



## Announcement of the Office of SMEs Promotion

### Declaration of Intent on Integrity and Policy on Ethics and Transparency

With reference to the policy statement of the General Prayuth Chan-Ocha Administration on the promotion of state affairs' administration that upholds good governance and prevents and suppresses corruption and malfeasance in the public sector, and with respect to the National Anti-Corruption Strategy, Phase 3, B.E. 2560–2564 (2017-2021) presenting the vision of “Zero Tolerance and Clean Thailand” or Thailand is clean and all the Thais oppose to corruption, Thailand aims to encourage the society to adopt the behavior of corruption fighting broadly and to deter corruption in a timely manner by using the innovative anti-corruption mechanisms and the administration that complies with good governance principles.

I, Mr. Suwanchai Lohawatanakul, therefore, as the Director General of the Office of Small and Medium Enterprises Promotion (OSMEP), wish to make my declaration of intent that I shall be a good role model for OSMEP's officials in managing the office with integrity by emphasizing and giving priority to transparency and fairness. I pledge to lead OSMEP with integrity, morality, transparency, and accountability. Moreover, I am determined to develop the SMEs towards higher competency and shall provide service users with good services and useful information. Furthermore, I shall collaborate with agencies of all sectors in preventing and suppressing corruption by holding common good as the first priority. Consequently, as the leader in driving and enhancing SMEs' competency towards sustainable prosperity and with the intention to accomplish the determination, six aspects of ethics and transparency policy were formulated for OSMEP's personnel to follow with details appearing in the attachment.

Promulgated on 17 November 2017.

A handwritten signature in blue ink, appearing to be "Suwanchai Lohawatanakul".

(Mr. Suwanchai Lohawatanakul)

Director General

Office of Small and Medium Enterprises Promotion

## Policy Formulation on Ethics and Transparency

### In Line with the Announcement of Office of Small and Medium Enterprises Promotion On Declaration of Intent on Integrity and Policy on Ethics and Transparency

Promulgated on 17<sup>th</sup> November 2017

Office of Small and Medium Enterprises Promotion (OSMEP) is a government agency established by the Small and Medium Enterprises Promotion Act, B.E. 2543 (2000). Its major duties are to propose policies and strategies on SMEs promotion and to serve as Thailand's focal agency to integrate the cooperation of government and private sector agencies working in relevant with SMEs promotion in order that all efforts are driven with continuity and in the same direction. OSMEP operates with good management based on good governance principles and in compliance with the policy statement's number 10 of the General Prayuth Chan-Ocha Administration which promotes the administration of state affairs that upholds good governance and prevents and suppresses corruption and malfeasance in the public sector. Furthermore, OSMEP complies with National Anti-Corruption Strategy, Phase 3, B.E. 2560-2564 (2017-2021), which presents the vision that Thailand is clean and all the Thais oppose to corruption, a.k.a. "the Zero Tolerance and Clean Thailand".

In order to impel the afore-mentioned government policies with efficiency, OSMEP has formulated the integrity and transparency policy with emphasis on leading the organization to operate with transparency and manage with integrity and morality in order to set standards, best practices and organizational values for OSMEP officials to adopt and apply in their work together with other laws, rules, regulations. The integrity and transparency policy comprises six sections as follows.

#### 1. Transparency

##### 1.1 Disclosure and Access to OSMEP's information

- Disclose OSMEP's operational processes and set communication procedures for service users or stakeholders to contact the office.
- Operate all tasks of procurement with transparency in every process. All OSMEP's procurement must be announced on the office's website or disseminated via other communication channels.

- Encourage OSMEP's officials to comply with the Government Procurement and Supplies Management Act B.E. 2560 (2017). A manual is produced for all officials to follow as practice standards.

#### 1.2 Service Users or Stakeholder Involvement

- Give service users or stakeholders the opportunity to take part in OSMEP's operation and to participate in the inspection procedures.
- Put in place a communication system for corruption reports and complaints in many ways including an offline channel like complaint boxes and an online channel of OSMEP's website. At the same time, system and procedures for problem correction are set up.

### 2. Accountability

#### 2.1 Responsibility

- OSMEP's officials undertake their duties and responsibilities correctly and appropriately according to rules and regulations. They have to be greatly aware of the benefit that service users or allied agencies will receive from their job success. Besides, OSMEP's officials must be accountability of the results of their management and operation.

#### 2.2 Intent on Integrity

- OSMEP's executives and officials undertake their duties and responsibilities with determination and full attempt based on the service-minded attitude in order that service users or allied agencies will gain maximum benefits.

### 3. Corruption-Free Operation

- Review the procurement's rules and regulations in order to leave no loophole that allows policy corruption and conflict of interest to take place.
- Operate all tasks by following the standard procedures and provide services on the basis of equality, ethics and no discrimination so that OSMEP can work with good governance while conflict of interest and malfeasance are prevented.

#### 4. Integrity Culture

- Implement office's duties, missions and responsibilities with virtue and ethics in line with the code of ethics and the code of conduct. Moreover, OSMEP supports great efficient anti-corruption practices. The office's core values of PRO SME is established. Followings are the meaning:

Professional = OSMEP's personnel are professional.

Relationship = Good relationship exists in the organization.

Ownership = All have affection in the organization.

Service Mind = All have service mind.

Merit Integrity = Work is done with transparency and ethics.

Excellence = Achievement and excellent results are the goals to reach.

- Develop the culture of PRO SME core values and instill into the personnel's operational practices so as to encourage them to raise their professionalism, service-minded attitude, organizational affection, and unity. Moreover, they will work with greater loyalty to the office and will be more determined in creating excellent achievements.
- Inculcate the culture of integrity and transparency in the organization and encourage the officials to hand down this culture. Moreover, ways and means will be built for the officials to join in the practices of preventing and suppressing corruption and encourage them to separate personal interest from public interest. Thus, implementation of preventing and suppressing corruption inside OSMEP broadly takes place.

#### 5. Work Integrity

- OSMEP administrates its duties on the basis of merit system and operates with standards and ethics. Operational standards of performance are set for every job position. There are fairness in the operations and ethics in the human resource management. As for budget management, OSMEP holds to cost-effectiveness principles so as to create maximum benefits and achieve expected objectives.

- OSMEP improves its office to make it a good place to work and supports happy working conditions for all personnel. Working environment is improved to be conducive for tasks' operation and to be supportive to the transparency.
- Human resource management is operated on the basis of the human resource development principles including recruitment and selection, HR development and management appropriate for each personnel, development of career pathing and growth opportunities, personnel's achievement monitoring and evaluation, and the retention of effective personnel. Moreover, OSMEP puts emphasis on competency upgrading and strong points development for OSMEP's personnel in order that they will gain deep expertise and professionalism on SMEs affairs.
- The delegating of task assignments must be fair and based on competency and operational standards. And management-level personnel should not assign his personal tasks to his subordinates.

#### 6. Internal Communications

- Internal communication channels are established to announce the policies and information that promote the awareness of working with ethics and transparency among its officials. Besides, activities are hold to disseminate its operational results to the recognition of OSMEP's officials.
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