

Pursuant to the Article 317 Para 2 of the Customs Law and on the motion of the Director of the Customs Administration, the Minister of Finance and Economy of the Republic of Serbia has passed the following:

THE CODE OF CONDUCT FOR THE CUSTOMS OFFICERS AND EMPLOYEES

I PREAMBLE

This Code of Conduct provides an overview of general standards that guide customs officers and employees conduct in the performance of their duties both within and outside Customs Administration, during and after working hours, and behavior of the customs officers and employees towards the general public, colleagues, superiors, subordinates and towards other civil servants.

II CODE OF CONDUCT

1. The Customs officers and employees shall, within their rights, duties and powers, perform their duties abiding by the principles of legality, objectivity, professional objectivity, accountability, effectiveness, efficiency and fairness.
2. In the performance of their duties , a customs officer and/or employees must have the same professional approach to all clients and cases processed in the customs procedure without giving priority to anyone for any reason, other than professional.
3. The Customs officers and employees shall not accept money, gifts, favors or benefits of any kind for themselves or others, relating to the performance of their official duties or encourage giving thereof or indicate by their behavior, actions or words that they expect benefit and shall take no actions that might put them in a subordinate position.
4. The Customs officers and employees shall preserve and enhance the reputation of the Customs Service by their work and conduct , both at work and in private life, and shall refrain from conduct that might adversely affect the reputation of the Customs service and to undermine confidence in the professionalism, fairness and legality of the customs service.
5. The Customs officers and employees should not cooperate with the person or group of persons who are reasonably suspected of having links with criminal activities, except when the nature of their job requires to do it.
6. The Customs officers and employees shall not discriminate or harass any person on the ground of ethnicity, language, sex, race, color, religion, political or

other affiliation, ethnic or social origin, property, education or any other status, and shall respect internationally recognized human rights and freedoms.

7. In the performance of their duties, the Customs officers and employees shall, in contact with clients and other persons, act in a friendly, courteous, polite and professional manner and provide them with all the assistance necessary in the customs procedures/formalities, if they are ignorant of their rights and obligations, and thereat constantly keep in mind that they are in the service of the state and its citizens.

8. The Customs officers and employees shall establish relationships with colleagues based on mutual respect, cooperation, patience, sincerity and confidence, and shall respect the organizational hierarchy of the Customs Service, and comply their conduct accordingly.

9. The Customs officers and employees shall keep and maintain with the utmost care and respect, assets, equipment, facilities and premises used by them in the performance of their duties, and the material and equipment officially available to them, shall be used with due diligence and never for private purposes.

10. The Customs officers and employees shall take care of their appearance, should dress in good way, take care of their personal hygiene in particular and cleanliness, neatness and a decent appearance and dress.

The Customs officers and employees shall respect the rules of conduct established by this Code and thereby contribute to strengthening the importance and reputation of the customs service in the country and internationally.

The Customs officers and employees must constantly keep in mind that they represent the state and at the border crossings in particular and that their appearance and conduct make the first impression of the country.

Ministry of Finance and Economy, M I N I S T E R
Božidar Đelić (sgnd)
-Customs Administration-
08 No : 483-00-163/2003.
In Belgrade this 14th day of November 2003