

<p>QUALITY MANAGEMENT SYSTEM Provision ABOUT ETHICAL RULES OF OFFICIAL BEHAVIOR OF EMPLOYEES OF NCJSC "S.SEIFULLIN KATU"</p>	 <p>SAKEN SEIFULLIN UNIVERSITY</p>	<p>S.Seifullin KAZAKH AGROTECHNICAL UNIVERSITY</p>
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"Approved"

By order of the Chairman
Board of Directors
No. 469-N dated 14.09.2020

QUALITY MANAGEMENT SYSTEM

Provision

ABOUT ETHICAL RULES OF OFFICIAL BEHAVIOR OF EMPLOYEES
OF NCJSC "S.SEIFULLIN KATU"

PEROBE QMS 07.7014-2020

Inst. _____

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NURSULTAN 2020

<p>QUALITY MANAGEMENT SYSTEM Provision ABOUT ETHICAL RULES OF OFFICIAL BEHAVIOR OF EMPLOYEES OF NCJSC "S.SEIFULLIN KATU"</p>	 <p>SAKEN SEIFULLIN UNIVERSITY</p>	<p>S.Seifullin KAZAKH AGROTECHNICAL UNIVERSITY</p>
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Preface

1 DEVELOPED AND CONTRIBUTED BY THE QUALITY SERVICE

name of the structural unit that developed the regulation

2 APPROVED AND PUT INTO EFFECT BY the order of the Chairman

(the official approving the document)

Board of Directors from 14.09.2020 № 469-N

(name, date and number of the approving organizational and administrative document)

3 DEVELOPERS: - director of the DPMTD – Alimzhanova D.B.

academic degree, academic title, full name

Head of Quality service – Aldabergenova S.S.

academic degree, academic title, full name

4 THE TERM OF THE FIRST CHECK FREQUENCY OF VERIFICATION

2025 г.
5 years

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1 Scope of application

This Regulation on the Ethical rules of official behavior of employees of the NCJSC "S.Seifullin KATU" (hereinafter – PPSPR) establishes requirements for the business ethics of university employees, as well as for the policy of resolving conflicts of interest and relations and decision-making at the S.Seifullin Kazakh Agrotechnical University (hereinafter – S.Seifullin KATU).

This provision is mandatory for the management of all employees of the NCJSC "KATU named after S. Seifullin" in their work.

The regulation is included in the documentation set of the quality management system of S. Seifullin KATU.

2 Regulatory references

References to the following regulatory documents are used in this regulation:

The Constitution of the Republic of Kazakhstan (adopted at the republican referendum on August 30, 1995) (with amendments and additions as of 03/23/2019)

The Civil Code of the Republic of Kazakhstan, put into effect by Resolution of the Supreme Council of the Republic of Kazakhstan on December 27, 1994 No. 269-XII.

Labor Code of the Republic of Kazakhstan No. 414 dated November 23, 2015-V
3RK

MS ISO 9000:2005 Quality management systems. Basic provisions and dictionary.

MS ISO 9001:2015 Quality management systems. Requirements.

Charter of NCJSC " S. Seifullin Kazakh Agrotechnical University"

RADC QMS 11010.127-2015 Regulations on the Anti-corruption, Disciplinary Commission of NCJSC KATU».

SO QMS 01.1011 - 2020 Quality management system. The standard of the organization. Rules for the construction, presentation and documentation of the quality management system.

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SO QMS 01.1014 - 2020 Quality management system. The standard of the organization. Rules for the development, coordination and approval of the regulations on the division.

DP QMS 01.1006 - 2020 Quality management system. Documented procedure. Documentation management.

DP QMS 01.1007 – 2020 Quality management system. Documented procedure. Quality Record Management.

3 Definitions

3.1 In this Regulation, the terms and definitions are used in accordance with MS ISO 9000.

4 Designations and abbreviations

The following abbreviations are used in this regulation:

- S. Seifullin KATU – S. Seifullin Kazakh Agrotechnical University;
- REROBE – Regulation on ethical rules of official behavior of employees of NCJSC "S.Seifullin KATU";

RQM – REPRESENTATIVE OF THE QUALITY MANAGEMENT;

- QS– quality service;
- QMS – quality management system;
- DPMTD – department of personnel management and turnover documents.

5 Responsibility and authority

5.1 This regulation is approved by the Chairman of the Management Board of S. Seifullin KATU.

5.2 Responsibility for the development of the regulation, namely for its content, structure, is borne by the Director of the Department of Personnel Management and Document Management (hereinafter – DPMDM).

5.3 The approval of this regulation is carried out with a representative of the quality management (hereinafter referred to as the RQM), the director of the DPMPD, the head of the quality service (hereinafter referred to as the QS), the head of the legal department and is made out in the "Approval Sheet" (Appendix A).

5.4 The responsibility for the transfer of this regulation (original) for storage in the QS is borne by the head of the developer unit.

5.5 Simultaneously with the approval of the regulation, the QS prepares an order for its entry into force.

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5.6 The head of the department is responsible for bringing the approved regulations to the attention of the employees of the divisions. The record of the familiarization should be made in the "Familiarization Sheet" (Appendix B).

6 General situation

6.1 This regulation is a set of general principles of professional service ethics and basic rules of official conduct, which should guide the employees of S.Seifullin KATU, regardless of their position.

6.2 Every employee must take all necessary measures to comply with the PEROBE, and every citizen of the Republic of Kazakhstan has the right to expect an employee to behave in relations with him in accordance with the PEROBE.

6.3 Knowledge and compliance by the employees of the PEROBE is one of the criteria for assessing the quality of their professional activity and labor discipline.

7 Ethical standards of business relationships

7.1 In the official conduct of employees of S.Seifullin KATU, it is necessary to proceed from the constitutional provisions that a person, his rights and freedoms are the highest value, and every citizen has the right to privacy, personal and family secrets, protection of honor, dignity, and his good name.

7.2 S.Seifullin KATU creates a culture of equal opportunities for its employees based on responsibility, impeccable attitude to work and respect for each other.

7.3 S.Seifullin KATU adheres to the principle of conscientious and open-minded attitude towards all its employees.

7.4 S.Seifullin KATU undertakes to eradicate any manifestations of injustice and discrimination when they are detected.

7.5 All employees of S.Seifullin KATU are given an equal opportunity for career growth.

7.6 S.Seifullin KATU requires that all employees, regardless of the nature of their work, rank and position, comply with the norms of business and personal ethics in the performance of their duties. The rights and obligations of employees are defined by the Labor Code of the Republic of Kazakhstan and the job description.

7.7 Employees assume responsibilities to perform professional functions in good faith and reasonably with due care and prudence in the interests of S.Seifullin KATU.

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7.8 Responsibility for the assumed obligations equally lies with all employees of NCJSC "S.Seifullin KATU" regardless of their status and position. Employees, in order to achieve strategic goals, make business decisions taking into account the fundamental values and principles of business ethics, and are fully responsible for the implementation of the tasks assigned to them.

7.9 Every employee, official should be guided by interests, not personal relationships or personal benefits in the performance of official duties.

7.10 Recruitment is carried out on the basis of qualification requirements. Recruitment and promotion of personnel is carried out solely on the basis of professional abilities, knowledge and skills.

7.11 Employees should contribute to the creation of a stable and positive atmosphere in the team by their attitude to work and behavior. In S. Seifullin KATU is not allowed to grant any privileges and benefits to individual employees, except on a legal basis, with the mandatory provision of equal opportunities to all.

7.12 Employees should make every effort for highly professional work, take care of the property of S.Seifullin KATU rationally and effectively use it.

7.13 Avoiding conflicts of interest is an important condition for ensuring the protection of the interests of the university and its employees. The management of the university is responsible for making decisions free from conflicts of interest at any stage of the process, from the official to any employee who makes the decision.

7.14 Employees must behave in such a way as not to allow situations in which a conflict of interest may arise, either in relation to themselves (or persons related to them), or in relation to others.

Decision-making by officials of S.Seifullin KATU should be based on the principles of transparency and adequacy.

7.16 Employees provide each other with reliable information in a timely manner, without violating confidentiality norms and taking into account the decisions of the first managers, internal documents of the university.

7.17 Employees must inform in a timely manner and participate in discussions and voting on issues in the solution of which they have an interest.

7.18 Employees are not entitled to accept:

- remuneration in the form of money, services and other forms for the performance of their functional duties;
- gifts or services in connection with the performance of their functional duties, or from persons dependent on them for work.

7.19 Employees are prohibited from disclosing commercial, official and other legally protected secrets, as well as using information for personal purposes.

7.20 Employees must:

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- respect the honor and dignity of a person and a citizen, regardless of origin, social, official and property status, gender, race, nationality, language, attitude to religion, beliefs, place of residence or any other circumstances;
- respect the symbols of the state – the Coat of Arms, Flag, Anthem;
- respect corporate symbols;
- - observe generally accepted moral and ethical norms, respect the state and other languages, traditions and customs of all peoples;
- be polite and correct;
- be intolerant of indifference and rudeness;
- be attentive to other people's opinions;
- to ensure the unity of word and deed, to fulfill promises;
- be guided by the principle of legality, the requirements of the Constitution, laws and other regulatory legal acts of the Republic of Kazakhstan, the charter of the University and other provisions regulating official activity;

Teachers and employees should not allow illegal actions in the political, religious sphere.

It is not allowed to carry out political, religious or social activities in KATU buildings and use its property both during working and non-working hours.

- to work for the good of society, not to allow actions that could discredit the higher school;
- take care of property S. Seifullin KATU, use it rationally and effectively;
- do not allow prosecution for criticism, use constructive criticism to eliminate shortcomings and improve one's activity;
- be honest, fair, modest and polite, observe generally accepted moral and ethical norms;
- strictly observe the labor discipline, effectively dispute the powers granted;
- conscientiously, impartially and qualitatively perform their official duties;
- use working time rationally;
- apply the necessary efforts to ensure highly professional work, use optimal and economical methods of solving the tasks;
- possess the necessary level of professional training, including on issues, the performance of which is related to the functional duties of subordinate employees;
- do not allow and prevent violations of the norms of official ethics from other employees.
- to the deputy chairmen of the Board, to the heads of subdivisions: to conduct meetings, councils and planners concisely and in a business-like manner, according to the actual issue with the adoption of a concrete decision. what to allow:

<p style="text-align: center;">QUALITY MANAGEMENT SYSTEM Provision ABOUT ETHICAL RULES OF OFFICIAL BEHAVIOR OF EMPLOYEES OF NCJSC "S.SEIFULLIN KATU"</p>	 <p style="text-align: center;">SAKEN SEIFULLIN UNIVERSITY</p>	<p style="text-align: center;">S.Seifullin KAZAKH AGROTECHNICAL UNIVERSITY</p>
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- a) any kind of statements and actions of a discriminatory nature based on gender, age, race, nationality, language, citizenship, social, property or family status, political or religious preferences;
- b) violation of subordination, rudeness, displays of contemptuous tone, arrogance, biased remarks, presentation of illegal accusations;
- c) threats, insulting, obscene expressions or remarks, actions that prevent communication or provoke illegal behavior.

Employees are called upon to contribute to the establishment of business relations and constructive cooperation with each other in the team by their official behavior.

Workers must be polite, friendly, correct, attentive and show tolerance in communication with colleagues.

7.22 Any situation leading to the violation of workers' rights should be considered in accordance with the legislation of the Republic of Kazakhstan and internal documents of **JSC "S. Seifullin KATU "**.

7.23 Issues of business ethics and cases of violation of the principles of business ethics can also be discussed by employees with their immediate supervisor. If an acceptable solution is not found based on the results of the discussion, then the corresponding problem should be reported to the director of DMPD for receiving recommendations and/or taking appropriate measures.

Violation of the ethical rules of official conduct by employees is subject to moral condemnation at the meeting of the disciplinary commission for compliance with the requirements for official conduct of employees and the settlement of conflicts of interest, and in the cases provided by the legislation of the Republic of Kazakhstan, violation of the provisions of the ethical rules of official conduct entails the application of measures of legal responsibility to employees (QMS 11010.121–2015 Regulations on anti-corruption, disciplinary commission of **JSC "S. SeifullinKATU"**).

- Observance by employees of ethical rules of official behavior is studied when conducting attestations, forming a personnel reserve for promotion to higher positions, and also when imposing disciplinary sanctions.

8 Service ethics communication

8.1 Service etiquette is a set of norms of behavior, rules of professional etiquette, applicable to employees of JSC " S. Seifullin KATU".

8.2 Ethical norms of official relations are based on general norms and rules of conduct.

8.3 Ethics of behavior in office premises, classrooms provides for work during the entire working day with a certain number of people (colleagues, students). It is necessary to monitor your speech and manner of communicating with students and colleagues.

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8.4 Ethics of conducting telephone negotiations includes when using an internal telephone, it is necessary to mention the name of the department, introduce yourself by name, if the conversation took place on a landline, it is necessary to additionally inform the interlocutor of the name of the organization. The basis of conducting a business telephone conversation is competence, tact, benevolence, mastery of conversation techniques, and the desire to solve the problem quickly and efficiently. It is important that a business telephone conversation is conducted in a calm, polite tone and evokes positive emotions.

8.5 Uniforms. S.Seifullin KATU provides educational services and, accordingly, employees take part in the education of the future generation, they are an example for students. Therefore, the main requirement for the appearance of employees is a strict business look, which is distinguished by officiality, restraint, tradition and accuracy. Sports clothing, exposing individual parts of the body is not welcome.

8.6 Festive events are held both inside and outside the university. A light buffet (non-alcoholic drinks, fruits, cakes) is acceptable during non-working hours (lunch break).

10 Decisions of JSC " S. Seifullin KATU"

10.1 The main collegial management body at JSC "S. Seifullin KATU" is the Scientific Council.

10.2 Decisions on the distribution of material, financial and other resources are made by the chairman of the University Board.

10.3 Decisions on work, distribution of functions of subdivisions, creation of subdivisions, or their unification are taken by the Academic Council of the university.

10.4 When making decisions, the management must perform risk analysis to ensure the implementation of the decisions made.

11 Changes

11.1 The development, execution, approval and approval of this provision, as well as the introduction of changes to it, are carried out in accordance with the requirements of DP QMS 01.1006 - 2020 and must be registered in the "List of registration of changes" (Appendix B).

12 Storage and distribution

12.1 SC is responsible for storage, reproduction and distribution to PEPSR subscribers.

12.2 This position is registered in electronic format in the electronic document management system "ARTA SYNERGY" and sent to all departments of the university.

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Appendix A
(required)
Φ.01.1011-01
Approval sheet

Position	Full name	Date	Signature
RQM	Abdyrov A.M.		
Director DPMDM	Alimzhanova D.B.		
Head of the Legal Department	Kerimshe A.S.		
Head of the QS	Aldabergenova S.S.		

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Appendix B
 (required)
 Ф.01.1011-02
 Лист ознакомления

Position	Full name	Date	Signature

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Appendix B

(required)

Ф.01.1011-03

List of registration of changes

Number sheet				Notice No., on the basis of which there is no change	Name of the person, introduced changes	Signature of the person who brought it change	Date introduction changes
changed	replaced	new ones	annulled				
1	2	3	4	5	6	7	8
10	11	-	12	Official note 24.02.2021	Muhamedzhanova Z.A.	-	25.02.2021

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