

**code of conduct.** Lists the acceptable behavior for specific business situations. It is based on a company's code of ethics.

**code of ethics.** Provides general principles or values, often social or moral, that guide an organization.

**confidentiality agreement.** Typically states that an employee will not share any company information with outsiders.

**conflict of interest.** When an employee has competing interests or loyalties.

**corporate culture.** How a company's owners and employees think, feel, and act as a business.

**corporate social responsibility.** Actions of a business to further social good.

**Environmental Protection Agency (EPA).** Provides information about environmental compliance rules and regulations.

**ethics.** Rules of behavior based on ideas about what is right and wrong.

**freeware.** Software available at no charge that can be used at any time.

**goodwill.** Advantage a business has due to its good reputation.

**insider trading.** When an employee uses private company information to purchase company stock or other securities for personal gain.

**philanthropy.** Promoting the welfare of others, usually through volunteering, protecting resources, or donating money or products.

**plagiarism.** Using another's words without giving credit to the person who wrote them.

**proprietary information.** Information a company wishes to keep private. Also known as *trade secrets*.

**shareware.** Copyrighted software that is available free of charge on a trial basis.

**socially responsible.** Behaving with sensitivity to social, economic, and environmental issues.

**spam.** Electronic messages sent in bulk to people who did not give a company permission to e-mail them.