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DUHS CODE OF PROFESSIONAL CONDUCT



HR DIRECTORATE, DUHS

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INTRODUCTION:

The existing DUHS of Code of Conduct is derived from three DUHS Statutes:

1. Conduct Statutes
2. Efficiency and Discipline of the Employees Statutes
3. General Conditions Statutes

The conduct of DUHS Employees and the Disciplinary Action Mechanism is governed based on their type of employment relationship i.e. Permanent (Regular) or Temporary (Contractual etc.):

DUHS Permanent / Regular Employees

The Conduct Statutes apply on the employees holding permanent posts. The Syndicate vide Statute DUHS/STA/12/2007 made The Removal from Services (Special Powers) Sindh Ordinance 2000 applicable on DUHS permanent employees to regulate matters related to their efficiency and discipline. The conduct of permanent DUHS employees is also regulated under the relevant sections of General Conditions Statute.

DUHS Temporary / Contractual Employees:

The Statutes do not apply on contractual employee; they are governed by the terms of their respective contracts (Preliminary Statute § 1 (3)) or any other law that may be applied on all or any such employee regardless of their status such as Sexual Harassment Laws which are general in nature and apply on all establishments / corporations.

At all times all employees are also governed by the relevant codes of conduct and regulation promulgated by the respective authority governing their area of work. These authorities include, but are not limited to, the Higher Education Commission, Universities and Boards Department Sindh, and Pakistan Medical Commission. Further, DUHS can, from time to time, issue statutes, regulations, rules and order to govern the conduct of all employees regardless of the nature of their employment relationship. (Conduct Statute § 1)

CONSOLIDATING THE CODE OF PROFESSIONAL CONDUCT:

The Code of Conduct, as aforementioned, is derived from three Statutes. It is felt pertinent that a consolidated Professional Code of Conduct (“PCoC”), that compliments the University mission and vision, should be drafted that inculcates DUHS Mission, Vision and Core Values in line with best business practices and the DUHS Master Strategic Plan 2030.

The Master Strategic Plan 2030 envisages DUHS as an all-inclusive student, patients and community centered institution of higher education. Goal V of the Master Strategic Plan 2030 aims at upskilling and newskilling of the DUHS workforce whereas Goal VII focuses on the culture of fiscal and administrative responsibility, accountability and transparency. It is with this vision, the exercise of consolidating the DUHS Code of Professional Conduct was initiated being the VC Office / HR Directorate KPI to “create a culture of excellence, accountability, loyalty and hard work”. The consolidated PCoC is aimed to provide guidance and direction in preventing any conduct that is prejudicial to good order or service discipline, any

conduct unbecoming of an officer, and any conduct that may cause any embarrassment to DUHS as outlined in The Removal From Service (Special Powers) Sindh Ordinance 2000 § 2 (c) made applicable on DUHS vide Efficiency and Discipline of the Employees Statutes.

Consolidation Methodology:

The process of consolidation started with a thorough study of the Statutes governing the conduct of DUHS employees in conjunction with the Master Strategic Plan 2030. All three Statutes were analyzed clause-by-clause and a gap analysis was conducted based on the Peer / Benchmarked Institution Comparison. The aspirational peer institutions have already been identified in the Master Strategic Plan 2030. Various brainstorming sessions were organized within the HR Directorate and a consolidated draft was created which was sent for review and feedback to the VC Office, Registrar Office, Office of Strategic Development & Implementation and the Internal Audit Directorate before being granted an official approval / sanction.

Approval / Sanctioning the Consolidated Code of Professional Conduct:

Creating a “culture of excellence, accountability, loyalty and hard work” is the VC Office and HR Directorate KPI as per the Master Strategic Plan 2030 therefore, the draft was sent from the HR Directorate to the VC Office for submission to the governing body i.e. the Syndicate for information, endorsement, and comment. After getting the feedback and no-objection from the Syndicate, the Consolidated Code of Professional Conduct has been announced and circulated.

CONSOLIDATED CODE OF PROFESSIONAL CONDUCT:

1. Professional Commitment

All the employees should display a professional commitment towards their work, DUHS, and the community that we serve. They should align themselves with the organizational goals and demonstrate full responsibility and dedication towards the functions they are ought to perform by acquiring and developing skills and capabilities necessary to perform their job with integrity. They must demonstrate a strong commitment to their profession and build a vibrant culture of innovation and research. Every employee should adhere to best ethical workplace practices and the Code of Ethics of their respective licensing body. Every person present in DUHS jurisdiction or representing DUHS, must behave in a professional manner complimenting the patient and student centered approach of the institution.

a. Professional Development

Demonstrating professional commitment, all DUHS employees must make all reasonable efforts for upskilling and newskilling to maintain and further develop their knowledge, skills, attitude and understanding of the profession, their assignments, and their expertise. They must avail themselves of any training opportunities DUHS provides them with. All employees should actively seek out ways to bring about improvements in their workplaces, adaptation of latest digital technologies for better productivity and progress of DUHS.

b. Maintaining a culture of Professionalism

Employees must maintain high standards of professionalism at all times. They must fulfil their professional commitments and serve DUHS with sincerity. They must keep their work

organized, take responsibility of their work, manage time effectively and maintain a positive attitude. No person shall bring or exert any undue political, religious, sectarian, or any other influence to coerce another person to act or abstain from acting in matters relating to DUHS nor should they indulge in any sort of hate speech, favoritism, nepotism, or misuse their official position to bestow an undue favor upon someone.

2. **Respect and Courtesy towards Colleagues and Stakeholders**

Every person in DUHS jurisdiction must act in a respectful, collegial, empathetic and compassionate manner towards their colleagues and stakeholders, including but not limited to students, patients, faculty and support staff, to create an atmosphere where collective wisdom, thoughtfulness, and collaborative effort can optimize teamwork and efficiency. They should encourage a culture of constructive feedback and open communication.

a. **No Stalking**

No person within DUHS jurisdiction should stalk, attempt to stalk or urge someone else to stalk another person or interfere in their personal life outside DUHS. A strict boundary line between personal and professional life should be maintained and respected.

b. **Harassment**

No person within DUHS jurisdiction or anywhere outside while representing DUHS, shall indulge in harassing any other person in any way or act in a manner that is humiliating, offending, derogatory or distressing to another person based on their gender, race, caste, religion, ethnicity, disability, place of birth or any other ground not covered here.

i. **Sexual Harassment**

Sexual harassment has no place at DUHS and strict action, as per the DUHS Sexual Harassment Policy, will be taken against any person who is found guilty of such an act. No person, regardless of their position, shall create, attempt to create or urge another person to create any hurdle in the work of the DUHS Sexual Harassment Inquiry Committee nor should they attempt to stop an aggrieved person from contacting the Sexual Harassment Inquiry Committee.

ii. **Disability Harassment**

No person, who is differently abled and has a disability, should be harassed within the jurisdiction of DUHS verbally, physically, in writing or in any other way. Strict disciplinary action will be taken against those guilty of harassing a differently abled person.

3. **Attendance & Punctuality**

All persons reporting to DUHS must adhere to the attendance and punctuality policy. They must observe strict compliance with their respective office timings and timely inform the competent authority, in the prescribed manner, if they need to avail their leaves.

4. **Use / Misuse of ID Cards**

The DUHS ID Cards must be used with responsibility and only by the person to whom it has been issued. If the holder of the ID Card learns about any error or issues with their card such as ID Card

granting unauthorized access due to an error, they must immediately inform the concerned department or HR. It is the duty of the ID Card holder to not allow any misuse of their card and must immediately discontinue its use after their engagement with DUHS has ended. The card holder must also immediately inform the concerned department if the card is lost, stolen or snatched.

5. **Confidentiality**

No person, whether related to DUHS or not, who has gained access to any non-public / confidential DUHS information by any means, shall circulate or cause to circulate that information to any other person either intentionally or by failing to exercise due care and diligence without a duly granted authorization from the competent authority. All departments and constituting units shall enforce their confidentiality procedures to make sure that no confidential information is reaching any unauthorized source. Any person who has gained access to such information, must keep it confidential if it relates to their work for which they are duly authorized or if they have got access due to an error or a mistake, they must immediately report to the person / department concerned.

The confidentiality clause shall not apply on whistleblowers who are reporting corrupt practices or hazardous situations in public interest, as per the relevant law, to the competent authorities after conducting due diligence however, the confidentiality of personal information and records of the employees, students and patients must still be respected.

a. **Privacy Protection**

Employees, students, and patient information will be considered confidential and as such will be shared only as required and with those who have a professional need to have access to such information. It is the responsibility of every employee to respect and maintain the security and confidentiality of any such information.

Employees, students, faculty and any other person performing any duty for DUHS must take all reasonable care to protect and preserve the privacy of DUHS stakeholders including staff, students, alumni, donors and patients, such as blurring their faces on public social media posts if prior consent was not obtained, while disseminating any information on any platform including social media.

b. **IT / Data Protection**

Every person having access to DUHS databases and records, must maintain strict confidentiality and every department, supervisor / director or constituting unit must have their own process to control access to such databases / records within their department. No person should share their password or any other login credentials of their DUHS email, workstation, WiFi, back up, or any other device or database or document with another person. No person should try to gain access to DUHS data (for example administrative data, medical / patient records, academic data, research etc.) for which they are not authorized.

6. **Personnel Records and Falsification of Information**

No person shall falsify, withhold or temper with any information if they are required to submit any reasonable and necessary personal or professional information to DUHS. No person should use a designation or give an impression that they hold a designation which they are not officially assigned by the University. Further, no person, whether related to DUHS or not, shall misuse the DUHS brand in any form including making a letterhead to make a false representation.

- a. DUHS Brand means and includes any brand or identification connected with DUHS in any way or that gives an obvious impression that it is connected with DUHS.

7. Acceptance of Gifts

Every person acting on behalf of DUHS or using the DUHS brand must refuse to accept a personal gift given, arranged or procured by a DUHS stakeholder, including a work subordinate or student, in the line of their academic or professional work involving the institution even though they may or may not expect a favor.

8. Conflict of Interest

A conflict of interest includes any circumstance, whether actual or perceived, arising from a conflict between the organizational and personal interest. It may arise where there is a reasonable expectation of direct or indirect benefit or loss, whether financial or non-financial, for an employee or their associate that may blur the line between personal and professional interests. DUHS employees must take all reasonable measures to avoid, report, disclose or appropriately deal with, any situation or relationship in which they may have or perceived to have, a conflict of interest that could compromise the performance and objectivity of their duties in any way. Employees must mitigate and disclose such a conflict of interest as soon as they become aware of it; any failure to stop, avoid, mitigate, report, or disclose such a conflict of interest will lead to strict disciplinary action.

- a. **Insider Trading**

Insider trading is strictly prohibited, it occurs when an insider (employee or any person trusted with confidential information) violates their trust and fiduciary responsibilities thereby taking advantage of such confidential information to secure a gain for themselves or their associates.

9. Use of DUHS Resources

DUHS resources, in all circumstances, must be used in an ethical, professional and efficient manner. No person shall themselves or allow their subordinates or stakeholders within their control to misuse any DUHS resources either tangible or intangible. Every resource used, must be used based on a sound business and organizational judgement respecting the internal control mechanism, and paving way to optimum use of resources without unnecessary wastage.

10. Drug Free Environment

No person in DUHS campus or elsewhere representing DUHS shall consume, bring, procure, or provide recreational drugs, *chaalia*, *ghutka* etc. No person should smoke any substance including

cigarettes on DUHS premises unless it is marked as a smoking zone (only for cigarettes) by the competent authority.

11. Theft of Supplies / Books / Data

No person using any DUHS resource or space shall steal or cause to steal any object including but not limited to a book, file, supplies, stationery, equipment or data of any sort.

12. Littering

No person shall litter or cause to litter any place within DUHS jurisdiction or any other place while representing DUHS.

13. Vandalism

No person within or outside DUHS shall vandalize, deface or destroy any DUHS property or incite someone else to do so. Vandalism includes but is not limited to unapproved graffiti, damaging sign boards etc.

14. Abuse of System, Policies, Procedures and Work Deliverables

No person shall misuse or abuse their function with the obvious intent to overburden, jam, or distract a department / team / resource so as to stop or slow down their work. An attitude of collegial, cooperative and supportive teamwork should always be maintained.

15. Unauthorized Presence and Access on the Premises

No person shall themselves or allow anyone else to be present in DUHS jurisdiction unauthorized. If they get access to DUHS resources, space or information that they are otherwise not authorized for, they must immediately inform the competent authority and not misuse any such unintended access.

16. Prohibition of Weapons

No person is allowed to bring any kind weapons or any deadly arms within DUHS jurisdiction unless given a temporary and expressed permission to lawfully secure an object, person or space in danger of harm.

17. Strikes and Lockdowns

No person shall announce, initiate, support or incite a strike, sit-in, lockdown or go-slow which is illegal and could lead to strict disciplinary actions.

18. Noise Pollution

Every person within DUHS jurisdiction must make all reasonable efforts to avoid any noise pollution especially if the area is announced as a silent zone such as an examination hall, meeting room, operation theatre etc.

19. Safety and Security

Personal health, safety and security is paramount; every person within DUHS jurisdiction or at any place while representing DUHS must take all reasonable care to make sure every stakeholder within

their reach and supervision is safe and secure. They must make sure that they are not causing any health, safety, security or environmental hazard that may immediately or can be foreseen to cause harm to a person or property. Every person entrusted with their job, especially those that by nature are done to make DUHS safe and secure, must do their job diligently and responsibly.

20. Parking

While parking their vehicles within the jurisdiction of DUHS, all persons should be mindful of others and respect others' convenience.

21. Culture of Compliance

All persons connected with the DUHS brand must create and promote a culture of compliance and responsibility. It means they adhere to DUHS Act, Statutes, Regulations, Rules and policies communicated from time to time. All persons must themselves align with the all applicable laws, rules and policies applicable to their area of work, research and responsibility. They must inquire about the applicable laws and policies relevant to their function so that they can ensure meticulous compliance. They must also adhere to and promote a culture of reporting if they come to know of a law / policy violation. They must also make a clear disclosure if they themselves are in violation of a law or a policy. All reporting and disclosures must be made to the competent authority concerned.

22. Policy of Self-Assessment

There may be areas where this Code of Professional Conduct or the Statutes would be silent, vague or ambiguous. You can yourself assess the situation and your response as to whether it aligns with the DUHS brand. You can, for example, ask and answer the following questions for yourself:

- Can my conduct be a threat to the DUHS brand and reputation?
- Is my conduct against the values, beliefs and objectives of DUHS? Am I doing something illegal or unethical?
- Can my actions cause harm to DUHS or DUHS stakeholders?

23. Applicability

The Code applies to every person who is within the DUHS jurisdiction or is using the DUHS brand representing or giving the impression of representing DUHS. It will be provided to every person recruited in DUHS or admitted to make use of the DUHS premises; all existing personnel serving DUHS currently, must sign a declaration acknowledging that they have read and understood this Code of Professional Conduct. It must be made available online and displayed at a prominent location with DUHS jurisdiction.

24. Existing Code of Conduct to remain in force

The consolidated Code of Professional Conduct does not alter or supersede the Statutes governing the employee conduct (namely: Conduct Statute, Efficiency and Discipline of the Employees Statute, and General Condition Statutes). In case if there is a conflict between the two, the governing Statutes will prevail.

25. Violation

The violation of this Code of Professional Conduct, by any person, may result in a disciplinary action or sanctions as per the DUHS Efficiency and Discipline of the Employees Statutes 2007 or any other applicable policy.

SUMMARY OF THE DUHS STATUTES GOVERNING EMPLOYEE CONDUCT:

The below summary is provided for information and awareness only, it should not be relied for any decision making; the actual text of the three Statutes (i.e. DUHS Conduct Statutes, DUHS Efficiency and Discipline of the Employees Statutes, and DUHS General Conditions Statutes) must be consulted for any conduct related matter.

Conduct Statutes:

The Conduct Statutes has sixteen clauses in total. It covers the following:

1. *Acceptance of titles and awards:*

No employee can accept a title, award or decoration without the approval of the Chancellor (Governor Sindh).

2. *Bar on employment other than with DUHS:*

Employees are not allowed to accept any additional employment other than that at DUHS. Honorary charity, religious or social work is allowed unless the competent authority objects.

3. *Leaving the Station:*

Employees are not allowed to leave the station without informing the competent authority.

4. *Political or Outside Influence:*

No political or any other outside influence should be brought in DUHS to obtain favors by coercion.

5. *Approaching a Foreign Mission or Aid Agency:*

Employees are not allowed to contact any foreign mission or aid agency seeking training or a foreign visit without approval of the VC.

6. *Living Beyond Means:*

Living beyond their means or ostentations in private ceremonies are not allowed.

7. *Crime Accusations:*

If an employee is accused of a crime, they must inform / disclose to their supervisor immediately.

8. *No Official Representation to be Made without Proper Approval:*

Employees and their families are barred from making any representation on behalf of DUHS.

9. *Tampering with Official Record:*

Tampering, removal or destruction of any official record is prohibited

10. *Sectarian and Favoritism Prohibited:*

Promoting sectarianism or sectarian favoritism or any act that creates displeasure among employees on grounds of sectarianism, is prohibited.

11. *Nepotism and Favoritism:*

Nepotism and favoritism are prohibited.

12. *Undue Patronage and Favor*

No employee should misuse their position to grant someone else any undue patronage and favor.

13. *Public Statements on Behalf of DUHS*

No employee should, without prior approval from competent authority, give any statement on any media.

14. *Criticism of DUHS Policies and Decisions*

No employee should give evidence in a public committee or criticize university policies or decisions.

15. *Raising of Subscription*

No employee should, without prior approval from competent authority, raise subscription or other pecuniary interest.

Efficiency and Discipline of the Employees Statutes

The Efficiency and Discipline of the Employee Statutes provides the mechanism for disciplinary action against the DUHS permanent employees. The Statute has made the Sindh Removal from Services (Special Powers) Ordinance 2000 applicable on DUHS employees. It covers matters related to misconduct, and dismissal, removal, suspension, penalties and compulsory retirement as a result of disciplinary action against an employee. It also discusses in detail the inquiry procedure, the role and powers of the inquiry committee / officer, and the appeal process.

General Conditions Statutes

General Conditions Statutes governs general employment conditions such as availability of the employee, seniority, mode of service, conduct while on duty, obedience of DUHS policies and Statutes, notice of resignation, leaves, termination of services, and employee grievances.