Code of Conduct In Business

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Meaning of Code of Conduct

- A code of business conduct, sometimes called a code of ethics, is a management tool for setting out an organizations values, responsibilities and ethical obligations.

- The code of conduct provides employees with guidance for handling difficult ethical situations related to the business

- Businesses develop their own codes, based on their core values, and no two codes are the same.

- To be truly effective, the code of conduct must also be embedded in the business, so employees know how it applies to them

Importance of a Code of Conduct

- Code of conduct is a central guide and reference for employees in supporting day-to-day decision making. A well written code clarifies organization's mission, values and principles, linking them with standards of professional conduct. The code should be used as a reference for day to day business related to ethics within the organization.

Steps for developing a Code of Conduct

- Developing a code

- Effect on Employee Behavior

- Instituting the Code

- Significance

- Good Business Conduct

What a code of conduct should include

- Ethical Principles – includes workplace behavior and respect for all people

- Values – includes an honest, unbiased and unprejudiced work environment.

- Accountability – includes taking responsibility for your own actions, ensuring appropriate use of information, exercising diligence and duty for care obligations and avoiding conflicts of interest

What a code of conduct should include

- Standard of Conduct – includes complying with the job description, commitment to the organization and proper computer, internet and email usage.

- Standard of Practice – includes current policies and procedures and business operational manual

- Disciplinary Actions – includes complaints handling and specific penalties for any violation of the code.

Code of Practice and Standards

➢ To support economic, social and political integrity

➢ To inform and protect current and potential consumers of work

➢ To protect the integrity of the industry

➢ To encourage equal opportunity at all levels of employment

Getting Staff Input

➤ When writing code of conduct, one should consult their staff and stakeholders for their input. Consider how he will includes their input in his document.

➤ Questions you might like to ask staff include :
  ➤ What does ethics mean to you?
  ➤ How effectively does the business put its values into practice?
  ➤ Can we improve our ethical performance?
  ➤ What do you think of the draft ethical guidelines?
  ➤ Would this code of conduct help you make decisions?
  ➤ How could it be more helpful?
  ➤ Is there anything else we should include?

Tips for Writing a code of conduct

➢ Use simple, clear language that all employees can understand.

➢ Use examples of acceptable and unacceptable behavior to clarify points.

➢ Get someone else to read the document before finalizing it. A friend or family member can help, but professional proofreader would be best.
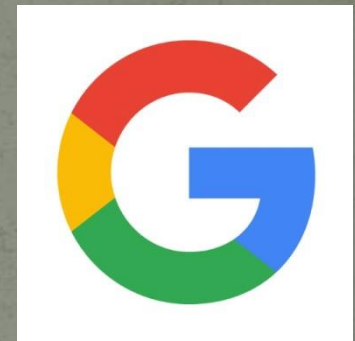
Code of Conduct of Amazon.com

➢ In performing their job duties, Amazon.com employees should always act lawfully, ethically and in the best interests of Amazon.com.

➢ This Code of Business Conduct and Ethics (the "Code of Conduct") sets out basic guiding principles.

➢ Employees who are unsure whether the conduct of their coworkers complies with the Code of Conduct should contact their manager.

Code of Conduct of Amazon.com

➢ Compliance with Laws, Rules and Regulations.

➢ Conflicts of Interest.

➢ Insider Trading Policy.

➢ Discrimination and Harassment

➢ Health and Safety

➢ Price Fixing

➢ Bribery; Payment to Government Personnel

➢ Recordkeeping, Reporting and Financial Integity

➢ Questions; Reporting Violations

➢ Periodic Certification

➢ Waivers

Examples of World's Best Code of Conducts

- Google
- The Coca-Cola Company:
- IBM
- Toyota

Thank You