

## Draft for public consultation

### Public service principles that should guide EU civil servants

#### Commitment to the European Union and its citizens

Civil servants should be conscious that the Union's institutions exist in order to serve the interests of the Union and of its citizens. **Citizens are at the core of the EU and the officials need to respect and to consider carefully every request submitted by single citizens and civil society organisations, in order to facilitate EU's citizens' activities and dialogue with the European institutions.**

**Comment [11]:** Probably it should be good to have a small introduction focusing on  
1) why this document is needed, as from the Ombudsman's website.  
2) and who has been involved in the consultation, especially mentioning CSOs

**EU officials** should make recommendations and decisions only to serve **citizens'** interests **and aspirations**, not for any other purpose.

Civil servants should carry out their functions to the best of their abilities and aim to set a good example to others. **They should be passionate, knowledgeable and dedicated to the EU and its principles.**

**EU officials should show a positive attitude in pursuing the principles of efficiency, effectiveness, transparency, accountability, consistency, risk-taking, and cutting red tape (including reducing administrative costs). This is in line with the existing instruments, including the Staff Regulations, the Financial Regulation, and the European Code of Good Administrative Behaviour, which contain general rules and principles governing the behaviour of civil servants.**

#### Integrity

Civil servants should conduct themselves at all times in a manner that would bear the closest public scrutiny. This obligation is not fully discharged merely by acting within the law.

Civil servants should not place themselves under any financial or other obligation that might influence them in the performance of their functions. They should declare any private interests relating to their functions.

Civil servants should take steps to avoid conflicts of interest and the appearance of such conflicts. This obligation continues after leaving office.

In claiming expenses and allowances, civil servants should be guided by a sense of propriety, rather than seeking to maximise their benefits. **They should also promote a rational use of public resources in a broader sense, reducing administrative costs, from the every-day use of office supply to multimillion contracts with external parties.**

#### Objectivity

Civil servants should be open-minded, guided by evidence, and willing to hear different viewpoints. They should be ready to acknowledge and correct mistakes.

In procedures involving comparative evaluations, civil servants should base recommendations and decisions only on merit and any other factors expressly prescribed by law.

The term “civil servant” refers to the staff of the EU institutions, bodies, offices, and agencies. They are formally known, in EU language, as “officials and other servants”. Civil servants should not allow the fact that they like, or dislike, a particular person **or group** to influence their professional conduct.

### **Respect for others**

Civil servants should act respectfully to each other and to citizens. They should be polite, helpful, co-operative **and respond in a timely manner**.

### **Transparency**

Civil servants should be willing to explain their activities and to give reasons for their actions. They should welcome public scrutiny of their conduct, including their compliance with public service principles.

**In order to be accountable to the citizens, they should be more accessible and promote a system to monitor their performances and results.**

### **Flexibility**

**Civil servants should be able to adapt institutional rules as necessary to meet the demands of the citizens needs and aspirations**

**In each activity they should also aim at fostering a participatory approach, providing timely responses to citizens’ needs.**

### **Focus on innovation**

**The EU officials should be forward thinking and focus on innovation. They should be keen on using their influence in order to promote innovation and good practices.**

**They should empower citizens to be active in Europe and enable them to contribute with new ideas and actions.**