



Life & Health

LIBRARY GUIDE:

Ethics and Corporate Responsibility





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Overview:

Your ethics, compliance and corporate responsibility program is only as effective as its ability to impact the way that your employees think and behave. Programs that do this successfully reflect the organization’s commitment to employees, customers and stakeholders. These programs also serve to differentiate companies in the marketplace by strengthening their reputation, bolstering customer loyalty and reducing financial risks.

The Ethics and Corporate Responsibility Library provides a highly unique approach to Code of Conduct training and focuses on general industry risk areas such as Conflicts of Interest, Accurate Books and Records, Harassment and Discrimination, Intellectual Property and the Foreign Corrupt Practices Act (FCPA) and much more. It also covers, through cross-listings from our other libraries, a number of topics related to your Code including HR and Environmental Health and Safety (EH&S).

UL EduNeering’s courses are designed to engage employees in an active learning experience using state-of-the-art adult education technologies and techniques. The courses in this library provide comprehensive instructional support for your ethics, compliance and corporate responsibility programs, and combine UL’s best practices with subject-matter expertise from some of the most experienced and well-known practitioners in the world.

Subject matter experts supporting the UL Ethics and Corporate Responsibility Library include:

- Kirkpatrick & Lockhart Preston Gates Ellis LLP (K&L Gates) – General Industry Compliance Risk, Antitrust/Fair Competition, Privacy
- Fox Rothschild, LLP – Respectful Workplace
- The HSE Group – (EH&S) and Security, Personal Development Toward Ethical Leadership

LEGEND:



Course is available in one or more foreign languages. Download [Language Options for a Global Workforce](#) for details.



Learners have the option to take this course via a mobile device, such as an iPad.

Courses Available in Languages Other than English

The courses below have been translated to the languages noted. At our customer’s request, we can also translate other courses not noted here into one of the over 30 languages supported within the UL Platform.

Course Title	French	Spanish	German	Italian	Chinese	Russian	Japanese	Dutch	Polish	Portugese
Conflicts of Interest	✓	✓					✓			
Detecting and Preventing Fraud	✓	✓		✓	✓		✓			
FCPA	✓	✓	✓	✓	✓		✓	✓		✓
Global Anti-Bribery	✓	✓	✓	✓		✓		✓	✓	
Handling Confidential Information	✓	✓		✓	✓		✓			
Privacy and Data Protection	✓	✓		✓	✓		✓			

Custom Code of Conduct Courses

Note: These courses are considered premium content due to the unique customizations offered, and are not part of the standard library.

Building a strong ethical culture within your company is a long-term and multi-faceted process that requires sustained effort. That’s why many companies start by building their compliance and ethics training program on the foundation of our customizable Code of Conduct courses. These online courses are designed to increase employees’ retention of your Code of Conduct, while also improving their ethical decision-making and other skills that contribute to responsible, effective performance in a variety of workplace settings.

Further, the courses can span a three to five year timeframe to eliminate “learning fatigue” and ensure that your Code of Conduct transforms into a living values statement, which will contribute to the development of ethical leaders throughout your organization.



How Custom Courses Work

You will work with our instructional and multimedia designers to build a learning program that embeds your organization’s Code and values. You can also leverage UL Advisory Services and our compliance experts to “align” the courses to the right employees and third parties, and also ensure that your custom content reflects current regulatory and enforcement realities. Your custom courses are built on existing foundational courses, which are embedded with industry best practices and proven adult learning principles. You can include other topics based on your organization’s values and compliance objectives:

- Code of Conduct
- Raising and Resolving Ethics Issues
- Ethical Decision-Making
- Ethical Leadership for Everyone
- Code of Conduct for Managers
- Managing Employees’ Ethics Concerns
- Building Trust through Ethical Conduct

Ask your Account Director for a Demonstration

To view a sample Code of Conduct course, and to visualize how you can embed your company’s unique policies and business practices into the course, ask your Account Director to view our “Raising and Resolving Ethical Issues” demonstration course. The sample course, for example, is designed to help employees understand their role in maintaining a culture where every employee is invited to bring up workplace issues of any type, without any fear of retaliation. While this course delves into ethical gray areas, you can add “custom” scenarios specific to your work environment and industry to deepen the learning experience and promote behavior change.





Course Descriptions:

General Industry Compliance Risk:

Accurate Company Records (RH0001)

Your company's stakeholders – customers, suppliers and vendors, co-workers, management, investors and agencies who oversee the business – rely on the accuracy of your records to make business decisions. This course helps employees understand their role in recording every company transaction correctly, accurately

and on time. It also explains the concept of a document's lifecycle and the policies for creation, storage, processing and retention of company records, as well as the responsibilities for these stages in the lifecycle.

Conflicts of Interest (RH0007)

Conflicts of Interest influence our ability to make impartial decisions on behalf of the company and may cause others to doubt our fairness and integrity. This course clarifies the laws and company policies governing Conflicts of Interest so employees can recognize potential conflicts before they occur. It also explains how and when to disclose potential Conflicts of Interest to

resources within your company who can provide direction about how to proceed. Key issues addressed include: outside interests; business relations with customers, competitors, vendors and suppliers; business courtesies; and special issues around international business and business with the government.



Conflicts of Interest for Vendors to the City of New York (RH0038)

Vendors to the City of New York must be aware of the Conflicts of Interest rules governing NYC employees with whom they deal; this course is designed specifically for vendors doing business with the City of New York. The course covers aspects of NYC Charter Chapter 68 relevant to vendors, including prohibitions on gifts, moonlighting, certain post-employment activities, misuse of official position, misuse of city resources and more.

Detecting and Preventing Fraud (RH0024)

This course will help employees understand the general categories of fraud, including falsification of invoices; theft of funds or supplies; and alteration or falsification of records or reports. This course particularly emphasizes every employee's responsibility to participate in detecting, preventing and reporting fraud.





Doing Business with the United States Government (RH0011)

This course teaches employees to recognize and avoid potential violations of laws and policies that apply to government contracts. It provides an overview of key regulations including the Federal Acquisition Regulation (FAR). Topics explored include employee activities such as charging time, submitting expenses and protecting confidential and classified information;

relationships with government customers, including bids and proposals, hiring government employees, bribes, kickbacks and gratuities; lobbying activities; and relationships with subcontractors, suppliers and vendors. This training applies to all employees, not just those directly involved with government contracts.

E-mail and Corporate Communications (RH0042)

This course addresses the use of e-mail in the workplace, including several hot-button issues, such as an employee's expectation of privacy, electronically-transmitted computer viruses and the consequences of sending or forwarding an inappropriate e-mail attachment or message. This course also discusses measures employees can take to improve the privacy and security of their messages as well as alternatives to e-mail for situations in which extra caution is necessary.

This task is designed for users who are familiar with e-mail and know how to use an e-mail program.

Topics include:

- How E-mail Works
- How Companies Use E-mail
- How to Avoid Trouble
- Improving Privacy and Security
- How to Protect Against Viruses

E-mail and the Internet (RH0018)

Properly used, computer-based tools increase efficiency, improve communications and provide access to information. Misuse of these tools could threaten your company's security and reputation. This course explains the risks and responsibilities of using these company resources and provides examples of

legal and ethical uses that allow the tools to be used wisely and responsibly. It explores both legitimate and restricted use of e-mail and the Internet, with a Q&A to further explore some common workplace scenarios.

Handling Confidential Information (RH0006)

Protecting confidential information helps your company to maintain a competitive edge as well as preserve privacy. This course helps employees to understand the legal and business risks of divulging confidential information and clarifies laws and company policies governing this information. It also points out

some common areas of vulnerability in protecting confidential information. Key issues addressed include: trade secrets, competitive information, inside information, privacy and physical security.





General Industry Compliance Risk (continued):

Insider Trading (RH0015)

Federal law prohibits anyone from trading a company's stock while knowingly in possession of inside information about that company. This course helps employees to recognize what is – and what is not – inside information and to avoid common insider trading violations. Key issues addressed include: recognizing

inside information, such as product plans, financial information, marketing and personnel information; insider trading situations such as employee insider trading, tipping, or trading another company's stock; and where to disclose knowledge of insider-trading violations.

Intellectual Property (RH0036)

In today's knowledge-based economy, Intellectual Property (IP) is often a company's most valuable asset. New IT capabilities are coming online almost daily, while lawmakers and regulators at both national and international levels are moving to keep pace. It is critical for businesses to stay abreast of technological developments and legal trends affecting their IP assets. This

course gives a basic overview of IP laws and best practices for IP management. It identifies and discusses the four basic types of IP held by companies; explains the consequences of failing to protect a company's IP; and provides useful guidelines for managing IP effectively in various work settings.

Proper Use of Company Resources (RH0017)

Misuse of company resources is costly to your company and affects productivity. This course helps employees to understand the importance of safeguarding company resources including computers, equipment, tools and supplies, as well as time,

information, mail and e-mail, documents, funds or electronic networks. This course describes the appropriate and responsible use of resources and the risks associated with misuse, as well as where to report concerns.



Recognizing and Avoiding Insider Trading (RH0043)

Federal law prohibits anyone from trading a company's stock while knowingly in possession of inside information about that company. Any information that is not yet known to the public, which a reasonable investor might consider important when making an investment decision, is considered inside information.

This course will help learners recognize inside information, and how to avoid common insider trading violations.

Topics include:

- Recognize Inside Information
- Avoid Common Insider Trading Violations

Records Management (RH0028)

This course is designed to help employees understand the ways in which corporate records are important business assets. It focuses on your company's records management policy and everyone's obligations when creating, handling, storing, processing and destroying corporate records.

Trade Secrets (RH0034)

This course covers the distinction between Trade Secrets and other forms of Intellectual Property, focuses on their protection and safeguarding and discusses the significant consequences of failing to properly safeguard them.

US Trade Controls (RH0025)

This course explains the laws intended to control access to products and information that could be misused in ways contrary to the interests of the United States and emphasizes employee responsibility to know about and ensure compliance with these laws.

Topics include:

- Understanding "exports" and export control classifications
- Restricted parties
- US anti-boycott laws
- End-use and proliferation concerns; and documentation
- Records retention.



Antitrust/Fair Competition:

EU Competition (RH0029)

This course is designed to bring employees up-to-speed on European Union (EU) fair-competition rules and help them learn how to recognize and avoid potential violations when conducting business in the EU. It compares United States and EU approaches in this area and distinguishes between business activities that

are strictly forbidden by EU law and those that are restricted only under certain conditions. Among the key issues covered are: price fixing and market division; group boycotts; predatory pricing; tie-in and reciprocal agreements; price discrimination; and monopolies. EU-specific issues are discussed as well.

Global Fair Competition Laws (RH0040)

This course provides employees with a thorough and accessible introduction to the key concepts and basic principles that inform national fair competition (or antitrust) laws around the world. It is designed to help them learn how to recognize and avoid potential violations of country law in this area, wherever they may be conducting company business. In its discussions

of key issues – such as price fixing and market division; group boycotts; predatory pricing; tie-in and reciprocal agreements; price discrimination; and dominant firm abuse – this 40-minute module draws on examples from the United States, European Union (EU) nations and other countries across the globe.

US Antitrust Law I and II (RH0002A/RH0002B)

Antitrust laws in the United States promote fair competition and are the basis of our free enterprise economy. However, antitrust laws are complex. This two-module training course helps employees to recognize and avoid potential antitrust violations by clarifying the laws and company policies governing antitrust and fair competition. The course covers business practices that

are always prohibited and those that are restricted depending on conditions. Key issues addressed include: price fixing and market division; group boycotts; predatory pricing; tie-in and reciprocal agreements; price discrimination; and monopolies. Real-life examples serve to illuminate special areas of concern.

Anti-Corruption:

Foreign Corrupt Practices Act [FCPA] (RH0014)



Doing business in a foreign culture requires employees to be aware of local cultures, customs and business practices. These may vary dramatically from country to country. In addition, employees must abide by all applicable United States laws, regardless of the local customs. This course helps employees to recognize and avoid potential Foreign Corrupt Practices Act

(FCPA) violations by clarifying the laws and company policies. It emphasizes the importance of seeking legal guidance in certain situations. Key issues addressed include: illegal payments under the FCPA; the concept of corrupt intent; using agents; permitted gifts or payments; and recordkeeping requirements.

Global Anti-Bribery (RH0041)



The UK Anti-Bribery Act has now eclipsed the United States Foreign Corrupt Practices Act (FCPA) as the broadest anticorruption legislation in the world. Companies located or doing any business in the UK are subject to the law, which prohibits not only improper payments to foreign government officials, but extends to commercial bribery as well.

After completing this course, you'll be able to identify the main provisions of the UK Anti-Bribery Act and will understand key ways in which the law compares with other anti-bribery laws around the world. This is particularly important for those who may be familiar with some of the exceptions under, for example, the FCPA (like facilitation payments) that are not included in the Act. You will also be able to recognize when to report a violation

Corruption distorts markets and inhibits competition. Legislation to curtail such corruption is the subject of increasing international enforcement cooperation.

Global Anti-Bribery: UK (RH0041-UK)

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Recognizing and Avoiding Insider Trading (RH0043)

Federal law prohibits anyone from trading a company's stock while knowingly in possession of inside information about that company. Any information that is not yet known to the public, which a reasonable investor might consider important when making an investment decision, is considered inside information.

Topics include:

- Recognize Inside Information
- Avoid Common Insider Trading Violations

This course will help learners recognize inside information, and how to avoid common insider trading violations.



Privacy:

EU Privacy (RH0030)

European Union (EU) privacy law has changed significantly in recent years and these legal changes require companies doing business in the EU or with EU enterprises to meet specific compliance requirements. This course provides a basic overview

of EU privacy rules and the principles on which they are based. Special attention is given to safe harbor practices for ensuring privacy, which are now required of non-EU companies that handle EU-based personal data.

Privacy and Data Protection (RH0027)

A security breach involving the loss or theft of personal data – whether of employees, customers or business partners – can be devastating to your company’s reputation. Recent developments in IT as well as in privacy and data protection law – e.g., strict new privacy rules in the European Union (EU) – make it imperative that companies periodically review and update privacy and data

protection practices. In this course, the essentials of privacy and data protection are explained for a general business audience. This course includes clear and informative discussions of best privacy practices; the risks of poor or inadequate management of personal data; and recent developments in privacy law and data protection that are a must-know for you and your employees.



Workplace Privacy for Employers (LAV13)

Generally, the law supports an employer’s right to monitor the workplace activities of its employees, but the law restricts this right in cases when the employee can be said to have a reasonable expectation of privacy. This course is designed to provide managers and supervisors some general insight into common workplace privacy issues while exploring the employee’s expectation of privacy within a variety of contexts, particularly in the area of telephone- and computer-based communications. This course also addresses more conventional privacy issues, including medical examinations, substance abuse testing, polygraphs, searches and background checks.

Topics include:

- Defining reasonable expectations for privacy
- Workplace voice communications and the Electronic Communications Privacy Act (ECPA)
- Monitoring of computer-based activities
- Common types of employee testing and workplace searching
- Conducting background checks
- Prohibited employee investigation



Respectful Workplace:

Affirmative Action in the Workplace [For Employers] (LAV02)

Federal law prohibits discrimination based on race, sex, color, national origin or religion. A 1965 Executive Order specified additional Affirmative Action guidelines for federal construction contractors, requiring construction companies working for the United States government to actively hire minorities. Subsequent case law has affirmed the applicability of the Affirmative Action regulations to all federal contractors and their facilities, effectively expanding coverage to employees of most large public and private companies, as well as labor organizations and employment agencies. Many state and local governments also have Affirmative Action statutes similar to federal legislation. These laws may apply to companies not covered under the federal law.

This course outlines essential features of Affirmative Action legislation, including the Civil Rights Acts of 1964 and 1991. This course also describes Affirmative Action Plans (AAPs) and their role in aiding compliance with existing anti-discrimination laws.

Topics include:

- Overview of legislation prohibiting discrimination based on race, sex, color, national origin or religion
- Executive Order 11246 (EO 11246) for Affirmative Action
- Affirmative Action Plans (AAPs)
- Office of Federal Contract Compliance Programs (OFCCP)
- Civil Rights Act of 1991
- Helpful strategies to avoid discrimination

Age Discrimination (LAV01)

This course includes helpful information for employers dealing with age discrimination issues. It provides an overview of federal legislation prohibiting age discrimination in the workplace and is designed for managers and supervisors. Learners should complete the Affirmative Action course prior to completing this course. These issues are particularly challenging when an employer reduces head count or is managing an aging workforce. Over 23,000 charges of age discrimination are filed annually with the Equal Employment Opportunity Commission.

Prerequisite:

- Affirmative Action in the Workplace [For Employers] (LAV02)

Topics include:

- Overview
- Legislation
- Prohibited Practices
- Claims
- Helpful Strategies
- Challenge

Americans with Disabilities Act [ADA] (LAV07)

This course helps managers and supervisors to understand the Americans with Disabilities Act (ADA), a complicated and sometimes vague law. In this course, managers will learn who is classified as a disabled employee and how these employees are protected under the ADA in the workplace. This course also covers what types of accommodations for these employees are considered reasonable in the modern work environment.

Topics include:

- Overview of Americans with Disabilities Act (ADA)
- ADA applicability
- Drugs, alcohol and ADA
- Explanation of reasonable accommodations



Respectful Workplace (continued):

Code of Business Conduct (LAV15)

This course introduces employees to our Code of Business Conduct, which outlines basic ethical principles and guidelines for appropriately conducting business with our partners, clients, and competitors. It discusses our company's gift policy, addresses conflicts of interest, and includes rules for protecting sensitive and proprietary information.

Topics include:

- Obeying the Law
 - Conflicts of Interest
 - Gifts and Courtesies
 - Protected Information
 - Ethical Conduct
-

Discrimination and Harassment Free Workplace [EEOC] (RH0010)

This course helps employees understand the kind of behavior that fosters a positive, productive climate and to recognize unacceptable behavior that can negatively affect the workplace. It explains the laws and policies related to harassment and diversity, emphasizing the subtlety of harassment and the concept of perception versus intent. This course covers the importance of supporting diversity in a rapidly changing workplace.

Topics include:

- Sexual harassment
 - Race discrimination
 - Age discrimination
 - Employees with disabilities.
-

Diversity in the Workplace (LAV05)

This course is designed to create a greater awareness of how culture influences values, assumptions, thought processes and work relationships. Participants will learn how to succeed in this changing environment.

Topics include:

- Overview of diversity
 - The importance of workplace diversity
 - America's changing workforce
 - Anti-discrimination legislation supporting workplace diversity
 - Overview of stereotypes
 - Helpful strategies for being part of a dynamic and diverse workplace
-

Fair Labor Standards Act [FLSA] (LAV03)

The Fair Labor Standards Act (FLSA) is a wide-ranging federal regulation enacted to ensure fair compensation to American workers. The act regulates overtime and child labor practices, establishes a minimum wage and includes a provision that guarantees women equal pay for equal work.

This course provides a detailed overview of the FLSA legislation with a concentration on employer concerns. It also covers important distinctions between exempt and nonexempt employees and between employees and independent contractors.

Prerequisite:

- Affirmative Action in the Workplace [For Employers] (LAV02)

Topics include:

- Overview of the FLSA as it affects American employers and workers
 - Exempt employees
 - Independent contractors
 - Overtime
 - Compensatory time
 - Minimum wage
 - Equal Pay Act
 - FLSA child labor provisions
-



Harassment Avoidance Training for Supervisors and Managers (LAV22)

Everyone deserves a workplace that is free of unlawful harassment, in which people are comfortable and productive.

A few states in the U.S. have mandated a specific amount of hours devoted to sexual harassment training for supervisors and managers. This course was designed to meet these requirements, as it is divided into five modules and will take at least two hours to complete. The course will help supervisors and managers recognize the laws and company policies on sexual harassment that they can apply in the workplace. They will recognize what constitutes harassment under the law and how to apply the laws and company policies to help prevent harassment. They will also be able identify ways to report harassment. Through real-life situations, they will also learn how to identify appropriate and inappropriate behavior as defined by the law and company policy.

Harassment in the Workplace (LAV21)

Harassment is a serious and growing issue facing companies today. This course is designed to help employees deal with harassment in the workplace by showing them how to identify harassing behavior, avoid harassment, and address harassment if it occurs.

Topics include:

- Sexual Harassment
- Laws
- Prevention
- Reporting

Hiring and Firing (LAV04)

Employee selection and termination skills are essential for today's managers. Hiring is an important factor in creating a solid workforce and firing is a tool to ensure a productive workforce. This course provides techniques for making good hiring decisions, terminating employees in a consistent and fair manner and avoiding lawsuits in the hiring and firing process.

Topics include:

- Hiring, firing and the Equal Employment Opportunity Commission (EEOC)
- The hiring process
- Effective interviewing
- Appropriate questions in an interview
- Allowed testing of potential and current employees
- Prudent termination policy



Investigating Employee Claims (LAV12)

Investigations into employee claims or misconduct are growing in all areas of corporations, government, armed services, churches and schools. Unfortunately, managers and supervisors rarely have the background or experience to investigate employee claims or misconduct. This inexperience often results in inconsistent or haphazard investigations, which can be dangerous for any company. This course presents information about how to implement thorough and consistent investigations with specific pointers regarding common problems such as sexual harassment and discrimination.

Topics include:

- Overview of investigations
- Conducting an investigation
- Documenting an investigation
- Conducting an investigative interview
- Conducting employee searches and surveillance
- Investigating discrimination and harassment claims

Sexual Harassment (RH0016)

Sexual harassment can be a complex and emotional issue. What may be perceived as appropriate behavior to one person may be blatant harassment to another. This training clarifies the laws and company policies that govern sexual harassment. It defines the two main types of sexual harassment, quid pro quo and hostile work environment and explores specific situations that may

occur in the workplace. This course teaches employees to respond effectively when faced with a situation of sexual harassment. Key issues addressed include: compliments, office romances, physical contact, workplace attire, workplace banter and workplace environment.

Sexual Harassment Awareness for Employees (LAV08)

Sexual harassment is a complicated issue which can be very personal. In this course, participants are given clear definitions and examples of sexual harassment along with guidelines for avoiding harassment situations in the workplace and dealing with them if they do occur.

Topics include:

- Definition of sexual harassment
- Guidelines for appropriate behavior
- Confronting a harasser
- Reporting sexual harassment

Sexual Harassment Awareness for Managers (LAV09)

Sexual harassment is perhaps the most complicated and sensitive issue faced by managers and supervisors in today's work environment. Recent United States Supreme Court decisions have changed the sexual harassment landscape and created clear liability for employers in this area of employment relations. This course presents an overview of sexual harassment with an emphasis on the specific responsibilities of managers and supervisors to prevent all types of harassment. This course aims to reduce the potential liability for employers in this area.

Prerequisites:

Given the importance of investigating sexual harassment claims, it is highly recommended that this course be taken in conjunction with the "Employee Investigations" course. In addition, it might be helpful to review the basic "Sexual Harassment" course for employees.

Topics include:

- Defining sexual harassment
- Clarifying employer liability
- Preventing and responding to sexual harassment
- Evolving sexual harassment laws



EHS and Security:

Computer Workstation Safety (EHS14)

Millions of injuries associated with computer workstations are reported each year. One recent estimate quoted that as many as 1.8 million workers have carpal tunnel syndrome, a condition affecting the nerves within the arm and wrist. While a decline in these injuries has been documented in some studies in recent years, the number of people and amount of time spent using computers is increasing, both at work and at home.

In this course, you will learn the symptoms and causes of Repetitive Stress Injuries (RSIs) associated with computer workstations and how these injuries can be prevented.

Topics include:

- Overview of Repetitive Stress Injuries (RSI)
- Symptoms of RSIs
- Common types of RSIs
- Preventing injuries while working with computers
- Exercises

Confidentiality, Intellectual Property Protection and Information Security (LAV19)

Every day, employees may come into contact with information that must be protected. In order to preserve the confidentiality, integrity and availability of this information, each employee must recognize information that is considered sensitive and be able to protect it. This course defines sensitive information, including Intellectual Property (IP) and trade secrets, and teaches employees how to protect it.

Topics include:

- What information must be protected?
- How is IP protected legally?
- How can an employee protect IP rights?
- How should I act to ensure the protection of IP?

Environmental Responsibility and US Law (RH0012)

Every employee has a responsibility to maintain awareness of environmental issues on the job and perform in full compliance of policy, laws and regulations. This course reviews key environmental policies and government environmental regulations, with an emphasis on the personal responsibility of all employees to preserve a safe and healthy environment and to immediately report any areas of concern.

Topics include:

- Practical suggestions for efficiency and conservation
- Handling hazardous materials
- Regulatory issues
- How to respond to regulatory inspections



EHS and Security (continued):

Introduction to Workplace Safety (EHS53)

Millions of injuries and illnesses occur in the workplace each year and thousands of workers die as a result of on-the-job incidents. This course provides a safety orientation and sets the basic knowledge foundation for all other safety programs and training courses. The content of this course includes common workplace hazards, accident prevention and employee involvement. At the end of the course, participants are expected to be able to recognize potential safety hazards and either correct them or notify management.

Topics include:

- Causes of workplace accidents
- Overview of workplace situations that result in the most injuries
- Common workplace hazards
- Common hazard controls
- Safety responsibilities
- Importance of employee involvement

Office Safety (EHS65)

This course will cover topics that are important to your safety, health, and wellness in an office.

Topics include:

- Emergency Action Plan
- Hazard Identification
- Safe Work Practices
- Office Equipment
- Walking Surfaces
- Good Housekeeping
- Workplace Violence

Physical and Network Security (RH0039)

This course provides employees with a clear understanding of your company's policies and procedures on physical and network security. It highlights the importance of developing a "security mindset" while on the job. Through Q&As and other interactive exercises, employees learn how to recognize and respond to security risks to your company's physical and virtual assets, including proprietary information.



Security Measures for Employees (Secure06)

This course offers all employees ways to ensure they are helping to protect against theft, sabotage, or harm to themselves, their fellow employees and their company.

Substance Abuse (LAV10)

Substance abuse is one of the fastest growing problems in the workplace. In this course, you'll learn how to deal with substance abuse issues both at the workplace and in the home. Participants will learn about the psychological and physical effects of substance abuse and common behavior characteristics exhibited by co-workers and family members with abuse problems.

Topics include:

- Defining substance abuse
- Defining alcohol abuse and alcoholism
- Self-evaluation for alcohol abuse
- Defining drug addiction
- Self-evaluation for drug addiction
- Responding to a drug or alcohol problem

Violence in the Workplace (LAV11)

Threats, intimidation and fear create a hostile work environment. This course creates an awareness and understanding of violence in the workplace. Participants will learn how to identify individuals prone to violent behavior and apply proven techniques to diffuse dangerous situations.

Topics include:

- Identifying violent behavior
- Affect of violence on workplace personnel
- Profiling employees who may be prone to violence in the workplace
- Identifying perpetrators of workplace violence
- Strategies for defusing a dangerous situation



Personal Development toward Ethical Leadership:

Active Listening Skills (EHS02)

Listening is one of the most important skills for success in life, but is often taken for granted.

In this course, participants will learn how to improve their active listening skills and gain an understanding of the significance of listening. Practicing the seven listening skills presented will help participants increase their productivity as well as improve their ability to work with others.

Topics include:

- Defining active listening
- Defining how people communicate
- Defining barriers to active listening
- Benefits of good listening skills
- Self-assessment
- Different levels of listening
- Skills to become an active listener

Managing Conflict (EHS62)

As workforce numbers shrink and individuals are called to interact more intensely with fewer people, the ability to manage conflict effectively becomes more important. This involves a certain sensitivity and an ability that blurs the line between work skills and life skills. Participants in this course will learn how to recognize appropriate responses to conflict based on time and importance constraints. They will learn to confront conflict, while still respecting the viewpoints of others, ultimately leading toward collaborative resolutions when such are appropriate.

Topics include:

- Defining conflict
- Styles of conflict resolution
- Selecting the appropriate style of conflict management
- Effective collaboration
- Step-by-step approach to successful collaboration
- Applying collaboration techniques

Overcoming Negativity in the Workplace (EHS95)

This course is designed to help employees understand how to solve problems and resolve personal conflicts in the work environment. Participants in this course learn that their perception of a problem is the problem and that how they respond to it is the key to solving problems in any work situation. They also learn how to create win/win scenarios for common work-related situations.

Topics include:

- Defining self problem solving skills
- Preparing for self problem solving
- Overcoming negative thinking
- Strengthening listening skills
- Common approaches to self problem solving
- Win/win solutions



Personal Leadership Power (EHS66)

Personal Leadership Power (PLP) is the inner resolve that propels people to great achievements. Increasing your PLP will make you a more effective employee, a better citizen and a better person.

This course presents information about the definition of leadership, how to increase your PLP and applying PLP to increase the productivity of your company.

Topics include:

- Defining the elements of leadership
- Key traits of leadership
- Common leadership barriers
- Defining Personal Leadership Power (PLP)
- Principles of PLP
- Developing PLP
- Applying PLP in the workplace

Self-Motivation (EHS94)

Successful people are good at self-motivation. They don't need external rewards or social approval to pursue the things that are important to them. Participants in this course will learn the five characteristics of self-motivated people and the five skills that are necessary to develop these characteristics. They will learn how to apply these skills at work, at home and in the community.

Topics include:

- Defining self-motivation
- Defining the skills necessary for self-motivation
- Developing a personal mission statement
- Developing skills to achieve goals
- Defining and developing creative thinking
- Developing self-discipline skills
- Positive self-talk
- Using self-motivation to improve performance at work



Doing the Right Thing Series:

Overview

The Doing The Right Thing Series provides a brief yet information-packed overview of the fundamental ethics and compliance issues faced by all employees. All courses are principle-based.

Doing the Right Thing – Our Shared Commitment (ETHICS01)

This course introduces the concept of doing the right thing. It appeals to each individual's understanding of what is right and applies that common knowledge to the work environment.

Doing the Right Thing for Each Other (ETHICS02)

This course explores how respect, safety and privacy for fellow workers impact the business, their coworkers and themselves. This course presents the types of actions, including discrimination and harassment that threaten these standards.

Doing the Right Thing for Customers and Business Partners (ETHICS03)

This course explores how to build strong relationships with customers and business partners through trust, quality and service, privacy protection and fair treatment.

Doing the Right Thing for Shareholders (ETHICS04)

This course explores the relationship between a company's investors and the employees who must work to protect that investment. Employees will learn that there are certain keys to preserving their company's value and reputation including appropriately using assets, keeping accurate books and records, preserving confidential information and making good decisions.

Doing the Right Thing for Society (ETHICS05)

This course focuses on how companies and their employees interact with their surrounding communities. It examines the responsibility to obey federal, state and local laws and how to cooperate with investigations. Learners will also explore issues related to charitable and political activities.



Doing the Right Thing – When Interests Conflict (ETHICS06)

This course presents situations in which personal interests conflict with professional interests. Employees will explore how to properly conduct business with people they know personally, how to balance outside-of-work activities with a commitment to the company and how to appropriately manage gifts and entertainment within business relationships.

Doing the Right Thing – Sarbanes-Oxley Act: An Overview (ETHICS07)

The Sarbanes-Oxley (SOX) Act of 2002 initiated the biggest change in corporate governance since the Great Depression. This rule-based course gives learners an introduction to each section of the Act along with insights about how it impacts companies and their employees. The course is ideal for employees who are new to the SOX process.

Topics include:

- Sarbanes-Oxley Act overview
- Auditor-client relationship
- Corporate-audit committees
- Company executives
- Government agencies
- Crimes and penalties

Doing the Right Thing in International Business (ETHICS08)

This course explores some of the topics and situations that may be encountered when doing business internationally. It strives to provide the learner with a better understanding of laws and ethical standards and what is required of them in the areas of anti-bribery standards, money laundering, export controls and international boycotts.

Doing the Right Thing – Anti-Bribery (ETHICS09)

This course provides basic training on complying with laws prohibiting bribery, including the US Foreign Corrupt Practices Act (FCPA). Because of the special circumstances facing employees in the Health Care field, this course is focused on issues faced in interactions with Health Care Professionals (HCPs) as well as government officials.

About UL EduNeering

UL EduNeering is a business line within UL Life & Health's Business Unit. UL is a global independent safety science company offering expertise across five key strategic businesses: Life & Health, Product Safety, Environment, Verification Services and Enterprise Services.

UL EduNeering develops technology-driven solutions to help organizations mitigate risks, improve business performance and establish qualification and training programs through a proprietary, cloud-based platform, ComplianceWire®.

For more than 30 years, UL has served corporate and government customers in the Life Science, Health Care, Energy and Industrial sectors. Our global quality and compliance management approach integrates ComplianceWire, training content and advisory services, enabling clients to align learning strategies with their quality and compliance objectives.

Since 1999, under a unique partnership with the FDA's Office of Regulatory Affairs (ORA), UL has provided the online training, documentation tracking and 21 CFR Part 11-validated platform for ORA-U, the FDA's virtual university. Additionally, UL maintains exclusive partnerships with leading regulatory and industry trade organizations, including AdvaMed, the Drug Information Association, the Personal Care Products Council and the Duke Clinical Research Institute.

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