

Business Integrity Training Scenarios for team discussions 2023

Set A-Scenario 1: Getting the job done



Ajay
Project Manager



Chloe
Project Team

Introduction: Part 1

Ajay is working on a tight deadline and the team are down a few people due to sickness. He's worried he may not be able to deliver the project on time - there are also financial penalties for the Company for missing a deadline. Ajay reaches out to Chloe, an old colleague from a previous project team he worked on, to see if she can help.

Chloe and Ajay discuss getting started on the project.

We're just coming to the end of the first phase of our project, so I'll be able to support you for the next month or so - until phase two kicks off at least.

Thanks, Chloe, that's amazing. But it's going to be straight in at the deep end. I'm sorry!

Oh, I can start straight away?



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Getting the job done: Part 2

Yes, I submitted all the paperwork yesterday, but it takes so long and you've worked on this kind of thing before, so it's just a formality really.

Well, hopefully it won't take too long as I've been through the process before. The only thing that's changed is my surname!



And that's OK, before the paperwork has been approved?

Thanks, it was well worth the wait.

Right. Until this is all approved, you won't have access to the project portal. So in the meantime, I'll download some of the project documents and email them over to you to get you started.

Ah yes. Congrats on the wedding. Even if you had to wait for two years, thanks to Covid!



Getting the job done: Part 3

We're up against a really tight deadline and I don't want to waste time - it's not like it won't be approved! I'm speaking to security later, so if it makes you feel better, I'll check in on the status then?

Yes, that would be great.

OK, I just need some details from you. I'm not sure what they'll ask for specifically, so give me as much info as you can.

Ajay asks for Chloe's details, including nationality, ethnicity, religion and any disabilities or health conditions, so he can check on her paperwork.



Scenarios questions and summary

Questions

- Should Chloe agree to start on the project before her paperwork has been approved?
- What are the potential issue with this?
- What are the concerns with Ajay's behaviour?
- Is it OK for Ajay to ask for Chloe's Personal Information in order to check the status of her paperwork?

Key messages

- We all must comply with processes to protect ours and our customers' information which can involve vetting checks or specific sign-on processes. The process must be followed to ensure appropriate authorisation, which may include Security clearance, is obtained prior to accessing government-classified or export controlled material.
- Granting access or emailing export-controlled material without authorisation is a breach of the code of conduct and a potential breach of export control laws and regulations and can result in the Company damaging trust with our customers.
- Never cut corners and bypass process. Always discuss concerns regarding work pressures with your manager.
- To maintain our access to customer assets, we also have obligations to report some changes in our personal circumstances, such as change of name or criminal convictions. You can seek advice from your local Security Team.
- The systems we create can be very complex, and to protect the integrity of those systems, checks and balances are in place. Following the correct procedure ensures that our Products stay secure.
- We are all required to ensure that Personal Information entrusted to us is handled appropriately. This means following the relevant Company policies, processes, procedures and applicable data protection laws and regulations.
- We only collect Personal Information that is relevant and necessary to accomplish a specified purpose. In other words, do not collect (or use) more Personal Information than necessary to do the job in hand.
- Even where an individual has a right and/or need to know, you should make sure that you only share the minimum amount of information necessary with regard to the purpose of the request. If you are unsure why information is needed, you can ask additional questions. You can also contact your local Personal Data Protection Lead for guidance.
- Data protection law identifies some Personal Information as being particularly sensitive, so puts greater restrictions on when it can be collected and who it is shared with. This includes information about a person's physical and mental health or disability, race or ethnic origin, religion or beliefs, trade union membership and information relating to a person's sex, life or sexual orientation.
- Always speak up and report security concerns or export control issues.
- Remember to stay up to date with all your Business Integrity Training modules that have been assigned to you. The training we provide is one of the important tools to help you work in an ethical and regulatory-compliant way.

Ethical red flags

When people make poor choices, they usually create reasons to tell themselves, "It's OK, I can go ahead". We call these justifications 'ethical red flags'. In this scenario, what might Ajay have told himself?

Common ethical red flags include:

- "I'm just showing initiative and being efficient."
- "Policies and procedures just slow me down – getting the work done is more important."
- "It's all just too difficult."
- "it's efficiency rather than breaking a process."
- "It was the only way to get it done on time."
- "I'll just do it this once."
- "The end justifies the means."

Further reading

Code of conduct:

- Speaking up (page 8)
- Using Company IT Systems (page 26)
- Managing, handling and sharing information (page 28)
- Personal Information (page 30)
- Trade restrictions, export controls and sanctions (page 54)

Policies and Guidelines:

- IT Acceptable Use Policy
- Document Marking and Handling intranet homepage
- Export Control intranet homepage – Export Control Policy and Procedures
- Security Policy
- Personal Data Protection Policy
- (UK) Equality Act



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Business Integrity Training Scenarios for team discussions 2023

Set A-Scenario 2: The age of difference



Amber
Manager



Bhupinder
Team member

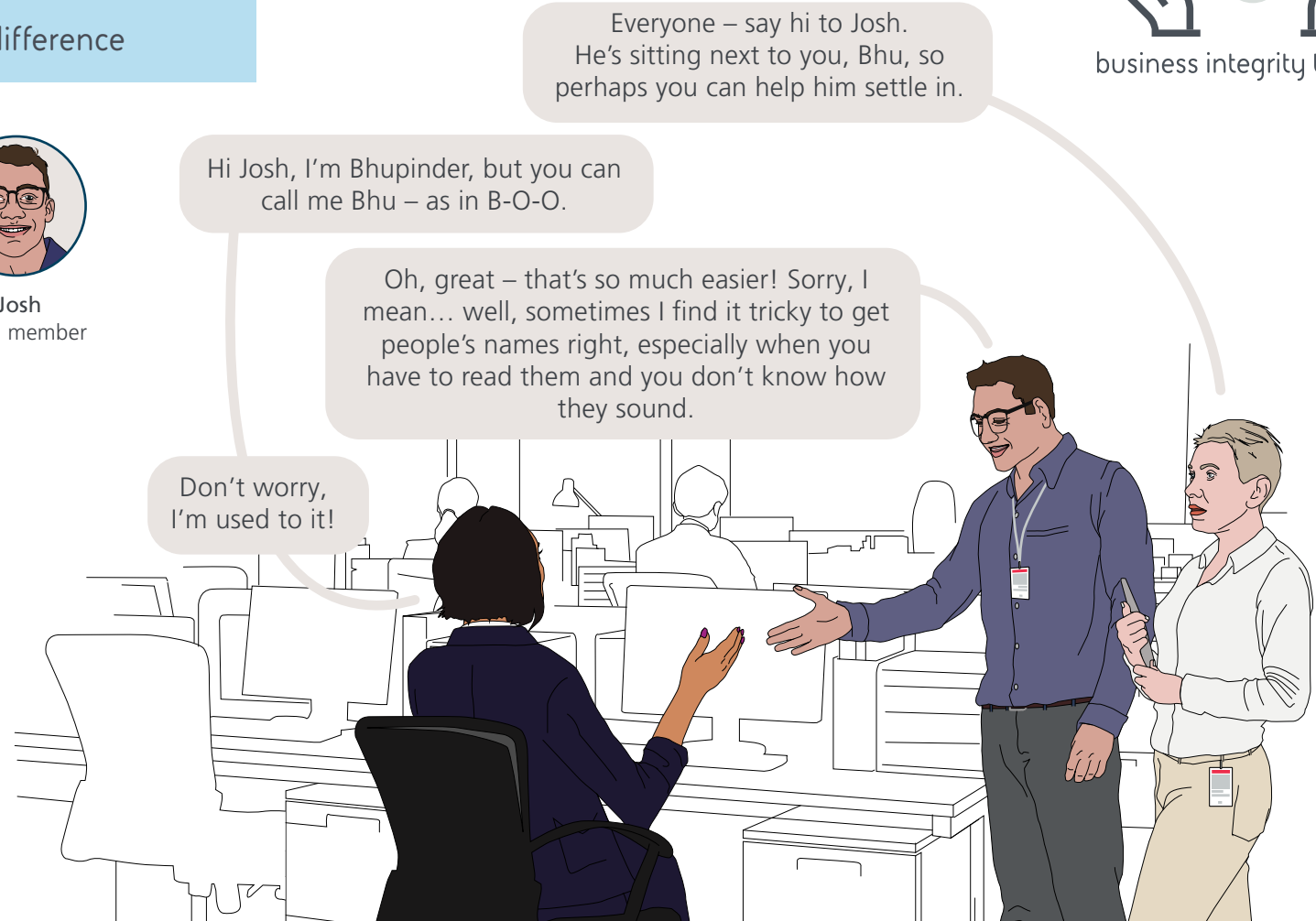


Josh
Team member

Introduction: Part 1

Amber has a new team member – Josh. It's Josh's first day and Amber is introducing him to some of the other members of the team.

Amber introduces Josh to the team.



The age of difference: Part 2

Josh, is there anything else you need from me before I head off into my meeting?

I have dyslexia, so it would be really helpful to have some speech recognition software. I'm familiar with a particular product that I use on my PC at home to help run the family business – so it would be ideal to have the same one.

I don't know – you youngsters today need to be spoon-fed! In our day, we just got on with it. Send me the details and I'll see what I can do.



Amber Leaves and Josh looks a bit taken aback.

The age of difference: Part 3

Don't worry. Amber means well – we've all worked together for so long, I think we've forgotten how she comes across.

It's OK. She sounds like a standard Boomer!

She might seem a bit blunt, but she's a good boss. I'm sure she'll sort it out for you.

I suppose it's not personal. Although I'm not sure how I'm supposed to 'just get on with it'.

I can talk to her if you like?

Thanks, but it's OK. I don't want to cause any issues.



Scenarios questions and summary

Questions

- What are the concerns with Amber's behaviour? Does she take Josh's requirements seriously?
- What about Josh's behaviour?
- Why do you think he needs speech recognition software?
- Should Josh be helping out with a family business?
- What do you think Bhupinder meant when she said "I'm used to it"?

Key messages

- Ethical business conduct starts with how we treat each other. Everyone is responsible for maintaining an inclusive work environment where we treat one another professionally, with mutual respect and dignity, and where the value of diversity is recognised.
- To make sure everyone feels respected at work, it's important that we are all thoughtful about how we communicate with and treat one another.
- We might not always get it right. What's considered acceptable language changes with time, and issues emerge and evolve rapidly in society. If language is used that makes people feel uncomfortable, this needs to be addressed before it becomes a bigger problem.
- Conflicts of interest are situations in which competing interests may impair our ability to make objective and unbiased business decisions in the best interest of the Company. Make sure you are aware of your contractual obligations regarding working with others whilst you are employed by the Company.
- Neurodiversity is the diversity or variation of cognitive functioning in people. Everyone has a unique brain and 'therefore' different skills, abilities, and needs. Autistic, dyslexic, and dyspraxic people, for example, may require the Company to make reasonable adjustments to make sure they are not disadvantaged when doing their job.
- Reasonable adjustments are changes an employer makes to ensure a more equitable approach, i.e. ensuring individuals are not disadvantaged when carrying out their job. In this scenario this could be providing Josh with speech recognition software.
- Assistive devices and software are not favouritism. They remove disadvantages created by disability, including neurodiversity and enable people to perform to the best of their ability. Not all software and devices are allowed on our networks due to security issues, but in many cases, alternative software can be found.
- Everyone should feel able to speak up, knowing they will be treated with respect. If someone believes they are, or someone else is, being treated in an unprofessional manner, they should report their concerns to their line manager, HR, their local Ethics Officer or the Ethics Helpline.

Ethical red flags

When people make poor choices, they usually create reasons to tell themselves, "It's OK, I can go ahead". We call these justifications 'ethical red flags'. In this scenario, what might Amber have told herself?

Common ethical red flags include:

- "We just need to get it done."
- "This is just my style."
- "It's not my fault that everyone else is just too sensitive."

Further reading

Code of conduct:

- Using Company IT systems (page 26)
- Managing, handling and sharing information (page 28)
- Personal Information (page 30)
- Working with others (page 36)
- Managing conflicts of interest (Page 46)

Policies and Guidelines:

- IT Acceptable Use Policy
- Security Policy
- Personal Data Protection Policy
- Our Company Behaviours
- Dignity and Respect Standards
- Working Adjustments Passport
- (UK) Equality Act



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