquaint employees with the provisions of this code of conduct as well as the established guidelines for behavior.
- (3) Violation of the rules of conduct provided for in this Code of Conduct may constitute a breach of official duty and be grounds for initiation of disciplinary proceedings, i.e. taking appropriate measures in accordance with the Law on Civil Service in the Institutions of Bosnia and Herzegovina and the Law on Labor in the Institutions of Bosnia and Herzegovina.

Article 22

(Commission to control the implementation of the Code)

The Director of the Agency will periodically form a Commission for the control of the implementation of the Code of Conduct whose task is to analyze the situation and prepare a report on its implementation.

CHAPTER XII - ENTRY INTO FORCE

Article 23

(Effective)

This Code of Conduct shall enter into force on the date of its adoption. With the entry into force of this Code of Conduct, the Code of Business Conduct of Civil Servants and Employees in the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina ceases to be valid.

X

DIREKTOR
Prof. dr. Almir Badnjević

Number: 15-03-02-2-1248-2/2023

Date: September 1, 2023



Bosna i Hercegovina
Босна и Херцеговина

Agencija za
identifikacione/identifikacijske
dokumente/isprave, evidenciju i razmjenu
podataka Bosne i Hercegovine



Агенција за
идентификациона документа,
евиденцију и размјену
података Босне и Херцеговине

Attachment 1.

WORKING TIME RECORD BOOK

No.	NAME AND SURNAME	WORKING HOURS		ABSENCE DURING WORKING HOURS				BREAK		OVERTIME WORK	
		Entry	Exit	Official		Private		From	Until	Working day	Holiday

Date:

SIGNATURE:

Month:



Bosna i Hercegovina
Босна и Херцеговина

Agencija za
identifikacione/identifikacijske
dokumente/isprave, evidenciju i razmjenu
podataka Bosne i Hercegovine



Агенција за
идентификациона документа,
евиденцију и размјену
података Босне и Херцеговине

Attachment 2.

SPECIAL WORKING TIME RECORD BOOK

TECHNICAL SECTOR

No.	NAME AND SURNAME	REGULAR WORKING HOURS				ABSENCE DURING WORKING HOURS				BREAK		OVERTIME WORK	
		Working hours		Holiday		Official	Private	From	Until	Working day	Holiday		
		Day	Night	Day	Night								

Date:

SIGNATURE:

Month:



Bosna i Hercegovina
Босна и Херцеговина

Agencija za
identifikacione/identifikacijske
dokumente/isprave, evidenciju i razmjenu
podataka Bosne i Hercegovine



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идентификациона документа,
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Attachment 3.

ABSENCE REQUEST FORM NUMBER:

Applicant:		Applicant's signature:	
Release date	Exit time	Return time	Total time of absence
Reason for leaving	Application date:		
1. Official			
2. Private			
Explanation:			

Filled in by the head of the Department for Financial and Legal Affairs

APPROVED		DATE		TIME	
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SIGNATURE:

