Nomination: 8167

Ethics Training: 100% Made for Employee-Owners, by Employee-Owners

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Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

AMERICAN SYSTEMS

Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

Page: Entry Information

Entry Title

Ethics Training: 100% Made for Employee-Owners, by Employee-Owners

Category

B01 - B64 Achievement > B08 - Achievement in Compliance Training

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

As a 100% employee-owned government defense contractor, AMERICAN SYSTEMS prides itself on having a strong ethics-based culture. Due to the nature of our business, it's vital that our 1,500+ employee-owners across the country understand the importance and nuances of ethical compliance when doing business with the government.

To ensure employee-owners can identify and take appropriate action when faced with ethical dilemmas, we require our employees to complete an annual Ethics Compliance Training Program. As part of this program, we assign employees interactive video-based lessons that are released quarterly.

These videos are the most unique part of our training curriculum. In past years, we purchased video training from outside vendors with less than desirable results from our employees. Today, these videos are "100% Made for Employee-Owners, by Employee-Owners." From our CEO in Chantilly, VA, to call center operators in Millington, TN, our employee-owners not only write the scripts, but they also star in and produce the video training as well.

Once we started producing the training ourselves, we've seen high engagement and consistency in positive results (Attachment A). Ethics compliance training was once avoided by employees, but it now has become a favorite activity that is often voluntarily repeated!

b. Outline the team's or organization's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

As a result of the COVID pandemic, AMERICAN SYSTEMS moved to a mostly remote workforce. This presented challenges for our ethics compliance video production team. How could we continue to achieve our goals of (1) informing employees of various ethical dilemmas they may face in an entertaining and memorable fashion, and (2) achieving a ≥45% completion rate within the first week and 100% by week 12…all while working remotely?

The following examples highlight the various ethics topics covered, the theme used to make them memorable, and completion rates within the first week of release.

(Video-1): In Q3-2022, we released a video themed to the TV show, 24, where we discussed the importance of honest and accurate time reporting while working remotely. 56% of employees completed within the first week.

(Video-2): In Q2-2023, we released a parody of The Office discussing conflicts of interest and outside employment. 66% of employees completed in the first week.

(Video-3): In Q4-2023, ahead of gift-giving season, we released a video related to gift giving and receiving, perceived value, and dollar limits government employees are limited by. To make it memorable, we themed this vignette to The Price is Right. 53% of employees completed within the first week.

(Video-4): Our most recent video, released in Q2-2024, was based on an actual timesheet falsification incident that was resolved before issue at our company. Given the serious nature of this topic, we opted for a news broadcast theme. 63% of employees completed within the first week.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

When we used third-party training, only 15% of our employees completed ethics training within the first week...showing clear disengagement. Today, we routinely exceed our goal of ≥45% completion the first week (Attachment A, Fig. 1), clearly demonstrating a major shift in engagement with our training.

As a government contractor, it's essential to our business for each employee to know what to do when faced with day-to-day ethical dilemmas—we are happy to see better engagement, but more importantly, our training must be memorable.

"The forgetting curve" hypothesizes that employees will forget 90% of what they learn within the first month. We combat this barrier through: repetition—releasing training on a regular schedule; relevancy—discussing real topics that impact our employees; and relationships—employees can easily recall the training through our recognizable themes and seeing their coworkers featured as actors in the training. We measure memory through occasional challenge questions as part of our video training. The number of employees who correctly answer the scenario-based challenges within the video training is consistently above 80% (Attachment A, Fig. 2). We use this data to identify areas that may need additional follow-up training or focus.

While we can measure the success of the program through numbers, we cannot emphasize enough how much of a positive impact these videos have had on our culture. Despite the distance we face, our production team has cleverly utilized tools such as Microsoft Teams to include employees from across the country in this unique, fun, and educational program.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

• Attachment A: Measuring employee engagement through a comparison of the number of employees who complete the required training within the first week of release—both now and when we began creating our own video training. This document also shows the percentage of employees who respond correctly when presented with challenge questions during training.

• Video Link 1: https://vimeo.com/939254680/796d879852 This full-length (3 min. 25 sec.) example discusses the importance of honest time reporting while working from home.

• Video Link 2: https://vimeo.com/942462195/087fdfe5be This full-length (5 min. 2 sec.) example parodies the hit sitcom The Office to discuss outside employment and conflicts of interest.

• Video Link 3: https://vimeo.com/942455562/ddea3c3c25 This full-length (6 min. 56 sec.) example goes through the rules AMERICAN SYSTEMS employees must follow when it comes to offering and accepting gifts.

• Video Link 4: https://vimeo.com/942460246/6b7de309f9 This full-length (5 min. 42 sec.) example discusses the consequences that can arise from false billing claims.

Webpage Link

https://vimeo.com/939254680/796d879852 (https://vimeo.com/939254680/796d879852)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

https://vimeo.com/942462195/087fdfe5be (https://vimeo.com/942462195/087fdfe5be)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

https://vimeo.com/942455562/ddea3c3c25 (https://vimeo.com/942455562/ddea3c3c25)

Would you like to add an additional webpage link?

Yes

Web Page Link 4

https://vimeo.com/942460246/6b7de309f9 (https://vimeo.com/942460246/6b7de309f9)

Would you like to add an additional webpage link?

No

Supporting Document

Download File (https://stevies-sage.secure-platform.com/file/20224/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoyMDIyNCwiYWxsb3dOb3RaWduZWRVcmwiOiJGYWxzZSIsImlnbm9y Attachment%20A%20-%20Measuring%20Employee%20Engagement%202024%20FINAL.pdf)

Would you like to add an additional supporting document?

No

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