LOCAL ECONOMIC DEVELOPMENT LIMITED



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**Creating an Ethical Culture Policy**



**Document Control**

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# 1. Intent

[The purpose of this policy is to promote freedom of expression and open communication and avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-Organised, respectful and collaborative environment. In doing that our employee code of conduct policy outlines our expectations regarding employees’ behaviour towards their colleagues, supervisors and overall organisation. Therefore, we expect all employees to follow our code of conduct.]

# 2. Definitions

[Strategies- *is the mind-set of a visionary leader. It gives effect to the “why, what, who, how and when” of leadership and which minimizes the gap between an organisation’s vision of success in the future, relevance of purpose/mission and objectives/goals, while being guided by its core values.*

Ethical Training-*Refers to two or more people participating to exchange views with each other and open discussion of realistic ethical issues*

Customer Service-*Values that shape ethical organization’s culture influence relationships that an organization maintains with its customers*

Response & Enforcement- *A consistent response to ethical issues involves criteria like - reward system (for those who have shown ethical character), built in incentives, this can be further supported by checklist method.]*

# 3. Policy

## 3.1 Statement

[This organisation values ethical principles and standards in all its conduct because in order for use to avoid offending, participating in serious disputes and disrupting our workplace, we must value ethical principles so that our organisation will expect its employees to foster a well-Organised, respectful and collaborative environment. In doing that our employee code of conduct policy outlines our expectations regarding employees’ behaviour towards their colleagues, supervisors and overall organisation. Therefore, we expect all employees to follow our code of conduct.]

## 3.2 Strategies

[These are some of our organisational strategies that we use to create, promote and maintain an ethical culture in our organisation]

Ethical training

* Employee participation to exchange views with each other and open discussion of realistic ethical issues
* Clarify the ethical values and enhance the ethical awareness of employees
* Define criteria for ethical decision making within the organization
* Being detailed, extensive to accomplish anything significant
* A clear intense focus on ethical issue of the organization
* Investigate ethical environment, analyse the activities, strategies, resources, policies and goals and after examining go on enriching them

**Customer service**

* Values that shape ethical organization’s culture influence relationships that an organization maintains with its customers
* Ethical organization will train employees to treat customers with dignity and respect, and to be fair an honest with them

**Human resources**

* Ethical HR policies are vital to creating and maintaining an ethical organization culture

E.g. Employees who are treat with basic decency are more likely to be contact with their jobs

**Response & Enforcement**

* A consistent response to ethical issues involves criteria like - reward system (for those who have shown ethical character), built in incentives, this can be further supported by checklist method.
* Employees can be taught to apply following checklist when confronted with ethical dilemma
* **Identifying the dilemma**
* **Collect the facts**
* **Make a list of your options**
* **Test each options**
* **Make your decision**
* Consistent enforcement by carefully coordinating with human resources personnel or by establishing ethics coordinating committee that can review or hear appeals on disciplinary actions.

### 3.2.1 Code of conduct

**Integrity-**Key component of workplace ethics and behaviour is integrity, or being honest and doing the right thing at all times.

E.g. health care employees who work with mentally or physically challenged patients must possess a high degree of integrity, as those who manage and work primarily with money.

**Fairness-**Treat everyone including your work colleagues, supervisors in the organisation equally.

**Honesty-** Be truthful in all your dealings or conduct at all times.

**Professional Accountability-**Taking responsibility for your actions is another major factor when it comes to workplace ethics and behaviour.

E.g. showing up on scheduled workdays, as well as arriving on time and putting in an honest effort while on the job.

Workers who exhibit accountability are honest when things go wrong, then work toward a resolution while remaining professional all the while.

**Dedication and Commitment-**Ethical and behavioural guidelines in the workplace often place a high amount of importance on dedication.

Although possessing the necessary skills is essential, a strong work ethic and positive attitude toward the job can carry you a long way.

Dedication is often viewed in the business world as “contagious,” meaning employees who give a strong effort can often inspire their co-workers to do the same.

**Reliability and Dependability-**Employees with strong work ethic appear dependable by being reliable and performing consistently

**Positive, helpful Character-**Employees should have a positive attitude and must be willing to help each other out.

Negativity and dissent can damage workplace morale and productivity. However,

Employees should show initiative to make themselves useful and act as teammates to each other.

**Proper Communication-**Employees should have strong interpersonal skills to form cohesive teams and make handling challenges easier.

However, this requires effective communication among employees.

### 3.2.2 Top management commitment

* Ethical behaviour will be fully supported by the top management.
* In doing so we will set some examples in front of the employees from their own level if committed to ethics.
* However, in terms of Ethics committee – We have established a separate ethics committee call risk management committee to oversee development and operation of our ethics programs.

### 3.2.3 Communicating ethics

* Communication should be in various forms and occur frequently
* Communicating all code of ethics, core values can be done by an easy way - written form supplemented with some questions in the form of feedback
* Supervisors can hold meeting with employees to discuss ethical concerns
* Proper well-designed communication network is needed to institutionalizing ethics
* By establishing appropriate policy and ethical rules
* By using a formally appointed ethics committee
* By teaching ethics in management development program

### 3.2.4 Ethical committee

* Holding regular meetings to discuss ethical issues
* Dealing with grey areas
* Communicating the codes to all members of the organization
* Checking of the possible violations of the code
* Enforcing the codes
* Rewarding compliance and punishing violation
* Reporting activities of the committee to the Board of Directors

### 3.2.5 Ethical Training

* Employee participation to exchange views with each other and open discussion of realistic ethical issues
* Clarify the ethical values and enhance the ethical awareness of employees
* Define criteria for ethical decision making within the organization
* Being detailed, extensive to accomplish anything significant
* A clear intense focus on ethical issue of the organization
* Investigate ethical environment, analyse the activities, strategies, resources, policies and goals and after examining go on enriching them

## 3.3 Ethical decisions

* A consistent response to ethical issues involves criteria like - reward system (for those who have shown ethical character), built in incentives, this can be further supported by checklist method.
* Employees can be taught to apply following checklist when confronted with ethical dilemma

1. ***Identifying the dilemma***
2. ***Collect the facts***
3. ***Make a list of your options***
4. ***Test each options***
5. ***Make your decision***

* Consistent enforcement by carefully coordinating with human resources personnel or by establishing ethics coordinating committee that can review or hear appeals on disciplinary actions.

## 3.4 References

[Christian Ethics for Business Professionals FM418. (2018). Retrieved April 13, 2018, from <http://www.e-learning> @dwu.ac.pg]