

CODE OF CORPORATE ETHICS
K.Zhubanov Aktobe regional university

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GLOSSARY

Business ethics – ethical norms and principles that ensure business decision-making and shape the company's business behavior.

Dress code (English: dress-code) – the code, type, and form of clothing.

Code – a set of rules, principles, and beliefs.

The Code of Corporate Ethics of NJSC "K.Zhubanov Aktobe regional university" is a set of corporate rules and principles that guide employees of NAO "Aktobe Regional University named after K. Zhubanov" (*hereinafter- ZHUBANOV UNIVERSITY*) when applying the principles of business ethics in the work process.

Conflict of interest – a situation in which an employee's personal interest affects or may affect the objective performance of their official duties and in which a contradiction arises or may arise between the personal interest of such an employee and the legitimate interests of citizens, organizations, society or the state, which may lead to harm to these legitimate interests.

Corporate culture – a set of material and spiritual values created by employees of the ZHUBANOV UNIVERSITY in the course of their work;" culture " of the organization, which reflects internal and external behavior in the market.

Corporate behavior – internal and external behavior, which covers a variety of actions related to the activities of the ZHUBANOV UNIVERSITY.

Employees – administrative and managerial staff, teaching staff, researchers, teaching and support staff, etc.

Ethics is a set of norms of behavior.

THE CONCEPT OF THE CODE OF BUSINESS ETHICS

The Code of Corporate Ethics of NJSC "K.Zhubanov Aktobe regional university" (*hereinafter referred to as the Code*) is intended to regulate the ethical basis of behavior and relationships of subjects of educational, scientific, administrative and managerial processes in the ZHUBANOV UNIVERSITY.

The main purpose of the Code is to ensure that employees comply with accepted standards and norms of business ethics in order to achieve the goals of strategic development of ZHUBANOV UNIVERSITY, strengthen the corporate culture and image of ZHUBANOV UNIVERSITY.

GENERAL PROVISIONS

Corporate behavior is internal and external behavior that covers a variety of actions related to the management and development of the activities of the ZHUBANOV UNIVERSITY. Compliance with the ethical standards adopted by this Code helps to avoid certain risks, contributes to develop research activities and improve the image of university employees.

Standards of conduct imply adherence to the principles of honesty, professionalism, fairness and goodwill in dealing with students and colleagues.

All employees and trainees have the right to fair and just treatment, regardless of race, skin color, language, political or religious beliefs, gender, national or

cultural affiliation. Discrimination and harassment of any kind are contrary to this Code and are unacceptable.

This Code has been developed in accordance with the Constitution of the Republic of Kazakhstan, the Labor Code of the Republic of Kazakhstan, the laws of the Republic of Kazakhstan "On Joint-Stock Companies", "On Education" and other regulatory legal acts regulating educational activities, joint-stock companies, labor relations, orders and guidelines of the Ministry of Education and Science of the Republic of Kazakhstan, the Chairman of the Management Board and Of the Rector of the ZHUBANOV UNIVERSITY, internal regulations, generally accepted moral and ethical standards, and establishes internal regulations and basic standards of conduct for employees of the ZHUBANOV UNIVERSITY.

In case of violation of any of the requirements of the Code, disciplinary measures and other liability measures will be applied to the employee in accordance with the legislation of the Republic of Kazakhstan and current regulatory documents.

All provisions of the Code are mandatory for all full-time employees; employees working under a contract to perform certain works; as well as employees who are foreign partners involved in projects under international cooperation agreements.

When applying for a job at the ZHUBANOV UNIVERSITY, as well as at each signing of an employment contract, an employee must read and sign an Obligation to comply with this Code, which is an integral annex to the employment contract.

The main task of each employee of the ZHUBANOV UNIVERSITY is to provide highly professional services and high-quality education.

I. HONESTY

Honesty is a moral quality that reflects one of the most important requirements of morality. It includes truthfulness, integrity, loyalty to the obligations assumed, subjective conviction in the rightness of the case being conducted, sincerity to society and to oneself in relation to the motives that guide a person, recognition and observance of the rights of other people to what legally belongs to them.

The opposite of Honesty is deception, lying, stealing, treachery, hypocrisy.

Honesty – is the quality of a conscientious employee of ZHUBANOV UNIVERSITY, who has high moral principles.

Standards of conduct:

- Provides reliable, complete and objective information (*within the scope of its competence*);
- Be honest in your actions and actions.
- Carries out cooperation on the principles of partnership and mutual respect.

1.1 Conflict of interest: abuse служебным of office

Employees of the ZHUBANOV UNIVERSITY are responsible for the

occurrence of situations that lead to a conflict of interest.

Employees of the ZHUBANOV UNIVERSITY should not use their official position for personal gain, providing assistance to their family members and close acquaintances. Such behavior is considered unacceptable and discredits the honor and dignity of an employee of the ZHUBANOV UNIVERSITY.

1.2 Implementation of business activities by employees ZHUBANOV UNIVERSITY

An employee of the ZHUBANOV UNIVERSITY should not use the official time established by the Labor Code of the Republic of Kazakhstan and the internal labor regulations for personal interests (*carrying out business activities*). The official position and working hours are used only for the conscientious and proper performance of their official duties.

Information about the fact that an employee is engaged in any activity outside of the ZHUBANOV UNIVERSITY that generates additional income must be brought to the attention of the direct supervisor in writing.

1.3 Anti -corruption measures

ZHUBANOV UNIVERSITY shows zero tolerance for any form of corruption and will not tolerate behavior from its employees in which, using their official position, they would receive improper and illegal enrichment for themselves, their relatives or encourage such behavior from colleagues.

It is prohibited to directly or indirectly demand and take remuneration for the services provided.

1.4 Gifts from external sources

Employees of the ZHUBANOV UNIVERSITY are not entitled to accept gifts, treats, favors, services, entertainment or any other offers of material value from individuals or organizations that expect them to make any decisions.

Employees are prohibited from directly or indirectly requesting or accepting a gift if it comes from a prohibited source or is presented in connection with the employee's official position.

Exceptions include:

- business lunches as part of a business meeting;
- branded souvenir products as part of a business meeting – postcards, fountain pens, notebooks, keychains, calendars, etc.
- various services/products, benefits received by all employees of the ZHUBANOV UNIVERSITY, which are classified as publicly available.

1.5 Recommendations

Employees can send potential students to study at the ZHUBANOV UNIVERSITY, but they do not have the right, under any circumstances, to give such students preference over others.

Employees of the ZHUBANOV UNIVERSITY can make recommendations to other persons when applying for a job at the ZHUBANOV UNIVERSITY, but on

a general basis, without giving special preferences, if any of the candidates is their relative or acquaintance.

II. PROFESSIONALISM

Professionalism is the quality of a competent employee of the ZHUBANOV UNIVERSITY, who allows him to carry out his activities at a high professional level and strives to constantly improve the services provided in accordance with his official powers.

Every employee of the ZHUBANOV UNIVERSITY is a member of a highly professional team, which every day becomes even better, more professional and sets ambitious goals that it will definitely be able to achieve.

Standards of conduct:

- Organization and conduct of classes c using new modern forms of education;
- High motivation for their own development and the development of services provided within the framework of the activities of the ZHUBANOV UNIVERSITY;
- Providing services to internal and external clients at a high-quality level;
- Continuous improvement of their professional level and qualifications, improvement of skills and abilities;
- Maintaining the image and reputation of a professional employee.

2.1 Professional qualities

Each employee should know the scope of their professional activity, promptly and efficiently perform the tasks of higher management, in accordance with their job descriptions.

2.2 Professional training

Personal and professional development. Creating a continuous learning and development environment for employees is a key success factor in achieving the strategic goals of ZHUBANOV UNIVERSITY. ZHUBANOV UNIVERSITY supports the career development of employees based on the coincidence of the employee's personal aspirations with the interests of ZHUBANOV UNIVERSITY and the available human resources. The HR assessment and management system supports the overall corporate culture and guarantees equal opportunities.

In order to improve their skills, employees have the right to improve their skills at the Institute of Continuing Education of the ZHUBANOV UNIVERSITY in accordance with the Regulations on Continuing Education at the Institute of Continuing Education, on short-term programs, both in the republic and abroad.

The system of internal training in the areas of professional activity consists of:

- corporate training based on training centers – internal seminars and trainings for staff;
- participation in scientific conferences, round tables, symposiums, etc.;
- conducting fundamental research.

Employees of the ZHUBANOV UNIVERSITY should strive to constantly improve their professional qualifications and improve knowledge, skills and abilities

that can be useful in the performance of their official duties.

2.3 Professional image: business behavior.

2.3.1 Relationships with clients of ZHUBANOV UNIVERSITY are based on mutual partnership and trust. The employee's behavior should correspond to the image of the ZHUBANOV UNIVERSITY, as a serious organization whose main field of activity is the provision of educational services.

2.3.2 Professional relations between employees are based on mutual respect and team spirit – employees should be aware that the work performed by employees of other departments is subordinate to the common cause and deserves professional evaluation.

To achieve the set strategic goals, it is necessary to perform their official duties in good faith, comply with the requirements of the Labor Code of the Republic of Kazakhstan, internal labor regulations, labor discipline, perform production tasks efficiently and on time, and work on improving their professional level.

Employees should make decisions only within the limits of their professional competence, in accordance with the job description and delegated authority by a higher manager.

If the solution of the issue exceeds their official authority and professional competence, the employee should contact their direct supervisor.

The most important tasks of managers are a well-thought-out division and distribution of work, defining the scope of professional responsibility and coordinating employees' actions in order to achieve the best results within the framework of corporate tasks.

2.3.2 Relationships with competitors

Relationships with competitors are based on the principles of honesty and mutual respect.

Employees should refrain from making statements that call into question the professional conduct of competitors, and should not support such statements by third parties.

2.4 Professional image: appearance вид

The employee's appearance is the basis of official etiquette; it is an integral part of the corporate culture of the ZHUBANOV UNIVERSITY. The business atmosphere is emphasized and complemented by the office dress code, namely a business suit: strict conservative suit for men; classic suits and dresses for women.

Business style is based on an international standard that values restraint, quality of clothing, and the absence of bright, eye-catching accessories. Employees of the ZHUBANOV UNIVERSITY need to observe conservatism in their clothing: suits of classic styles and calm colors.

III. DIVISION OF RESPONSIBILITY FOR THE ACTIVITIES OF EACH

Responsibility is a reflection of a high level of skill, professionalism, fairness and honesty and trust.

Employees of the ZHUBANOV UNIVERSITY Б ПАВНО share equally the company's success and achievements, as well as experience troubles together, which give us invaluable experience and allow us to get closer to perfection.

Standards of conduct:

- Each decision is made as a result of a balanced analysis and contributes to the achievement of strategic goals of the ZHUBANOV UNIVERSITY;
- Timely and accurate execution of assigned tasks;
- Fast response to changing conditions.

3.1. Sharing responsibility for providing quality educational services

Each employee of the ZHUBANOV UNIVERSITY, regardless of their official position and position, shares responsibility for providing high-quality educational services, and any decision made is based on the division of the Mission of the ZHUBANOV UNIVERSITY. Professionally performing the educational, control, executive and educational functions assigned to the employee will improve the quality of the services provided.

One of the important functions of employees in educational activities is to provide up-to-date, up-to-date, comprehensive open information. Any information must be accurate, complete and objective.

3.2 Creating a favorable working environment in the team

The head of a structural subdivision must accurately determine the tasks and scope of official powers of subordinates in accordance with their positions, do not give subordinates deliberately impossible orders, and do not require them to execute orders that go beyond their official duties. Unsubstantiated accusations, facts of rudeness, humiliation of human dignity, or tactlessness are not allowed in relation to employees or clients.

Every employee of the ZHUBANOV UNIVERSITY should respect the state and other languages, traditions and customs of the peoples of Kazakhstan, honor, protect and multiply the traditions and prestige of the image of the ZHUBANOV UNIVERSITY and their profession.

3.3 Corporate behavior

To create a special environment of interaction, characterized by an atmosphere of mutual respect and a highly professional attitude to one's own work, it is necessary to carry out assignments accurately and on time.

Employees of the ZHUBANOV UNIVERSITY, regardless of their position, should contribute to the creation of a stable and positive moral and psychological environment in the team by their attitude and personal behavior; prevent cases of recruitment based on the signs of community and personal loyalty; prevent and prevent violations of the norms of professional ethics on the part of colleagues; apply to management of official, scientific, educational and public activities in accordance with the established procedure, as well as on personal issues, if this does not

contradict the general standards of ethics.

3.4 Service ethics of communication

Ethical norms of official relations are based on universal norms and rules of conduct. Public criticism of professional or personal qualities of clients, employees and management of the ZHUBANOV UNIVERSITY, as well as slander and insult, is not allowed. Personal interests of employees he should not affect на relations with partners, contractors and employees of the ZHUBANOV UNIVERSITY.

When performing official duties, working with clients, and resolving disputes, relationships should be built exclusively on an ethical and professional basis.

Potential conflicts of interest should be considered openly in order to protect the interests of both the ZHUBANOV UNIVERSITY and its employees, customers, and third parties.

The international greeting etiquette is usually the same: to wish each other a good morning, afternoon or evening, health, work success, well-being and prosperity in different forms.

Greeting in any situation should show the disposition and benevolence of employees. During the greeting, the words are pronounced clearly and clearly. It is advisable to smile at those you greet or address.

The specifics of internal placement of employees of the ZHUBANOV UNIVERSITY provide for your work throughout the working day in office premises, with a certain number of people. Please monitor your speech and communication style. Do not forget that your colleagues work next to you, and their work must also be respected.

When holding meetings and meetings, employees must adhere to business ethics – show up for meetings on time, read the agenda of issues in advance, have the necessary materials with them, and have questions and comments prepared in advance.

3.5 Ethics of interpersonal relationships

All employees of the company are responsible, in accordance with the legislation of the Republic of Kazakhstan, for ensuring that there is no place in the team for any cases of discrimination that:

- encroach on the honor and dignity of the individual;
- create на рабочем месте an environment of intimidation and hostility in the workplace.
- negatively affect the перспективах карьерного employee's career prospects.
- наносят they harm the reputation of the ZHUBANOV UNIVERSITY.

The management of the ZHUBANOV UNIVERSITY undertakes to take all necessary measures to prevent unacceptable behavior in the workplace, as well as to resolve conflict situations among employees of the collective.

3.6 Public and political activities of employees

Public and political activities are carried out by employees outside the ZHUBANOV UNIVERSITY and should not harm the reputation of the

ZHUBANOV UNIVERSITY and interfere with the performance of their official duties.

Employees of the ZHUBANOV UNIVERSITY may engage in political and public activities, hold public posts, but the ZHUBANOV UNIVERSITY should not be considered as a participant, supporter or sponsor of political movements/parties.

3.7 Corporate events and contests

One of the most important elements in the formation of corporate culture is holding festive events in the team. Traditional corporate holidays include New Year, "Nauryz meiramy", day of buddies, etc.

Only full-time employees take part in corporate events. In some cases (*at the initiative of the management*), the families of employees are invited.

In order to strengthen the corporate spirit, various creative, musical, and dance competitions are held, in which employees can realize their creative potential and creativity. Great importance is attached to the development of physical culture and healthy lifestyle among employees.

3.8 Employee birthdays. Gifts

Celebrating employees' birthdays is also traditional for team members. Top managers are officially *congratulated* (*a greeting card, a bouquet of flowers, a greeting card on the internal website*).

During the celebration of employees' birthdays, a light buffet (*soft drinks, fruit, sweets*) is acceptable during non-working hours (*lunch break*).

Gifts to employees are presented depending on the personal wishes of the team members.

One of the duties of employees is to ensure the safety (*if necessary-confidentiality mode*), as well as careful attitude to the property of the ZHUBANOV UNIVERSITY.

Employees are prohibited from any acts of vandalism, damage or other damage to the property of the ZHUBANOV UNIVERSITY, including buildings, equipment, furniture, as well as taking out property without special permission.

The property of the ZHUBANOV UNIVERSITY includes:

- all tangible property of the ZHUBANOV UNIVERSITY, both leased and owned by property rights;
- all accounting and reporting documentation for clients and any other documentation;
- personal files of employees, база a database of candidates and other personnel documentation;
- all research, advertising materials, client lists, registration logs, and any other documents owned by ZHUBANOV UNIVERSITY;
- all types of software that are the property of ZHUBANOV UNIVERSITY;
- all internal procedures, regulations, standard forms of contracts and other documents developed by employees of the ZHUBANOV UNIVERSITY.

CONCLUSION

The Code of Corporate Ethics is a reflection of the rules and regulations that our university employees use every day in their lives.

Separating the norms of corporate ethics and the standards of conduct set out in the Code will allow ZHUBANOV UNIVERSITY to achieve its strategic goal.

The main values ZHUBANOV UNIVERSITY are Honesty, Trust, Fairness and Sharing of responsibility for the activities of each employee of the organization. The values of the ZHUBANOV UNIVERSITY shared by employees create trust and connect the organization into a single whole.

The aim of the ZHUBANOV UNIVERSITY is to form a competitive humanitarian and legal elite of the country, committed to the idea of national patriotism and focused on solving problems of advanced development of the most important areas of law, economics and science.

Quality education is education that meets the level of international standards and meets the needs of the modern рынок labor market.

The availability of education is a fair price based on the real cost of the product, aimed at the middle-income consumer

The management им. of ZHUBANOV UNIVERSITY sets ambitious strategic goals for its employees, and the loyalty of each employee increases the speed of success of the university.

APPEARANCE OF EMPLOYEES OF THE ZHUBANOV UNIVERSITY (corporate dress code)

ZHUBANOV UNIVERSITY is an organization that actively works in the market of educational services, the image of the company's employees should correspond to the classic business style.

Invalid format:

- Sweatshirts with bright patterns (*flowers, peas, ornaments, rhinestones, sequins, and other decorative prints*).

- Sweatshirts and blouses with a deep neckline;
- Mini-skirts / mini-dresses.
- Lace blouses;
- Sports T-shirts and T-shirts.
- Jeans спортивные and sweatpants.
- Shorts and short breeches.
- Leggings and leggings.
- Slippers, beach sandals.

Regulations for certain categories of employees:

Free form of clothing (*in a situation of industrial necessity*)

The following divisions are allowed (*with the exception of senior management*):

- IT-division.
- Security Service, if the appropriate form is approved;

- Employees of public catering establishments for whom there are hotel appearance requirements in accordance with the legislation of the Republic of Kazakhstan.

- Administrative and economic services wear uniform specialized clothing of the established pattern.