



HELLENIC REPUBLIC



NATIONAL TRANSPARENCY AUTHORITY

# **CODE OF ETHICS & CONDUCT**

**Hellenic Food Authority  
(EFET)**

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This Code of Ethics and Conduct has been drafted in accordance with the directions of the President of the Hellenic Food Authority (EFET), Antonios Zampelas, and the Governor of the national Transparency EFET (NTA), Angelos Binis, under the supervision and coordination of the Head of the General Directorate of Integrity and Accountability of the NTA, Mrs. Maria Konstantinidou.

The project team consisted of: Mr. Christos Kourtis, Head of the Integrity Policies and Standards Development Department of the Integrity Policies and Standards Directorate of the Directorate General for Integrity and Accountability of the NTA and Theodoros Chatzipavlidis and Alexandros Tzoumailis, members of the above mentioned Department.



## **Georgios Georgantas**

### **Minister for Rural Development and Food**

Hellenic Food Authority (EFET) is the central competent Authority for food safety and is charged with a huge task of market control for the benefit of consumers and public health.

Its auditors perform an important task for the benefit of society as a whole.

At the same time, however, there must also be rules to bind the auditors. And that is why it gives me great pleasure, and I would like to thank the President of the EFET, Professor Antonis Zampelas, for his initiative to draw up, together with the National Transparency Authority and its Governor, Mr. Binis, this Code of Ethics and Conduct, which I have the honour to introduce.

An initiative that shows the great value that the EFET attributes to ethics and ethics, but also to self-control.

The auditors' commitment to rules and principles creates a sense of security for those being audited, as they know that the audit is based on specific rules and procedures.

In this approach, the rule of law is established and citizens' trust in the administration is strengthened.



## **Angelos Binis**

### **Governor of the National Transparency Authority**

The adoption of a Code of Conduct tailored to the mission and operational requirements of each public body is a foundation for good governance and the strengthening of integrity. Our excellent cooperation with the President and the executives of the EFET has been completed with the elaboration of a coherent and practical framework of principles and rules of ethics and good professional conduct in the working environment and in the exercise of its auditing responsibilities.

This Code of Ethics and Conduct takes into account the internationally recognised standards and the specific characteristics of the EFET, including the challenges that its staff face on a daily basis in the exercise of their duties. It demonstrates in practice the commitment of both its leadership and all its staff to the values of ethics, transparency and accountability throughout the range of the functions and processes of the Institution. We would like to thank the President of the EFET, Mr. Antonis Zampelas, for the excellent cooperation and we look forward to the implementation of further actions that will strengthen the policies and mechanisms of integrity, accountability and transparency of the Institution.



## **Antonis Zampelas** **President of the Hellenic Food Authority(EFET)**

The mission of the Hellenic Food Authority (EFET), is to protect the interests of consumers and public health through a single, integrated and modern system of control and supervision of the food sector at national level.

The achievement of its mission is based on its human resources, which carry out their duties on the basis of the principle of legality of administrative action, protection of the public interest, good administration, honesty, responsibility and good faith, as well as in conditions of full objectivity and independence.

The promotion and development of an ethical and integral working environment through the promotion of common ethical principles, values and rules of conduct is an obligation of the administration in the direction of improving the quality of services provided to citizens and working conditions.

As part of the implementation of a Memorandum of Cooperation between the EFET and the NTA, the Code of Conduct was drafted, following a particularly constructive cooperation, in accordance with international standards and practices, in order to contribute to the upgrading of the operation of the EFET and to provide a sense of integrity and transparency in the relationship between auditor and auditee.

At this point, I would like to thank the Governor of the NTA, Mr. Angelos Binis and the Head of the General Directorate of Integrity and Accountability of the NTA, Mrs. Maria Konstantinidou for this cooperation, looking forward to its continuation in other areas of the EFET's competence.

# INTRODUCTION

The establishment of an ethical and integral working environment is a primary task and a cornerstone of the management of any public organisation. The adoption of a Code of Ethics and Conduct indicates the management's commitment to the ethical values that should inspire the institution.

Ethics refers to the rules governing the behaviour of staff of the institutions towards citizens and within the service, setting limits and proper ways of behaviour. Ethical rules are of a dual nature, balancing between the ethical and the rule of law. This conclusion follows from the fact that in ethics there are both formal rules, the breach of which is punishable (criminal, disciplinary), and rules which are part of the moral sphere and form part of the internal environment of a public body with the aim of improving the performance of the official's duties, without incurring judicial or administrative sanctions, but only 'sanctions' arising from the public opinion and individual conscience. The rules of conduct

*"The prestige and force of law does not depend on coercion as a form of sanction, but on the place of institutions in the minds of citizens" (D. Tsatsos, 2009)*

are complementary to the rules of law, improving their practical application and the quality of the services provided to citizens, and the working conditions within the institutions. Moreover, modern bibliography and international good practice suggests a system based more on ethical values rather than compliance rules.

The present Code of Ethics and Conduct is part of the cooperation between the Hellenic Food Authority (EFET) and the National Transparency Authority (NTA) with the signing of a Memorandum of Cooperation to enhance transparency and integrity. The Code was developed by the Directorate General for Integrity and Accountability of the NTA in cooperation with the EFET.

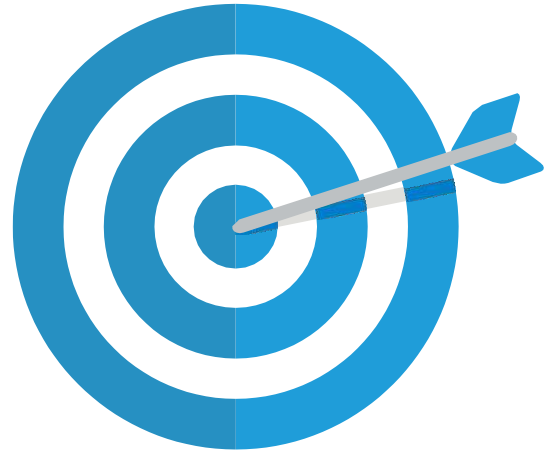


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# 1. MISSION OF THE HELLENIC FOOD AUTHORITY (EFET)

The Hellenic Food Authority (hereinafter referred to as the EFET) was established by Law No. 2741/1999 (A' 199), is a Legal Entity of Public Law and is under the supervision of the Ministry of Rural Development and Food. In compliance of the EU legislation, by Law 4691/2020 (A' 108), the EFET was designated as the mainly Competent Authority Food.



## The mission of the EFET is:

- (a) the protection of consumers and public health in the food sector;
- b) the recommendation to the Ministry of Rural Development and Food for the improvement of the current food legislative framework in the context of the adoption of the principles of best legislation,
- c) making recommendations to the Ministry of Rural Development and Food for the formulation of national stances on food safety and nutrition issues and supporting them in the European Union,
- (d) the prevention and control of risks to food at all stages of the chain within its competences,
- (e) the protection of the economic interests of consumers against misleading information about food,
- (f) strengthening consumer confidence by providing objective information on safe eating habits and nutritional risks,
- (g) the promotion of food business responsibility and consumer awareness,
- (h) the coordination of the competent authorities for the carrying out of official food control and the handling of food safety and food adulteration incidents and food crises,
- (i) strengthening networking, scientific and technological documentation and research for the formulation of nutrition and food safety policy,
- (j) ensuring the continuous training of the staff of the competent authorities in order to achieve uniformity and efficiency in the performance of official controls,
- (k) ensuring the continuous training of food business staff to ensure compliance with the requirements of food law;

## 2. PURPOSE AND SCOPE

### 2.1

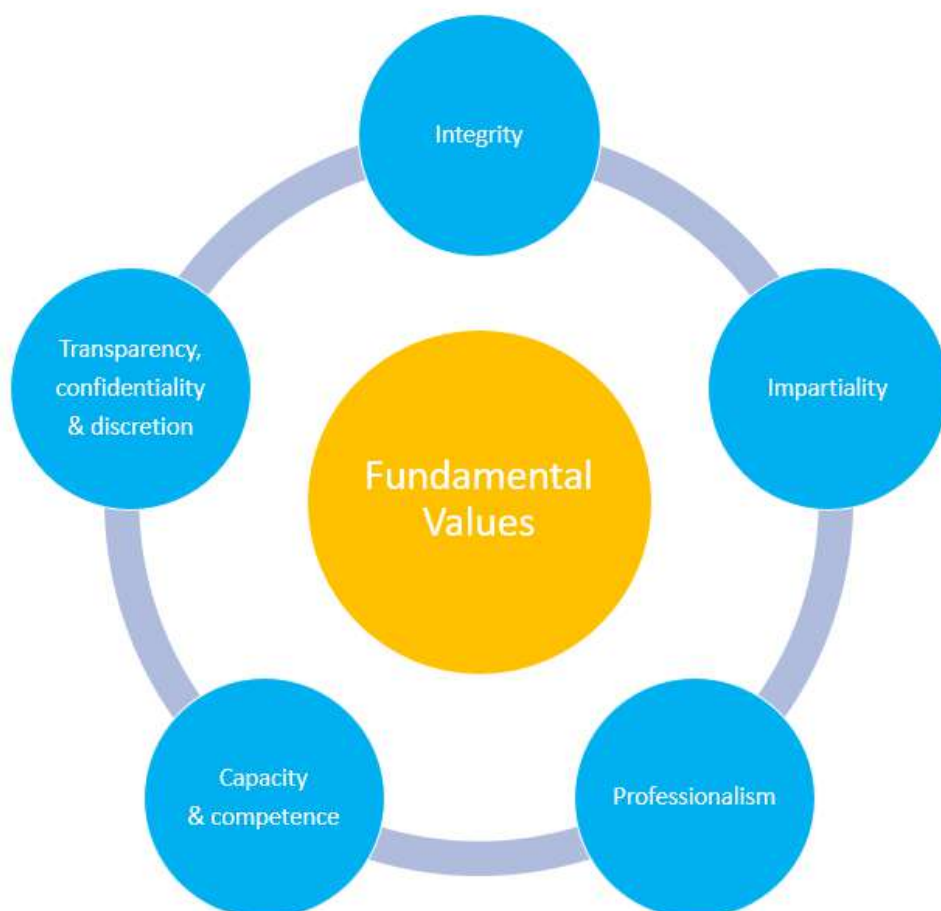
The Code aims to establish the principles of integrity and professional ethics in the working and audit environment of the EFET, and demonstrates the commitment of the leadership and staff of the Organisation to the values of ethics and transparency in the execution of its responsibilities and the implementation of its mission.

### 2.2

The principles and rules of the Code of Ethics and Conduct shall be applied by all employees in any employment relationship, as well as by the administrative hierarchy of the Institution.

## SECTION 1

### Fundamental Values – Principles of Action



## 1.1 Integrity

The Employees of the Organisation shall respect the principle of legality of administrative action, the protection of the public interest and sound administration in the performance of their duties with integrity, responsibility and good faith.

### More specifically:

- ✓ carry out the work with responsibility and diligence assigned to them,
- ✓ respect the provisions of the legislative/regulatory framework in force and conduct their administrative activity exclusively within it,
- ✓ always act in good faith and pursue the public interest,
- 🗨️ refrain from any action that violates the law or the Code of Ethics and Conduct.

## 1.2 Impartiality

The Employees of the Organisation shall carry out their duties with complete objectivity and independence.

### For this reason:

- ✓ they shall avoid any situation and shall be free from any influence which might affect the impartiality of their professional judgement,
- ✓ have the capacity to provide immediate, specific and to provide a detailed statement of reasons within their recommendations, as well as to any official initiative they take in the exercise of their duties,
- 🗨️ they shall avoid any situation and shall be free from any influence which might affect the impartiality of their professional judgement.

## 1.3 Transparency, confidentiality and discretion

The employees of the Organisation shall perform their duties in a manner which facilitates the transparency of the Organisation's activities, the full information of citizens and public opinion, and public dialogue, without disclosing, without the necessary authorisation, private documents and personal data, in accordance with the relevant legislative provisions and procedures.

### In particular:

- ✓ ensure that the individual or regulatory administrative acts to be published are posted on the Internet,
- ✓ ensure that citizens are informed of documents or other acts concerning them as soon as possible,
- ✓ ensure the protection of data or information relating to the private or family life of citizens, as well as the protection of documents or information classified as confidential or secret, in accordance with the provisions of General Regulation (EU) 2016/679, Directive 2016/680 and Law 4624/2019 (Government Gazette 137/A'),
- ✓ ensure the protection of documents or information classified as confidential or secret, in accordance with the provisions of Council Decision 2013/488/EU (L' 274/1).

## CONFIDENTIALITY AND PERSONAL DATA

- ✓ We acquire, store, manage, process and transfer personal data to third parties only when it is absolutely necessary for the performance of our business and always in accordance with Greek and international legislation.
- ✓ We process personal data in a transparent manner after informing the individuals concerned, respecting their rights.

- ✓ We implement appropriate organisational and technical measures to ensure the confidentiality, availability and integrity of the personal data of our colleagues, citizens and business representatives.
- ✓ We cooperate and consult with the Data Protection Officer (DPO) of the organisation, as well as with any other EFET on issues related to confidentiality and the protection of personal data.
- ✓ We train and hold ourselves accountable for the correct processing of Personal Data.

## 1.4 Capacity and competence

Employees of the Organisation shall respond to the requirements of their working position by ensuring that they acquire the appropriate knowledge and skills required and shall have a positive attitude towards lifelong learning.

### In particular:

- ✓ seek to acquire and update their knowledge and to strengthen their skills,
- ✓ take advantage of learning and self-improvement opportunities provided by the National Centre for Public Administration and Self-Government, the E.F.E.T. and/or other public or private institutions from Greece or abroad,
- ✓ take the initiative to develop and implement new ideas,
- ✓ promote digital culture, adopting and using new technology systems.

## 1.5 Professionalism

Employees of the Organisation shall behave in a manner appropriate to staff members of outstanding integrity and professionalism, using means appropriate to the purpose for which they are employed.

### In particular:

- ✓ perform their duties with due diligence,
- ✓ ensure that they are informed of any legislative, regulatory or other developments that affect or change the scope of their duties,
- ✓ take initiatives to comply with any specific standards of professional conduct arising from established or non-statutory rules, regulations, etc,
- ✓ exercise due care and professionalism in the execution of their duties,
- ✓ promote ecological awareness through their behaviour,
- ✓ adopt and implement all the protocols and actions provided for by the National Public Health Organisation aimed at promoting and protecting public health,
- 👎 refrain from any abuse of their position and/or of the authority deriving from it.



## SECTION 2


### Obligations of Employees

#### 2.1 Obligations towards the Organisation

##### 2.1.1 Compliance with the legislation

The employees of the Organisation shall carry out their duties in accordance with the fundamental principle of legality.

###### In particular:

- ✓ comply with the requirements of any general or specific provision of international, EU and national legislation,
- ✓ comply with the requirements of the Civil Servants Code,
- ✓ comply with any specific policies, standards, protocols, codes or internal regulations issued by the Ministry of Interior in order to achieve the objectives of the Organisation,
- ✓ comply with final judgments of EU and national courts and international organisations,
-  refrain from any illegal act or activity in the execution of their duties.

##### 2.1.2 Promoting the authority and credibility of the Organisation

Employees shall take care to promote the image and reputation of the Organisation, both in their task execution and in their personal lives.

###### In this context:

- ✓ comply with their working hours,
- ✓ are distinguished by their professional competence, in accordance with the specific provisions of paragraph 1.5 of this Code
- ✓ take care of the tidiness of their workplace, take care of their personal appearance
- ✓ inspire confidence in all aspects of their professional and personal lives,
- ✓ ensure the appropriateness of any postings on social media,
- ✓ comply with the policies in relation to the proper use of the internet, the intranet and the information systems of the Organisation,
- ✓ report to their supervisors, in good faith and in confidence, any instances which may be prejudicial to the reputation of the Organisation,
- ✓ comply with all hygiene measures to protect their colleagues and the public,
- ✗ do not smoke and do not consume alcohol or other substances in the workplace,
- ✗ shall not make public announcements on matters within the competence of the Organisation, without the consent of its Management.

## 2.1.3 Avoiding conflicts of interest

The employees of the Organisation shall provide guarantees of impartial judgment in the execution of their task.

According to Article 71 of Law No. 4622/2019 (A' 133), a conflict of interest, constitutes any situation in which objectively affects the impartial performance of civil servant duties.

The impartial performance of the duties is affected in particular when: (a) there is a benefit, financial or otherwise, for themselves, their spouses or cohabitants within the meaning of Article 1 of Law no. 4356/2015, blood relatives or relatives by marriage, directly or indirectly, up to the second degree, as well as for persons, natural or legal, with whom they have a special bond or a special relationship, and (b) harm, financial or otherwise, for persons, natural or legal, with whom there is a special enmity.

### For this reason:

- ✓ request that they be excluded from the handling of cases or from participation in the conduct of meetings, the outcome of which may affect the satisfaction of their personal interests, whether economic or moral,
  - ✓ request that they be excluded from handling cases or participating in the conduct of negotiations the outcome of which may affect the satisfaction of the interests of a person with whom they have a family, special friendly or hostile relationship,
  - ✓ comply with decisions by their superiors to exclude them from handling specific cases,
- ✓ apply to be excluded from the handling of cases the outcome of which may affect their personal interests, whether economic or moral,
  - ✓ apply for exemption from handling cases, the outcome of which may affect the satisfaction of the interests of their spouse or other relative,
  - ✓ apply to be excluded from the handling of cases the outcome of which may affect the satisfaction of an interest of a person with whom they have a special friendly or hostile relationship,
  - ✓ comply with decisions of their superiors to exclude them, of their own motion, from handling specific cases,

### Reminder

In case you notice the existence of a conflict of interest in your person, you must refrain:

vote



audit

any action that could affect the making decision.

- ✓ report to their immediate superiors any risks that may undermine their independence
- ✗ do not use Organisation's information for personal gain,
- ✗ not be influenced by personal or other interests in the execution of their official duties.

## 2.1.4 Permission to do private job for a payment

Officials of the institution shall adopt the highest professional standards in the performance of their official duties and shall not, in principle, be allowed to engage in private or remunerated work at the same time. An exception to this rule is made in cases where officials:

- ✓ They shall carry out private work that does not conflict with the public interest or the interests of the Organisation, does not damage its status and credibility and does not affect the uninterrupted execution of their official duties, in accordance with the relevant provisions of Article 31 of Law No. 3528/2007 (A' 26) 'Code of Public and non Public Employees',
- ✓ The prohibition of doing private work shall not apply to an employee's writing and scientific activities in general, but the approval of the President and the agreement of the Organisation's Staff Committee may be required when it relates to information which has come to its knowledge in the execution of its duties because of its duty of confidentiality.

## 2.1.5 Refusal to accept gifts

Employees of the Organisation shall be of integrity and shall not use their position or Organisation to gain economic or moral benefits for themselves or on behalf of others.

### In this context:

- ✗ shall not accept, directly or indirectly, any gratuity in respect of matters within their official capacity,
- ✗ do not accept services of economic value, fees, discounts, facilities, entertainment or hospitality, travel, accommodation, food or education,
- ✗ must not accept any invitation to an event where participation would normally require the payment of a fee, such as invitations to sporting or cultural events, hotel accommodation, etc.

- ✗ However, they may accept invitations to events where they represent the Organisation in their official or professional capacity,
- ✗ if they become the unintentional or intentional recipients of a gift, they shall report it to their supervisor and return it to the the gift or its value, where this is where possible. However, within a professional context they can accept gifts which, because of their status, are and/or their nature, are considered to be part of the context of ordinary courtesy (e.g. a book), with provided that no obligations are created, which affect the objectivity of the official. the official's objectivity in the performance of his duties.

## 2.1.6 Use of assets

The Employees of the Organisation shall ensure that the assets of the Organisation are protected and preserved.

### In particular:


- ✓ maintain in good condition the material and technical equipment distributed to them, in particular computers, telephones, printers, scanners, etc,
- ✓ ensure that they save electricity by switching off all appliances when they are not in use,
- ✓ hand over the office equipment when they leave the office and the printed and digital files kept,
- ✓ use of the recycling facilities provided by the Organisation,
- 📄 avoid printing paper, making use of the advantages offered by the digital documents exchange system,
- ✗ do not abuse the available consumables and material resources.



## 2.2 Obligations towards colleagues

The employees of the institution treat their colleagues with respect, fairness and courtesy.

### More specifically:

- ✓ They treat their colleagues with courtesy, they are not express negative comments to them, not harass them and not defame them to the leadership of the Ministry, to other colleagues and to third parties,
  - ✓ They respect the personal or professional opinions of their colleagues and, if they disagree with them, discuss with them in order to find the best solution,
  - ✓ help to eliminate gender-based discrimination and inequalities within their working environment,
  - ✓ They promote team spirit and cooperation,
  - ✓ They cooperate with their colleagues in a spirit of honesty and sincerity in order to optimise their performance,
  - ✓ They develop solidarity relations with their colleagues in order to jointly manage any problems and emerging challenges.
-  They avoid a behaviour that involves acts of intimidation, oppression, sexual harassment or violence, which may be expressed verbally, physically or psychologically,
- ✗ do not waive or delegate the responsibilities and duties of their job to other colleagues.

### Reminder

What we avoid doing to colleagues:

- ✗ Jokes of any content when they may embarrass them.
- ✗ Sending material of any content (photos, videos, texts) that may offend or embarrass colleagues.
- ✗ Comments that suggest or imply sexual content.



## 2.3 Obligations towards citizens and representative of businesses

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### 2.3.1 Service and respect

The employees of the Organisation, when they interact with citizens or representatives of businesses during the execution of their duties, shall behave with courtesy, helpfulness and respect.

#### Also:

- ✓ must answer the questions as fully and accurately as possible, avoiding the use of legal or difficult-to-understand terms and always substantiating their opinions,
- ✓ inform citizens about the ways of submitting complaints (online, by post, by telephone), as well as about the policy for managing reports,
- ✓ inform citizens and businesses about the current EU and national legislation and answer specific questions and queries about it,
- ✓ must give specific and detailed reasons for the administrative actions and documents they issue, informing the person concerned immediately and in written form,
- ✓ make it easier for citizens to execute their rights effectively, in particular the right to petition, the right to a prior hearing and the right to lodge an administrative appeal,
- ✓ provide the persons concerned with an acknowledgement of receipt of their application/report, indicating the file number of the application and the contact details of the competent official,
- ✓ provide the possibility of feedback and improvement of the progress of the application/report, informing the person concerned,
- ✓ inform citizens/businesses about the guides to good production practices,
- ✓ protect the information recorded in the electronic and physical messages, documents, records and data held by the Office and containing personal data of citizens and business representatives.



### 2.3.2 Equal treatment

The employees of the Organisation shall ensure strict compliance with the principle of equal treatment of administrators.



#### In particular:

- ✓ avoid any unjustified discrimination or unfavourable treatment of citizens on the basis of nationality, sex, race, colour of skin, ethnic or social origin, sexual orientation, gender identity or characteristics, language, religion, political opinion, origin, disability, etc,
- ✓ ensure that cases are dealt with on the basis of the chronological order in which the corresponding requests are submitted, as evidenced by the date of the relevant file numbers, taking into account exceptions provided for by law,

## SECTION 3

# Obligations of the Auditors of the Organisation

In particular, the Auditors of the Organisation, in addition to the obligations arising from the previous sections of this Code, in the execution of their duties, must:

- ✓ address the responsible officials/owners of the audited audited entities formally and limit their relations to a strictly professional context so as not to compromise the objectivity and independence of their work,
  - ✓ deal calmly and sympathetically with cases of recalcitrant or belligerent person under audit, avoiding tensions or arguments and, if necessary, seeking the assistance of the competent authorities and bodies,
  - ✓ are provided with the service identification card and the audit mandate of the Agency, which they must show at the start and during the audit procedure,
  - ✓ ensure that auditing techniques are carried out using good practices in accordance with the requirements of the applicable national, EU and international legislation,
  - ✓ provide adequate and documented support, with reference to the relevant food legislation, for the findings, conclusions and recommendations of the audit reports they prepare and the administrative acts they adopt in the context of the audit cases they handle,
  - ✓ have appropriate equipment in the control rooms and laboratories, in accordance with the applicable national, Union and/or international certification standards, in order to protect the health of themselves and of the persons being controlled,
  - ✓ respect the confidentiality and secrecy of information and data that come to their knowledge,
  - ✓ comply with the specific health and safety protocols as laid down by the competent bodies,
- ✓ in particular in food testing and research laboratories, to maintain and apply appropriate (high) quality standards, following the policies, procedures and quality guidelines described in the ISO/IEC 17025 quality system manual,
  - ✓ respect the rules of operation of the external food analysis laboratories with which the E.F.E.T. cooperates.
-  refrain from any act that could prejudice or diminish the personality or professional standing of the persons under investigation,
-  shall not take any action beyond their control responsibilities, as defined by the legislation in force and the Organisation's Statute.

## SECTION 4

# Commitments by the Management of the Organisation

The heads of the Heads in the execution of their duties must:

- ✓ They shall respect their employees and the principle of this Code,
- ✓ maintain open channels of communication with employees,
- ✓ encourage, motivate and morally reward employees,
- ✓ communicate this Code to staff and ensure to the fullest extent possible that it is observed,
- ✓ support employees with information and advice, including real-life examples and discussions on how to handle specific conflict of interest situations and appropriate ways of dealing with them,
- ✓ support employees and provide them with assistance in possible ethical dilemmas they may face,
- ✓ recognise the training and expertise needs of new employees and encourage them to participate in training activities and/or use the 'on-the-job training' method,
- ✓ are aware of the level of professional competence of their employees and support their continuous development of skills and professional fulfilment through training activities,
- ✓ handle possible conflicts, conflicts and complaints that may arise between the officials they supervise,
- ✓ handle potential conflict situations, disputes and complaints that may arise from citizens and business representatives, in cooperation with the team members who manage and are in charge of these cases,
- ✓ organise regular meetings with the employees of the units they are in charge of in order to provide feedback and exchange of information on various topics,
- ✓ ensure that the work is distributed fairly among staff members,
- ✓ are patterns of behaviour,
- ✓ ensure fair and merit-based appraisal of staff members with a view to improving their individual performance,
- ✓ promote a digital culture by adopting and exploiting new technology systems in a resource-efficient way,
- ✓ ensure that the necessary logistical equipment and personal protective equipment is provided when required,
- ✓ ensure the necessary resources for the smooth and efficient operation of the Entity,
- 👉 avoid conduct that could lead to discrimination, threats, harassment, sexual harassment or abuse of power or could reasonably be perceived as such conduct.

## SECTION 5

# Supervision – Awareness

## 5.1 Supervision

- Compliance with the general principles of the Code is up to the supervisors, but also on the Employees themselves, by developing a culture of integrity and ethical behaviour towards the Organisation, citizens and their interpersonal relationships.
- Many of the matters referred to in this Code constitute disciplinary or criminal offences. Therefore, the Code applies in addition to Law No. 3528/2007 'Ratification of the Code on the Status of Public Civil Servants and Civil Service Employees' (A' 26) and the Criminal Code.
- The highest supervision of the implementation of the Code shall be monitored by the Director General of the Organisation.
- The provisions of this Code may be updated whenever required.

## 5.2 Awareness Raising

- The Code of Ethics and Conduct shall be distributed digitally to all Employees of the Organisation, ensuring that every employee is aware of it.
- This Code shall be posted on the website maintained by the Organisation on the Internet.
- The Head of Human Resources Department must organise staff empowerment and information meetings regarding the implementation of this policy, as well as feedback discussions.



## REMEMBER THAT

### ✓ YOU HAVE THE POWER

You can contribute with your daily behaviour to the successful operation and evolution of your institution.

### ✓ YOU HAVE A VOICE

If you feel that integrity and ethics are being violated in your working environment, speak up and share your concerns and worries.

### ✓ YOU ARE NOT ALONE

If you have doubts and dilemmas about situations you are experiencing at work, contact your supervisor.

## Legislation

1. Law 3528/2007 (A' 26) "Ratification of the Code of the Status of Public Civil Servants and Civil Servants of NPAs"
2. Law 2690/1999 (A' 45) "The Code of Administrative Procedure and other provisions"
3. Law 2741/1999 (A' 199) "Unified Food Control Agency, other regulations of issues under the competence of the Ministry of Agriculture and other provisions"
4. Decree 71/2018 (A' 134) "Organization of the Single Food Control EFET"
5. Regulation (EU) 2017/625 of the European Parliament and of the Council on official controls and other official activities carried out to ensure the enforcement of food and feed law, animal health and animal welfare rules, plant health and plant protection products

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Integrity means not only  
"to do the right thing", but  
do it "the right way" even when no  
one is watching us.

(Heywood and Rose,2015)

## Annexes

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### ETHICAL / MORAL DILEMMAS

Ethical dilemmas an employee may face when:

For a decision, two or more solutions are possible and legal.

There is a choice of different way of acting, with different consequences depending on the decision taken.

Has doubts about the appropriate way to handle a situation.

There is a conflict with his own moral values or he has doubts or difficulties, on the definition of the rule or principle applicable to each case.



## Process for dealing with a moral/ethical dilemma

So how should we think, act and deal with the moral and ethical dilemmas that are presented to us? The following "guide" will help you...

# STEPS



## Examples of ethical/ethical dilemmas

“ You accidentally discover that your colleague, whose behavior has never been criticized, copying entire books from the library into a copy machine and printing online books to create his own library at home. What should you do (STEP 1, 3 and 4) ”

“ A colleague makes comments and jokes that offend you and some other colleagues. You try to ignore him, hoping he will stop, but it doesn't work. What can you do?(STEP 3 and 4) ”

“ You are carrying out an audit at a business located in a remote industrial area with poor public transport. A restaurant operates within the inspected business for its employees. The auditee provides you with a free meal throughout the audit. What should you do?(STEP 3) ”

“ A Regional Service auditor conducts an audit, following a complaint, at a local business and realises that the employee of the audited business is a familiar person since he has a strong friendly relationship with a person in his family. What should he do? (STEP 3) ”

“ A Regional Service Auditor shall carry out an audit in a local business in order to meet general health and safety requirements. On the first day of the inspection the owner of the business informs him that he is facing serious health problems that cause him financial difficulties. During the inspection, it finds that the owner of the business is not strictly observing all the necessary health and safety protocols. What should he do? (STEP 1) ”





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