THE PROTOCOL
OF THE REPUBLIC OF SLOVENIA

MISSION

Under the Decision laying down protocol rules, the Protocol of the Republic of Slovenia provides protocol services for the highest representatives of the State.

Our services are based on observing the highest internationally established standards and practices of protocol work and the many years of experience of our employees. We strive for highly professional organisation and execution of protocol events, thus satisfying the client and maintaining the proper business attitude to all participants.

The Protocol performs its duties at the highest state level in cooperation with diplomatic representatives and public and private sector institutions in the Republic of Slovenia and abroad. The Protocol of the Republic of Slovenia represents the most important service conducting ceremonies in the country.

The employees are responsibly aware of the complexity and public image of our profession; in this, we all strive to achieve the same goals, we respect each other and help each other unselfishly. By performing our work in an expert and professional manner, we make continuous efforts to enhance the reputation of our service and protocol as a profession, which is also our contribution to the reputation of the Republic of Slovenia.
CODE OF ETHICS

The Code of Ethics of the employees of the Protocol of the Republic of Slovenia represents a guide to everyday ethical and moral conduct.

The Code defines the fundamental values and expected principles of conduct in the exercise of our duties. The written recommendations are also realised in relationships among the employees, stimulating creativity and significantly contributing to personal satisfaction with the work.

I. ETHICAL PRINCIPLES AND VALUES OF EMPLOYEES

Legality

In performing all their duties, employees consider the law and compliance with the Constitution, international treaties, current legislation and internal acts.

Respect for human dignity

In their work, employees respect the principle of equal treatment. We particularly avoid any discrimination against individuals based on nationality, gender, race, skin colour, ethnic or social origin, genetic features, language, religion or beliefs, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

Protection of reputation

In their work, employees consistently protect and contribute to the reputation of the Republic of Slovenia. With leading by example and exemplary conduct, we contribute to reinforcing the trust of the domestic and foreign public in the integrity of the Republic of Slovenia. In pursuing our tasks, we observe rules of etiquette and manners and strive to maintain appropriate business relations.

Integrity

In their work, employees at all times and in all situations act according to the highest normative standards and moral principles. We are committed to integrity and justice, thereby preventing personal tangible or intangible benefits arising from the performance of our duties.

Professionalism

Professional conduct combines knowledge and experience, responsibility and autonomy. In order to achieve excellence in our service, we are open to additional knowledge and skills and exchange good practice amongst ourselves.
Expertise

Employees perform all their duties in an expert, conscientious and timely manner. In performing our duties, we take into account the rules of our profession, established protocol practice and international customs, and strive for continuous professional and personal growth.

Responsibility for results

Responsibility for results dictates that all employees perform duties entrusted to them in a fast, efficient and high-quality manner. From the perspective of political and professional sensitivity, our work is constantly scrutinised by different publics, which increases personal awareness of the additional responsibility we bear for the successful implementation of assignments.

Cost-effectiveness

Employees manage and use public assets, financial and other resources with due care and in a cost-effective manner, exclusively for professional purposes. In pursuing our tasks, we constantly strive to improve working processes and to efficiently use the most advanced technologies at our disposal.

Environmental responsibility

In their everyday activities and in business processes, employees act in an environmentally responsible manner. Our cost- and energy-saving policy is realised through the rational use of natural resources and concern for reducing negative impacts on the environment.

II. RELATIONSHIPS AND RESPONSIBILITIES OF EMPLOYEES

Business and professional responsibility require us to do our job in a professional, responsible, high-quality and appropriate manner, with self-initiative. In carrying out our work, only the public interest and the specific circumstances of an assignment are taken into account.

Good relationships and tolerant internal communication are based on mutual respect, trust, cooperation, competence, responsibility, and sincerity.

Employees exchange information and experience on particular areas of expertise and projects in order to achieve better results, leading to greater success and enhancing the reputation of the State and the Protocol of the Republic of Slovenia.

Self-criticism is the fundamental premise for respecting the work and time of all co-workers, as well as for positive and constructive criticism. We are aware that team work and solidarity contribute to building a positive atmosphere and a tolerant communication culture.

Should any errors occur or conflicts arise that cannot be managed and resolved, the Chief of Protocol is informed of the issue. Using tolerant communication and the power of persuasion, an objective solution will always be sought by agreement.
Handling data and documents

Employees are obliged to protect with due care, and ensure the confidentiality of, all data and documents needed in the course of their work or obtained in the course of a project.

In carrying out their work, employees must not disclose any information or documents to unauthorised persons. Special attention is paid to assessing the use of urgent, and particularly of confidential information.

Employees must not attempt to obtain information which is inappropriate or which they do not need to possess.

The Chief of the Protocol of the Republic of Slovenia is responsible for the final assessment of the sensitivity of information and its distribution.

A former employee of the Republic of Slovenia must not use or disclose confidential information obtained during his employment in the Protocol of the Republic of Slovenia, unless authorised to do so by law.

Conflicts of interest

Employees must not use their professional position for their private interest, i.e. for tangible or intangible benefit for themselves, their family members, or other natural or legal persons with whom employees have business, personal or political contacts.

Regarding gifts, the rules of the Commission for the Prevention of Corruption and other relevant legal and executive regulations apply to employees.

Political objectivity

Employees are obliged to perform their duties impartially and with politically neutrality. We pay particular attention to avoiding conflicts of interest and have no hesitation in rejecting them.

Press releases

Press releases must be communicated exclusively by the Chief of Protocol of the Republic of Slovenia, or exceptionally by a person authorised by the Chief of Protocol to do so.

III. PERSONAL APPEARANCE

Personal neatness and decent clothing are prerequisites for the everyday performance of protocol services. The choice of clothing must always be consistent with the type of protocol event.

Working clothing for men: suit, shirt (long sleeves), inconspicuous tie, dark socks and dark shoes.
Formal clothing for men (for receptions, state celebrations, formal visits): dark suit (dark grey, dark blue, black), white shirt (long sleeves), inconspicuous tie, dark socks, dark shoes.
Working and formal clothing for women: inconspicuous suit (trouser or skirt suit) or at least knee-length dress, covered shoulders, neckline to the armpit, pantyhose (also in summer), closed shoes (stilettos; may be open at the back), not too much jewellery, discrete strong make-up and perfume.

Shorts, sport garments, jeans, leather trousers, mini-skirts, low-cut clothing, transparent fabrics and other clothing unsuitable for protocol services are not appropriate in the work place.

As protocol services are unpredictable, the employees must have formal clothing available at all times.

IV. RESPECTING THE CODE

The Chief of Protocol is obliged to inform the employees of the Protocol of the Republic of Slovenia of the provisions of this Code.

Employees are obliged to inform the Chief of Protocol in writing or orally of any violations of ethical and professional work standards or violations of this Code. Anonymity is afforded to employees who report violations for good reasons and in good faith. The Chief of Protocol verifies the violation and considers the appropriate measures to be taken or makes a report to the competent authority.

Ljubljana, September 2012