

Code of Ethics

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Code of Ethics

Company X's Code of Ethics defines the standards and values that should be used as guidelines for all employees. It is the adherence to this code that enables us to hire the best talents in the market, provide excellent services, and earn the loyalty of customers. All our employees, board members, as well as contracted service providers are expected to follow the code of ethics. Failure to comply with the code of conduct will result in disciplinary action, which could include termination. Any party with a question or concern regarding the code of ethics are encouraged to use the appropriate channels by contacting their manager or the Ethics and Compliance office. In order to meet the high standards we have set, the following policies and principles must be complied with:

Integrity

All our employees and associates must observe integrity in all their dealings with the company.

Confidentiality and Privacy Policies

All employees in this company are required to maintain high levels of confidentiality when dealing with the clients' information. The employees must also not reveal any confidential information about the company to outsiders at any time.

Professional Appearance

All the employees are expected to observe a professional dress code during the workdays. The company will provide a uniform shirt for all service providers. Account representatives must be in a suit and tie at all times.

Compliance with Law

The employees are expected to obey the law, both within and outside the company's premises.

Environment Friendliness

As a way of promoting green practices within the company, all employees are required to limit paper consumption and embrace proper waste disposal as well as recycling.

Care and Compassion

Employees are expected to conduct business in a considerate and caring manner at all times.

Responsiveness

Employees are required to respond to feedback from clients at all times.

Equal Opportunities

Equality must always be observed in recruitment and promotion. Discrimination, harassment, and bullying are prohibited.

Drugs and Alcohol

Use of drugs and alcohol within the company is prohibited.

Avoidance of Conflict of Interest

Employees must avoid any actions or contracts that could amount to a conflict of interest.

Part 2

Integrity is important in that it boosts the reputation of the company and enhances the trust and loyalty of the customers. With the rise of incidences of cybercrime, it is of utmost importance that the company maintains the safety of the information belonging to the customers. By being responsive to feedback from the customers, the company is able to keep abreast with their needs and attain customer satisfaction. Equal opportunity for all ensures that employment and promotion are solely based on qualifications and competencies of the employees. Prohibiting drugs ensures that the employees are in a position to employ fair judgment at all times.

Compliance with laws both within and outside the company helps maintain the brand of the

company. Environmental friendliness is also a way of enhancing the brand of the company just like other forms of social responsibility (Dion, 2017).

The code of conduct is important to the employer in that it clearly defines the principles and values guiding the organization. The code of ethics also helps enhance compliance with laws and regulations, which helps the company to avoid legal issues. On the side of employees, the code of ethics guides them on how to behave in the workplace. This helps them avoid disciplinary action that could result from a breach of the code. Moreover, the code of ethics ensures that all the employees have an equal opportunity regarding recruitment and promotion. Implementing the code of conduct involves clear communication of the guidelines and policies to the staff and providing the necessary training. The training can either be one-on-one or online. It helps the staff understand the code. In turn, this helps enhance compliance (Aldelstein & Clegg, 2016).

References

Aldelstein, J., & Clegg, S. (2016). Code of ethics: A stratified vehicle for compliance. *Journal of Business Ethics, 138*(1), 53-66.

Dion, M. (2017). Corporate citizenship as an ethic of care: corporate values, code of ethics and global governance. *Perspectives on corporate citizenship, 118-138*.