

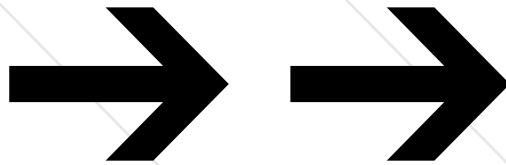
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*Business Principles &
Corporate Responsibility*

CODE OF CONDUCT

Jamie Weston

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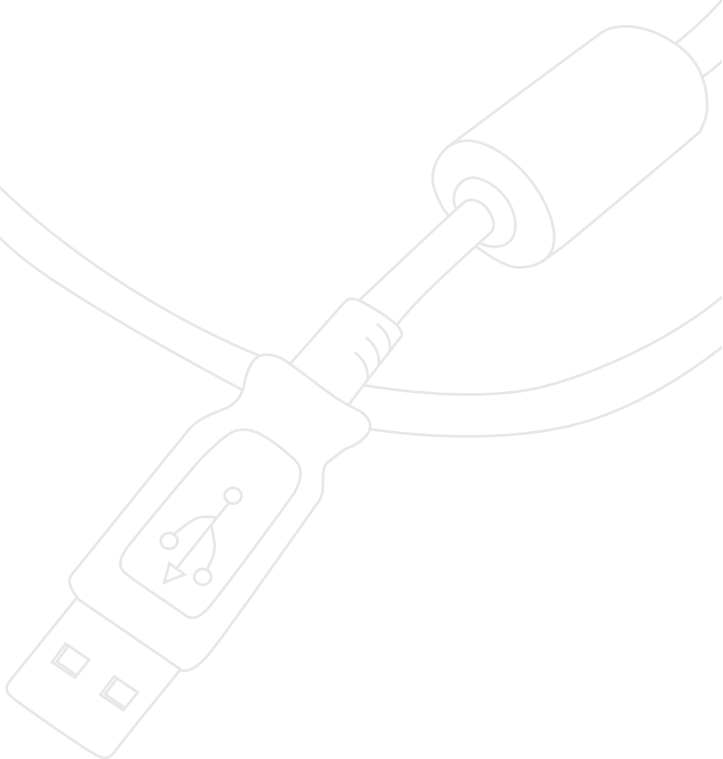
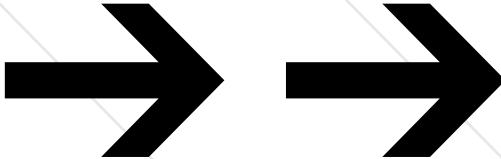
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FOC

*Business Principles &
Corporate Responsibility*

Preamble

Training Professionals on how to conduct themselves is our business. We are professionals, at all times we must convey this to every client, business associate and intermediary. By us implementing Delivery, Direction, Determination, Dedication and Diligence we show what it means to be professional.

Delivery

We take the clients to the next level

We go the extra mile to ensure our professional clients achieve their full potential. This means using our training material, technologies and life coaches to deliver first class services.

Direction

We understand the need for goals.

People's working-life is invaluable to us. Attractive salaries and flexible leave arrangements, training and the development of career opportunities is important for everyone. Knowing the direction and being proactive leads to realising our goals.

Determination

We know purpose

We are a leader in delivering quality services. We strive to develop long-term relationships in order to support our clients needs and wants.

Dedication

We are committed to the end result

Our customers and stakeholders have trust in us. We ensure that trust is repaid through outstanding performance. We maintain our competitive edge. We are aware and accountable for our actions, while being mindful of our overall responsibilities.

Diversity

We treat people how we want to be treated by respecting the diversity that is brought into the company.

Our people are professionals, enthusiastic and friendly. We respect our colleagues and work together to achieve a cohesive working environment of committed trainers. We believe in a 'fair go' and can-do attitude.

CODE (COMPLETE)

Every employee in the organisation must abide by the code. By working together, we as a collective can achieve our aims. This code is meant for everyone involved in the organisation. The five aims of Focus On Careers code of conduct are stated below.

1. Delivery

- 1.01 Ensuring you have prepared for your training sessions.
- 1.02 Customising your material to meet the needs of your client.
- 1.03 Breaching copyright material or other illegal software to deliver your lessons is unacceptable and will lead to your dismissal.
- 1.04 Inspire your clients with determination to strive for their goals.

2. Direction

- 2.01 Being assertive.
- 2.02 Having a clear goal in mind and sticking to them.
- 2.03 Working from the basis of the companies objectives and values.
- 2.04 Being proactive is an essential part of being with the company.

3. Determination

- 3.01 By understanding our clients we are able to seize new opportunities and develop new material that provides clients with what they expect.**
- 3.02 We are perceptive of our clients need and wants.**
- 3.03 We are regarded for our long-term relationships which has had the effect of enhancing our standing in the business community.**
- 3.04 We strive to be the best we can be.**
- 4.05 We are determined to be successful. We reward our trainers accordingly.**

4. Dedication

- 4.01 Our clients private and personal information is confidential.**
- 4.02 The use of company private information without authorisation is forbidden.**
- 4.03 Stakeholders have trust that their private and personal information will not used or abused.**
- 4.04 We are dedicated to delivery what we say will be delivered.**
- 4.05 Client grievances are to be dealt by putting them first. This means giving our clients total commitment, working with energy and the desire to succeed.**

4.06 The falsification of report is strictly prohibited.

4.07 The company's time and as is not to be exploited.

5. Diversity

5.01 Everyone has a right to work for our company regardless of age, sex, ethnicity, political, religious beliefs or disabilities.

5.02 Our diversity is one of the ways we are maintaining our competitive edge.

5.03 Everyone has a right to equal opportunities in the workplace.

5.04 By us working together to achieve corporate goals in a variety of ways we complete our aims.

5.05 Everyone has the right to feel safe and comfortable in their working environment.

Breach of Focus on Careers' code

To determine the most appropriate disciplinary action for a given circumstance, three principles are taken into consideration.

1. The severity of the breach.
2. The employee's past performance record.
3. The firm's past practice of dealing with similar infractions.

Focus On Careers has a three-tier transgressional system.

1. A verbal correction
2. A written warning
3. A final written warning

Serious breaches of this code by staff will be deemed misconduct and may lead to disciplinary action or dismissal. Breaches by intermediaries may lead to a review of their contracts.

EDUCATION & DISTRIBUTION

Essentially I would follow the eight steps outlined by IBE ().

In addition, I would hold training workshops over a weekend. And develop lesson plans that are appropriate to the audience and meet their needs. The workshops would include:

- Tutorials
- Games
- Video lessons ()
- Exercises
- Tests
- Case studies
- Role plays

The Video lessons contain small tests to reinforce learnt concepts and test knowledge. They are short interactive videos that let the learner self-assess their achievements.

I would evaluate the results of the workshop and produce a report for Focus on Careers.

IBE eight steps to develop a code of conduct

1. Find a champion. Unless a senior person such as the chief executive is prepared to drive the introduction of a business ethics policy, the chances of it being a useful tool are not good.
2. Seek the endorsement of the chairman and the board. Corporate values and ethics are matter of governance. The board must be enthusiastic, not only about having such a policy but also about receiving regular reports on its operation.
3. Find out what bothers people. Endorsing a standard code or copying that of another company will not suffice. It is important to find out on what topics employees require guidance.
4. Pick a well tested model. Use a framework which addresses issues as they affect different constituents of the company, such as shareholders, employees, customers, suppliers and local/national community. Some even include competitors.
5. Produce a company code of conduct. This should be distributed in booklet form or via a company intranet. Existing policies, for example on giving and receiving gifts or the private use of company software, can be incorporated. Guidance on how the code works should also be included.
6. Try it out. The code needs to be pilot tested. An external party such as the Institute of Business Ethics will comment on drafts.

7. Issue the code and make it known. Publish and send the code to all employees, suppliers and others. State publicly that the company has a code and implementation programme that covers the whole company. Put it on your website and send it to joint-venture and other partners.

8. Make it work. Practical examples of the code in action should be introduced into all company internal (and external) training programmes as well as induction courses. Managers should sign off on the code regularly and a review mechanism should be established. A code 'master' needs to be appointed.¹

¹ <http://www.personneltoday.com/Articles/2005/04/12/29206/conduct-how-to-create-a-code-of-conduct.html>

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Article

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