

**The Department for Public Administration  
of the Office of the Prime Minister**

Considering Article 2 of Law 421 of 23 October 1992, enabling the Government to effect the rationalization and revision of the rules governing public employment;

Considering Article 11.4 of Law 59 of 15 March 1997, which, within the broader framework of the powers conferred upon the Government for the reform of the public administration, among other things specifically conferred upon the Government the power to effect amendments and additions to Legislative Decree 29 of 3 February 1993;

Considering Legislative Decree 80 of 31 March 1998, enacting new provisions on organization and employment relations in the public administration, on jurisdiction in labour disputes and on administrative jurisdiction, issued in implementation of Article 11.4 of the aforesaid Law 59/1997;

Considering, in particular, Article 58-bis of Legislative Decree 29 of 3 February 1993, as replaced by Article 27 of the aforesaid Legislative Decree 80/1998;

Considering the Decree of the Minister for Public Administration of 31 March 1994 adopting the code of conduct for employees of government departments pursuant to Article 58-bis of the aforesaid Legislative Decree 29/1993;

Deeming it necessary to adapt the aforesaid code of conduct in the light of the modifications that have been effected to Article 58-bis of Legislative Decree 19/1993;

Having consulted the representative trade union confederations;

Decrees

**Article 1  
General provisions**

1. The principles and contents of the present code constitute exemplary specifications of the requirements of diligence, faithfulness and impartiality that characterize the correct performance of the employee's work obligations. Public employees – excluding military personnel, the state police and the prison police, magistrates and members of the State Legal Advisory Office – shall undertake to comply with them upon the act of their engagement for service.

2. Collective bargaining agreements, pursuant to Legislative Decree 29 of 3 February 1993, Article 58-bis.3, shall provide for coordination with the provisions concerning disciplinary responsibility, without prejudice to provisions in effect concerning other forms of liability for public employees.

3. The provisions that follow shall apply in all cases in which laws or regulations do not apply or in any event for matters not differently determined by laws or regulations. Without prejudice to the principles set forth in Article 2, the provisions of Articles 3 et seqq. can be supplemented and specified by codes adopted by individual departments pursuant to Legislative Decree 29 of 3 February 1993, Article 58-bis.5.

**Article 2  
Principles**

1. The employee shall conform in his/her conduct to the Constitutional duty to serve exclusively the Nation with discipline and honor and to respect the principles of good performance and impartiality of the administration. In carrying out his/her duties, the employees shall guarantee obedience to the law and shall pursue exclusively the public interest; his/her decisions and his/her conduct shall be dictated by care for the public interest that has been entrusted to him/her.

2. The employee shall maintain a position of independence in order to avoid making decisions or engaging in activities inherent in his/her duties in situations of conflict of interest, even if only apparent. He/she shall not engage in any activity that contrasts with the correct performance of his/her official duties and he/she shall undertake to avoid situations and conduct that can harm the interests or the image of the public administration.

3. Observing his/her work hours schedule, the employee shall devote the proper amount of time and energy to discharging his/her duties; he/she undertakes to carry these tasks out in the simplest and most efficient manner possible in the interests of the citizens and assumes the responsibility related to his/her duties.

4. The employee shall exercise due care in the use and custody of the goods at his/her disposal for official purposes and shall not use for private ends the information available to him/her for official purposes.

5. The employee's conduct shall be such as to establish relations of reciprocal trust and collaboration between citizens and the administration. In his/her dealings with citizens he/she shall demonstrate the greatest possible willingness to help and shall not impede the exercise of citizens' rights. He/she shall facilitate citizens' access to the information to which they are entitled, and insofar as it is not prohibited he/she shall supply all information necessary to evaluating the decisions of the administration and the conduct of its employees.

6. The employee shall limit the requirements placed on citizens and firms to the indispensable minimum and shall apply every possible measure for the simplification of administrative activity, in any event facilitating citizens' performance of the activities permitted to them or in any case not in violation of the laws in force.

7. In carrying out his/her duties, the employee shall observe the division of competences between the central and local governments. Within the limits of his/her powers, he/she shall facilitate the performance of functions and duties by the authority with the nearest jurisdiction and functionally closest to the citizens concerned.

### **Article 3**

#### **Gifts and other benefits**

1. The employee shall not request, either for himself/herself or for others, nor shall he/she accept, even on the occasion of festivities, gifts or other benefits, save items for use and of modest value, from persons who have derived or who could derive an advantage from decisions or activities of the office.

2. The employee shall not request, either for himself/herself or for others, nor shall he/she accept gifts or other benefits from a subordinate or relatives of a subordinate up to the fourth degree. The employee shall not offer gifts or other benefits to a superior or to a superior's relatives up to the fourth degree, or cohabitants, save items for use and of modest value.

### **Article 4**

#### **Membership in associations and other organizations**

1. In compliance with the laws in effect on freedom of association, the employee shall notify the head of his/her office of his/her membership in associations and organizations, including those not of a confidential nature, whose interests are affected in the performance of the office's activities, save when they are political or trade union organizations.

2. The employee shall not oblige other employees to join associations or organizations, nor shall he/she induce them to do so by promising career advantages.

### **Article 5**

#### **Transparency in financial interests**

1. The employee shall inform the head of his/her office in writing of all relations of collaboration remunerated in any fashion that he/she has had in the last five years, specifying: a) whether he/she or relatives up to the fourth degree or cohabitants still have financial relations with the person with whom he/she has had said relation of collaboration; b) whether such relations were or are entertained with persons that have an interest in activities or decisions of the office, circumscribed to the tasks entrusted to him/her.

2. A manager, before taking office, shall notify the department of his/her shareholdings and other financial interests that could place him/her in a situation of conflict of interest with the public function that he/she performs and shall state whether he/she has blood relatives up to the fourth degree or relatives by marriage up to the second degree or cohabitants who are engaged in political, professional or economic activities that put them into frequent contact with the office that he/she will direct or who are involved in the decisions or activities of the office. Upon reasoned request of the manager for general affairs and personnel, he/she shall supply additional information on his/her assets and tax situation.

**Article 6**  
**Abstention requirement**

1. The employee shall abstain from taking part in decisions or activities that may involve his/her own interests or: those of his/her relatives up to the fourth degree or cohabitants; those of individuals or organizations with whom or with which he/she or his/her spouse has a legal action pending or a severe conflict or an outstanding credit or debt; those of individuals or organizations of whom or of which he/she is guardian, trustee, administrator, procurator or agent; those of entities, associations including those not officially recognized, committees, companies or establishments of which he/she is administrator, manager or director. The employee shall abstain in all other cases in which there are serious grounds for affecting his/her interests. The head of the office shall decide on the abstention.

**Article 7**  
**Collateral activities**

1. The employee shall not accept from persons other than the administration remuneration or other benefits for services that he/she is required to perform in the course of his/her official duties.
2. The employee shall not accept relations of collaboration with individuals or organizations that have or that have had within the past two years an economic interest in decisions or activities involving the office.
3. The employee shall not request his/her superiors to confer upon him/her remunerated positions.

**Article 8**  
**Impartiality**

1. In performing his/her work duties, the employee shall ensure equal treatment of the citizens who come into contact with the administration for which he/she works. To this end, he/she shall neither refuse a service to one person that is ordinarily accorded to others nor accord a service to one person that is ordinarily refused to others.
2. The employee shall comply with proper procedure in performing the administrative activity under his/her power, in particular rejecting any illegitimate pressure, even if exercised by his/her superiors.

**Article 9**  
**Conduct in social life**

1. The employee shall not take advantage of his/her position within the administration to obtain benefits that are not legitimately his/hers. In private relations, and in particular in those with public officers in the performance of their duties, he/she shall not at his/her own initiative mention such position or let it be understood when this could harm the image of the administration.

**Article 10**  
**Conduct in service**

1. The employee, save in cases of justified reasons, shall not postpone or entrust to other employees the performance of activities or the taking of decisions that are his/her responsibility.
2. Without prejudice to contractual provisions, the employee shall limit the absences from his/her place of work to those that are strictly necessary.
3. The employee shall not use for private purposes materials or equipment at his/her disposal for official reasons. Save in cases of urgency, he/she shall not use office telephones for personal needs. The employee who has a vehicle provided by the administration at his/her disposal shall use it for the performance of his/her official duties and shall not ordinarily transport persons extraneous to the administration.
4. The employee shall not accept for personal use nor shall he/she personally retain or use goods that are the property of the acquirer, in relation to the purchase of goods or services for official reasons.

**Article 11**  
**Relations with the public**

1. The employee in direct contact with the public shall pay adequate attention to the questions of each citizen and shall furnish the explanations requested of him/her concerning his/her own conduct and that of other employees of the office. In handling cases he/she shall observe their chronological order and shall not refuse to perform actions that it is his/her duty to perform by citing generic motivations such as the amount of work to be done or lack of time. He/she shall honour appointments with citizens and shall respond promptly to their complaints.
2. Without prejudice to his/her right to express opinions and disseminate information in the defense of trade union and rights of citizen, the employee shall refrain from making public declarations harmful to the image of the administration. The employee shall keep his/her office head informed of his/her relations with press organs.
3. The employee shall not undertake commitments or make promises concerning decisions or actions of his/her own or of other persons inherent in the office, if this could engender or confirm mistrust in the administration or in its independence and impartiality.
4. In the drafting of written texts and in all other communications the employee shall use clear and comprehensible language.
5. The employee who performs his/her work activity in an administration that supplies a service to the public shall take due care to observe the standards of quality and quantity set by the administration in its service charters. He/she shall take due care to guarantee continuity of service, to allow citizens to choose between different suppliers and to provide them with information on the way in which the service is provided and on levels of quality.

**Article 12**  
**Contracts**

1. In signing contracts on behalf of the administration, the employee shall not avail himself/herself of mediation or other services of third parties, nor shall he/she give or promise any benefit on account of intermediation or in order to expedite or for having expedited the conclusion or the execution of the contract.
2. The employee shall not conclude on behalf of the administration contracts for public works, supplies, service, financing or insurance with firms with which he/she has signed contracts privately in the previous two years. In the event that the administration concludes contracts for public works, supplies, service, financing or insurance with firms with which an employee has signed contracts privately in the previous two

years, the employee shall abstain from taking part in the decisions and the activities connected with the execution of the contract.

3. The employee who signs contracts privately with firms with which he/she has concluded, in the previous two years, contracts for public works, supplies, service, financing or insurance on behalf of the administration shall so inform his/her office head in writing.

4. If the office head finds himself/herself in the circumstances referred to in paragraphs 2 and 3, he/she shall so inform, in writing, the manager for general affairs and personnel.

**Article 13**  
**Obligations in connection with evaluation of results**

1. The office head and the employee shall provide the internal control office with all the information necessary to a full evaluation of the results achieved by the office where he/she works. The information shall be provided with special regard to the following purposes: modalities of performance of the office's activities; quality of services performed; equal treatment of different categories of citizens and clients; ease of access to the offices, especially for the disabled; simplification and rapidity of procedures; compliance with deadlines for the conclusion of procedures; prompt response to complaints, objections and reports.

**Article 14**  
**Abrogation**

1. The Decree of the Minister for the Public Administration of 31 March 1994 is hereby abrogated. The present decree shall be communicated to the State Audit Office for registration and published in the *Gazzetta Ufficiale della Repubblica Italiana*.

Rome,

The MINISTER