Business Ethics and Ethics in Workplace

Business Ethics

Infosys – Attaining Ethical & Business Success

- Company Vision

"To be a globally respected corporation that provides best of breed business solution, leverage in technology, delivered by best in class people"

- Company Mission

"To achieve our objectives in an environment of fairness, honesty and courtesy towards our claims, employees, vendors and society at large"

Key Values – "C-Life"

- Customer Delight - Honda

- Leadership By Example – Azim Premji

- Integrity and Transparency – Finnacle

- Fairness

- Pursuit of Excellence

Business Ethics

- Key Elements for Business Ethics

<div align="center">By David Stewart</div>

- **Trustworthiness and Honesty**

- **Confidentiality**

- **Technical Integrity**

- **Creating an Open Environment**

- Read more : http://www.ehow.com/info_8737061_key-elements-business-ethics.html
- http://www.eqt.com.au/media/135571/complaints%20handling%20policy.pdf
- http://www.inc.com/guides/2010/04/handling-customer-complaints.html

Bhopal Gas Tragedy

- Dec 3,1984

- Union Carbide India Limited (UCIL)

- Nearly 4000 People Died

What Caused the Disaster?

- Hazardous Chemical Just for the sake of cost saving

- Poor Training of Factory Staff

- Failure of the safety System

- Negligence of safety standards by UCIL

- Location near Densely populated area

Ethics in workplace

Texas Instruments
- By Coleman

- Expect our employees know what's right and to do what's right."

- Continually revises TI's code of ethics to address issues that come up as the workplace changes

- Strong ethics program is necessary

- Empowered workplace - where decisions are NOT being forced down to the very lowest level

- Employee has to understand the importance of making that decision right the first time

Ethics Resource Centre survey

- 1/3rd of employees witnessed various forms of misconduct in the past year, which violated company policy or the law. The most common transgressions were:

- lying to supervisors (56%),

- lying on reports or falsifying records (41%),

- Stealing and theft (35%),

- Sexual harassment (35%),

- Abusing drugs or alcohol (31%)

- Conflicts of interest (31%)

Ethics Is free

A company only has to put forth the effort to **communicate, educate** and **train** its employee base on the importance of their decisions

Solution

- Independent decisions

- Employee empowerment

- Active communication, education, and training

- Flex-Y-Plan Industries Inc., communication on ethics takes the form of leading by example.

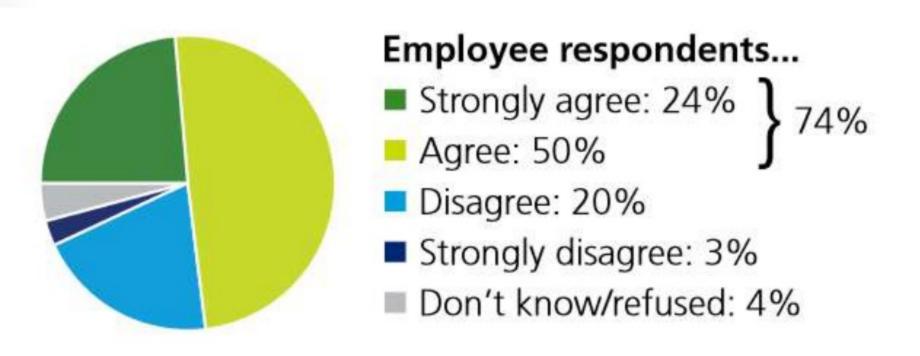- Texas Instruments uses interactive case studies to educate employees

Social networking and reputational risk in the workplace

Deloitte LLP 2009 Ethics & Workplace Survey results

Survey Methodology

- Telephone Survey

- Sample of 2,008 employed

- Comprising 1,000 men and 1,008 women 18 years of age

- Period April 9-13 and 16-19, 2009

- Online survey of 500 business executives

- In United States

- Owners, Directors, CEOs, Controllers, EVPs, CIOs, VPs, and board members

Source: Social networking and reputational risk in the workplace • Deloitte LLP 2009 Ethics & Workplace Survey results

74% of employees surveyed say it's easy to damage a company's reputation on social media

Employee respondents...
- Strongly agree: 24% } 74%
- Agree: 50%
- Disagree: 20%
- Strongly disagree: 3%
- Don't know/refused: 4%

58% of executives agree that reputational risk and social networking should be a board room issue, but only 15% say it actually is

How are executives working to mitigate Social Networking Risk's

- Regularly Discuss **27%**
- There is formal policies in company **22%**
- Senior Executives addresses the issue **22%**
- Team that monitors Social Network Issues **17%**

Would a company policy change how you behave online? 49% of employees say "no."

What is your company's official policy when it comes to employee use of social networking channels?
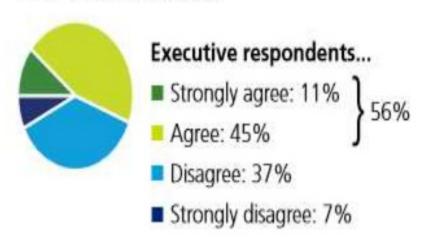

■ 26% - Specific Guidelines

7% - Policy giving no restrictions

11% - Employees are not properly made aware of policy

■ 23% - No Policy

24% - Not at all aware

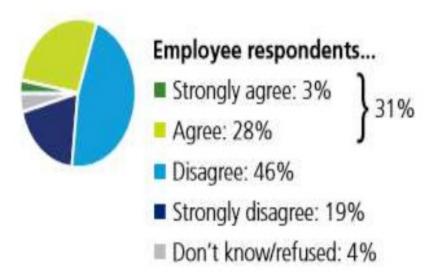# Social Networking Sites for better work life for employees

"Using social networking sites helps employees achieve a better work-life balance."
56% of executives agree

Executive respondents...
- Strongly agree: 11% ⎫
- Agree: 45% ⎬ 56%
- Disagree: 37%
- Strongly disagree: 7%

"Using social networking sites helps me achieve better work-life balance."
31% of employees agree

Employee respondents...
- Strongly agree: 3% ⎫
- Agree: 28% ⎬ 31%
- Disagree: 46%
- Strongly disagree: 19%
- Don't know/refused: 4%

Employees: policies and practices

How often do you visit SNS?
(Facebook, Twitter, YouTube)

Employee respondents...

- Five or more times per week: 22%
- One to four times per week: 23%
- Once a week: 10%
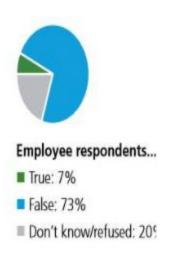- Never: 44%

If Yes, Do You Access during work hour

Employee respondents...

- Yes, but only use for Business Reasons – 6%
- Yes, But only use for personal reasons – 5%
- Yes, Both Business and Personal Reasons
- No, Never used 52%
- No, Sites are Restricted – 26%

Employees: consequence

People fired because of Inappropriate Online Behaviour

Employee respondents...
- True: 7%
- False: 73%
- Don't know/refused: 20%

Content in SNS are preventing you from getting Jobs

Employee respondents...
- True: 2%
- False: 89%
- Don't know/refused: 8%