



KEY TAKEAWAYS & SESSION INSIGHTS

Compliance Tech Talks

📍 SEATTLE

JANUARY 26 | 2016





THE 2016 COMPLIANCE TECH TALK WORLD TOUR

Learn, connect, network in a city near you!

The 2016 Compliance Tech Talks World Tour is officially underway! The series brings together compliance professionals to learn, connect and network. With 18 stops around the globe, Compliance Tech Talks is coming to a location near you!

Compliance executives and industry experts gather together for an engaging afternoon of collaboration and problem-solving to discuss corporate compliance's evolving challenges, proactive initiative opportunities, predictive analytics and more.



“Seattle showed us where compliance professionals are taking the industry by questioning traditional practices. They asked the right questions and fed off each other - it was a productive afternoon.
- Patrick Quinlan, CEO, Convercent







“Thank you for having our organization attend the roundtable today. These roundtables are so much more valuable than large, national events. The setting allows us to share information and absorb it much quicker. It was a great mix of compliance professionals with helpful takeaways. Looking forward to receiving the contact information and reaching out to some folks. Thank you again.”

“Thank you very much for providing a forum for excellent thought-sharing. It was well done, valuable and enjoyable.”

“Thank you and the rest of the Convercent team for hosting an engaging and informative forum today. It was a pleasure to participate and learn from and with our peers.”

21 ATTENDEES | 16 COMPANIES | 7 INDUSTRIES

Colliers International Property Consultants
 Computer Sciences Corporation
 Costco
 Expeditors International
 Holland America Group
 Lynden Incorporated
 Microsoft
 Moss Adams LLP
 Nordstrom
 Outerwall
 REI
 Saltchuk Resources
 Sutherland Global Services, Inc.
 Univar
 Weyerhaeuser Company
 Zulily

	Retail
	Professional Services
	Transportation
	Hospitality
	Accounting
	Manufacturing
	Computer Software

KEY TAKEAWAYS

TREND 1 | DATA, DATA AND MORE DATA

Q: How do you bring disparate data sets together to identify correlations to start understanding why things are happening, not just what is happening?

The audience pondered this question, knowing the answer was no easy solution. Since reporting to the Board has shifted in recent years from simple metrics (hotline numbers, training courses completed, etc.) to predictive analytics, many attendees were interested in how other professionals are taking on this common challenge.

One attendee shared his strategy for building a successful compliance program. By pulling data together from across the company, he began to see a change in his Board conversations - they were more dynamic and effective. He tapped into HR, direct entry forms, disclosures, benchmarking reports and other sources. While it may have been a manual process, the professional was able to achieve a holistic understanding of his program.

Many compliance professionals compare data collection to herding cats, but it doesn't need to carry that stigma. Establish healthy relationships with other department and visit the compliance conversation often with them, and how they can help contribute using their insights.

To gather insights from data faster, many compliance professionals are re-evaluating the technology they use. Having all this information in one place paints a clearer picture and helps teams to dig into issues while enabling greater reporting levels— leading to more sophisticated data-driven decisions.

Every number has a story, and it's the compliance professional's job to help tell it well.

Consider tracking and reporting behaviors, organizational influences and environmental factors that drive misconduct. These data points provide more color to that full picture.

Many professionals lack access to these crucial data points. They certainly have access to basic compliance programs such as hotline statistics, survey results, training reports, but remain limited in obtaining data points.

TREND 2 | DISCLOSURES = MORE DATA

It's not uncommon to hear attendees want more data and are eager to learn how companies do so successfully.

Consider connecting your disclosure tool with case management, policy and training history, which allows you to drill-down on information understand employee motivation and behavior to conduct noncompliance. This approach helps focus efforts where they're needed the most, as well as, provides correlations and guidance on gaps rather than creating more policies and procedures that will sit on a shelf without much traction.

A few examples attendees shared on how they approached gathering data in their organization:

- Survey to the entire company
- Email to only senior level executives
- Software provider with a disclosure tool
- Included disclosure questions inside their code of conduct

There shouldn't be any if's, and's or but's when it comes to Gifts, Travel and Entertainment, but incidents do occur.

It's easy for you as a compliance professional to know about your gift and entertainment policies, but it's impossible for you to police everyone else's offsite actions. If an employee is careless about the policy and accepts an out-of-limit dinner or gift, what do you do? Having a culture of reiteration and retraining, especially, before an employee heads to that conference or client meeting is a common method. The key to avoid a G&E issue is to get ahead of it with frequent friendly reminders of your organization's policies.

TREND 3 | CREATING A COMPLIANCE-FIRST CULTURE

Relationships matter. The better they are across the organization; the more information you will be able to gather.

For example, some attendees shared they have great relationships with their HR department, which allows them to easily leverage their data warehouse to add richness to compliance data.

To increase transparency across the company and set the standard of how important compliance is, share real stories about compliance both good and bad by generalizing information. This method gives employees first-hand knowledge what is happening throughout the organization when it comes to compliance.

Setting the tone is imperative to transform your culture into a compliance-first environment. Sometimes that means swapping leadership, which some attendees attested they saw a positive healthy culture rebound after adjusting internal leadership.

We all know the familiar saying that tone “*starts at the top*,” but what about starting the tone in the middle? Reach out to your directors and middle managers to help set the tone and push it up if you feel the top isn’t being ethical or lacks an understanding of general compliance. Often times, it takes managing up to perk the ears and spark action from the powers that be.

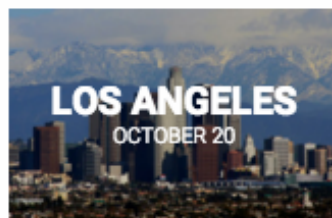
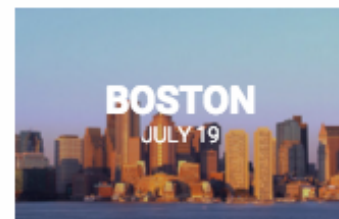
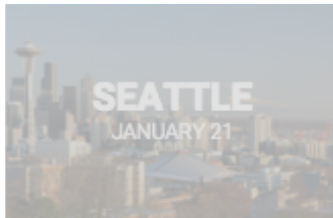
Read the full recap in our blog, *The Compliance Report*
<https://www.convercent.com/blog>

Be sure to check back often for Tech Talk coverage, and follow the conversation on Twitter using #ComplianceTT



UP NEXT:
WASHINGTON D.C.
ATLANTA

2016 COMPLIANCE TECH TALKS WORLD TOUR





Convercent's risk-based global compliance solution enables the design, implementation and measurement of an effective compliance program. Delivering an intuitive user experience with actionable executive reporting, Convercent integrates the management of corporate compliance risks, cases, disclosures, training and policies.

With hundreds of customers in more than 130 countries -- including Philip Morris International, CH2M Hill and Under Armour -- Convercent's award-winning GRC solution safeguards the financial and reputational health of your company. Backed by Azure Capital, Sapphire Ventures (formerly SAP Ventures), Mantucket Capital and Rho Capital Partners, and based in Denver, Colorado, Convercent will revolutionize your company's compliance program.

THANK YOU

