



***The Guide to Civil
Service Professionalism***

***offers inspiration and help with decisions in your
work***

Working on the basis of trust



Values: openness, inclusiveness and integrity

We want to be a trustworthy government. And that's only possible if we have trust in the people we work for. Doing what we promise and being clear about what's possible and what's not contributes to our credibility.

Working to be of service



Values: appropriateness, accessibility and service oriented

People need to have access to the government and know that we will really listen to them. That means being available and understandable. Rules and procedures must be clear and straightforward.

Working on the basis of legitimacy



Values: legitimacy and fairness

We adhere to rules and laws. But we also believe that the spirit of the law is more important than the words themselves, so we take a tailored approach where it is needed.

As civil servants, we are in a unique position. We work for people and society. This brings considerable responsibilities, as well as rights and obligations. People must be able to trust that we act on the basis of fairness, equality and respect, and that we do our best to truly understand a situation before offering solutions. Even in difficult situations, value-driven work is the guiding principle. But what does this mean in the context of your day-to-day work? Is it always obvious? And do your colleagues agree? What kinds of dilemmas do you encounter? What can you do and what should you avoid doing?

The Guide to Civil Service Professionalism sets out the core principles and values for civil servants. It offers inspiration and insights to help you make decisions in your work. If you can't find the information you need, we'll be happy to help!



Working on societal challenges

Values: Collaborating without constraint and putting people first
We aim for results that will make a real difference to people's lives. We approach our responsibilities towards society with a focus on the spirit of the law. Where necessary, we work across boundaries between ministries, organisations and governmental tiers.



Working on the basis of responsibility

Values: effectiveness, efficiency and responsibility
We take responsibility for how we serve the public interest and we are open to feedback on our work. We ensure that public money is spent effectively and that resources are not wasted.



Working on the basis of accountability

Values: verifiability and transparency
We allow people to see how we arrive at decisions and the choices we make along the way. We are prepared to explain our processes and make them transparent.



Working on the basis of professionalism

Values: professionalism, critical thinking and a focus on improvement
As civil servants, we are an important link between politics and society. Our contributions are professional, objective and, when necessary, critical. We look at issues with careful consideration.

Using the Guide to Civil Service Professionalism

The aim of this guide is to inspire your approach to your work and help you in your daily tasks. Refer to it as you work, or use it to start conversations about what values and principles mean to you in practice.

You've probably already found ways to do this, and various other materials are also available for the same purpose. Because after all, working as a civil servant means constantly being aware of our impact on people's lives.

There are a range of tools to choose from:

- talking about dilemmas
- workshops
- films with talks
- interdisciplinary discussions with staff from other organisations



Scan the code to go directly to the Guide.

The complete Guide (in Dutch) is available on our website and offers tips and examples for using these materials in practice. We update this information regularly.

If you're curious and would like to know more, scan the QR code or visit www.grenzeloosamenwerken.nl (in Dutch).

