



Code of Conduct *for Employees of Ísafjarðarbær*

Article 1 – Objectives

The goal of Ísafjarðarbær's employee Code of Conduct is to define the behavior and attitude that employees are expected to demonstrate in their work. The Code is intended to promote honesty, respect, confidentiality, good customer service, and fairness toward colleagues, residents, and customers.

Employees must adopt this Code and use it as a guiding principle.

Article 2 – Values and Role Description

Employees must be guided by the role description of Ísafjarðarbær and the values outlined in the human resources policy. The role description is: **We serve with joy and purpose.**

The core values are: **Service – Initiative – Respect.**

Article 3 – Job Duties

Employees must comply with the laws, rules, and regulations in force at any given time. They must perform their work diligently and conscientiously, in accordance with their job description and with the rights and obligations set forth in collective agreements and employment contracts.

Employees are expected to show responsibility and initiative, maintain their knowledge, and expand it as circumstances allow.

Article 4 – Confidentiality

Employees must act with honesty and respect and maintain confidentiality in all communication with residents, customers, colleagues, and others who seek their assistance. This duty of confidentiality continues even after employment ends.

Article 5 – Communication and Behavior

Employees must demonstrate a service-oriented attitude, courtesy, agility, and fairness, and provide assistance and guidance when requested. They must communicate considerately and contribute to good morale.

Employees must act responsibly in their electronic communication and internet use—both during work and leisure—and discuss municipal matters in a responsible manner.

Their behavior, both inside and outside the workplace, must be compatible with the nature of their role.

Article 6 – Use of Property and Funds

Employees must take good care of municipal property and ensure the best possible use of public funds. They must handle such funds in accordance with relevant laws, regulations, and guidelines.

Article 7 – Conflict of Interest

Employees must place the public interest above personal interests and exercise their authority fairly. They must act with restraint and not exploit their position for personal gain or for the benefit of family members or others with close ties.

Article 8 – Eligibility

Employees must not participate in decision-making or other procedures if they have a personal stake in the matter, are related to parties involved, or are otherwise connected as defined by administrative law. Employees are obligated to disclose any potential conflicts.

Article 9 – Equality

Employees must base their decisions on objective criteria and promote equality.

Article 10 – Gifts and Benefits

Employees may not accept payments, benefits, or gifts from individuals or companies if this could be interpreted as compensation for favors or special treatment. If in doubt, the employee should consult a supervisor.

Article 11 – Reporting Violations and Processing

If an employee becomes aware of a violation of this Code, they must report it to their immediate supervisor or to a designated authority. The matter will be followed up accordingly. If uncertainties arise, advice will be sought from the Ethics Committee of the Association of Icelandic Municipalities.

Article 12 – Communicating the Code of Conduct

By signing an employment contract, employees agree to abide by this Code of Conduct. The Code must be made accessible to staff, the public, and the media via the Ísafjarðarbær website, so that all parties may be aware of its core principles.

Approved at the 444th meeting of the Ísafjarðarbær Town Council on October 24, 2019.

Guðmundur Gunnarsson, Mayor