



CONFIRMED

**By the Board of Directors of JSC
“Astana medical university”
No. 8 dated “28” September, 2012**

CODE OF CORPORATE CULTURE AND ETHICS

Astana



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1 PURPOSE AND SCOPE

1.1 The Code of corporate culture and ethics (hereinafter - the Code) defines the standards of acting and behavior of employees and students of JSC “Astana Medical University” (hereinafter - the University).

1.2 This Code is introduced to strengthen and develop the corporate culture of the University, to increase the level of motivation of employees and learners to support consciously the strategy, image, credibility, best traditions inherent in the University, aimed at enhancing the prestige of the University in national and world educational space.

1.3 This Code has been developed in accordance with the provisions of the current legislation of the Republic of Kazakhstan, internal regulatory and regulatory acts and the University Charter, as well as on the basis of generally recognized principles of business and professional ethics.

1.4 This Code applies to all officials, employees and students of the University.

1.5 Officials and employees of the University should be respectable and honest in their official activities, they must follow the rules of business ethics established by this Code, other internal documents of the University, as well as generally accepted norms.

1.6 The behavior and actions of officials, employees and students of the University should contribute to the development of the relationship between the University and government bodies, legal entities and individuals, strengthening the positive image and reputation of the University.

1.7 The University accepts and follows the provisions of this Code in relations with officials, employees, students and stakeholders, for making business decisions both strategically important and the decisions faced by officials, employees and students of the University in everyday situations.

1.8 The University expects that all stakeholders will comply with these principles of corporate culture and ethics.

1.9 Effective organization of work is built on mutual obligations between the University and all stakeholders. Observance of mutual obligations is a necessary condition for constructive work.

1.10 The provisions of the Code may be amended and supplemented by the decision of the Board of Directors of the University.

2 TERMS AND DEFINITIONS

2.1 This Code contains the terms and their definitions according to Table 1.

Terms	Definition
Corporate culture	a complex system of norms and rules that set the general framework of behavior adopted by the greater part of the organization. Corporate culture is manifested in the philosophy and ideology of management, value orientations, attitudes, expectations, norms of behavior. Corporate culture regulates human behavior and makes it possible to predict its response in critical situations
Corporate spirit	a common corporate sense of “self” that unites the individual characteristics of the University’s employees through the mechanisms of self-identification, cohesion, awareness by employees of the commonality of the organization’s goals, harmonization of relations between personal and general goals leading to overall success
Corporate style	a stable set of unique methods used by the University and taking influence on consumers and suppliers of goods (works, services), with the aim of forming a positive image of the University, ensuring its uniqueness and recognition. External signs of corporate style are expressed in the corporate symbolism of the University (color, logo, flag, emblem, insignia and other elements) reflected in the visual perception of objects and subjects of the University (offices, buildings, structures, corporate media, web sites, Internet , publications and information messages) and its personnel
Image	Internal (existing in the minds of employees) and external (existing in the knowledge of external stakeholders: clients, partners, authorities and civil society actors) image of the University
Mission	philosophy and mission, the meaning of the existence of the University, in which the difference of this organization from similar organizations; formulated statement on the purpose and reason of the organization

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Business ethics	a set of moral and ethical norms and principles guided by employees and students of the University in their activities
Business etiquette	the rule of the conduct of the University staff, including a system of regulated rules of conduct in various business situations, including business correspondence, business communication, hiring, addressing to management, etc.
Conflict of interest	the situation of choice between the interests of the collective as a whole and the interests of a separate entity or group of entities participating in corporate relations
Corporate conflict	disagreement or dispute between: 1) the shareholder and management bodies of the University; 2) the management bodies of the University or their members / employees of the Internal Audit Service; 3) the management body of the University and interested persons of the University on corporate governance issues of the University, which adversely affect the interests of the Sole Shareholder and the activities of the University
Elements of corporate culture	The organization lives in a social environment, its activities are aimed at satisfying the needs of customers and through it - their own needs. We can create an effective organization if it adapts to the external environment, adapts to its changes, and develops the most effective response techniques, to create its own internal organizational atmosphere and solve the tasks of internal integration (creating integrity). Corporate culture captures the main tasks of the organization for external adaptation and internal integration
Professional ethics	a set of norms of conduct that are mandatory for execution by any member of the Company in implementing professional activities
University’s credibility	the prevailing opinion about the advantages and disadvantages of the University, based on the previous knowledge of its work, the quality of the services provided, the behavior of employees and officials
Board	executive body of the University
Sole shareholder	Government of the Republic of Kazakhstan, Ministry of Health of the Republic of Kazakhstan
Corporate secretary	Corporate secretary of the University
Officials	member of the Board of Directors, members of the Board, chief accountant
Employees	individuals who are in labor relations with the University and who directly perform work under an employment contract
Interested person/stakeholder	a person whose exercise of the rights provided for in the Legislation and the Charter is related to the activities of the University
Part concerned (stakeholder)	a person, a group of people or an organization that has a direct or indirect interest in the activities of the University, because he himself can influence the University, or can experience its influence. An example of external stakeholders is their owners (shareholders), consumers, suppliers, partners, government agencies and representatives of the local community or society as a whole. An example of internal stakeholders is employees and their groups.

3 GENERAL PROVISIONS

3.1 The main aims and objectives of the Code

3.1.1 The aim of this Code is the formation of a corporate culture and the facilitation of effective interaction with stakeholders through application of business conduct practices.

3.1.2 The main objectives of this Code are:

- assistance in the implementation of the mission, policy, main goals and objectives of the University;
- increase of prestige and image of the University as a university with stable ethical traditions;
- strengthening the corporate culture of the university community, enhancing the credibility of employees and students;
- formation of a civil position among all the members of the university community, the ability to qualitative work, preservation and augmentation of moral, cultural and scientific values.

3.1.3 The Code is necessary for:

- identification of moral guidelines in the organization of the University;

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- maintenance of uniform and correct application of norms of professional and medical ethics by employees and students of the University;
- prevention of violation of the rights of employees, students and other participants in business cooperation;
- determining the conditions for the application of measures of influence to employees, students of the University and who have violated the norms of professional ethics.

4 THE MAIN ETHICAL PRINCIPLES OF CORPORATE INTERRELATION

4.1 Corporate principles:

Respect for a person is a respect for the right of an individual to express freely their opinions, respect for the opinions of others and tolerance for any differences among members of the team, openness and goodwill in communication, as well as in discussing problems and jointly solving problems.

Professionalism is a deep knowledge of your specialty, responsible and conscientious attitude to duties, high-quality and timely fulfillment of tasks, improvement of professional level.

Continuous development and training is a continuous movement forward, creating conditions for the development of talents and abilities of employees and students of the University.

Cooperation is an open interaction with domestic and foreign higher educational institutions, basic medical and preventive institutions, and well-coordinated work of a single team, in which everyone is responsible for the overall result for the benefit of the whole University.

Efficiency is the achievement of maximum results provided optimal use of human, intellectual, material and financial resources.

Innovativeness is the development and implementation of research and technology, both in the educational process, and in various fields of medicine, socio-economic structure and socio-cultural development of modern Kazakhstan.

Continuity is loyalty to traditions, inheritance of best practices and enrichment with new ideas that determine the vector of the University's development as a center for the education of science and culture.

Care for veterans is respect for the older generation, recognition of its merits, preservation and augmentation of traditions, honoring and encouraging the honored staff of the University.

Motivation of work - The University seeks to create an effective system of tangible and intangible rewarding for employees.

Social paternalism - The University cares about the well-being and social security of its employees and their families, provides various forms of social assistance.

Honesty is a human quality that is the basis of any information process that takes place in society. Moral quality, reflecting one of the most important requirements of morality. It includes truthfulness, adherence to principles, loyalty to the obligations assumed, subjective conviction in the rightness of the case, sincerity before others and before ourselves with respect to those motives by which a person is guided, the recognition and observance of other people for what is legally theirs.

Justice is the notion of due, containing the requirement of conformity of the deed and retribution: in particular, the conformity of rights and obligations, labor and reward, merit and recognition, crime and punishment, the role of different social strata, groups and individuals in the life of society and their social status in it; in economic science - the requirement of equality of citizens in the distribution of a limited resource. The lack of proper correspondence between these entities is assessed as injustice.

Conscientiousness - any employee of the University must carry out his professional activity with the degree of care and diligence required of him by virtue of the relevant provisions of the law, other legal acts of the Republic of Kazakhstan, the University Charter.

Legitimacy - in the conduct of professional activities, any employee of the University is obliged to observe strictly the requirements of laws and other normative legal acts of the Republic of Kazakhstan, and also should promote all reasonable, possible and lawful ways to comply with laws and other normative legal acts of the Republic of Kazakhstan.



The principle of value orientation. Since subjectivity is a structure of the axiological order, the research has necessitated the disclosure of students' value orientations as the leading component of the emergence of this personal phenomenon. We took into account that value orientations are rather complex entities. They absorbed different levels and forms of interaction between the social and individual in the person, certain forms of interaction between the internal and external for the person, specific forms of personality's awareness of his past, present, future, and also the essence of his own sense of “self”. Value orientations fix the attitude of students towards the outside world, professional reality, to themselves as a subject of personal and professional development.

Transparency - ensures the fullest possible consideration of the interests of various participants in the process, which ultimately ensures the legitimacy of the decision. The formal interpretation of the principle of transparency implies compliance with a number of legal requirements, the most important of which is mandatory disclosure of decisions taken throughout the process. At the same time, the principle of publicity permits a restriction in access to certain information-confidential, which does not prevent the disclosure of general information and the reasons on which decisions are based, or the disclosure of evidence used by the authorities to explain the reasons for the production process.

Responsibility is certainty, reliability, honesty in relation to oneself and others; this is awareness and willingness to recognize that the result (reaction) that you receive in the course of your deeds and actions is the consequence of your deeds and actions. Responsibility is not guilt, it is confidence. Responsibility, rather, involves personal accountability and the ability to act within ethical standards for the benefit of oneself and others. Responsibility is the ability to explain and show the way you achieved this result.

4.2 Corporate values

4.2.1 The principal corporate values on the basis of which the activities of the University are formed:

- decency, reliability and professionalism of employees, the effectiveness of their work, mutual assistance, respect for each other, stakeholders and society as a whole;
- high prestige of the University, its commitment to quality medical education, the most humane profession requiring special knowledge and skills;
- we carefully preserve the accumulated experience and ability to develop new traditions in the complex preparation of future specialists, traditions based on deep fundamental education and the combination of the educational process with modern medical practice;
- consistent and purposeful use of the best achievements of the domestic and foreign higher schools in the improvement of educational technologies. In this quest for a new and better - the basis of high competitiveness of the University, the key to the success of its development.

5 THE MAIN ETHICAL PRINCIPLES OF CORPORATE INTERRELATION

5.1 External relations of the University

5.1.1 The University is aware of its social responsibility to society.

5.1.2 The University builds relationships based on the principles of partnership and mutual respect. Honest business management is the basis for all activities.

5.1.3 The University strives to influence positively the solution of socially significant issues.

5.1.4 The University always fulfills its obligations and expects fulfillment of obligations from its customers.

5.1.3 The University believes that relations with consumers, based on respect, trust, honesty and fairness, are paramount for success.

5.1.4 The University is customer-oriented and guarantees the high quality of graduates' education.

5.1.5 The University strives to serve the society, supports programs aimed at raising the level of professional knowledge and education, and other social programs.



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5.1.6 The University considers itself to be an integral part of the social environment in which it works and with which it seeks to establish strong relationships based on the principles of respect, trust, honesty and justice.

5.1.7 The University strives to create new jobs and improve the professional qualifications of employees when it is economically viable and expedient.

5.1.8 The University strives to establish constructive relations with organizations (public, non-governmental and others) in order to improve public relations, improve the environment and ensure the safety of life.

5.1.9 The University undertakes to refuse cooperation with legal and physical persons with a dubious reputation.

5.1.10 The University supports initiatives to protect the environment.

5.1.11 The University carries out charitable activities in various forms, paying special attention to the maintenance of projects that promote peace, friendship and harmony among peoples.

5.1.12. The University promotes the development of the system of education, science, culture, art, education, and spiritual development of the individual.

5.2 Consumers (students, employers)

5.2.1 In the relations with consumers, University employees are guided by the following rules:

- the consumer should be assured of the quality of the services provided;
- any actions performed in the interests of a consumer should be carried out in a timely manner;
- correctness and careful attitude to consumers.

5.3. Partners of the University

5.3.1 The University interacts with business partners on the principles of mutual benefit, transparency and full responsibility for the obligations assumed in accordance with the terms of contracts.

5.3.2 In relations with partners, the University is guided by the following rules:

- mutual trust, understanding of the constructive possibilities of the second party;
- respect for the participants in the common cause;
- finding compromises;
- effective information exchange between the participants of cooperation;
- fair and effective competitiveness;
- execution of contractual obligations;
- openness provided that the confidentiality of trade secrets is preserved;
- loyalty.

5.4 Relations with public authorities

5.4.1 The University strives to build and maintain healthy, constructive and open, excluding conflicts of interest, relations with state bodies and other representatives of state power on a legal basis.

5.4.2 The University follows all the laws and requirements applicable to our activities in each country, as well as the guidelines adopted by the University. The University is faithful both to the letter and the essence of these laws and guidelines.

5.4.3 The University pays taxes in full and on time.

5.4.4 Employees may participate in the political activities they deem necessary, at their own time and at their own expense. The University will not perform any remuneration or compensation for this activity or its costs either directly or indirectly.

5.4.5 We provide complete and reliable data on the activities of the University and are ready to provide a transcript of all indicators of the University. None of the employees will ever even consider the possibility of misrepresenting facts or distorting information.

5.5 The relationship between the University and its employees

5.5.1 The University considers the human resource as a source of success. Responsibility and benevolence are the prerequisites for the relationship at the University. The personal interests of work-



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ers are taken into account, attention is paid to the development of the potential of an employee, ensuring his social guarantees. The relations between employee and employer are based on the principles of long-term interaction, respect and strict fulfillment of mutual obligations stipulated by the contract.

5.5.2 The University provides favorable and safe working conditions for employees and provides for their social and medical support in the framework of the collective agreement and relevant programs operating at the University.

5.5.3 All employees of the University have equal opportunities in the field of career development, the possibility of self-fulfillment. The conditions of career growth and factors of influence on the success of a career at the University are the same for all (taking into account the specifics of departments and units).

5.5.4 The University excludes any methods of humiliating the dignity of people, all forms of discrimination and protectionism. Privileges and incentives are provided on the basis of openness, equality of opportunities in accordance with the degree of contribution of each employee to the achievement of common goals.

5.5.5 The University encourages effective leadership, which lies in the ability to see the most promising ideas and directions and in the orientation towards justified risk.

5.5.6 Any employee of the University is regarded as a unique person therefore the management of the organization is based on attention to the individual characteristics of each person. All employees are under the tutelage of the University, they have social and legal protection and are provided with the utmost attention to their problems on the part of the management.

5.5.7 The University encourages creativity in every possible way and expects its employees to perform the exact work in accordance with the established rules and norms.

5.5.8 Relationships with others should be the same as you expect from them. At the University, they refrain from undue criticism against each other, as well as against other participants of civil turnover outside the University, unjustified public condemnation of their activities and other similar actions that damage and undermine the University’s business reputation.

5.5.9 The University supports and encourages the active work of staff to improve the level of their professional knowledge, the study of domestic and foreign experience of similar structures.

5.5.10 The University’s remuneration policy is based on recognition of the professional qualifications and abilities of employees, the results of their work and achievement of key performance indicators and on the proposal of the social package for motivation in accordance with the University’s internal documents.

5.5.11 The University recognizes and respects the right of employees and officials to engage in additional scientific, teaching, economic, financial and other activities, if these activities are legitimate, do not prejudice the legitimate interests of the University, do not interfere with the diligent performance by such persons of their Labor duties at the University, and also do not damage the reputation, name, property, partnership relations, confidential information and other resources of the University.

5.5.12 The University respects the privacy of employees, does not allow any interference with it.

5.5.13 The University’s safety and health policy envisages the provision and continuous improvement of healthy and safe working conditions for its employees.

5.5.14 The University monitors, conducts researches / surveys on the corporate culture and the level of business ethics of the University staff.

5.6 Officials and employees of the University

5.6.1 In the course of employment, officials and employees of the University must:

- work in the interests of the University with full dedication, in good faith and reasonably, be a model of compliance with the rules of business ethics established by this Code, other internal documents of the University, as well as generally accepted moral and ethical norms;
- observe the labor discipline;
- not disclose information constituting state, official, commercial or other secrets protected by law, which have become known to them in connection with the performance of their duties;



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- respect the rights, honor and dignity of a person and citizen, regardless of origin, social, official and property status, sex, race, nationality, language, attitude to religion, beliefs, place of residence or any other circumstances;

- respect the symbols of the Republic of Kazakhstan - Blazon, Flag, Anthem;
- respect corporate symbols;
- respect the state and other languages, traditions and customs of all peoples;
- be intolerant of indifference and rudeness;
- be punctual and exacting to itself and its subordinates;
- treat each other with respect and observing ethical standards;
- be responsible for the obligations assumed, regardless of status and position;
- make every effort for highly professional work, treat carefully the property of the University, and use it rationally and effectively;
- accept the criticism and remarks of colleagues and leaders with understanding, and also be able to admit timely mistakes made;
- be fit and neat, observe the business style of clothes during the performance of their duties.

5.6.2 The officials of the University must also:

- comply with the norms and requirements of the legislation of the Republic of Kazakhstan, the Sole Shareholder and other documents related to the activities of the University;
- assume the responsibility to perform professional functions in good faith and reasonably with due care and diligence in the interests of the University and the Sole Shareholder, avoiding conflicts;
- contribute to the creation of a stable and positive moral and psychological situation in the work collective by their attitude to the matter and personal behavior;
- report immediately any commercial or other interest (direct or indirect) in transactions, contracts, projects related to the University, or in connection with other matters in accordance with the procedure provided for by internal documents of the Company;
- inform timely and not participate in the discussion and voting on issues in which there is an interest;
- not allow manifestations of bureaucracy and red tape when considering issues within their competence, take the necessary measures on them within the established time limits.

5.6.3 Decision-making by University officials should be based on the principles of legality, responsibility, efficiency and transparency.

5.6.4. Prohibited by officials in relation to other employees:

- any forms of discrimination - the selection and appointment of employees are carried out taking into account professional (labor productivity, qualification requirements, work experience in the specialty, etc.) and personal qualities, while ensuring fair and equitable treatment of all employees;
- any kind of protectionism, as well as privileges and benefits to individual workers, except on the basis of the payment systems and social measures accepted by the University, with the University having to ensure equal opportunities for obtaining the specified privileges and benefits.

5.6.5 University officials, in order to achieve the strategic goals of the University, make business decisions in accordance with the fundamental values and principles of business ethics, and bear full responsibility for the fulfillment of the tasks assigned to them.

5.7 Obligations of employees

5.7.1 The goal of each employee is to achieve high professional results, to justify the image, trust and expectations of the University. An important quality is the readiness of an employee for changes caused by the demands of the time, as well as the orientation towards dynamism and creative fulfillment of tasks.

5.7.2 Each employee shares the mission, quality policy, strategy and management tactics of the University, assumes responsibility for the implementation of the stated corporate goals and forms the results of the University activities.



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5.7.3 When solving problems and tasks of any level, the employee’s initiative is encouraged, generation of ideas for optimizing the activity and improving the quality of the educational product.

5.7.4 Employees of the University take care of their health, maintaining their optimal psychological state, working capacity and health and the condition of others.

5.7.5 Employees of the University are prohibited from smoking on the territory of the University (with the exception of places reserved for this purpose), as well as drinking alcohol on the territory of the University.

5.7.6 Officials and employees of the University shall not be entitled to accept:

- for the performance of their functional duties, remuneration in the form of money, services and in other forms from organizations and individuals in which they do not perform the corresponding functions;

- gifts or services in connection with the performance of their functions or from persons dependent on them for work, with the exception of symbolic signs of attention and symbolic souvenirs in accordance with generally accepted norms of courtesy and hospitality, or during protocol and other official events.

5.7.7 Officials and employees are prohibited from divulging commercial, official and other secrets protected by law, as well as use information for personal purposes. The procedure for protecting information of the University, which constitutes commercial, official and other secrets protected by the legislation of the Republic of Kazakhstan, is determined by the internal document of the University approved by the Board of Directors of the University.

5.8 Principles of interaction between units

5.8.1 The University has structural units. In order to achieve the best results, strives for cooperation of all structures, institutions, deans, centers, departments and sectors.

5.8.2 Various forms of corporate relationships between employees of the University’s different departments and units are encouraged - joint implementation of projects, joint discussion and resolution of work issues, development of directions, innovations, and joint leisure activities.

5.8.3 The University’s activity presupposes the creativity and mobility of the units within its structure, their possible modification for more effective accomplishment of tasks.

5.8.4 The need to adapt each new employee to the team, applying for this purpose individual measure aimed at creating conditions for the disclosure of creative and human potential, is taken into account.

5.9 Conflict of interests

5.9.1 An important condition for ensuring the successful operation of the University is the avoidance of private conflicts in intra-corporate relations. When solving problems arising in the work process, University employees are primarily guided by the principles and rules of this Code and other documents that protect civil rights.

5.9.2 The University is responsible for making decisions that are free of conflict of interests at any stage of the process, from an official to any employee making decision.

5.9.3 Prevention of conflict of interests requires a clear division of labor between structural units and staff responsibilities.

5.9.4 Conflict resolution is carried out in such a way that possible damage from it for the University’s activities was minimal. The conflict situation is resolved within the shortest appropriate period of time.

5.9.5 Any situation leading to violation of the rights of officials and employees should be considered in accordance with the norms of the legislation of the Republic of Kazakhstan and the internal documents of the University. The University welcomes the solution of conflicts through bilateral and multilateral constructive negotiations.



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5.9.6 Prevention of potentially conflict situations is encouraged. All parties that have capabilities for prompt and effective resolution of the conflict situation are informed on the emergence of a conflict situation.

5.9.7 When resolving a conflict, the principles of justice and procedural honesty are observed.

5.9.8 Decision-making on business matters should not be burdened with any personal, family or other considerations that may adversely affect the selective judgment of the employee or official about which actions are most in line with the interests of the University.

5.9.9 In case of a conflict between the units of the University, the priority of the conflict resolution is the interests of the University as a university in general. None of the units can enjoy the exclusive right to resolve the conflict situation in their favor.

5.9.10 Officials and employees of the University are entitled to apply to the Corporate Secretary, either by introducing themselves or anonymously, for taking appropriate measures on issues related to the provisions of the Code and / or arising ethical issues, as well as on the facts of corruption and other unlawful actions. However, their rights should not be infringed in the event of such address.

5.9.11 Issues of business ethics and / or cases of violation of the principles of business ethics may also be discussed by employees with the immediate head of the unit. If no acceptable solution is found based on the results of the discussion, the Corporate Secretary should be notified of the problem in order to receive recommendations and / or take appropriate measures.

When solving the current situation in the workplace, the University is guided by proven facts and reliable information.

6 BUSINESS ETIQUETTE

6.1 Relationships in the team

6.1.1 In order to create and maintain a comfortable working environment, the University staff is recommended to observe the following norms and rules of business etiquette:

- treat each other with respect;
- comply with the requirements of professional and medical ethics;
- refer to colleagues, supervisors and subordinates for “You” (polite form in Russian) and by name and patronymic;
- not to engage in working hours in affairs not related to the performance of official duties;
- not to show colleagues their bad mood;
- not to swear, not to show incontinence and aggression;
- cordially and sincerely praise colleagues for a job well done;
- always apologize for incorrect behavior;
- not to transfer personal relations to the working environment;
- help colleagues, share knowledge and experience;
- discuss the problems of career growth only with the immediate supervisor;
- not to discuss personal or professional qualities of colleagues in their absence.

6.2 Relations between chiefs and subordinates

6.2.1 In relations with subordinate, chiefs are recommended to observe these norms and rules of business etiquette:

- show the subordinates an example of good command of the norms and rules of ethics and business etiquette;
- not to criticize subordinates in the presence of other employees, do it confidentially;
- be able to acknowledge their mistakes in front of subordinates and not to pursue them for constructive criticism to their address;
- be first to give a hand when shaking hands for greeting;
- entering the room, the chief greets his subordinates first.

6.2.2 Subordinates are recommended to:



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- inform the immediate supervisor about the reasons for absence in the working place, for more than 3 hours;
- not to respond to the manager’s incorrect behavior in the presence of colleagues. If you are sure that you are right, ask for a personal meeting;
- know the heads of the University in person and by name and patronymic;
- greet the chief first when meeting him in the corridor or on the open territory;
- entering the room, greet the people present first.

6.3 Teacher ethics

6.3.1 Teacher should strive to be a role model for students. He is obliged to take care of his appearance and speech. Teacher should be the bearer of spiritual culture and the best traditions of intellectuals.

6.3.2 It is not allowed to be late for classes or lectures. If the teacher is late for the lesson, he should apologize to the audience, and if it is impossible to read the lecture or conduct the lesson in full, offer the students to fill the gap at their own personal time.

6.3.3 Goodwill and attention to colleagues should be a behavioral norm during the presence of the teacher at the University.

6.3.4 Being outside the University, the teacher should not forget about his special social status - the spiritual and moral mentor of youth and his affiliation with the University. In accordance with this, the teacher must control his behavior, not allowing personal compromise and compromise of the University.

6.4 In relation to students, the teacher does not have the right:

- 1) to humiliate the personal dignity of the student, namely: shout at students, make public comments about the appearance and clothes of the student;
- 2) require an additional payment for educational services;
- 3) conduct political or religious agitation at the training sessions.

6.5 Student ethics

6.5.1 Student years are not only a time of accumulation of necessary professional knowledge, but also an important period of intellectual, cultural and spiritual development of future specialists. Relationships between students and teachers are based on the principles of mutual respect; rudeness, profanity, infringement of honor and dignity of others, moral or material damage, and unlawful acts are not allowed.

6.5.2 Being a student at the University is a great honor and a great responsibility. Culture, intellect, morality are the key characteristics of a student of our University.

6.5.3 Students have the opportunity of direct and / or indirect communication with teachers and other employees of the University in the necessary volume for obtaining and mastering knowledge.

6.5.4 Students must comply with the requirements and elements of medical ethics.

6.5.5 All information about students and their progress is strictly confidential and cannot be freely disclosed by the University staff.

6.5.6 Students entering the University are obliged to greet everyone on meeting them, regardless of age or person’s status. Students are the first to greet the staff and teachers of the University, regardless of whether they are learning from them or not. If at the entrance doors, at the checkpoint, before the elevator a queue was formed, students should give the way to teachers, young men – to girls.

6.5.7 Upon entering the University, young men should take off their hats. Students should hand over outdoor clothes to the wardrobe. It is unacceptable to appear in outer clothing in classrooms, canteen and other common areas.

6.5.8 Students are advised to come to classes neatly dressed and combed. Business style is preferred. They must be in a dressing gown and a cap on the territory of the University and clinical bases. It is forbidden to be in shorts or sportswear during classes (except for physical culture and sports).

6.5.9 Students are required to arrive to classes on time. In case of delay, the student should apologize without attracting attention, and take the nearest free place in the audience. The teacher has the



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right to remove the student from the class for violation of discipline. The student must obey without entering into a dispute. After classes it is necessary to explain politely and apologize to the teacher.

6.5.10 Students should respect others not only in the University, but also outside it. In public transport, give a seat to disabled people, elderly people, passengers with young children, and young men should give a seat to girls.

6.5.11 The meal should be taken at the designated places, but not in the classrooms. It is inadmissible to leave rubbish on the tables, to spit and litter, to leave chewing gum.

6.5.12 During the training classes, when visiting the library, canteen and any official events, the sound signal of the mobile phone must be switched off or take a mobile phone off into a vibration mode.

6.5.13 At various events: gatherings, ceremonial meetings, business meetings, concerts, celebrations - it is necessary to treat speakers with respect, observe silence and order. If necessary, it is allowed to leave the hall during pauses between performances.

6.5.14 Students should refer to the faculty and staff of the University by name and patronymic. In communication, teachers and students should refer to each other for “You”.

6.5.15 Students should not interrupt teachers during the lecture. If the student needs to turn to the lecturer, then he must raise his hand and wait for a response from the teacher.

6.5.16 In communication with each other, students should be mutually polite, avoid humiliating comrades, discriminating, and displaying aggression.

6.5.17 In the learning process, mutual aid is welcomed, in communication - sincerity, openness and tolerance.

6.5.18 Senior students cannot disparage the students of junior courses and show arrogance.

6.5.19 It is welcomed to encourage the desire to create a creative, workable and friendly atmosphere in their group, on the course, at the faculty. Individual leadership should help create the collective creative process, and should not destroy it.

6.5.20 University students are prohibited from smoking on the territory of the University (except for places designated for this purpose), and also from drinking alcohol on the territory of the University.

6.6 Behavior during sessions and meetings

6.6.1 Sessions and meetings are the main forms of cooperation necessary to make collegiate decisions. When conducting sessions and meetings, it is recommended to use the allotted time with maximum efficiency. To do this, all participants in the session (meeting) are recommended to observe the following norms and rules of etiquette:

- come to meetings on time;
- previously get acquainted with the agenda and take all the necessary and supporting materials, pre-prepared questions or comments;
- before the session or a meeting, turn off the mobile phone;
- apologize quietly if you need to leave or after returning to the hall;
- not to use meetings as a platform for solving personal problems;
- always find out in advance how much time is allocated for the speech. The chairman resembles the excess of an allotted time;
- not to delay your speech by reducing the time of following speakers;
- introducing the speaker, name his surname, name, patronymic, position, the basis for his speech and the topic.

6.7 Telephone communication

6.7.1 Ability to speak on the phone with colleagues, partners and other stakeholders contributes to creating a favorable impression of the University as a whole. In the process of telephone communication, employees are **advised to observe the following norms and rules of business etiquette:**

- answer the phone call as quickly as possible;
- when calling business partners or colleagues, it is necessary to state your name, position and division;



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- at the beginning of a telephone conversation, it is recommended to ask if you are calling at the convenient time;
- always listen carefully to the interlocutor, if you do not have time to continue the conversation, you should apologize and ask the person to call back;
- as a rule, the person who calls, should end the telephone conversation;
- it is not recommended to call someone to work on personal matters. In case of emergency, be as brief as possible;
- leaving a message on the answering machine, call the date, time of the call, your name, the name of the department of the University, and then briefly outline the purpose of the call;
- if you intend to send a significant amount of information, use e-mail or fax;
- without finding the person needed, ask when it is more convenient to call back or leave your name and phone number;
- if they call your colleague who is not in the workplace at the moment, help him find it or take a message for him, specifying where and to whom you can call back;
- if in the course of the conversation there was a break in communication, the caller should call back;
- if the caller dialed the wrong number, specify politely the number dialed by him and correct the caller.

6.8 Introducing colleagues and partners

6.8.1 Employees of the University are recommended to observe the following norms and rules of etiquette when presenting colleagues and partners:

- present the junior in the position - to the senior;
- untitled person – to the titled;
- presenting people equal in status to each other, present that one who is less familiar to you to whom you know better;
- if the partner presenting you or a colleague has forgotten your name, say it yourself to avoid an embarrassing situation,;
- it is recommended to collect in advance the data on the person you need to present, having found out exactly how he would like to be presented;
- take business cards courteously and attentively;
- if it is needed to remember the person or organization that he represents, ask for a business card.

6.9 Business style dressing

6.9.1 The outer look of each teacher, employee and student is the basis for the image of the University. It is recommended to adhere to the following rules of wearing business clothes:

- The style of business clothes should be conservative and restrained;
- clothes must be neat and conform to the world-accepted standards of business clothing;
- it is desirable to avoid bright and evocative colors;
- women should not wear short skirts, flashy widgets and clothing that uncovers the back and shoulders.

6.10 Gifts, services and representational expenses

6.10.1 The University undertakes to conduct its activity without the use of bribes or corruption. We do not allow cash payments or the receipt of gifts in cash or in equivalent form in relations with competitors or business partners.

6.10.2 Employees are not advised to accept or send gifts or services in any form from students and partners of the University or third parties as a gratitude for the relationship, the service performed or this advice.

6.10.3 In some cases, presents may be given to employees and students of the University at the University's expense or taken from a competitor, an individual or a company having a business rela-



tionship with the University or striving to create such relations, provided that they meet all of the following criteria:

- they comply with accepted business practices and do not violate applicable laws or ethical standards;
- their cost is insignificant;
- they cannot be interpreted as bribery in the interests of the giver;
- disclosure of the facts of such gifts or services will not put the University or its employee in an uncomfortable position.

6.10.4 It is necessary to avoid situations where the receipt or transfer of gifts (services) can cause conflict. Getting money as a gift in any form is strictly prohibited regardless of the amount.

6.10.5 If an employee is offered a gift or a service, as an official representative of the University, in a specific situation (for example, at a presentation or at another major public event), and refusal can lead to negative consequences for the development of partnerships, then gift is acceptable, but it must be reported to the immediate head.

6.10.6 Gifts and services given by the University to its partners are sent only on behalf of the entire University as a whole, but not as a gift from its individual employee.

6.10.7 The things bearing the symbols of the University should be used as gifts in the maximum number of cases.

6.10.8 It is prohibited to accept gifts from employees of a lower administrative level. It is allowed to receive gifts from employees of an equal or higher administrative level.

7 FORMATION AND STRENGTHENING OF THE CORPORATE SPIRIT

7.1 The corporate spirit is one of the main tools of corporate governance and an important element in the corporate values system that rallies all employees of the University to implement effectively the mission of the University and achieve its goals.

7.2 In order to support and strengthen the corporate spirit, the University carries out the following main activities:

- informing all University employees about the mission and its corporate values;
- ensuring that every employee of the University understands the need for his work in the overall result of the University’s activity, his role and importance in the implementation of the University’s mission;
- formation and development of corporate style;
- maintaining and strengthening the image and reputation of the University;
- increasing the prestige of the professions of the University employees;
- development and creation of a system of motivation and social protection of the University employees;
- development and use of visual images, advertising claims and logographs (slogans) associated with the University and the professions of its employees;
- holding corporate holidays;
- popularization of physical culture and sports among the employees of the University, holding sports days.

8 CORPORATE EVENTS

8.1 The University traditionally holds the following festive events:

- University Birthday (October 26);
- Day of the medical worker (the third Sunday of June);
- Official event “Matriculation into Astana Medical University”;
- Conference of young scientists and students of Astana Medical University (March-April);
- Competition “The best graduate of Astana Medical University” (March-April);



- Celebrations dedicated to the state (professional) holidays celebrated in the Republic of Kazakhstan.

9 CORPORATE COMMUNICATIONS

9.1 Modern information communications are used to promote and implement the Code, normative and regulatory documents of the University and the norms that ensure the functioning of the activity.

9.2 The system of corporate communications should provide a complete and sufficient reflection of the real events taking place at the University.

9.3 The means of corporate communications include:

- corporate newspaper “BonnoEsse”;
- the university’s website www.amu.kz;
- electronic document circulation “e-mua”;
- internal mail “Psi +”.

10 RESPONSIBILITY FOR IMPLEMENTING THE CODE

10.1 The requirements of this Code are mandatory for all employees and students of the University. Corporate culture is a matter for all employees and students of the University, to the same extent.

10.2 Every employee and student of the University is morally responsible for the implementation of this Code.

10.3 Employees who study at the University in relations between themselves and with other participants of civil turnover may not apply the standards of professional ethics below those established by this Code.

10.4 Violation of the provisions of the Code is considered at the Disciplinary Council, and is regulated by the Regulation on the disciplinary council of employees and the Regulation on the disciplinary council for reviewing the responsibility of students of the University.

10.5 Control over compliance with the Code of Corporate Culture is vested in the chiefs of the departments of the University.

10.6. General control over employees’ observance of the Code is carried out by the Board members in the units entrusted to them and they carry out activities aimed at preventing violations of professional ethics standards, as well as identifying and eliminating the causes and conditions that contribute to such violations.

10.7 The right to apply measures of responsibility to employees and students of the University for violation of the Code is granted to the Board Chairman of the University. Before applying a measure of responsibility to an employee studying at the University, on behalf of the administration, it is obligatory to assess objectively the degree of violation consequences, as well as the presence of violations earlier. The application of a measure of responsibility at the University is open to all employees and students.

10.8 Employees of the University have the unconditional right to follow in their practice the norms of professional ethics higher than those established by this Code, to propagate their dissemination among all employees of the University and to propose their adoption and consolidation in the Code.

10.9 The administration and chiefs of departments are obliged to be an example in observance of this Code.

Corporate secretary 