

work in areas of considerable confidentiality; they may be rotational and, as a result, exposed at times to unusual and often unexpected hardships; and, while outside Canada they are, in a real sense, the representatives of Canada in the eyes of those they encounter. These obligations, some common to the public service and others unique to the foreign service, establish and define the horizons and scope of the Code.

All employees of foreign service departments in their loyalty to the community whose interests they serve, in the impartiality with which they carry out our functions, in their handling of public funds and in their use of whatever influence or knowledge may be accorded to them by virtue of their positions, should be worthy at all times, in Canada and abroad, of the trust they have accepted. This Code reflects these ideals and that expectation.

RELATIONS WITH THE PUBLIC

Employees are expected to conduct themselves in a polite, friendly and helpful manner. This is particularly important with respect to employees serving abroad, where the public relations aspect of our work is usually shared more broadly among all personnel. All visitors to our posts, whether Canadian or local, should feel welcome and be well looked after. For example, it is as important a responsibility of each employee to give prompt and responsive attention to an individual distressed Canadian as it is for post management to arrange carefully for visits of official delegations.

As a rule the help provided by our posts to visitors is welcomed and appreciated. Visitors may, however, make unreasonable demands on post resources. In such circumstances employees should use discretion, judgement and common sense. Where demands would constitute an improper use of Canadian Government resources because, for