



Ethical Workplace Conduct



integrity
Ethics & Compliance Training

Topic 1 – What is Workplace Conduct?

1. **Video:** What is workplace conduct? Our company is committed to providing you with a safe, respectful, equitable, professional, and ethical workplace.
2. **Interactive Screen:** What is a Code of Conduct? Why do we need one? When will you need to use the CoC? What is your role?
3. **Scenario:** Manager asking for a favor in return for a promotion. Favor is unrelated to work.
4. **Key Learning:** If you are asked to do something that you think may breach our Code of Conduct, the best course of action is to politely and unequivocally decline.
5. **Scenario:** Overhearing a senior colleague using a racial slur.
6. **Key Learning:** It may seem obvious what to do in this situation. But, if you were in any doubt, our Code of Conduct explains that this type of behavior is unacceptable. Each of us has a duty to report inappropriate behavior and uphold our core values.
7. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 2 – Business Ethics

1. **Video:** Ethical behavior creates a positive working environment, which helps us to be more productive and to serve our customers better. Doing the right thing is not always easy. But being ethical always pays off in the end.
2. **Scenario:** Expensing a lunch with a friend as a working lunch.
3. **Key Learning:** It is unethical to charge a personal expense to the company.
4. **Scenario:** Finding a competitor's confidential documents.
5. **Key Learning:** It's important to remember that just because something is legal doesn't mean it's the right thing to do.
6. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 3 – What Is Fraud?

1. **Video:** Overview of what fraud is. Impact on society. Never acceptable. Internal and external fraud. Consequences of fraud.
2. **Interactive Screen:** The Fraud triangle. Motivation. Opportunity. Rationalization.
3. **Text & Image Screen:** Zero tolerance for fraud. You are our best defense! Be alert and report your concerns.
4. **Scenario:** Padding expenses.
5. **Key Learning:** The opportunity to commit fraud can arise from a lack of controls, system weaknesses, or the concentration of too much responsibility in one role. Examples of fraudulent behavior.
6. **Scenario:** Questionable sales figures.
7. **Key Learning:** You are our best defense! Red flags for fraud.
8. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 4 – Guides for Gifts & Entertainment

1. **Interactive Screen:** The days of using gifts and entrapment to win business are long gone. Real-life examples of the consequences of using gifts and entertainment to influence business decisions.
2. **Scenario:** Offer of concert tickets from a supplier.
3. **Key Learning:** Accepting an inappropriate gift could impact on the entire company. Don't accept gifts that will influence your objectivity.
4. **Scenario:** Offer of luxury accommodation.
5. **Key Learning:** Ensure that it's OK for you to receive gifts or hospitality on behalf of the company. Be aware that others may use gifts in an effort to influence your objectivity.
6. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 5 – Conflicts of Interest

1. **Video:** Define conflicts of interest. Disclosing conflicts. We have guidelines to help you avoid conflicts of interest.
2. **Interactive Screen:** Real-life examples of conflicts of interest.
3. **Scenario:** Contract renewal when family member is involved with prospective company.
4. **Key Learning:** A potential conflict of interest is authorizing, or causing another to authorize, a business transaction with a relative or any business organization with which the employee or relative is associated.
5. **Scenario:** Hiring a family member.
6. **Key Learning:** A potential conflict is hiring a relative to fill a vacant position. It makes no difference whether your relative was the most qualified applicant; were it not for your relationship, you might have posted the position.
7. **Scenario:** Offer of consulting work outside normal office hours.
8. **Key Learning:** A potential conflict of interest is maintaining outside employment with, or providing consulting services to, any competitor, vendor, or customer.
9. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 6 – Speaking Up

1. Summary screen that wraps up the module and provides details of where to go to speak up.
2. Attestation screen where learners attest that they will always behave ethically.