

**«APPROVED»**

**By decision of the Board of  
Directors of NJSC «West  
Kazakhstan Marat Ospanov  
Medical University»  
from January 15, 2020  
minutes No. 1.**

**Code of Business Ethics  
of non-commercial joint-stock company  
«West Kazakhstan Marat Ospanov Medical University»**

**Aktobe, 2020**

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## CHAPTER 1. GENERAL PROVISIONS AND BASIC CONCEPTS

1. This Code of Business Ethics of the non-commercial joint-stock company «West Kazakhstan Marat Ospanov Medical University» (hereinafter - the Code) is developed in accordance with the legislation of the Republic of Kazakhstan, the Charter and other internal documents of the non-commercial joint-stock company «West Kazakhstan Marat Ospanov Medical University» (hereinafter - the Company) of the Company and constitute a set of rules and principles.

2. The Code is a document regulating the ethical side of the Company's interaction with all interested parties, ethical standards of corporate relations, as well as mechanisms for the influence of ethical standards on the daily activities of the Company and its employees.

3. The Provisions of the Code refer to Officers and to all employees of the Company, regardless of their position.

4. The Company is responsible for creating conditions of openness and responsibility in which the Company Employees abstain and actively respond to illegal actions.

5. The primary duty of each Employee is to follow the ethical standards established by the Company and to observe moral standards.

6. To maintain ethical standards at the adequate level, employees take responsibility for their observance in the Company and setting high standards for themselves for themselves.

7. The objectives of the Code are:

1) consolidation of the fundamental values, principles and rules that guide all Officers and Employees in their activities both when making strategically important decisions and in everyday situations;

2) development of a unified Corporate culture in the Company, based on high ethical standards of behavior to maintain a team atmosphere of trust, mutual respect and decency;

3) uniform understanding and implementation of the Code by all Employees, regardless of their position;

4) assistance in increasing the efficiency of the corporate governance mechanisms of the Company and its successful interaction with Stakeholders;

5) increasing and maintaining confidence in the Company on the part of the state and the business community through the application of best business conduct practices.

8. The Code is applied with other internal documents of the Company and reflects the activities of the Officers and Employees of the Company in terms of compliance with the norms and principles of business ethics and business conduct.

9. The list of norms and principles specified in the Code is not exhaustive and can be specified, changed or supplemented by the Board of the non-commercial joint-stock company «West Kazakhstan Marat Ospanov Medical University» in case of certain preconditions or circumstances.

10. All Officers, Employees and partners of the Company have the right to an honest and fair treatment, regardless of race, language, political and religious beliefs, and gender, national and cultural affiliation. Discrimination and harassment of any kind is contrary to this Code and constitutes unacceptable behavior. If it is established that any Officer or Employee harasses or is addicted to a partner or other Employee, then the Company will take disciplinary measures against him.

11. The Company values in its Workers and their work:

- 1) focus on achieving the strategic goals of the Company;
- 2) professionalism and the desire to improve their professional level;
- 3) initiative and activity in the performance of official duties;
- 4) discipline and responsibility;
- 5) mutual support between employees;
- 6) assisting young professionals.

12. The activities of the Company are based on the relations of the Company and all Interested parties, which are built on compliance with business ethics and rules of conduct. Compliance with mutual obligations is a necessary condition for constructive work.

13. The following concepts and terms are used in the Code:

**The sole shareholder** is the owner of a 100% share of the Company;

**Business ethics** – a set of ethical principles and standards of business conduct that guide the Company and its Employees in their activities;

**An official** is a member of the Board of Directors and / or the Management Board of the Company;

**Interested parties** – an individual or legal entity with whom the Company entered into or intends to enter into contractual relations, as well as persons involved in transactions related to the Company;

**Legislation** – a set of regulatory legal acts of the Republic of Kazakhstan adopted in the prescribed manner;

**Conflict of interest** – a situation in which there is a conflict of personal interests of the Company Employee and his duties towards the Company and in which the personal interest of the Company Employee affects or may affect the impartial performance of his duties;

**Corporate culture** - company-specific values and principles, ethical standards of business relationships, standards of behavior;

**Corporate conflict** - a disagreement or dispute that arose between the Sole shareholder and the Company's bodies or a disagreement or dispute between the Company's bodies that result or may lead to one of the following consequences: violation of applicable laws, the Charter or internal documents of the Company, the rights of the Sole shareholder;

claims against the Company, its governing body or the substance of decisions taken by them.

**Ombudsman** – a person appointed by the Board of Directors of the Company, whose role is to advise the Company's Employees and organizations who have applied to him and to assist in the resolution of labor disputes, conflicts, social and

labor issues, as well as in observance of the principles of business ethics by the Company's Employees and organizations;

**Social responsibility** - fulfillment of voluntarily assumed obligations that meet the mutual interests of the Company, the state and society;

**Employee** – an individual who is in labor relations with the Company and directly performs work under an employment contract;

**Settlement of corporate conflicts** – the implementation of a set of procedures aimed at preventing or resolving corporate conflicts.

## **CHAPTER 2. VALUES AND PRINCIPLES OF BUSINESS ETHICS**

14. The Company accepts and follows the requirements of this Code in relations with the Sole Shareholder, government bodies, Officers and Employees of the Company, partners, other Interested Persons and the Company as a whole, both for making strategically important corporate decisions and in everyday situations with which Officers and employees of the Company clash.

15. **The fundamental corporate values** on the basis of which the activities of the Company are formed are the decency, reliability and professionalism of its employees, the effectiveness of their work, mutual assistance, respect for each other, for interested parties and for the Company as a whole.

### **16. The fundamental corporate principles of the Company:**

1) **competence and professionalism** – Company employees must have appropriate education, work experience, and the ability to make informed and responsible decisions. The Company creates conditions for its employees to increase the level of professional knowledge and skills, realize professional and creative abilities, develop potential and career growth opportunities;

2) **patriotism** – the high trust placed by the state on the part of the state and its social responsibility entail a sense of patriotism and the desire to contribute to the development of the healthcare system;

3) **transparency** – the Company strives for maximum transparency, openness and reliability of information about the Company, its achievements and performance. The Company seeks to honestly, timely inform the Sole Shareholder and partners about the state of affairs, to increase transparency and availability of information on the basis of improving the quality of reporting and accounting in accordance with the legislation of the Republic of Kazakhstan. At the same time, the Company monitors non-disclosure of information and information constituting commercial and official secrets;

4) **responsibility and conscientiousness** – the Company responsibly and conscientiously treats its obligations established by the requirements of the legislation of the Republic of Kazakhstan, contractual relations, business customs and moral principles. Society is aware of its social responsibility to the state and society;

5) **honesty and decency** are the basis of the Company and its business reputation. Society does not allow a conflict between personal interests and professional activities. Deception and false statements are not compatible with the status of an Official, Employee, or Company;

6) **respect for the individual** is the basic principle by which the Officer and Employee of the Company should be guided, regardless of his position, place of work, performed official and labor duties. Mutual respect for the principle of respect for the individual is equally necessary for officials in relation to employees, and for employees in relation to officials.

## **CHAPTER 3. ETHICAL STANDARDS OF BUSINESS RELATIONS**

### **3.1. Company Officers and Employees**

17. The officers and employees of the Company must:

1) respect the state symbols of the Republic of Kazakhstan and the corporate symbols of the Company;

2) comply with generally accepted moral and ethical standards, respect the state language and other languages, traditions and customs of all peoples;

3) to make every effort for highly professional work, to carefully treat the property of the Company, to use it rationally and effectively;

4) contribute to the creation of a stable and positive atmosphere in the team with their attitude to work and behavior;

5) be polite and correct;

6) be intolerant of indifference and rudeness;

7) provide support and assistance to colleagues;

8) be attentive to the opinions of others;

9) ensure unity of word and deed, keep promises;

10) do not hide / admit your mistakes;

11) behave in such a way as not to allow a situation in which a Conflict of interests may arise, neither in relation to oneself (or related persons), nor in relation to others;

12) not to allow the expression of personal subjective opinions regarding other Workers and not to give personal assessments of the correctness or incorrectness of the actions of other Workers;

13) timely provide reliable information to each other, without violating confidentiality standards and taking into account the requirements of internal documents of the Company;

14) not to allow public speaking, speaking or interviewing on any topic on behalf of the Company without expressly granted powers or direct instructions of the Company's Officers;

15) show respect and respect the environment;

16) carefully study, understand and faithfully follow the requirements of the Rules and, if agreed, fill out the appropriate confirmation form, in accordance with the annex to this Code;

17) bear responsibility for the obligations undertaken. In the performance of their duties, be guided by the interests of the Company, and not by personal relations or personal gain;

18) to assist in conducting on matters of violation of the principles of business ethics and rules of conduct;

19) to maintain cleanliness and order at their workplace, as well as to keep all work materials in good condition;

18. The officers of the Company are also obliged:

1) make management decisions on the principles of transparency and impartiality, taking into account the fundamental values and principles of the Code;

2) bear responsibility for the implementation of the tasks assigned to them, provided for by the current legislation of the Republic of Kazakhstan and internal documents of the Company;

3) by personal example, demonstrate adherence to the requirements of the Code and encourage their compliance;

4) to devote time to creating a corporate spirit among subordinates, rallying the team into a team united by a common mission, values and principles of the Company;

5) set clear tasks for the Employees and, if necessary, accompanied by the most accurate instructions;

6) provide open and constant access to information necessary for Workers to carry out their work;

7) to advise and instruct the Workers;

8) not to belittle the status of the Company Employee under any circumstances.

19. The officers and employees of the Company for the performance of their functional duties are not entitled to accept:

1) remuneration from legal entities and individuals in the form of money, services and in other forms;

2) gifts and services from legal entities and individuals dependent on them for work, with the exception of symbolic tokens in accordance with generally accepted norms of courtesy and hospitality or during protocol and other official events.

20. The Board of the Company shall create such working conditions in the Company that excludes aggression, discrimination, intimidation and intimidation. Any employee who encounters such a phenomenon has the right to inform his immediate supervisor or the Ombudsman to resolve such conflicts.

### **3.2. Sole shareholder**

21. Relations with the Sole Shareholder are based on the principles of transparency, accountability and responsibility in accordance with the requirements of the Legislation, the Charter and other internal documents of the Company. The Company clearly follows the established procedures in relations with the Sole Shareholder.

22. The procedure for the exchange of information between the Company and the Sole Shareholder is regulated by the legislation of the Republic of Kazakhstan, the Charter and internal documents of the Company.

### **3.3. Business partners**

23. The interaction of the Company with business partners is based on the principles of mutual benefit, transparency and full responsibility for obligations assumed in accordance with the terms of contracts on the principles of legality, honesty and efficiency.

24. The company complies with the terms of contracts with business partners and fulfills its obligations in relation to them. The Company does not allow the provision of business partners with unreasonable benefits and privileges.

### **3.4. Relations of the Company with Organizations**

25. The Company maintains relations with Organizations in accordance with the Legislation, the Charter, and internal documents of the Company.

### **3.5. Society**

26. Society is aware of its social responsibility to society.

27. Society considers itself as an integral element of the social environment in which it works and with which it seeks to establish strong relations based on the principles of respect, trust, honesty and justice.

28. The company seeks:

- 1) to have a positive impact on the solution of socially significant issues;
- 2) to serve the community, support programs aimed at improving the level of professional knowledge and education, other social programs;
- 3) to create new jobs and improve the professional qualifications of employees when it is economically viable and appropriate;
- 4) to establish constructive relations with organizations (public, non-governmental and others) in order to improve public relations, improve the environment and ensure life safety.

29. The company undertakes to refuse to cooperate with legal entities and individuals with a dubious reputation.

30. The company supports initiatives to protect the environment and the environment.

31. The company carries out charitable activities in various forms, paying attention to supporting projects that contribute to strengthening peace, friendship and harmony among peoples.

32. The company promotes the development of the system of education, science, culture, art, enlightenment, as well as the spiritual development of the individual.

## **CHAPTER 4. RULES OF BUSINESS CONDUCT**

33. Officers and Employees of the Company shall not use the Company, its reputation, commercial and official secrets for the purpose of personal enrichment or enrichment of other persons.

34. Prevention of Conflict of Interest is an important condition for ensuring the protection of the interests of the Company, its Officers, Employees and the Sole

Shareholder. All Officers and Employees are responsible for failure to make transparent, timely and adequate decisions free of Conflict of Interest.

35. The business conduct of Officers and Employees in relations with subordinates, partners, competitors, eliminates the opposition of one to the other and involves:

- 1) impartiality and goodwill;
- 2) refusal to use unverified information;
- 3) non-disclosure of information relating to the commercial and official secrets of the Company;
- 4) faithfulness to one's word;
- 5) purposefulness, subject to moral values;
- 6) maintaining their own business reputation, refusal to participate in the distribution, directly or through third parties, of knowingly false and unverified information;
- 7) in a situation of Conflict of Interest, the achievement of settlement of disputes through negotiations.

36. Confidential information of the Company shall be recognized as information classified as such in accordance with the legislation of the Republic of Kazakhstan, internal documents of the Company. Employees must take care to prevent unauthorized access and disclosure of confidential information to third parties and other employees who do not have the right to access it, and also not allow the loss or destruction of data.

37. Officials and Employees are prohibited from divulging commercial and official secrets, unless the requirement to provide this information is established by internal documents of the Company, as well as using the information for personal purposes.

38. Officers and employees of the Company must strictly adhere to the requirements of internal documents of the Company when dealing with confidential information.

39. Corruption and other unlawful acts.

The Company makes every effort to prevent corruption and other unlawful actions with the aim of obtaining or maintaining unjustified benefits and advantages, both from the Stakeholders and from the Officers and Employees of the Company.

The direct duty to combat corruption rests with the Officers of the Company.

The Company's employees are obliged to inform the management of cases of corruption offenses that have become known to them.

## **CHAPTER 5. CORPORATE CULTURE**

40. Officers and employees of the Company must contribute to the development of the corporate culture of the Company, observing and understanding the requirements of this Code and preventing its violation.

41. The officers and employees of the Company shall form the corporate spirit and maintain compliance with the requirements of the Code by their own example.



## **5.1. Appearance and Ethics of Negotiating**

42. Officers and Employees must strictly adhere to the standards of business style in the selection of clothing, shoes, and hairstyles during the performance of official duties.

43. Requirements for the uniform of employees are established by internal documents of the Company.

44. The ability of Officers and Employees to negotiate with other Employees and business partners, including by telephone, helps to create a favorable impression of the Company as a whole. Officers and employees of the Company should speak correctly and respectfully during negotiations, including telephone conversations. Business negotiations should be conducted in a calm, polite tone.

45. When answering an internal or external call, you must be extremely polite and friendly, give clear and complete information. Also, when talking on the phone, it must be remembered that other Workers may be in the same room and that they should be careful about their work and not distract their attention with a loud conversation.

When attending a meeting, you must turn off cell phones or set them to silent mode.

## **5.2. Corporate Holidays**

46. One of the important elements in the formation of corporate culture is the holding of celebrations in a team.

47. All Officers and Employees may participate in corporate, recreational or sporting events. They can also make their own proposals for events, the purpose of which will be to increase the corporate spirit among employees.

48. Traditional corporate holidays include - the Company's birthday, New Year's Day, International Women's Day, Constitution Day, Independence Day and other official holidays provided for by the legislation of the Republic of Kazakhstan.

49. Inside the Company, all Workers gather in a conference room or in another place on the territory of the Company, representatives of the Company's management make congratulations, note especially distinguished employees in their work with letters, gifts, etc.

50. In the event of a celebration outside the Society, a collective may travel out of town to nature, where structural units prepare musical numbers, dances, games. In some cases, on the initiative of management, members of the Workers' family are invited.

## **5.3. Safety, labor protection and environmental protection**

51. The Company ensures the safety of working conditions for its Employees, observes the protection and protection of the environment, and ensures compliance with the requirements of the legislation of the Republic of Kazakhstan in this area.

Officials and Employees are obliged to strictly follow the standards and rules in the field of safety and labor protection.

52. Officers and employees of the Company should evaluate their actions in terms of environmental impact and minimize their impact, for example, save energy, minimize the use of paper media.

53. The company follows the principles of environmental protection and introduces energy-saving technologies, waste-free production, and recycling of waste. For this purpose, the Company may take these factors into account when making investment decisions or entering into agreements with suppliers.

#### **5.4. Public Relations**

54. Society monitors compliance with high ethical standards in relations with the public and the media.

55. The Company does not allow the dissemination of false information, concealment and / or distortion of facts in public speeches of Officials, in its informational and advertising materials or other public relations events.

56. The right to speak publicly, comment on the events of the Company or make any statements on behalf of the Company in the media, social networks, is reserved only for authorized officers and employees of the Company.

57. When speaking on behalf of the Company, Officers and Employees are required to comply with generally accepted standards of professional conduct and business ethics, disseminate only reliable information, and also prevent the disclosure of confidential information.

58. Officials and Employees of the Company should not publicly express their opinion on the issues of the performance of activities and activities of the Company in general, if it:

- 1) does not comply with the main activities of the Company;
- 2) discloses confidential information;
- 3) contains unethical statements addressed to the Officers of the Company.

### **CHAPTER 6. ETHICAL STANDARDS FOR DOCTORS, NURSING STAFF AND PARAMEDICAL PERSONNEL OF THE UNIVERSITY**

#### **6.1. The relationship of the doctor with the patient**

59. The physician must respect the rights of the patient. When making professional decisions, the doctor should proceed from considerations of benefit for the patient.

60. A doctor should not receive remuneration for referring a patient to him, or receiving a fee or other remuneration from any source for referring a patient to a specific medical institution, pharmacy, a specific specialist or prescribing a certain type of examination or treatment.

61. The doctor should not perform an action that could worsen the physical or psychological state of the patient. The doctor's professional opinion on the patient's



health should be based solely on the results of a medical examination and / or treatment.

62. Diagnosis and treatment of patients should be carried out with the participation of a multidisciplinary team consisting of specialized specialists, based on the patient's health status.

63. In order to maintain the health and life of the patient, the doctor must use his professional experience and potential. If the necessary examination or treatment goes beyond the doctor's capabilities, he should contact more competent colleagues.

64. The doctor must ensure the confidentiality of information and the fact of applying for medical care, the state of health of a citizen, the diagnosis of his illness and other information obtained during his examination and (or) treatment, which constitute medical confidentiality.

65. Only the attending physician has the right to inform relatives about the patient's health status.

66. The provision of urgent assistance during working and non-working hours is the duty of every doctor.

67. The doctor should not expose the patient to unjustified risk, nor use his knowledge for inhumane purposes.

68. A doctor may refuse to treat a patient when there is no mutual trust between the doctor and the patient or does not have the capabilities and experience necessary for the treatment, except in cases of emergency care, when the doctor is obliged to take measures that do not aggravate the condition of the sick patient. In such cases, the doctor should recommend another specialist to the patient.

69. The physician must respect the patient's right to choose a physician and to participate in decisions about treatment and preventive measures.

70. Carrying out therapeutic and diagnostic measures without the consent of the patient is allowed only in cases of a threat to the life and health of the patient, who is unable to adequately assess the situation by physical or mental condition. The decision in this situation should be taken by the consultation, and if it is impossible to assemble the consultation, the physician directly.

71. When treating a child, the doctor is obliged to provide full information to his parents or guardians, to obtain their consent to the use of a particular treatment method or drug.

72. The doctor must respect the honor and dignity of the patient and his family, treat him and his family with kindness.

73. The doctor should not promote and apply occult-mystical and religious methods of treatment, as well as methods of treatment of alternative medicine.

74. When choosing alternative treatment methods, the doctor should choose a treatment method that has evidence. If there are two alternative treatment methods that have evidence, the doctor must make a choice based on a balance of the effectiveness and cost of each treatment method (cost-effectiveness analysis).

75. If the patient is not able to express his consent, he must be expressed by the legal representative or a person who constantly takes care of the patient.

76. The patient has the right to information about his state of health, but he can refuse it or indicate a person to who should be informed about the state of health.

Information can be hidden from the patient in cases where there is good reason to believe that it can cause serious harm to health. However, at the request of the patient, the doctor must provide him with complete information.

77. The physician must be aware of and recognize the patient's right to an alternative professional opinion about his illness (diagnosis) received from other specialists.

78. The doctor should not impede the patient's decision to seek advice from another specialist.

79. If you make a mistake or develop unforeseen complications during treatment, the doctor is obliged to inform the patient, if necessary, the management, and senior colleague and immediately proceed with actions aimed at correcting the consequences, without waiting for indications of this.

80. A physician should not make a professional decision for personal enrichment and material gain.

81. A physician should not accept rewards from manufacturers or distributors of drugs for prescribing the drugs they offer.

82. The doctor should strictly be guided by the medical indications and exclusively the interests of the patient when prescribing the drugs.

83. The physician must provide medical care to the patient regardless of age, financial situation, gender, race, nationality, religion, social origin, political views, citizenship, or other non-medical factors.

84. A doctor can issue medical certificates only in accordance with the legislation of the Republic of Kazakhstan, regulatory and methodological and internal documents.

85. When choosing patients who require complex prophylactic, diagnostic, and especially therapeutic (for example, organ transplantation) and other measures, doctors should proceed from strict medical indications and make a collective decision.

86. The attending physician is responsible for the patient treatment process.

87. Doctors-heads of departments, heads of departments, etc. must take care of the professional development of their subordinates and their participation in scientific research.

## **6.2. The relationship of doctors**

88. Doctors are required to respect each other, as well as other medical and support staff, to observe professional ethics and to respect the patient's choice of a doctor or medical organization.

89. Doctors teaching students and young professionals with their behavior, attitude to the performance of their duties should be an example and demonstrate commitment to this Code.

90. Doctors should promote a healthy lifestyle through the media, set an example for young professionals and comply with social and professional ethical standards.

91. Professional comments addressed to colleagues should be reasoned, made in a non-derogatory manner, preferably in a personal conversation.

92. A doctor is not entitled to publicly question the professional qualifications of another doctor or to discredit him in any other way.

93. Doctors can provide advice and assistance in difficult clinical cases to less experienced colleagues in the correct form.

94. During treatment, the attending physician can accept the recommendations of colleagues or refuse them with justification and the provision of arguments and arguments for refusal based on evidence-based medicine.

### **6.3. The relationship of the doctor with the nursing staff**

95. Doctors should respect the paramedical personnel and not allow their opinions to be neglected due to the patient's health status and the prescribed treatment. If the paramedical personnel make mistakes during the prescribed procedures, the doctor makes a comment in the absence of patients.

96. Nursing staff have the right to receive an explanation from a doctor regarding unclear entries in the medical history, appointment sheet, etc. and, if necessary, indicate inconsistency of information.

97. Nursing staff must know and comply with the rights of the patient, sanitary rules, safety precautions, instructions for the use of medical equipment and medicines.

98. Nursing staff should not impose their religious and political motives on patients.

99. Nursing staff can consult a doctor for advice in all complex cases of diagnosis and treatment.

100. Nursing staff should not speak dismissively about doctors, spread rumors and gossip about «medical errors» or improperly prescribed treatment.

101. The physician should establish and strengthen respect for the nursing staff and should not treat them from a position of their own superiority.

102. A physician can help enhance the professional knowledge and skills of nursing staff.

103. Nursing staff should avoid bad habits and prevent duties in the state of alcohol, drugs, toxic intoxication, observe personal hygiene rules.

### **6.4. The relationship of nursing staff with the patient**

104. It is forbidden in the presence of patients to discuss the diagnosis made, to question the correctness of the treatment, and also to discuss the diseases of the roommates.

105. Before severe painful procedures, the nursing staff should explain in an accessible form the importance of their need for successful treatment and relieve psycho-emotional stress.

106. Nursing staff must maintain restraint, calm and tact when performing medical procedures and their functional duties.

107. Nursing staff who care for seriously ill patients should clarify the correctness of the procedures.
108. Nursing staff should talk only within their competence (does not have the right to talk about symptoms, about the prognosis of the disease).
109. Nursing staff must perform medical appointments in a timely and professional manner.
110. Nursing staff should immediately inform the doctor about sudden changes in the patient's condition.
111. Nursing staff should tactfully find out all the nuances in case of doubt in the process of performing medical appointments in the absence of the patient.
112. More experienced nursing staff can share their experience with less experienced nursing staff.
113. Nursing staff must provide competent care to patients regardless of their age or gender, the nature of the disease, race or nationality, religious or political beliefs, social or material status, or other differences.
114. Nursing staff must respect the patient's right to participate in the planning and conduct of treatment.
115. Nursing staff should not be arrogant, neglectful or demeaning to patients.
116. Nursing staff are not entitled to impose their moral, religious, political beliefs on a patient.
117. When determining the priority of providing medical care to several patients, paramedical personnel should be guided only by medical indications, excluding any discrimination.
118. Nursing staff should not be indifferent to the actions of third parties seeking to harm the patient.
119. When carrying out medical interventions fraught with risk, paramedical personnel are obliged to provide safety measures to reduce the risk of complications threatening the life and health of the patient.
120. Nursing staff must respect the right of the patient or his legal representative (in the treatment of a minor and / or citizens recognized by the court to be incompetent) to accept or refuse any medical intervention.
121. Nursing staff, to the best of their qualifications, must explain to the patient the consequences of refusing a medical procedure.
122. Nursing staff must keep confidential from third parties information that has been trusted or made known by virtue of professional duties about the patient's health status, diagnosis, treatment, prognosis of his illness, and the patient's personal life.
123. Nursing staff is not entitled to distribute confidential information about patients, in whatever form it is stored.
124. Nursing staff can assist colleagues if necessary, as well as assist in the treatment process.
125. Nursing staff should help the patient to complete the treatment program prescribed by the attending physician.
126. Nursing staff must constantly improve their skills and take part in scientific research activities.



## **6.5. Paramedical personnel**

127. The senior nurse supervises the work of the junior medical staff and must conduct daily educational work.

128. The senior nurse is responsible for the quality of work of the junior medical staff (paramedical personnel), the culture of patient care, comfort, cleanliness and order in the clinic.

129. Junior medical personnel must perform their functional duties efficiently, observe business subordination and discipline rules.

130. Nursing staff should look neat and respect personal hygiene.

131. Nursing staff must undergo rigorous coaching on the rules of conduct in a university and the treatment of others.

132. Nurses must resolve all official matters with the nurse / head nurse.

133. Junior medical personnel should not sort things out with colleagues in the presence of the patient.

## **6.6. Disclosure of Medical information**

134. Medical information about a patient may be disclosed:

- 1) by written consent of the patient;
- 2) at the request of the bodies of inquiry, investigation, prosecutors and the court;
- 3) if secrecy substantially threatens the health and life of the patient and (or) other persons (dangerous infectious diseases);
- 4) if other specialists are involved in treatment, for whom this information is professionally necessary.

135. Officers and employees of the Company with the right of access to medical information regarding patients in the process of scientific research, student training and advanced training of doctors are required to ensure the confidentiality of this information.

136. Publications of a medical nature, speeches by doctors at scientific forums, should be ethically impeccable, also be limited to objective scientific and practical information and not contain elements of unfair competition.

137. When applying to representatives of the media, public and other organizations, doctors and / or nurses have the right, within their competence:

- 1) provide theoretical information on a particular disease;
- 2) to inform about the provisions of regulatory legal documents in the field of healthcare and the procedure for their application in practice;
- 3) inform about higher organizations, medical institutions, treatment technologies;
- 4) provide, with the consent of the head, the available statistical information on the branch, institution;
- 5) provide information on treatment technologies adopted at the department or institution;
- 6) provide information of a sanitary-epidemiological nature.

138. When contacting representatives of the media, public and other organizations, doctors and / or paramedical personnel are not entitled to:

- 1) provide information about patients, including those who have died;
- 2) confirm and refute information about the fact of a particular citizen's request for medical care, about his treatment, discharge, death, etc.;
- 3) provide photo-video materials by which it is possible to identify the patient (patients).

## **6.7. Control measures**

139. Officials and Employees are required to strictly adhere to the requirements of the Code and report in writing on any violations of the requirements of the Code. Any situation leading to a violation of the rights of officials and employees should be considered in accordance with the norms of legislation and internal documents of the Company.

140. To achieve the strategic goals of the Company, the Company's officials make business decisions taking into account the fundamental values and principles of business ethics, and bear full responsibility for the implementation of the tasks assigned to them.

141. The company encourages employees who are ready for an open discussion of the Code, and positively refers to any constructive proposals for its improvement.

142. For questions regarding clarifications of the requirements of the Code and / or ethical issues that arose during work, as well as for facts of violations of the requirements of the Code, corruption and other unlawful actions, the Company Employees, as well as business partners and Interested Persons, have the right to contact the Company Officials.

143. An Employee is required to accurately describe all incidents and causes related to conflicts of interest, violations of the law and internal documents. In this context, the reporting employee should not be considered a destroyer of mutual trust. This is a manifestation of the employee's loyalty to the Company and does not undermine solidarity in the Company. The employee is required to provide reliable and accurate information, and should not hide suspicious facts or circumstances, and signs of any illegal actions of this kind.

## **CHAPTER 7. CONCLUSION**

144. Compliance with the provisions of this Code is mandatory for all Officers and Employees of the Company. Violation of the norms of this Code entails liability in the manner prescribed by law.

145. The Board of Directors of the Company, in order to update and improve, reviews and improves the requirements of this Code, analyzes the extent to which they are implemented in practice, and, if necessary, makes changes and / or additions to it, taking into account proposals and recommendations.



**Confirmation form**

I,

*I carefully studied, understood (a) and undertake to conscientiously follow the principles of business ethics and the rules of conduct established by the Code of Business Ethics of the non-commercial joint-stock company «West Kazakhstan Marat Ospanov Medical University» (hereinafter - the Society)*

*The completed and signed confirmation form from the moment of the beginning of the performance of labor and / or official duties in the Company during the term of the performance of labor duties in the Company is stored in the personal file of each Employee.*

**Confirmation**

*(Please fill out this form, marking the appropriate cells, sign and forward to the structural unit that oversees personnel work).*

1.	I confirm that I have studied and understood the Code of Business Ethics of the Company
2.	I undertake to faithfully follow the principles of business ethics and the rules of conduct established by the Code of Business Ethics of the Company
3.	I agree at least once a year during the term of performing labor and / or official duties in the Company to confirm that I have studied, understood and undertake to follow the principles of business ethics and the rules of conduct established by the Code of Business Ethics of the Company

FULL NAME. \_\_\_\_\_

Signature \_\_\_\_\_

Date « \_\_\_\_ » \_\_\_\_\_ 20 \_\_\_\_

