



BOTILMS

A background image showing a pair of hands, one from the left and one from the right, cupping a small, realistic Earth globe. The hands are positioned as if presenting or supporting the globe. The background is dark with some light bokeh effects.

Module 2: Implementing Ethics in the Workplace

Implementing ethics in the workplace is a complex but rewarding task. Every individual has a unique set of ethical standards. Allowing each person to follow their moral compass will result in varied outcomes. Companies need to focus on implementing uniform ethical standards and rules throughout their organizations. Employees should never have to question whether or not they are doing the right thing.

Click on the first lesson below—or the “*Start eLearning*” button above—when you’re ready to begin.



Pros and Cons



Guidelines for Managing Ethics in the Workplace



Roles and Responsibilities



Codes of Conduct



Compare the Code of Conduct to the Constitution and Moral Compass

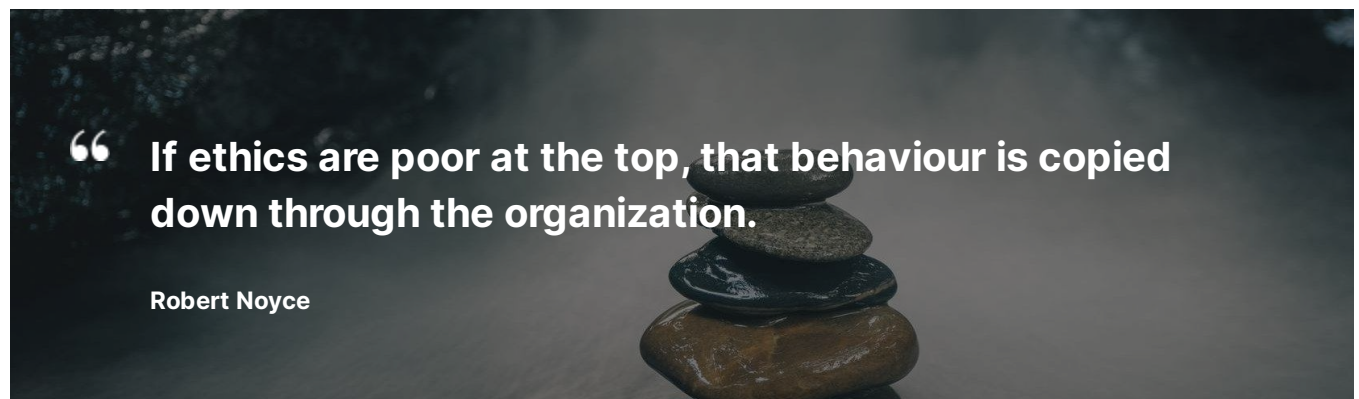


Knowledge Check



Module 2: Completed

Pros and Cons



Benefits



As mentioned in the previous module, implementing ethics in the workplace will lead to better profits and long-term growth. Organizations with reputations for being ethical will also find it easier to earn credit, find investors, and expand into international markets. Employees of these companies will be convinced that the company truly values ethical decision-making. Awareness of ethical issues, in general will become part of the workplace culture, and an ethical guideline will be created for employees to follow.

Downside

When a company chooses to lie, cheat, or steal, the repercussions will present themselves eventually. Unethical business practices can create immediate financial gain, but in the long run, will cost companies, customers, and employees. When unethical practices become public knowledge, it is difficult for a business to recover its reputation. Unethical behaviour can result in loss of reputation and finances.

Watch this video clip...



To check your understanding of the lesson content, answer the question below...

Unethical behaviour can result in loss of _____ and finances.

Type your answer here

SUBMIT



Complete the content above before moving on.

Guidelines for Managing Ethics in the Workplace



Managing ethics in the workplace requires certain tools. Every organization needs to create and disseminate a Code of Ethics, a Code of Conduct, and Policies and Procedures. These tools direct the organization, and guide employees to manage workplace ethics.

Guidelines for Implementing and Managing Ethics:

Flip the cards below to learn more...

Give it time

Managing ethics is process-oriented, and requires time and constant assessment.

Focus on behaviour

Do not list vague requirements; ensure ethics management has an impact on behaviour.

Avoid problems

Create clear codes and policies that will prevent confusion concerning ethical issues.

Be open

Involve different groups in ethics program development and make decisions public.

Integrate ethics

Make sure that all management programs have ethical values.

Allow for mistakes

Lead employees to behave ethically, and do not give up when mistakes happen.



To check your understanding of the lesson content, answer the question below...

Create clear codes and policies that will prevent _____ concerning ethical issues.

Type your answer here

SUBMIT



Complete the content above before moving on.

Roles and Responsibilities



The roles and responsibilities necessary to effectively implement workplace ethics will vary with each organization. A manager should be in place to oversee the ethics program, but they will need the support provided by other positions. Smaller organizations may not need to fill all of the roles listed below; determine what your company needs before executing an ethics program.

Roles include:

CEO —

The CEO of every company needs to support business ethics and lead by example.

Ethics Committee —

An ethics committee will develop and supervise the program.

Ethics Management Team —

Senior managers implement the program and train employees.

Ethics Executive —

An ethics executive or officer is trained to resolve ethical problems.

Ombudsperson —

This position requires interpreting and integrating values throughout the organization.



To check your understanding of the lesson content, complete the activity below...

Drag and drop to match the role with the correct responsibility.

☰ CEO

Support business ethics and lead by example

☰ Ethics management team

Implements the program and trains employees

☰ Ethics committee

Develops and supervises the program

☰ Ombudsperson

Interprets and integrates values throughout the organization

☰ Ethics executives

Trained to resolve ethical problems

SUBMIT



Complete the content above before moving on.

Codes of Conduct



In a working environment, where hundreds of people interact on a daily basis, it is important to have certain regulations for social and professional behaviour, or “codes of conduct”.

Codes of conduct are organizational policies that portray the standards and principles that employees and third parties are expected to uphold in their operations. Codes of conduct are documented and are referred to when an employee or third party violates the documented policies. The topics in the codes of conduct include the company's mission statement, vision statement, employee rights, internal practices, and training guidelines.

All of these help an employee understand the organization's objectives and goals and the company's ethical expectations of its employees and third parties. A good code of conduct should be embedded in the principles of good conduct towards ensuring the productivity and efficiency of an organization. These are attributes that all employees, members of the organization, and stakeholders should depict. Examples include responsibility, integrity, accountability, and teamwork.

Codes of conduct can cover a wide range of behaviours:

- Dress code

- Disclosure of salaries
- Team-related behaviour
- Freelancing during free time
- Use of office resources for personal work
- Travel during work hours
- Social interaction during work hours

Outline of the content of a code of business conduct and ethics:

Preface or Introduction

1. Start with a sentence on the purpose of the statement - mention the values that are important to the top management in the conduct of the business such as integrity, responsibility and reputation.
2. Describe the leadership commitment in maintaining high standards both within the organisation and in its dealings with others.
3. Set out the role of the company in the community and end with a personal endorsement of the code and the expectation that the standard set out in it will be maintained by all involved in the organisation.

Step 1

The Purpose and Values of the Business

- The service which is being provided (a group of products, or set or services)
- Financial objectives
- The business's role in society as the company sees it.

Step 2

Employees

- How the business values employees.
- The company's policies on:
 - Working conditions
 - Recruitment
 - Development and training
 - Rewards
 - Health, safety & security
 - Equal opportunities
 - Retirement
 - Redundancy
 - Discrimination and harassment
 - Use of company assets by employees

Step 3

Customer Relations

- The importance of customer satisfaction
- Good faith in all agreements
- Quality
- Fair pricing
- After-sales service

Step 4

Shareholders or other providers of money

- The protection of investment made in the company and proper 'return' on money lent.
- A commitment to accurate and timely communication on achievements and prospects.

Step 5

Suppliers

- Prompt settling of bills
- Co-operation to achieve quality and efficiency
- No bribery or excess hospitality accepted or given

Step 6

Society or the wider community

- Compliance with the spirit of law as well as the letter
- The company's obligations to protect and preserve the environment.
- The involvement of the company and its staff in local affairs
- The corporate policy on giving to education and charities

Step 7

Implementation

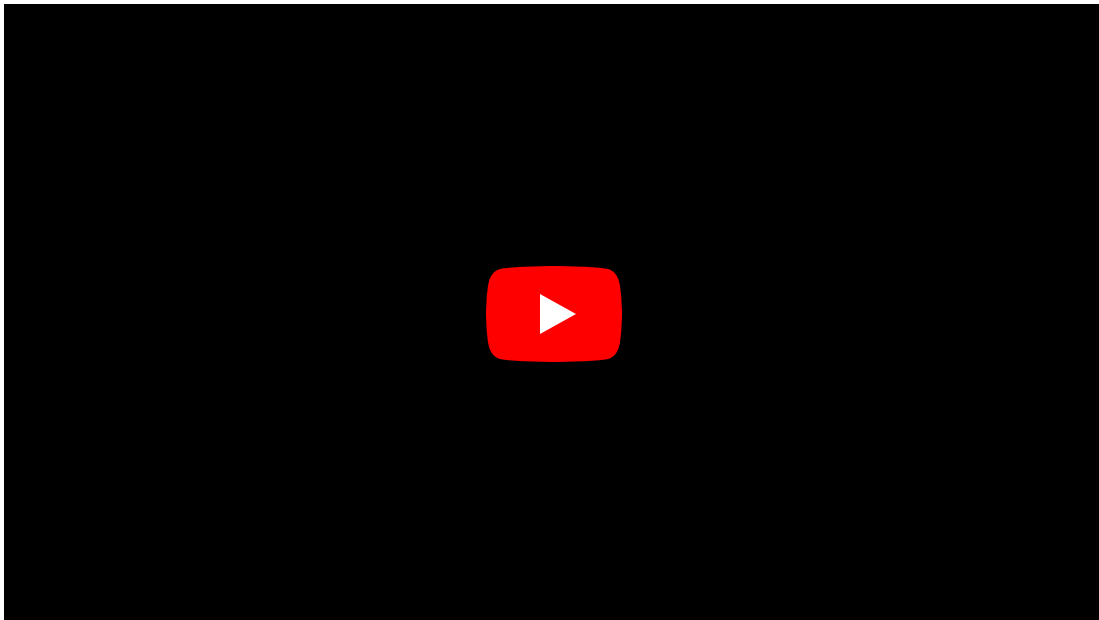
- The process by which the code is issued and used
- Means to obtain advice
- Code review procedures
- Training programme

Summary

However, the mere creation and implementation of the corporate code of conduct do not guarantee the efficiency and usefulness of the codes. The corporate code of conduct must be founded within the context of integrity. It is only through a complete understanding of the purpose of following the code of conduct that it is taken seriously and respected by the employees, consumers, the government and the industry as a whole.

Watch this video clip...

 **YOUTUBE**



Corporate Governance Fundamentals: Code of Conduct

Watch our video on how a code of conduct is an integral part of a business' corporate governance functionality and success! Learn more about the fundamentals of corporate governance on our brand-new platform:
<http://pearlinitiative.org/corporate-fundamentals>

VIEW ON YOUTUBE >



To check your understanding of the lesson content, answer the question below...

The code of conduct should be _____ to all members of the organization.

Type your answer here

SUBMIT



Complete the content above before moving on.

Compare the Code of Conduct to the Constitution and Moral Compass



The following is a list of the most important issues that were found in most company codes of conduct:

- Integrity of books and records, accurate reporting, disclosure of transactions, adherence to procedures
- Worker health and safety
- Security of internal communication, access to and use of private information
- Quality and safety of products and services
- Receiving inappropriate gifts, favours, entertainment, bribes
- Security and use of proprietary knowledge and intellectual property
- Discrimination on the basis of sex, race, religion, etc.

- Privacy, confidentiality, appropriate use of employee records
- Sexual harassment
- Reporting fraud or compliance failures

We can see that the issues dealt with in these codes are direct offshoots from both the Constitution and the Moral Compass, for example:

Constitution (Bill of Rights) —

- Worker health and safety
- Quality and safety of products and services
- Discrimination on the basis of sex, race, religion, etc.
- Privacy, confidentiality, appropriate use of employee records
- Sexual harassment

Moral Compass —

- Integrity of books and records, accurate reporting, disclosure of transactions, adherence to procedures
- Worker health and safety
- Security of internal communication, access to and use of private information
- Quality and safety of products and services
- Receiving inappropriate gifts, favours, entertainment, bribes

- Security and use of proprietary knowledge and intellectual property
- Reporting fraud or compliance failures



To check your understanding of the lesson content, answer the question below...

Issues dealt with in these codes are direct _____ from both the Constitution and the Moral Compass.

Type your answer here

SUBMIT



Complete the content above before moving on.

Lesson 6 of 7

Knowledge Check



Module 2: Review Questions

Question

01/10

Which is not an organizational benefit of ethical companies?

- Convinces employees that the company truly values ethical decision-making
- Builds awareness of ethical issues
- Creates an ethical guideline for employees to follow
- Less profit

Question

02/10

Which is not a tool for managing ethics in the workplace?

- Give it time
- Immediately fire those who make ethical mistakes
- Be open
- Integrate ethics

Question

03/10

Do all companies need to fill the roles of CEO, ethics committee, ethics management team, ethics executive, and ombudsman?

Yes

No

Question

04/10

Implementing ethics in the workplace is a complex but _____ task.

- Difficult
- Interesting
- Rewarding
- Pointless

Question

05/10

Implementing ethics in the workplace will lead to better profits and ____ growth.

- Long-term
- Limited
- Excessive
- Small

Question

06/10

Codes of conduct are organizational policies that portray the _____ and _____ that employees and third parties are expected to uphold in their operations.

- attitudes and behaviours
- standards and principles
- behaviours and principles
- attitudes and standards

Question

07/10

Privacy, confidentiality, and appropriate use of employee records are important issues that compare to which point in the Bill of Rights?

- Everyone has the right to fair labour practices
- Everyone has the right to privacy
- Everyone is equal before the law
- Everyone has the right to freedom of association

Question

08/10

Managing ethics requires time and_____.

- Constant assessment
- Vague requirements
- Various groups
- None of the above

Question

09/10

An ethics executive or officer is trained to resolve _____ problems.

- All company
- Ethical
- Business
- Money

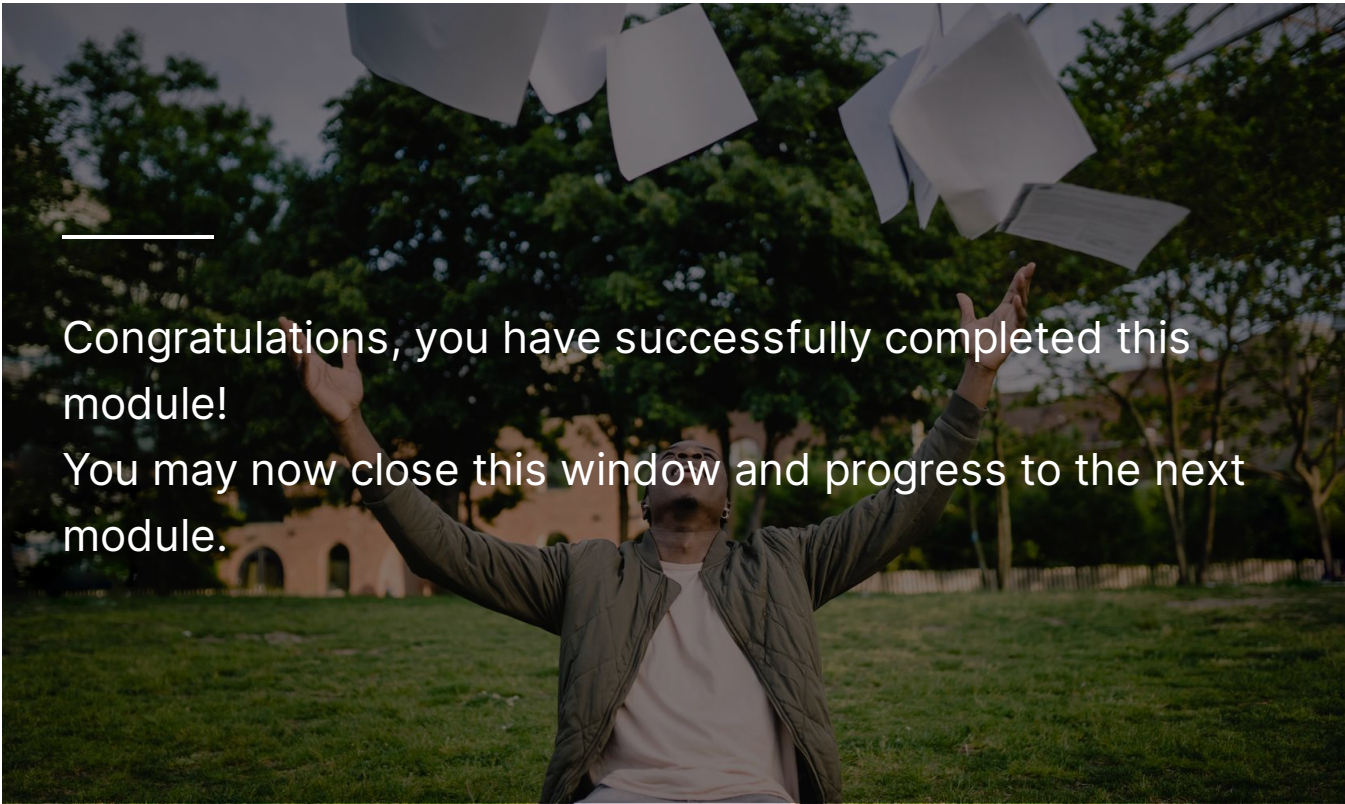
Question

10/10

What is the role of the Ombudsperson?

- Support business ethics and lead by example
- To develop and supervise the program
- Interpreting and integrating values throughout the organization
- Resolve ethical problems

Module 2: Completed



Congratulations, you have successfully completed this module!
You may now close this window and progress to the next module.