

# Business Integrity Training

Scenarios for team discussions 2020

## Scenario 3 - Getting personal

### Introduction

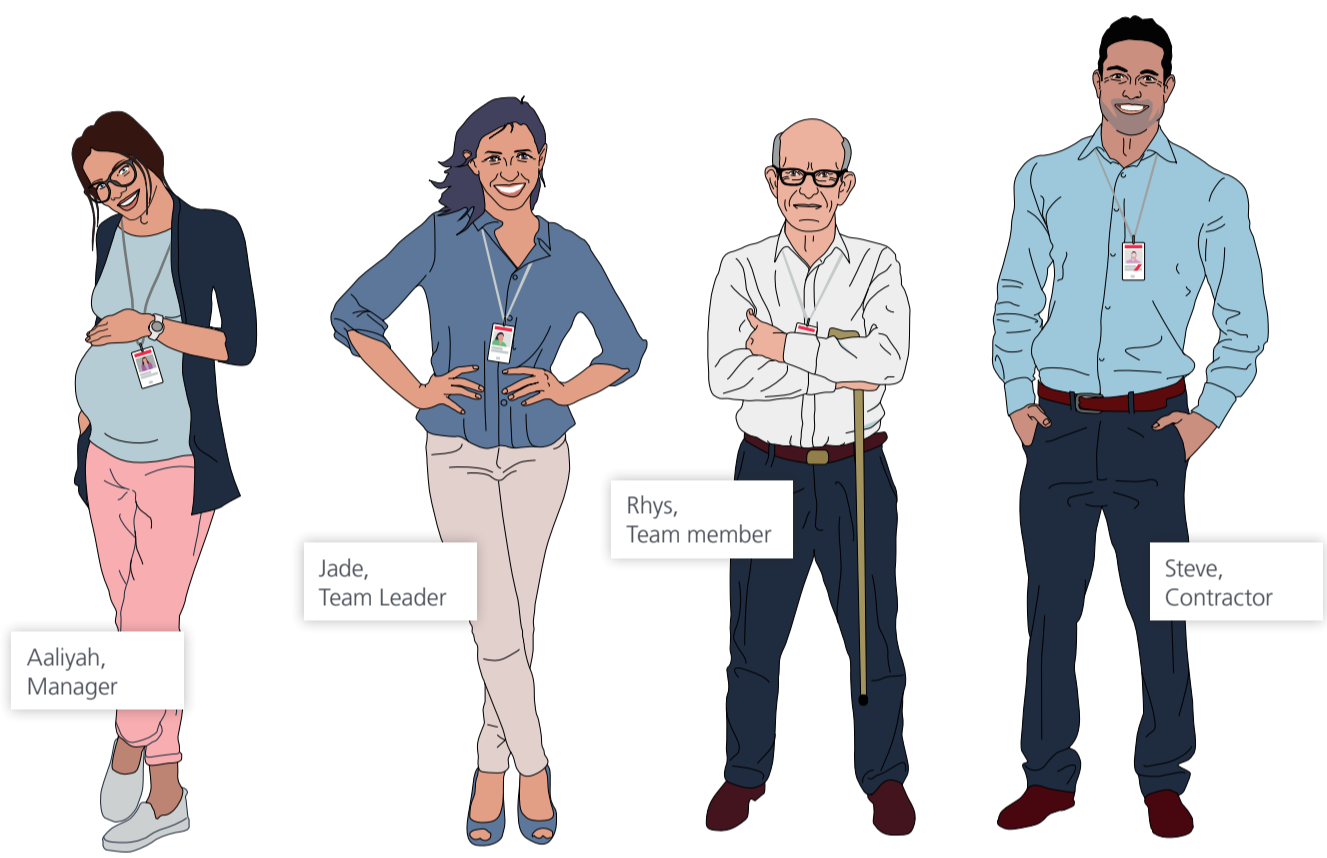
Most people have good intentions. But sometimes, even when we mean well, we make the wrong choices.

Read this scenario and think about the questions, and about what you would do if this happened in your team, then discuss the scenario with your colleagues.

### Part 1

Rhys sends an email to his manager, Aaliyah. He's been off work on sick leave for a couple of weeks while he's been receiving a new treatment. In his email he says that the doctor has said he shouldn't return to work for six months as he is not responding quickly to the treatment.

Aaliyah then forwards the email to Jade, the team leader who looks after the team and is managing Rhys's absence. Jade is very sad to hear the news and forwards the email to everyone in the team.



### Part 2

## Part 2

Later that day Jade meets with Aaliyah to discuss the documents in Rhys's shared folder.



While Rhys was away on sick leave, he had left his laptop and token in his desk drawer along with a piece of paper containing his passwords as he kept forgetting them. Aaliyah had taken them home with her just before lockdown, in case she needed to send them to Rhys.

She logs on to his laptop to access the documents she needs, but Rhys's folder structure is very disorganised. She finally finds the project files and copies them to the shared folder.



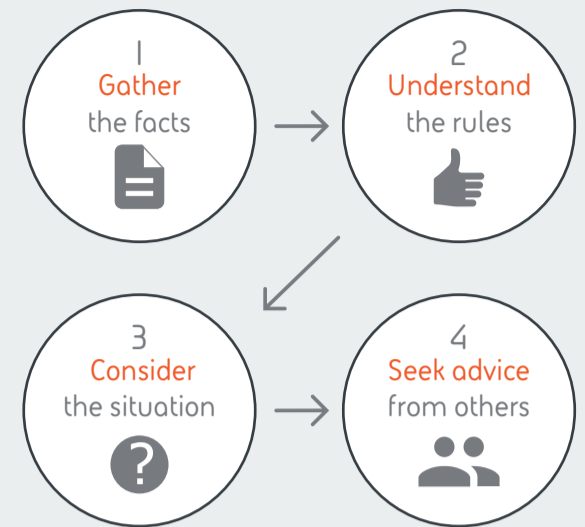
A number of weeks have passed and the new contractor, Steve, has started.



### Scenario questions and summary

## Questions

- What do you think about the scenario? Are there any alarm bells that signal something is wrong?
- Have Jade and Aaliyah responded appropriately to receiving Rhys's email?
- What advice would you give to Aaliyah?
- What would you do in this scenario? Consider the viewpoint of all characters and their responsibilities.



## 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 Aaliyah have told herself?

**Common ethical red flags include:**

"No-one got hurt."

"Other people do it."

"I didn't do it for my own benefit."

"I had no choice."

When you hear these phrases being used, usually someone is thinking about doing the wrong thing, or has already done it. Do you hear any ethical red flags in the workplace or elsewhere? Would you feel confident to speak up and alert someone if you did?

## Key messages

- The email Jade sent to the team contained Personal Information because it included details about Rhys's health. Information concerning an individual's health is one of the more sensitive categories of personal information and greater care is required when handling it to ensure that it is only shared with those who need to know it in order to perform their role. Sharing sensitive personal information about another person with those who don't need to know it is likely to be a Data Protection incident.
- Don't share passwords, even with people you trust. It's not best practice to write down your password, but if it's necessary to do so, it should be disguised in such a way that only you can make sense of it.
- Jade should follow the process for managing team members who are on sickness absence.
- Steve is covering Rhys's role while he's away on sick leave, so Aaliyah's comment about making Steve permanent could be seen as discriminatory.

## Further reading

### Code of Conduct

- 2.1 Inclusive workplace behaviour
- 2.8 Use of Company IT assets
- 2.11 Personal information

### Policies and Guidelines

- IT Acceptable Use Policy
- Personal Data Protection Policy
- UK Sickness Absence Procedure
- UK Ill Health Capability Procedure

Our employee resource groups offer colleagues support and guidance, including Enabled UK, the network for employees with both visible and non-visible disabilities.



This scenario's key themes were around Data Protection, Security and Ethics.