**Introduction**

The customer is viewed as the employer in companies. A company grows or falls depending o how it treats its customers. A good ethics program is aimed at ensuring that customer retenetion is mantained always. The first role of such a program is to focus on the person interacting with the customer, and ensure that they do so in a way that is acceptable. The customers are served by employees either directly or indirectly. Customer satisfaction is greatly tied to employee comfort in the workplace. The program is thus extended to cover the employees, and ensure that they are also comfortable in the working enviornment. For Company X, the ethics program focusses on sexual misconduct, discrimination, dishonesty, drug abuse, insurbodination and offensive language use.

The sexual misconduct policy includes sexual harassment, rape, threats and intimidation on employees, use of the company's equipment for pornography viewing, suggestive language, use of obscene language, and uninvited touching. It also expands to any act defined as sexual abuse under the law of land. All these sexual behaviors are unacceptable in the Company's premises whether invited or not. The policy also covers the employees fully when they are outside the premises whether participating in the firm's activities or not, for uninvited sexual misconduct.

The discrimination policy defines discrimination as treating or considering a person differently from others based on their characteristics. The policy includes, but is not limited to gender and racial discrimination. All employees in and out of the premises when undertaking the company's duties, should be treated fairly irrespective of their natural appearance. It however allows individual differences between people, and does not necessarily force an employee to like another. However, such differences should not be brought up as to affect work performance. It also states that customers should be given full service by the employees without preferring one customer to another.

The drug abuse policy defines drug abuse as the act of taking substances that will alter the body functions. Drugs abuse includes, but is not limited to, taking alcohol, smoking, taking substances laced with drugs and using medicinal drugs for other purposes. The compnay is not involved with the user's private life and allows employees who take drugs to be recrioted into the firm. However, in the event where the drug abuse is affecting the employee's work and relationships with customers, fellow employees and management, the policy will classify that as misconduct. Additionally, drug abuse inside the company's premises is stated as misconduct whether one is addicted or not. Lastly drug storage in the company or carrying drugs when coming to work is a misconduct and the company can hand over the employee to the government.

Insubordination is defined as failure to obey authority and rules. The policy permits the employees to decline rules if their privacy comfort, or safety is at risk and they suspect ill manner in the order given. It also excuses employees from obeying contradictory rules. The employees are allowed to seek higher authority in that case. However, if the rules are given in order, then the employee must obey it without questioning. The employee is also required to follow contradictory orders in case of emergency, but have a signed report so that the issuer takes full responsibility. The employees are required to have their rights and responsibilities in mind when following orders from management. Sexual advances should not be mistaken for orders.

Dishonesty is the act of deceit, sabotage or fraud in operation. Employees are reuired to do their work in transparency and have full report of their work for audit. The dishonesty policy allows employees to maintain secrecy of personal life while in the company. Also, unless required for official purposes, lying on private information is not a violation of the policy. However, fraud and sabotage of employees is dishonesty, and not allowed. Likewise, giving incorrect information to customers with the aim of misleading is also unacceptable. In the event of employee dishonesty claim, the intent is the key observation to determine dishonesty.

Offensive language is defined as comments made to a person which are insulting, obscene or hateful to the listener. This includes the use of sexual comments on a person, and may be transferred to sexual harassment on the individual depending on severity of the comments. Also, abusive words are unacceptable whether relating to the management, fellow employees or customers, on the part of the employee. In addition, where an individual makes comments of hatred to another, it is termed as offensive. However, the use of day to day terms without offensive intend, even when the listener finds it offensive, is acceptable. Arguments and debates are allowed and members are free to discredit other's opinions without crossing the line ti using hateful terms. Also, statements with normal intent if misunderstood cannot be considered offensive.

The training has the role of fully making the employees aware of their requirement and freedom in the program. The content to be delivered is the standards and procedures identified and outlined. Also, where the procedures make a reference to the national law, the specific article in the law will be added. The content will also include the applicability of these standards and proper examples defined for the same purpose. A case study of the use of these methods in other companies is also part of the content. The training will be done in departments in shift of an hour so as to ensure business continuity. For those who may not be within the premises such as the marketers and those who may be too busy, the trainign will be recorded and distributed, also for reference. In addition, a booklet containing the procedures and standards will be availed to every employee for free. The same content will also be posted in the company's website. All the audio, URL and printed book formats will be accessible to every new employee once they join the company.

The human resource department which is in charge of the employees will be in charge of organizing, and distributing the reading materials. The department is also required to present the teaching lessons to employees every year, and when a change is made in the program. In addition, the department should ensure that the employees have the most updated version of the program. A change should be followed by reprint of the section changed or the entire book it it will become difficult to understand. Also, an update in the firm website is needed. For all questions arising from this program, the department will have the role of answering them, and acting on them if they will need some changes being made. The task of organizing for amendment of the program is also the role of this department. It states down the lines of conduct that which will define an act as either bad or good. The

**Citations**

Hall, D., & Smock, H. C. (2015). Sexual Misconduct Policy.