



MIDIT CODE OF ETHICS AND CONDUCT

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This Code provides the staff who find themselves subject to the necessary guidance and support to adapt their behaviour to the demands of public ethics, putting those principles to the reality of the body. It also sends out a message about what society can expect from people working in MIDIT, without ultimately ruling out their hermeneutical value.



1. Values inherent in public service

We believe that a quality public service that contributes to improving people's well-being and to making progress in the country has the following values as its inherent values:

1.1 Responsibility for the common good

Public service activity involves taking the utmost responsibility for promoting the common good from scrupulous respect for human rights and without any discrimination on the grounds of diversity of people. The vision of the common good must be broad and global, so that the impacts of the actions are taken into account not only in Catalonia but also abroad.

1.2 People's Centrality

The exercise of public service must be guided and conceived from the perspective of the interest, rights and needs of the people it addresses, considering them in all their dimensions and always putting them at the centre of action. To do so, dialogue and deliberation with them must be promoted, prioritizing people in situations of vulnerability and relating themselves in a respectful and personalised way, and ensuring the effective equality measures necessary to ensure accessibility, inclusion and non-discrimination.

1.3 Objectivity and impartiality

The public service must be carried out in a diligent and fair manner, without subordinating it to prejudices and preferential treatment, in the interests of justice, equity and equal opportunities.

1.4 Professionalism, Efficiency and Effectiveness

Public service must be based on technical and human quality, on the performance of its purposes and on the proper use of resources.

1.5 Leadership, innovation, collaboration, participation and accountability

The public service must incorporate leadership and innovation, teamwork and collaborator work, dialogue and participation of citizens, and accountability.

1.6 Opening and Accessibility of Public Service Organisations

The public service requires a context of digital, networked, open, inclusive, transparent, humanised organisations, prepared to anticipate, adapt and respond to the changing needs of individuals and society and, thinking of the people affected by the digital divide, universally accessible.

2. Values related to the performance of public servers

People who make up the public service of Catalonia must have a set of values in their professional work as their own. These values, regardless of the activity, sector and position they occupy in the organisation, are a vocation of service, professionalism and public confidence.

2.1 Service Vocation

Public servers in Catalonia must carry out their work with:



- a. Activity of service, care and help to people, always aimed at the common good.
- b. Commitment, getting involved in the service and persevering in the face of difficulties.
- c. Probity, moral correctness and honorability.
- d. Sensitivity and empathy, with the will to understand the reality and the people with whom they relate and taking into account their circumstances and needs.
- e. Results orientation, seeking to achieve the objectives efficiently and effectively.
- f. Pro activity and positive attitude to innovate, anticipate and adapt, as far as possible, the parameters of its task to the specific context, in order to achieve a better public service.

2.2 Professional

Public servers in Catalonia must carry out their work with:

- a. Competition, according to the knowledge, skills and skills required for his professional performance and applying the training actions received.
- b. Dedication and suitability for the development of its functions.
- c. Honestedat, honesty and subjection to duty in his actions.
- d. Rigor, taking care of the quality of the activity performed.
- e. Responsibility, evaluating and accounting for their work.
- f. Excellence, seeking the optimal solution and continuous improvement.
- g. Exemplary, to become a model and a referent for others.

2.3 Public Trust

Public servers in Catalonia must carry out their work with:

- a. Imparciality, understood as subjective disinterest and impartiality, and without any kind of discrimination or preferential treatment, ensuring justice, equal treatment and opportunities and respect for the rights of all people.
- b. Objectivity, treating facts and data regardless of personal assessments or prejudices.
- c. Transparency, with the possibility of exposing and explaining its actions whenever applicable.
- d. Integrity, acting in accordance with the legal system and ethical and social values, being incorruptible and alerting to reprehensible practices.
- e. Loyalty to the institution, adjusting its actions to the policies and strategic guidelines of the organisation in which they work.

3. Values linked to relational dimensions of public servers

3.1 Relationship and Treatment with People



Providing a public service properly means prioritising respect for people and their rights, the quality of treatment given to them and the service offered to them, and promoting their participation.

3.1.1 With regard to people and their rights

Public servers in Catalonia must carry out their task:

- a. Always acting with the utmost respect for the dignity of the individual and his or her rights and freedoms.
- b. Applying the norm, procedure or protocol, respecting diversity and without discrimination on the grounds of birth, ethnicity, gender, age, aesthetics, religion, sexual orientation, opinion, social status, functional diversity or other differential facts.
- c. Dealing with the demands of people with equity, ensuring equal treatment and opportunities, avoiding any favoured treatment for any cause or circumstance.
- d. Respecting people's individual choices and their right to make their own decisions, where possible and without imposing, by default, the most standardised option.
- e. Scrupulously using the personal data to which they have access in the provision of the service.
- f. Vetllant for the prevention of any form of sexual harassment, sexual harassment, or harassment for sexual orientation, expression or gender identity, as well as taking a diligent action when a case is detected using the instruments and mechanisms in force.

3.1.2 Treatment Quality

Public servers in Catalonia must carry out their task:

- a. Prescribing service to people from proximity to treatment, the will to help and support, creating trust and collaboration between them and the Administration.
- b. Listening to, with correctness, empathy, kindness and sensitivity, and especially attending to the degree of vulnerability of people, the reasons of citizens in defending their interests and accepting their demands.
- c. By providing the appropriate and appropriate information to the interlocutors, paying particular attention to their needs and taking into account their communication and understanding capacities.
- d. Informing and targeting people on the appropriate channels to formulate complaints or suggestions for service improvement or to make any request.
- e. Vetllant for the safety and protection of people, with special care for people with functional diversity.
- f. Encouraging accessible services, both in terms of their use and the information provided in relation to these services, taking into account aspects such as inclusive language, information mechanisms complementary to virtual in cases of digital divide, and interpretation and video interpreting services, among others.



g. By making the procedure of the demands being met visible to passengers, managing and resolving it, in a clear and concrete way, and avoiding complex digital language that could give rise to misinterpretations.

h. Promoting the universal or inclusive design of digital services, favouring simple and easily accessible environments for everyone, both in terms of use and the information provided.

3.1.3 Service Quality

Public servers in Catalonia must carry out their task:

a. Offering an agile and diligent service to the resolution of the requested request or service, proactively anticipating people's needs as soon as possible.

b. Promoting a comprehensive response that minimizes service fragmentation.

c. Properly managing people's care time, reducing waiting times as much as possible and always preserving the quality of service. d. Complying with the response deadlines set in oral, written, sign language or through the interpreting and video interpreting service, and justifying the reasons for delay in the event of such a thing.

e. Simplifying and facilitating the management and avoiding repeated procedures and the request for data or documents already held by the Administration.

f. Taking into account the consultations and proposals regarding the operation of public services, or referring them to the appropriate path.

g. Facilitating and promoting participation and dialogue with citizens, to detect needs and preferences, and contributing to design, execute and evaluate public services.

3.2 Interorganization and Interorganization Relationships

Relations between public servants of the same organisation or between those of different organisations must be governed by the principles of loyalty, respect for the field of institutional competence and democratic commitment, as well as the principles of collaboration, cooperation and coordination, with the ultimate objectives always being the general interest and the common good.

3.2.1 Lawfulness in public service, with respect to the field of competence and democratic commitment

Public servers in Catalonia must carry out their task:

a. Acting in accordance with the principle of loyalty to public service, understood as the democratic commitment of mutual cooperation in relation to the general interest.

b. carrying out the functions assigned with the utmost responsibility and contributing with its action to serve the general interest and to maintain and strengthen citizens' confidence in the public service, reporting irregularities or practices that they do not consider ethical.

c. Developing its functions with good faith, equity, impartiality and political and ideological neutrality.

d. Taking into account the cross-cutting nature of public policies and preserving the coherence between different policies.



- e. respecting the legitimate exercise of the competences of each organization and other units.
- f. Bearing in mind and, where appropriate, weighing all the interests involved in the exercise of functions.
- g. Being responsible for its public demonstrations, following the principle of veracity and the other values that guide this Code.

3.2.2 Collaboration, Cooperation and Coordination

Public servers in Catalonia must carry out their task:

- a. Sharing expert knowledge on the subject.
- b. Preserving the active cooperation and assistance that any public server may require for the performance of its functions.
- c. By actively participating in teams or collaborative workspaces and contributing to a climate favourable to the achievement of the stated objectives, without teamwork being able to imply the failure to assume the relevant responsibilities.
- d. Making appropriate and responsible use of public resources to carry out their functions properly and only for purposes aimed at the public service and the general interest.

3.3 Relationship to political positions and management staff

Good service to citizens presupposes a high level of institutional quality and therefore it is necessary to align with public policies and a relationship based on trust between public servants, including senior officials, elected representatives and management staff.

3.3.1 Public Policy alignment

Public servers in Catalonia must carry out their task:

- a. Acting loyally to the public service and aligning its actions with the public policies and strategic guidelines of the institution.
- b. Acting with impartiality, diligence and efficiency.

3.3.2 Good relationship and trust

Public servers in Catalonia must carry out their task:

- a. Technically assisting with his experience and knowledge in political positions.
- b. Treating people in political positions with professionalism, honesty, respect and courtesy.
- c. Acting with the necessary discretion regarding information derived from personal and professional relationships.

3.4 The relation to lobbyists

Public servers in Catalonia, in their relations with people or groups who wish to influence public decisions, must take into account the values of objectivity and good relations and transparency.

3.4.1 Objectivity and Good Relation



Public servers in Catalonia must carry out their task:

- a. Applying the rules guaranteeing impartiality in the performance of its functions and, in particular, the provisions relating to conflicts of interest.
- b. By facilitating the exercise of their rights and their cooperation in defining and implementing public policies, lobby groups can exercise their rights.
- c. Keeping a smooth and constructive dialogue with lobbyists.

3.4.2 Transparency

Public servers in Catalonia must carry out their task:

- a. Observing codes of conduct and protocols of action applicable to relations between public servers and interest groups, in particular, with regard to enrolment obligations.
- b. Keeping the contacts with lobbyists on record, preserving the documents they can submit to them and, in any case, the legislative proposals.
- c. To inform the competent bodies of any irregularities or infringements in this area.

3.5 In relation to access and management of public information

The people who make up the public service of Catalonia must act transparently in the performance of their functions by facilitating and guaranteeing access to public information, taking into account the limitations on their access and preserving confidentiality where appropriate.

3.5.1 Transparency in Public Activity

Public servers in Catalonia must carry out their task:

- A. By promoting a global culture of transparency without hiding information of general interest.
- b. facilitating access to information requested by citizens or other public servers, through channels enabled for this purpose, respecting the principle of universal accessibility.
- c. Offering up-to-date, objective, truthful, complete, useful and comprehensible information.
- d. Seeing for information to be supplied as soon as possible and in accessible, open and reusable formats.
- e. Diligently following the obligations arising from the accounting procedures.

3.5.2 Confidentiality and Information Care

Public servers in Catalonia must carry out their task:

- a. Be careful in the preservation of documents or public information in any medium.
- b. Making responsible and appropriate use of the information that they have had access to in the performance of their duties and responsibilities and avoiding making personal or other gains.



c. Keeping the secrecy or reserve of the information and avoiding the dissemination as provided for in the current legislation and in no case with the aim of safeguarding interests that are not foreseen.

d. Accessing only the information strictly necessary to perform its functions and responsibilities correctly.

e. Adopting the necessary measures to guarantee the integrity, security and confidentiality of the information available to it and making responsible use of the resources available to it for the management of information.

f. Keeping the confidentiality of the information that you have known due to your functions after your relationship with the public service ends, unless the right of access prevails.

3.6 The relationship with the media

In relation to the media, public servants, in accordance with their degree of responsibility, must ensure the veracity of information and give equal treatment to all media, while always preserving freedom of expression.

3.6.1 Veracity and Information Care

Public servers in Catalonia must carry out their task:

a. Informing the media on public policies that are conducted in a clear, impartial, timely, truthful and objective manner.

b. Be careful with all the information and especially those concerning groups of people in a vulnerable situation who may contribute to their stigmatisation.

3.6.2 Non-discrimination and freedom of expression

Public servers in Catalonia must carry out their task:

a. Treating different media without discrimination or privileges in the management of information on aspects of general interest.

b. Respecting freedom of expression, as well as the criticism that the media may exercise towards public activity.

c. Preserving the protocols required for a policy of transparency in the relationship with the media, including open Question Time at press conferences.

d. Make sure that the information given to the media on public policies respects the principle of universal accessibility.

3.7 The relationship with the socio-cultural environment and environmental sustainability Public servers must become aware of the socio-cultural and environmental impact their actions and decisions can have.

3.7.1 sociocultural environment

Public servers in Catalonia must carry out their task:



- a. Prioritizing and making correct use of the Catalan and Aranese language, and the Catalan Sign Language, while respecting linguistic and cultural diversity.
- b. encouraging the inclusion and participation of all people in the socio-cultural life of the country.
- c. Preservant, promoting and asserting the culture and socio-cultural heritage in all activities for which they are responsible.

3.7.2 Environmental Sustainability

Public servers in Catalonia must carry out their task:

- a. By using the material resources available to it efficiently and responsibly, and in no way for personal purposes.
- b. Reducing the generation of waste and polluting emissions and promoting reuse and recycling.
- c. By promoting and respecting ecological measures, energy savings and, in general, environmental protection.

4. Values of organisations responsible for public service

The quality of public service and the work of public servers are conditioned by organisational ethics, the sufficiency of the resources provided and the working conditions in organisations. For this reason, public service providers must carry out their work with decent working conditions, respectful treatment, equal opportunities, participation spaces, adequacy of resources and accountability.

The organisations responsible for public service must fulfil their mission:

- a. Having a model of governance, direction and ethical action that places people at the centre of action, promotes the cohesion of the units that make up them, takes into account the social responsibility of the organisation and pays attention to the changing reality of the society they serve.
- b. By guaranteeing decent and fair working conditions with regard to pay, working time, conciliation and a healthy environment, promoting stability.
- c. giving respectful and equitable treatment to the entity's public servers.
- d. Basing access to every job and career development in the principles of advertising, equal opportunities, merit and capacity.
- e. facilitating and promoting public server participation spaces to improve service quality.
- f. Guaranteeing the adequacy of professionals and material resources for the proper provision of the service.
- g. By acting transparently and promoting the culture of accountability, internally and externally.
- h. Facilitating the existence of reporting mechanisms in case of reprehensible practices, including harassment situations, and protecting alerters.



5. Behavior Rules

5.1 Conflicts of Interest

Public servers in Catalonia must carry out their work in such a way that they must never instrumentalise their work to achieve their own interests.

They must identify legitimate particular interests (personal or professional) that might conflict with professional duty and generate situations in which, having to exercise a professional judgment, such interest might interfere or appear to interfere with the appropriate exercise of professional responsibility.

To achieve this, they must strive to perfect their skills in identifying the aforementioned situations, in particular by broadening knowledge about how cognitive biases operate.

When they identify a conflict of interest situation, they must inform their hierarchical superior to take appropriate measures for their management.

5.2 Gifts, Benefits or favors

Public servers in Catalonia must refuse, and must refrain from claiming or offering any favoured treatment or situation involving an unjustified privilege or advantage.

They may be offered gifts or benefits in relation to their work. Acceptance of gifts or benefits can compromise their position by creating a sense of obligation in the recipient person and diminishing their impartiality, and can also affect the public perception of the integrity and independence of the body and staff at their service.

As a staff in the service of the Commonwealth, they must never create the impression that the body or any of the people in its service is improperly influenced by a person or organization. Consequently, they must never apply for any kind of gift or benefit because of the work they carry out in the service of the body and they cannot accept gifts or benefits that can create the impression of an attempt to influence the performance of their tasks to the body.

They can only accept, on behalf of the body, the gifts or benefits offered within the framework of the uses of interinstitutional courtesy. Interinstitutional courtesy is the consideration, attention, or appreciation of the role or work developed by the Commonwealth from other public or private non-profit entities.

In the context of this Code, when we refer to "gifts" we refer to material goods or money; it is understood by liberal benefits, invitations, favours or services.

gifts according to the use of interinstitutional courtesy are the goods delivered in consideration, attention or gratitude to the role or work carried out by the Commonwealth from other public or private non-profit entities, the value of which does not generally exceed 150 euros.

Benefits in accordance with the uses of interinstitutional courtesy are the liberalities, invitations, favors or services received from other public or private non-profit entities in consideration, attention



or gratitude to the role or work developed by the Commonwealth, and that are appropriate in context, such as attendance at meals or activities organised within the framework of a congress, seminar, conference... in which the Commonwealth has participated with prior authorization from the entity.

5.3 Use of public resources

Public servers in Catalonia must make use of the public resources they have for work in accordance with the principles of effectiveness, efficiency, environmental sustainability and service to the general interest.

They are responsible for the use we make of the public resources that they have for work purposes (such as computers, printers, photocopiers, phones... as well as the entity's own facilities) and also its conservation.

The resources they have for work are resources financed from public funds; that is why we must use them in accordance with the general interest and the current legislative provisions and, in any case, in the most efficient way possible.

They must use the resources at their disposal in the most austere and sustainable way possible, both in internal actions and, especially, in terms of transport costs and those arising from protocol or representational care.

They should only use the public resources at their disposal and their working time for the development of their work; they should never put them in service of any other cause than the development of the functions attributed to them.

If, for reasons of urgency, the use of any public resource is absolutely necessary in the personal interest, the use must be timely and must not in any way interfere with the public service they provide.

They should not ask for work in the interests or self-interest of colleagues, and especially of people with whom there is a hierarchical relationship.

They must encourage sensitivity in relation to the responsible use of public resources in their working environment and in relation to colleagues, especially newcomers.

5.4 Second Activity and Jobs

Public servers in Catalonia, with regard to the incompatibility regime, are subject to the applicable rules and internal interpretive criteria in relation to this subject.

They refuse to receive remuneration for their presence, appearance, attendance, or participation in acts, when they take place in the exercise of the functions inherent to their workplace or act on behalf of the institution.

5.5 Respect



Public servers in Catalonia take the necessary measures to prevent, detect and prosecute harassment, violence or occupational abuse within MIDIT.

They take care that their communications, whether with each other or with third parties or institutions, are always respectful, both in form and in substance.

They ensure that everyone can express themselves freely by exposing situations of irregularity, without fearing any negative consequences.

If they detect signs of behaviour that may be disrespectful or discriminatory on the grounds of birth, ethnicity, gender, age, aesthetics, religion, ideology, sexual orientation, gender identity, gender expression, social status, functional diversity or any other circumstance, they will act in accordance with the indications of the protocols approved for this purpose.

They are proactive in training and updating in the field of risk prevention in this regard.

5.6 Performance documentation

The public servers of Catalonia, in accordance with the principles of accountability, transparency and accountability, document all the decisions they make, recording the reasons or arguments that justify them.

The meetings are convened by means of the shared electronic agenda, at the very least putting on record the identity of the attendees and the reasons for the meeting. The agreements, whose significance requires it, will be recorded.