



UL's Custom Code of Conduct

MULTI-YEAR SKILL BUILDING TRAINING SUITE



Empower your employees to make the right choices. A focus on the more complex ethical challenges (the gray areas) will engage learners year after year.

Supplement the once-a-year training with an ongoing program of news clippings, interactive discussions on ethics topics, situations, solutions, and case studies through our exclusive ECC Program.

Send a consistent message and encourage higher-level thinking to increase empowerment, compliance and transparency at all levels of the organization.

The Ethical Leadership Process: A Commitment... A Skill-Set... Ongoing...

Building a strong ethical culture within your company is an ongoing and multi-faceted process that requires continued efforts. And, at the heart of every mature ethical culture are the knowledge, skills and values that employees possess and put into practice day-in and day-out. In other words, ethical leadership requires a new skill set with concepts that must be taught, awareness levels that must be met and competencies that must be measured and sustained.

UL's Custom Multi-Year Skill Building Training Suite is Designed to:

- Increase your employees' knowledge and understanding of compliance issues and your company's Code of Conduct.
- Improve ethical decision-making and other skills that contribute to responsible, effective performance in a variety of workplace settings by using examples and case studies.
- Navigate the focus of the discussion on the "gray areas" that employees face every day.
- Deepen employees' commitment to – and engagement with – your organization's mission and core values.

UL Provides More than 400 Companies Solutions that Include:

- Annual ethics training programs.
- An intensive library of topic-driven courses, including corporate compliance, HR, EH&S and ethics (available "off the shelf" or fully customizable).
- Translation and localization of training and communication materials.
- The Ethics Communication Coach (ECC) Library of more than 2,000 tools in areas including anti-trust, Foreign Corrupt Practices Act (FCPA) and fraud, to help you create an ongoing ethics program.
- A robust enterprise-wide Learning Management System (LMS) used by hundreds of companies and agencies, including the United States FDA.

The world's most successful companies are ethical companies... Are you doing what is necessary to make your corporation ethically sound, viable and transparent at all levels?

In this post-Enron, post-Siemens environment, having a Code of Conduct and setting the “tone at the top” aren’t enough. Set the **“tone at the middle”** to reinforce the Code of Conduct through a messaging system of leading by example that is logical and viable. Those whose influence is visible in day-to-day operations are in the middle of the organization. The most visible employees should be the most knowledgeable!

New hires begin the Progressive Training Suite in their first year and continue annually.



YEAR 1: Code of Conduct

The Code of Conduct online learning course conveys the importance of understanding and adhering to your company’s Code of Conduct. This course includes a message from your CEO and links to your company’s own Code of Conduct and/or applicable policy. Five key topics are discussed and include clarifying examples.

****Note:** New hires begin the program in their first year and continue taking courses annually.

YEAR 2: Raising and Resolving Ethical Issues

When you put your Code of Conduct into practice, every employee must be committed to raising and resolving ethical issues. This course will help you understand your role in maintaining a culture in which every employee is invited to bring up workplace issues of any type without fear of retaliation.

YEAR 3: Ethical Decision- Making

This course features in-depth case studies and provides employees with an opportunity to improve their ethical decision-making skills and to apply the principles and guidelines covered in your company’s Code of Conduct to situations that may arise in the workplace.

YEAR 4: Building Trust Through Ethical Conduct

This interactive, scenario-based course shows why building trust and earning respect are so important for employee morale, risk mitigation and business success. Using a story-based approach proven to engage learners actively, this course shows how trust is established and maintained through ethical conduct, good communication and relationships.

YEAR 5: Code of Conduct (Refresher)

This up-to-date refresher of the Code of Conduct course incorporates updates and targeted re-training. The refresher course aims to highlight any changes in company production and/or relationships with customers, the CEO message, interesting shifts, new industry guidelines and requirements, and cultural adjustments made through our five-year program.

YEAR 6: Ethical Leadership for Everyone

This advanced course highlights the importance of ethical leadership and values-based action for superior performance in the workplace. Fully customizable, this module allows you to address Code of Conduct topics that are complex, high-risk areas for your company. Learners receive further skill-building practice and are presented with model attitudes and behaviors that are characteristic of all ethical leaders.