



Emirates International Accreditation Centre

قواعد السلوك المهني في مركز الامارات العالمي للاعتماد (إياك)

EIAC Code of Conduct

EIAC-PL-005

Signatories	
Approved:	CEO

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1 Purpose and Scope

This Code of Conduct establishes the principles and standards of professional and ethical behavior expected of all personnel associated with the Emirates International Accreditation Centre (EIAC). Personnel include employees, assessors, technical experts, committee members, contractors, trainees and third-party vendors. Compliance with this Code is mandatory.

EIAC ensures compliance with the Code of Ethics and Professional Conduct of Dubai Government Employees and ISO/IEC 17011 in which this Code of Conduct is based.

This Code seeks to establish a unified institutional culture that supports the strategic direction of the Emirates International Accreditation Centre in achieving its future objectives, while fostering a strong sense of responsibility, integrity, and team spirit among all stakeholders.

This Code sets the ethical and legal framework of the values, conduct, and duties that EIAC personnel must observe and comply with, during their service with EIAC and in the course of performing their duties in accordance with the legislation in force.

EIAC adopts a zero-tolerance approach to fraud, corruption, bribery, and related misconduct. Top Management is committed to establishing, implementing, maintaining, and continually improving controls to prevent, detect, and respond to suspected fraud and corruption, and to encouraging reporting in good faith.

2 Definitions

2.1 Fraud:

Any intentional act to obtain unlawful benefit through deception.

2.2 Corruption:

The abuse of entrusted power, position, or authority for personal gain or the benefit of others.

2.3 Conflict of Interest:

A situation where personal interests may improperly influence professional decisions.

2.4 Fraud Risk Assessment:

Structured process to identify, analyze and mitigate fraud risks.



2.5 Fraud Risk Register:

Documented record of identified fraud risks and controls.

2.6 Whistleblowing:

Reporting suspected wrongdoing in good faith.

3 Core Ethical Values

Integrity: All personnel must act in a manner that does not raise suspicions and must act objectively without pursuing personal interest.

Knowledge Sharing: All personnel must share knowledge, skills, experience, and expertise with other stakeholders in accordance with the regulations and requirements.

Truthfulness and Honesty: All personnel must be open and honest in their dealings; must perform their duties with accuracy, efficiency, and dedication.

Team Spirit: All personnel must embrace team spirit and be committed to encouraging teamwork and synergy in performing their duties.

Objectivity: All personnel must be impartial and professional in performing their duties and avoid bias and favoritism.

Thoroughness: All personnel must perform their duties in accordance with the highest standards of accuracy, excellence, and creativity.

Fairness and Equality: All personnel must treat all other personnel and clients fairly and equally and provide clients with services without favoritism.

Inspiring Positivity: All personnel must avoid negativity and contribute to creating a hope-inspiring work environment that is conducive to the achievement of desired objectives.



4 Principles of Professional Ethics

All personnel must fully adhere to, and constantly observe, all the professional ethics and duties stipulated herein and in the legislation in force. These include the following:

4.1 Impartiality

- Accreditation activities shall be conducted objectively, without bias or undue influence
- All conflicts of interest—actual, potential, or perceived—must be identified, disclosed, and effectively managed.
- No individual shall participate in accreditation decisions where impartiality may be compromised

4.2 Independence

- EIAC shall remain independent from the services it accredits.
- Personnel shall not engage in activities that compromise or appear to compromise independence.
- EIAC do not provide consultancy services.

4.3 Competence

- Personnel shall perform duties only within the scope of their competence.
- Continuous professional development shall be maintained to ensure technical and ethical competence.

4.4 Integrity and Ethical Conduct

- All activities shall be carried out honestly, responsibly, and in good faith.
- Bribery, corruption, fraud, or misrepresentation are strictly prohibited.



4.5 Transparency

- Accreditation processes, criteria, and decision-making procedures shall be clearly documented and publicly available where appropriate.
- Accreditation decisions shall be based on objective evidence and documented assessments.

4.6 Professional Conduct

- EIAC will treat all applicants, accredited bodies, colleagues, and stakeholders with fairness, respect, and professionalism.
- Avoid any conduct that may discredit EIAC or undermine confidence in accreditation.
- Communicate clearly, accurately, and responsibly.

4.7 Use of Authority and Information

- Authority granted by EIAC shall not be misused for personal or organizational gain.
- Official information, logos, and accreditation symbols shall be used strictly in accordance with EIAC requirements.

4.8 Complaints and Whistleblowing

- Complaints and appeals shall be handled impartially, promptly, and confidentially.
- Individuals may report unethical behavior without fear of retaliation.
- EIAC will protect individuals who report concerns in good faith. No retaliatory, punitive, or disciplinary action shall be taken against reporters who act in good faith or who refuse to participate in fraud/corruption. Reports may be made confidentially and, where applicable, anonymously.



4.9 Maintaining Privacy and Confidentiality of Information

- Personnel must not disclose any written or verbal information that is confidential in nature or pursuant to the instructions issued by EIAC unless he/she obtains the relevant prior written approval.
- All personnel must sign a confidentiality agreement prior to commencing duties or providing services on behalf of EIAC.
- Remain committed to protecting the confidentiality of information even after the end of service or at the end of the work relationship with EIAC.
- Personnel must not disclose any information that may be confidential, except to the persons and entities authorized to have access to it.
- Personnel must refrain from using the information of EIAC to achieve any personal gains.
- Personnel must not disclose, use, copy, or disseminate confidential information on the internet, or on social media and social networking platforms.

4.10 Avoiding Conflict of Interest

- Personnel must complete a conflict-of-interest declaration prior to participating in accreditation activities.
- Conflicts shall be evaluated and mitigated through appropriate controls, including recusal or reassignment by EIAC.
- Personnel shall not engage in any activity, process, or decision in a manner that could intentionally disadvantage or harm any client, particularly where personal animosity, hatred, racial bias, or any other form of prejudice exists.
- Personnel shall not participate in any operation, process, or decision that would directly or indirectly influence the awarding of any contract to a contractor, a supplier, an accreditation



decision or any project in which the personnel is a partner; or that would secure a percentage of profits, a share, or any material benefit.

4.11 Excellence in Dealing with Clients

- Personnel should respect the rights and interests of clients; treat them courteously, professionally, impartially, and equally without any favoritism or discrimination on the basis of race, gender, religion, or political beliefs.
- Provide clients with services in an accurate and timely manner.
- Remain committed to accuracy, honesty, integrity, promptness, and transparency in providing clients with the required information about EIAC's work and activities, and about the procedures for filing complaints if they wish.

4.12 Maintaining Occupational Health and Safety

- Perform duties in a manner that ensures personnel safety and the safety of others.
- Comply with the occupational health and safety rules adopted by EIAC.
- Immediately report occupational accidents and injuries as they occur either during an assessment or at the EIAC offices.
- Report any hazardous materials and equipment, and any unsafe practices or situations at the EIAC offices or whilst during an assessment.
- Refrain from performing any dangerous tasks for which they are not qualified.

4.13 Legal & Policy Compliance

- Personnel should comply with all local, national, and international laws relevant to EIAC.
- EIAC management will ensure that all business activities are conducted legally and ethically, in line with UAE laws and regulatory requirements.
- Personnel must follow all EIAC policies, procedures, and guidelines.

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- Personnel should stay informed about updates to policies and ensure their actions align with them.
- Personnel must report any violations of laws, regulations, or EIAC policies promptly and through the designated channels.
- Personnel should cooperate with audits, investigations, and compliance reviews.
- Personnel should understand that failure to comply with legal or policy requirements may result in disciplinary action, including termination or legal consequences.
- Personnel should promote a culture of compliance by setting an example in daily conduct.

4.14 Anti-Bribery/Corruption

- EIAC maintains a zero-tolerance policy towards all forms of bribery and corruption
- All EIAC employees, contractors, and associated third parties are strictly prohibited from engaging in, directly or indirectly, any corrupt practice. This includes, but is not limited to:
 - a) Offering, giving or accepting any bribe, gift, hospitality, or personal benefit intended to influence an accreditation decision, secure an unfair advantage, or obtain unauthorized access to confidential information.
 - b) Making or accepting any "facilitation payments" or "small bribes" to expedite routine governmental or administrative actions.
 - c) Failing to fully disclose any actual, potential, or perceived conflict of interest, including any pecuniary interest with a Conformity Assessment Body (CAB) that is or may become a client of EIAC.
- All personnel must confirm their commitment to upholding all applicable anti-bribery and anti-corruption laws in the United Arab Emirates and in any other countries where EIAC conducts services.
- Personnel shall not offer, promise, give, request, or accept any bribe, kickback, or improper advantage (financial or otherwise) to influence any accreditation decision making.

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- Personnel must refrain from accepting any gains, profits, gifts or personal/ non-personal benefits, whether directly or indirectly, in their capacity as a member in the assessment team
- Accepting a bribe to influence a decision or to obtain unauthorized access to confidential information.
- Token gifts that carry the logo of the entity providing the token gift can be accepted.

4.15 Loyalty, Dedication and Allegiance to the UAE

- Remain loyal and devoted to the UAE; never undermine the image of the UAE or its iconic figures in any way whatsoever; and comply with the UAE's established principles and with its constitution and legislation.
- Not join or associate themselves with any of the organisations or entities that are banned by the UAE; or engage, at anytime and anywhere within or outside of the UAE, in any political activism throughout their service with EIAC.
- Honourably represent the UAE at home and abroad; and
- Align themselves with the official stances of the UAE and never compromise the reputation or the image of the UAE.

4.16 Protecting Public Property

- Personnel shall not use the property of EIAC to achieve personal interests, and use it exclusively for work purposes;
- Personnel must protect the information pertaining to EIAC, such as intellectual property rights, trade secrets, patents, copyrights, work plans, databases, payroll details, as well as any financial information, reports, or projects that have not been announced to the public; and
- return all EIAC property entrusted to them or put in their possession upon the end of their service with EIAC. EIAC employees must obtain a clearance certificate prior to receiving their end-of-service entitlements.



5 Workplace and Assessment Conduct

5.1 Professionalism:

- Maintain a professional demeanour at all times.
- Wear formal or business attire for example:
 - a) Men: Suit or collared shirt with trousers; avoid casual clothing like shorts or sandals.
 - b) Women: Business suits, dresses, or abayas as appropriate; modest attire is recommended in line with cultural norms.
- Maintain personal hygiene and grooming. hair, nails, and overall presentation should be neat and professional.
- Avoid clothing with offensive or provocative logos or images.
- Be punctual and prepared for all work and assessment-related activities.

5.2 Respectful Environment

- Foster a safe and respectful workplace for all.
- Zero tolerance for discrimination, harassment, bullying, or any form of

5.3 workplace violence.

- Address conflicts constructively and report violations according to EIAC policies.

5.4 Diversity & Inclusion

- Commit to fairness, equity, and inclusion in all interactions.
- Respect and value differences in culture, background, perspectives, and abilities.
- Encourage collaborative participation and ensure all voices are heard.

5.5 Additional Requirements

- Act in a manner that promotes and protects the reputation of the Government in general and of EIAC in particular

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- Not act in a manner that may compromise the electronic systems, programmes, or networks of the Government or of EIAC, or make them vulnerable to hacking.
- Obtain the written approval of EIAC prior to joining any professional association or obtaining a professional license where membership in that association or obtaining the license is a prerequisite for performing their employment duties. (Applicable to EIAC Employees Only)
- Not cease performing their employment duties without a valid reason or participate in or instigate strikes for any reason whatsoever. (Applicable to EIAC Employees Only)
- Top Management shall ensure that there are clear policies in place for improving performance and increasing efficiency.
- Top Management shall establish processes for developing and improving the capabilities and skills of all personnel.

6 Using Social Media and Social Networking Platforms

- Personnel must comply with the legislation in force in the UAE and observe copyrights when using social media and social networking platforms and sites.
- Personnel must not use the official logo of EIAC for personal purposes, through social media and social networking platforms or accounts, without first obtaining the approval from the EIAC CEO.
- When using personal social media accounts, personnel must not disclose, reference, or discuss any clients associated with EIAC.
- Personnel must not engage in any aggressive arguments on social media and social networking platforms, or in discussions on legal actions being considered by the judiciary or by competent investigation authorities.



- Personnel must not use their official work email address or password for signing up or logging into personal accounts on social networking platforms.
- Personnel must not get distracted by using social media and social networking platforms during official working hours, unless he/she is officially assigned by EIAC to manage its social media accounts

7 Reporting Legal Breach Incidents and Illegal Actions

7.1 Personnel are required to report on any of the following situations:

- Suspected legal breaches related to their work or being asked to perform any illegal action.
- Suspected direct or indirect conflicts of interest involving themselves, their spouse, relatives, or any other personnel.
- Suspected misuse of EIAC resources or assets, in violation of this Code or applicable legislation.
- Grievances

7.2 Reporting must adhere to the following conditions:

1. The personnel must have proof or evidence of the incident being reported.
2. In the absence of direct proof, there must be a substantiated suspicion of an explicit violation.
3. The purpose of reporting must be to protect the interests of EIAC, not to defame personnel or clients.
4. Strict confidentiality must be maintained throughout the reporting process.
5. protect employees who report concerns.

7.3 Reporting channels (examples): a confidential Email, a dedicated hotline, and/or a secure reporting channel. EIAC shall respond to reports and take appropriate action.



7.4 Reporting procedure shall define: what must be reported, to whom, frequency and format of notifications, escalation criteria, and confidentiality safeguards. Designated recipients of reports shall prepare periodic summaries for EIAC top management as applicable.

8 Channels for Reporting Violations Related to the Code

- Personnel may report violations of this Code through any of the following channels:
 1. Direct reporting to the Departmental Director/Head of Section or;
 2. Submitting a report through the secure Financial Audit Authority 'FAA' channel ([NAZAHA](#)*)
- All reports should be made in good faith, recorded in a restricted-access register and will be handled with confidentiality to protect the reporting personnel.

* NAZAHA

is a safe channel for all members of society to report financial and administrative violations committed in the entities subject to audit by the Financial Audit Authority. Reporting financial and administrative violations contributes to protecting public funds, combating and eliminating corruption, and achieving administrative and financial integrity.

This channel is available through the Financial Audit Authority website and is accessible to all Centre employees, customers, and relevant stakeholders.

The reporting channel is characterized by the following features:

- A secure channel that preserves the confidentiality and privacy of the whistleblower's identity.
- Easy to use and available 24 hours a day.
- All reports are handled with strict confidentiality by Financial Audit Authority in a manner that ensures the protection of the whistleblower's identity and all parties concerned throughout the investigation process.

9 Final Authority

EIAC retains full and final authority in the interpretation, application, and enforcement of this Code of Conduct. Top Management are responsible for the education of employees and raise their awareness on the provisions of this Code, ensure their compliance therewith, and hold those who violate it accountable.



10 References

- Financial Audit Authority – Anti-Fraud Framework Guide- Dubai Government (UAE).
- Executive Council Resolution No. (12) of 2020 – Approving the Code of Ethics and Professional Conduct of Dubai Government Employees
- ISO 37002 – Whistleblowing Management Systems (Guidance).
- ISO 31000 – Risk Management (Guidance).
- ISO/IEC 17011 – Conformity assessment — Requirements for accreditation bodies.