



## NATIONAL AGENCY OF CIVIL SERVANTS

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### Declaration on social responsibility at institutional level

The National Agency of Civil Servants (NACS) was established for the purpose of ensuring a socially responsible management of civil service and of civil servants, to contribute to the development of communities and to meet the needs of key beneficiaries: civil servants, public authorities and institutions of the central and local public administration, the private sector, civil society, citizens.

The Agency supports the **development of a professional, well-trained, politically neutral civil servants' body**, capable of assimilating and mastering its performance standards at European Union level, in order to render public administration more efficient and to improve the relationship between the administration and its main beneficiaries, the citizens.

**NACS' values regarding social responsibility at institutional level:**

### Promoting and complying with professional ethics and deontological norms

The administrative code establishes both the *principles* governing the professional conduct of civil servants and the rules for professional ethics which are mandatory for every civil servant in Romania. NACS has the responsibility to monitor and control compliance with the rules of conduct within public authorities and institutions and to make proposals following its monitoring.

NACS is a dynamic institution, aiming, through the projects it implements, to bring improvements to the activity of the institution and its direct beneficiaries, the *civil servants*.

In 2015, NACS launched the IT data collection application for monitoring the compliance of civil servants with the rules of conduct, developed within the project implemented in partnership with *the Center for Legal Resources - Training and development to ensure ethics and integrity in public administration*, SMIS code 22242. Subsequently, this platform was updated, and its users were trained in a large NACS project dedicated to ethics in public administration: *ETICA - Efficiency, Transparency and Interest for Conduct in Administration* SIPOCA code 63, SMIS code 119741.

The online application facilitates ethics advisors to keep in touch, exchange ideas, while also allowing NACS to have an overview of the compliance with the rules of conduct. Ethics advisors have been trained, have developed work procedures, standardized job descriptions and have attended specialized training programs, their role being strengthened by new responsibilities and the way of organizing their activity established by the Administrative Code and secondary legislation, which is now under development by NACS.

The project ETICA brought to the forefront the ethics in public administration through an innovative and integrated approach. The project pursued four major objectives to develop the capacity of public authorities and institutions to promote values such as fairness, probity,

honesty, in particular by increasing transparency, the knowledge and understanding of ethical standards, the effectiveness in applying specific tools and a culture of accountability.

In addition to **expanding potential for the use of IT technologies in the work of ethics advisers, developing knowledge, skills and abilities in relation to ethical standards** and their subsequent application and supporting the substantiation of decisions to update the general framework for defining, facilitating the application and monitoring the compliance with the rules of conduct, in current activities, NACS sought a new approach to ethics advisers and their work. Considering the advantages of having a unique, representative brand, but also to answer the problems related to the lack of a unitary approach to the activities of prevention, information, promotion and awareness of specific ethical themes, it relied on developing and initiating the implementation of a communication strategy in relation to ethical standards and obligations regarding the conduct in public administration, on creating and promoting/ using a unique visual identity associated with the mandate / function / responsibilities of ethics advisers and on developing and implementing a public awareness campaign on relationship standards in the exercise of civil service.

## **Facilitating students' access to the labor market, supporting volunteering and internship**

In order to contribute to the correlation of learning with the requirements on the labor market, NACS aims to facilitate and coordinate internships, including internships for students as well as voluntary activities.

The organization and development of the internship of bachelor / master students within higher education institutions and of the general internship is based on protocols / agreements concluded with partner universities or partner institutions and on an operational procedure designed to ensure optimal conditions for organizing and conducting the activity of internship.

In order to ensure the functionality of the internship activity and for the students to benefit from an experience relevant to the future of their work, NACS has an internship tutor in each department, who is responsible for a group of maximum 4 interns. They collaborate with the internship coordinators to ensure the implementation of the best decisions of the functional structures managers, respectively of the university or institutional internship coordinators.

NACS has organized over time debates about career options for the Romanian public administration graduate with the participation of students from most universities in Bucharest.

In 2015, NACS joined the official Internship Program, carried out by the Romanian Government and each year received interns to be involved in the institutional activity. The program is designed to enable young people to work in the central administration, to validate their academic achievements, to gain practical experience and to contribute to the improvement of the administration through the contribution of ideas, initiatives and knowledge.

In order to guide students through these internships that are part of the university curriculum, NACS joined in 2015 a successful partnership with the University of Bucharest and with a representative of the private sector to implement the project *Active Student - Successful professional - PRO-ACTIV*, Operational Programme Human Resources Development (OPHRD /189/2.1/G/156345), whose purpose was to support and develop competences and professional skills of students in the fields of economics, public administration and marketing in the process of transition from the educational environment to the labor market through an integrated, intensive and coherent system of counseling and career guidance services, organization of internships, workshops and study visits in order to facilitate the insertion of students in the professional environment.

The partnership will continue in 2020, through a new project implemented with the support of the Human Capital Operational Program 2014 - 2020 - *Active student - Successful professional - PRO-ACTIV 2020!*, which aims to strengthen and develop partnerships with employers to support and develop the skills and professional abilities of students in economics and public administration in the process of transition from education to the labor market through an integrated, intensive and coherent system of counseling and career guidance services, organization of internships, workshops and study visits.

NACS also encourages volunteering in projects implemented in partnership with civil society. Most of the implemented projects had a voluntary component, through which several young people were involved in research or monitoring activities, being previously trained to have the opportunity to get acquainted with the project activities, to know the legislative framework specific to the project, to how and understand the procedures and tools used in sociological research based on questionnaires applied to citizens.

Also within these projects, as a mirror activity, civil servants were also encouraged to participate voluntarily in the project activities of the local institution to which they belonged.

NACS civil servants became involved as volunteers in fundraising during National Volunteer Week, NACS joining thus organizations, volunteers and institutions in celebrating this national event, upholding the principle that volunteering is an essential support for community.

## Promoting social dialogue

NACS provides support to public authorities and institutions in the central and local public administration by creating effective mechanisms for inter-institutional communication and facilitating social dialogue.

Starting with 2010, NACS represents Romania as employer of civil servants within the European Social Dialogue Committee for the Central Public Administration. The Committee offers employers and trade unions the opportunity to contribute directly to the development of EU policies for a more efficient and socially responsible administration.

NACS has been actively involved in promoting at national level the Agreement on the general framework for informing and consulting civil servants and employees of central public administrations, but also in implementing projects of interest to the public administration, such as the project *Welfare, Health and Safety at Work in Central Public Administrations: Addressing Psychosocial Risks* or the project: *Improving Work-Life Balance: Opportunities and Risks of Digitization*.

Since 2014, NACS has been involved in improving structures and practices specific to civil servants social dialogue, respectively strengthening the role of parity commissions established within public authorities and institutions, objectives that formed the basis of the project *Enhancing social dialogue for civil servants*.

In carrying out the project activities, NACS partnered 15 local institutions and public authorities from several counties and Bucharest. The project produced positive effects at the level of the pilot public authorities and institutions, their representatives becoming aware of the importance of social dialogue and actively participating in all its activities, whether there were round tables, exchanges of good practices, training sessions.

The project was implemented in partnership with the Association of Local and Regional Authorities of Norway (KS) and the Romanian Municipalities Association and aimed at getting familiar with the role and practices of social dialogue in Norway, facilitating the exchange of good practices, knowledge and experience between Norwegian and Romanian specialists, as well as the drawing up of a comparative bilingual study on the mechanism of social dialogue for civil servants in Norway and Romania.

During 2017-2018, NACS closed a partnership with the National Federation of Trade Unions in Administration in Romania and joined the international project *Overcoming challenges in the field of*

*posted workers through the cooperation of social partners in the public sector.* The project was implemented by the Independent Trade Union Coalition of Workers in Madrid, Spain, in partnership with organizations from 9 other countries and was funded by the European Program for Employment and Social Innovation (EaSI).

NACS, in collaboration with the Labor Inspectorate, was involved in the research activity at national level on the situation of employees posted in EU Member States and organized in Bucharest a round table where the results of the project were disseminated and multiplied at national level and discussions were initiated between the parties involved on the implementation of the European Directive 96/71 / EC on the posting of workers in the framework of the provision of services.

## **Promoting equal opportunities and diversity and condemning discrimination**

The Administrative Code, in accordance with the relevant European legislation, guarantees equal treatment of citizens by public authorities and institutions. The beneficiaries of the activity of public administration authorities and institutions have the right to be treated equally, in a non-discriminatory manner, correlated with the obligation of public administration authorities and institutions to treat all beneficiaries equally, without discrimination on the criteria provided by law.

The principles of non-discrimination and equal treatment govern labor relations within NACS.

Any direct or indirect discrimination against a civil servant or employee of NACS, based on gender, sexual orientation, genetic characteristics, age, race, ethnicity, religion, political opinion, social origin, disability, situation or family responsibility, membership in a trade union is forbidden.

NACS complies with the provisions of the International Convention on the Elimination of All Forms of Racial Discrimination and contributes to regular reporting.

During 2015-2016, NACS implemented, together with the Association Assistance and Programs for Sustainable Development - Agenda 21, the project *Inclusive Government*, developed with the financial support of the RO10 - CORAI Program, program financed by the EEA Grants 2009-2014 and managed by the Romanian Social Development Fund.

The project implemented a set of coherent measures designed to help reduce the risk of social exclusion and marginalization of vulnerable groups in 5 counties by developing / improving local social inclusion action plans, by consulting and involving specialists from public institutions and citizens with risk of social exclusion, training decision-makers and specialists in public institutions and NGOs, setting up an informal network, organizing an anti-discrimination campaign.

Another step in the fight against discrimination was the implementation, in 2014, of the project *Transparency and Quality in Public Administration through Social Media*, financed by EEA grants 2009-2014, within the NGO Fund in Romania, a project implemented by the association Assistance and Programs for Sustainable Development - Agenda 21 in partnership with NACS, through which we joined the public campaign to combat hate speech: *Intolerance affects you too!*

The campaign took place in several counties and in Bucharest and was attended by civil servants from 20 public institutions and authorities and volunteers, representatives of 8 NGOs. Its aim was to make the general public aware of the consequences of hate speech that is associated with phenomena such as intolerance, discrimination, social exclusion and encourages the spread of negative stereotypes about individuals or groups of people.

Regarding the activity of the institution, civil servants from NACS pay special attention to these issues and take actions to respect the principle of equality.

In accordance with the legal provisions, the principle of equal opportunities is respected throughout the implementation of NACS projects, both in the project preparation stage and in the implementation phase. Within the projects implemented by NACS, non-discriminatory

measures are taken to guarantee the access of all beneficiaries, regardless of gender, race, ethnicity, religion, age, disability or sexual orientation.

In the period 2017-2018, the National Agency of Civil Servants implemented together with the partners from Romania - the association Assistance and Programs for Sustainable Development - Agenda 21, Forum for International Communication, as well as other partners from private and public sector in Slovenia and Croatia, under the project leadership of the Company for training and employment of people with disabilities in Slovenia, the project *IDEAS - Inclusion.Diversity.Equality.Awareness.Success. (Launch of the Diversity Charter in Slovenia, Croatia and Romania)*, funded by the European Commission, DG Justice and Consumers.

The most important result of the project was the drafting and signing of the Diversity Charter by many private and public organizations, which have joined forces to promote non-discrimination policies and respect for non-discrimination and human rights in their internal and external actions, in the relationship with colleagues, but also in the relationship with citizens. The launch of the Diversity Charter in Romania has also enjoyed important diplomatic support. NACS and the 13 signatory institutions were the pioneers of this approach in public administration, the involvement of the public environment being, moreover, the added value brought to the project and a unique initiative in all three member states of the consortium.

During 2013-2014, within the European Social Dialogue Committee for the Central Public Administration, NACS was involved in the activities of the project *Quality public services for people in vulnerable situations*, which analyzed the way the principles and commitments contained in the European Framework Agreement for Quality Services in Central Public Administration are applied and respected in the provision of services for vulnerable groups, respectively unemployed young people, pensioners with small pensions, asylum seekers. In this regard, it organized a regional seminar that brought together representatives of employers, employees and beneficiaries of public services provided to vulnerable groups identified by the project, in 2014, in Bucharest.

The collaboration between NACS and the Romanian Foundation for the Visually Impaired - "Friends of the Blind People", started in 2014, aimed at developing activities to increase professional skills and adaptability of young people with visual disabilities to the conditions and requirements of the professional fields for which they prepare in the education system.

Thus, based on the collaboration, it was possible to place a number of 12 visually impaired people (5 students, 2 college graduates, 5 post-secondary school graduates) in public institutions and authorities, in order to carry out volunteer activities, job shadowing and internships in massage, special psychotherapy, public relations and human resources.

The involvement of young people in the current activities of the institution has generated positive impressions on both sides, guaranteeing the success of this approach, which is intended to be a good example to follow.

## **Promoting health and safety at the workplace**

Every civil servant has the obligation to ensure the implementation of measures related to health and safety at work, approved by law. Committees on safety and health ensure compliance with the rules, and their members carry out awareness-raising campaigns and training sessions every year. All managers have the responsibility to ensure that there is a healthy and safe working environment for all civil servants.

In the years 2016-2017, within the European Social Dialogue Committee for Central Public Administration, ANFP was involved in the activities of the project *Welfare, Health and Safety at the place of work in central public administrations: addressing psychosocial risks*, which aimed at a better approach and prevention of psychosocial risks in central public administration in European countries. Among other results, the project developed a step by step guide for employees and managers on EU law, overview of social dialogue agreements, ways to carry out risk assessment with employees, many case studies and also a video presenting the guide.

## Environmental protection

NACS promotes low energy solutions, while limiting, as much as possible, the use of material resources through digitization.

Between 2012-2015, NACS developed an extensive digitization project - *e-NACS - Strengthening the institutional capacity of NACS in order to ensure an efficient management of the civil service and civil servants at the level of central public administration and public services in subordination / coordination of central and local public authorities through the implementation of innovative instruments*, SMIS code 36675, project financed from the European Social Fund through the Operational Program Capacity Development.

The project contributed to the development of the institutional capacity of NACS, the improvement and development of the relationship between NACS and public institutions and authorities in the country, the reduction of administrative costs by digitizing 10 million pages from the institution's archive, the development of an electronic archive, development of digital management system and its integration with the Civil Service and Civil Servants Management Portal developed internally by NACS, a Data Center at the headquarters, as well as a secure room for storing NACS back-up data on servers in Sibiu, new technological trends promoted and modernized NACS IT infrastructure, premises provided for the use of electronic signature at national level, skills and abilities developed for NACS employees in order to use IT tools.

Currently, NACS uses software solutions, both in the internal activity and in the relationship with the human resources departments of public institutions: The Integrated Information System for the Management of the Civil Service and the Civil Service and Civil Servants Management Portal, which have been implemented and expanded with incremental functionalities during the last years. These were developed through the Agency's own resources, being also complemented by a suite of adjacent solutions purchased, generally through externally funded projects (Electronic Document Management System, Ethics Advisors Application, e-Learning Platform etc.).

NACS contributes to informing and raising the awareness of civil servants about the importance of environmental protection and sustainable development.

In 2012, NACS signed a collaboration agreement with the *Romanian Association for Recycling - RoRec* in order to implement environmental protection programs for the collection of batteries, bulbs and small waste from electrical and electronic equipment.

The partnership has continued over time by implementing solutions in the field of information, education and collection of electrical waste. NACS appealed to the public authorities and institutions present annually at *International Conference "Innovation and Quality in the Public Sector* to support the steps that RoRec is carrying out at national level to collect waste from electrical and electronic equipment, such as the *Recycling Patrol* project, which achieved the remarkable performance of having contributed to the collection of 1,300,000 kg of electrical waste in Romania in 2015.

The partnership with *Bucharest Solar Decathlon Association (EFdeN)* initiated in 2019 aims to promote the concept of sustainable development, in order to increase responsibility of civil servants working in central and local public administration and to educate and raise awareness of the general public about their applicability in everyday life.

Through its projects, NACS promotes green public procurement

During 2009-2010, NACS created a network of public procurers to be actively involved in promoting green public procurement within the project *Promoting green public procurement by creating a favorable framework for training public procurers*, SMIS code 1203, in partnership with the Ministry of Environment and Forests.

## **Transparency**

NACS applies the principle of transparency by informing citizens about issues of public interest to be debated and draft laws, by consulting citizens and legally established associations in the drafting process and by actively involving citizens in decision-making and the development of draft laws. The tools and mechanisms used to achieve this objective are the institution's website (decision-making transparency section), information of public interest, announcements, news, press releases, newsletter, social media, organization of public debates and regional seminars.

In order to ensure transparency in the relationship with civil society, NACS has developed a framework methodology for collaboration with external partners. This methodology describes the steps that are followed in developing partnerships with various social actors to ensure an objective, transparent and effective framework.

## **Impartiality and objectivity of procurement**

All public procurement documents include clauses to encourage equal opportunities and access to NACS' procurement procedures.

The public procurements necessary for the implementation of all NACS' projects are made in accordance with the provisions of Romanian procurement legislation and in accordance with the principles of non-discrimination, equal treatment, mutual recognition, transparency, proportionality, efficient use of public funds, accountability.