



## REPUBLIC OF VANUATU

### IMMIGRATION ACT NO. 17 OF 2010

#### Vanuatu Immigration Service Code of Conduct Order No. 75 of 2012

In exercise of the powers conferred on me by paragraph 91(1)(b) of the Immigration Act No. 17 of 2010, I, the Honourable GEORGE ANDRE WELLS Minister of Internal Affairs, make the following Order.

**1 Vanuatu Immigration Service Code of Conduct**

The Vanuatu Immigration Service Code of Conduct is prescribed as set out in the Schedule.

**2 Commencement**

This Order commences on the day on which it is made.

Made at Port Vila this 21 day of June 2012

Honourable GEORGE ANDRE WELLS  
Minister of Internal Affairs



**SCHEDULE**  
**VANUATU IMMIGRATION**

**SERVICE**



**CODE OF CONDUCT**

## **PART 1 - INTRODUCTION**

This code of conduct has been developed for officers working within the Vanuatu Immigration Service. It does not replace the existing Vanuatu Government Public service code of conduct. Instead, it builds on that code and addresses Immigration specific issues. All officers working within the Immigration are bound by the code and must ensure that they maintain the highest levels of professionalism and integrity. Each officer is required to report breaches of the code to the head of Vanuatu Immigration Service, through his/her immediate officer in charge immediately.

## **PART 2 - CODE OF CONDUCT**

### **1 PERFORMANCE OF DUTIES**

As an employee of the Vanuatu Immigration Service I will:

- (a) Obey the laws and regulations of Vanuatu
- (b) be present for all my contracted hours of work and not be absent without the appropriate authorization;
- (c) be honest, fair, impartial, competent and efficient in the performance of my assigned duties;
- (d) treat all colleagues and customers equally, with courtesy, respect, consideration, dignity and without harassment;
- (e) ensure that all administrative procedures for dealing with people are applied in a consistent manner;
- (f) comply with the policies and procedures of Immigration service and undertake all my duties in accordance with the relevant legislation and regulations; and
- (g) Strive for the highest ethical standard not just the minimum required to meet legal or procedural requirements.

## **2 DRESS**

The dress and appearance of Immigration Officers should reflect a professional image. Public perceptions of work practices can be influenced by the professional appearance of officers. As an employee of the Immigration service I will:

- (a) ensure that I wear my uniform to work whenever I am required to undertake airport, counter or other representational duties; and
- (b) ensure that my uniform is clean and presentable.
- (c) ensure that my dress and bearing are neat and tidy at all times.

## **3 CONFLICT OF INTEREST**

As an employee of the Vanuatu Immigration Service I will:

- (a) ensure there is no bias, or perception of bias, in my decision making; and
- (b) avoid any situation where a conflict of interest may arise or where there may be an appearance of a conflict of interest; and
- (c) advise my head of section or supervisor immediately if my duties involve matters in which I, or my family or friends also have an interest.

## **4 CONFIDENTIALITY**

As an employee of the Immigration Service I will:

- (a) maintain the confidentiality of the work I do for Immigration service both within and outside the organization;
- (b) ensure that information and knowledge gained in my employment is not used for personal or private gain or any other advantage;
- (c) take reasonable steps to ensure that information obtained through the course of my duties is not made available to non-authorized people;
- (d) ensure that confidential and sensitive information is only released to those Government employees who have lawful access to it; and



- (e) not remove, alter or destroy any official records without following lawful procedures.

## **5 GIFTS AND FAVOURS**

As an employee of the Immigration Service I will:

- (a) not personally accept any gifts or favours, whatever their nature and values, except in situations where it would be offensive or culturally insensitive to decline or in a public setting where it may cause embarrassment to decline it; and
- (b) report the delivery or offer of such gifts or favours to the Head of VIS who will decide whether it is appropriate to accept the gift or favour; and
- (c) ensure that the details of all gifts or favours accepted, and the method of disposal, are entered into a register kept at VIS office; and
- (d) agree to any such gifts accepted becoming property of the Vanuatu Immigration Service.

## **6 OTHER PAID EMPLOYMENT**

As an employee of the Immigration Service I will:

- (a) obtain official approval from the Head of VIS prior to engaging in any secondary paid employment; and
- (b) ensure that any secondary employment does not create a conflict of interest or adversely affect the performance of my official duties; and
- (c) ensure that I will not engage in any dealings that may create a conflict of interest or adversely affect the performance of my duty or damage the integrity of the VIS.

## **7 MEDIA RELATIONS**

As an employee of the Immigration Service I will:

SCHEDULE

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- (a) not discuss Immigration matters with any member of the news media unless I am authorized to do so; and
- (b) direct all media enquiries to the head of Vanuatu Immigration Service or His appointed representative.

**8 RELATIONS WITH EXTERNAL AGENCIES**

As an employee of the Immigration Service I will:

- (a) always act in a professional manner when dealing with people from external agencies; and
- (b) Ensure that I put the interests of the Immigration above all else.

**9 OFFICIAL TRAVEL**

As an employee of the Immigration service I will:

- (a) undertake official travel after appropriate authorization has been granted.
- (b) represent the Vanuatu immigration service to the highest possible level when travelling on official business; and
- (c) ensure that expenditure is within the official travel allowance and in accordance with financial regulation.

**10 DRUGS AND ALCOHOL**

As an employee of the Immigration Service I will:

- (a) not work while affected by alcohol, drugs or other intoxicants, or while my ability to work competently and safely is affected by the use of medication; and
- (b) advise my supervisor if prescription drugs may impair my performance.

**11 USE OF IMMIGRATION PROPERTY**

As an employee of the Immigration Service I will:

- (a) treat all Immigration service property with care and use it only in an official capacity unless specifically authorized;
- (b) not remove Immigration property from the workplace without proper authorization;
- (c) return all Immigration property if I proceed on leave, resign or leave the organization;
- (d) not use Immigration vehicles for personal use or favour;
- (e) use the internet in accordance with the Immigration web guidelines to access work related information only;
- (f) report any instances of inappropriate use of the Internet to the Head of VIS; and
- (g) use e-mail and telephones for official work related purposes and only essential personal purposes.

**12 CORRUPTION**

As an employee of the Immigration service I will:

- (a) not engage in corrupt activities of any kind;
- (b) report any instances of corruption that I witness to the Head of the VIS, regardless of perceived significance or impact; and
- (c) lead by example, both to those that work directly for me and those that work with me.

**13 CONCLUSION**

All heads of sections and supervisors are expected to lead by example. They must develop and instil values as a cornerstone of service and proper conduct and should take appropriate action when staffs fall short of the required standards.

SCHEDULE

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Any officer who fails to comply with this code or any lawful directive shall be asked to explain their actions. Should their conduct be contrary to the code requirements, and where it does not involve an honest mistake they will be subject to disciplinary action.

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**YOUR CODE OF CONDUCT ACKNOWLEDGEMENT**

I (print full name).....hereby acknowledge that I have received, read and understand my copy of the Immigration service code of conduct.

Sign.....Date.....of.....20.  
(Day) (Month)