

## **Module 7: Integrity & Ethics**

### **Concepts of Integrity & Ethics**

#### **A. Meaning of Integrity**

Integrity means:

- Honesty in actions
- Doing the right thing even when no one is watching
- Being trustworthy
- Maintaining transparency

#### **B. Meaning of Ethics**

Ethics are:

- Moral principles
- Professional standards
- Code of right and wrong behavior
- Organizational values

#### **C. Importance in Logistics Industry**

- Builds customer trust
  - Prevents fraud
  - Protects company reputation
  - Ensures legal compliance
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## **Regulatory Requirements in Logistics Industry**

#### **A. Legal Compliance**

- GST compliance
- Customs regulations
- Transport permits
- E-way bill requirements
- DGFT regulations (for export/import)

#### **B. Workplace Regulations**

- Labor laws
- Health & safety standards
- Environmental norms

- Data protection regulations

### **C. Importance**

- Avoid penalties
  - Maintain license validity
  - Ensure smooth operations
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## **Data & Information Security Practices**

### **A. Types of Sensitive Data**

- Customer information
- Shipment details
- Payment details
- ERP login credentials
- Pricing agreements

### **B. Security Practices**

- Strong passwords
- Do not share OTP/password
- Log out after system use
- Restricted data access
- Secure document storage

### **C. Cyber Security Awareness**

- Avoid phishing emails
  - Do not download unknown files
  - Report suspicious activity
  - Follow IT policy
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## **Corrupt Practices**

### **A. Types of Corruption**

- Bribery
- Falsifying documents
- Misuse of company funds
- Data manipulation

- Favoritism

### **B. Examples in Logistics**

- Accepting money for faster delivery
- Altering shipment value
- Misreporting revenue
- Cash misappropriation

### **C. Consequences**

- Termination
  - Legal action
  - Company loss
  - Reputation damage
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## **Regulatory Requirements, Code of Conduct & Etiquettes**

### **A. Code of Conduct Includes**

- Professional behavior
- Respectful communication
- Confidentiality
- Non-discrimination
- Anti-harassment

### **B. Workplace Etiquettes**

- Proper uniform
- Time management
- Respect seniors & colleagues
- Follow reporting structure

### **C. Compliance Monitoring**

- Internal audits
  - Surprise checks
  - Documentation review
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## **Procedure for Documenting Integrity & Ethics Violations**

### **A. Violation Reporting Steps**

1. Identify violation
2. Record details
3. Collect evidence
4. Inform supervisor
5. Submit written report
6. Maintain confidentiality

#### **B. Documentation Format**

- Date & time
- Name of employee
- Description of incident
- Evidence attached
- Witness details (if any)

#### **C. Importance**

- Ensures fair investigation
  - Maintains legal record
  - Protects whistleblower
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### **Escalation Matrix for Reporting Deviation**

#### **A. Escalation Levels**

- Level 1: Immediate Supervisor
- Level 2: Branch Manager
- Level 3: Regional Manager
- Level 4: HR/Compliance Officer
- Level 5: Corporate Ethics Committee

#### **B. Whistleblower Policy**

- Anonymous reporting
- Protection against retaliation
- Confidential handling

#### **C. When to Escalate**

- Serious fraud
- Repeated violation

- Financial misappropriation
  - Legal non-compliance
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