

Business Ethics

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Lying

- **Commission lying**; creating a perception or belief by words that intentionally deceive the receiver of the message.
 - Intentional 'noise' within the communication that knowingly confuses the receivers.
 - Noise; technical explanations, legal terms, unfamiliar process or system.
- **Omission lying**; intentionally not informing the channel member of any differences, problems, safety warnings, or negative issues relating to product/service that significantly affects awareness, intention, or behaviour.

Conflict of Interest

- An individual must choose whether to advance his/her own interests , organization's, or those of some other groups.
- To avoid;
 - Employees must separate their private interests from their business dealings.

Bribery

- Practice of offering something in order to gain an illicit advantage.
 - Active bribery
 - Passive bribery
- Facilitation payments

Corporate Intelligence

- Collection and analysis of information on markets, technologies, customers, and competitors, as well as on socioeconomic and external political trends.
- Legitimate inquiry into meaningful information that can be used in staying competitive.
- Physically removing material, copying information, hacking & whacking, dumpster diving, social engineering (shoulder surfing, Password guessing), bribery, hiring key employee.

Discrimination

- On basis of race, colour, religion, sex, marital status, sexual orientation, public assistance status, disability, age, national origin etc.

Sexual Harassment

- Repeated & unwanted behaviour of sexual nature
- Verbal, visual, written, physical
 - Unwanted; touching, feeling, groping
 - Repeated; degrading remarks, employment status, promotion
- By one individual to another – Opposite gender and/or same
- Workplace ? - sexually explicit material
- Hostile Work Environment
 - Unwelcome
 - Severe, pervasive
 - Hostile / Offensive
- Liability of proofing
 - Employee
 - Not psychological well-being
 - Not injury
 - But Performance

Sexual Harassment (cntd.)

- Law
 - Impact of behaviour
 - Not the intent
- Key issues within;
 - Dual relationship
 - Unethical dual relationships
- Steps to avoid such SH issues
 - Policy statement
 - Defining SH in your org
 - Non-retaliation policy
 - Specific procedures for prevention
 - Establish, enforce and encourage
 - Establish reporting procedure
 - Co. timely reporting to authorities
- Training to show How?

Environmental Issues

- Kyoto protocol; world's growing concern about global warming
 - International treaty on climate change committed to reducing emissions of carbon dioxide and five other greenhouse gases and to engage in emission's trading if they maintain or increase emissions of these gases.
- Water pollution;
 - Raw sewage, toxic chemicals, fertilizers and pesticides (Algae growth encouragement)
- Waste management

Fraud

- Condition for charges of fraud;
 - Deceptive practices to advance his/her interests over those of organizational or some other group.
- Any purposeful communication that deceives, manipulates, or conceals facts in order to create a false impression.
 - Accounting frauds
 - Marketing frauds
 - Puffery
 - Implied falsity
 - Literal falsity

Consumer Fraud

- Consumers' attempt to deceive businesses for their own gain.
 - Price tag switching
 - Item switching
 - Lying for age discounts etc.
 - Return policies misuse
- Collusion; employee assisting in fraud
- Duplicity; staging an accident
- Guile; understand right/wrong behaviour but uses tricks to obtain an unfair advantage

Insider trading

- Illegal and legal
- Illegal; buying or selling of stocks by insiders who possess material that is still not public.
- Legal; buying and selling stock in an insider's own company.



Intellectual property rights

- Legal protection of intellectual properties.
- Privacy Issues
 - Consumers having threat to their privacy.
 - Internet, health-care
 - Employee privacy
 - Consumer being aware of information collection
 - Consumer control over usage of their personal information collected by companies