# **European Compliance & Ethics Institute**

Gain a European perspective on compliance and ethics challenges

# 18–21 May 2014 / London, UK

QUESTIONS: KATIE.BURK@CORPORATECOMPLIANCE.ORG

Register today at www.corporatecompliance.org/ecei



#### HERE'S WHAT 2013 ATTENDEES HAD TO SAY:

"Just as in business compliance itself, the bar for meetings of compliance practitioners continues to be raised everywhere. The choice of topics, quality and preparation by the speakers, venue + opportunities for connecting with others resulted in this SCCE meeting sailing over the bar with flying colors!"

"Not only were the topics relevant to all industries and very informative, the ensuing discussions brought insight on how to overcome the various, yet similar, challenges we all face. Without a doubt, I really saw value in the candidness of the participants. A win/win situation for me."

## Programme at a glance 2014 EUROPEAN COMPLIANCE & ETHICS INSTITUTE

#### SUNDAY 18 MAY / PRE-CONFERENCE

9:00–12:00 CONCURRENT SESSIONS (INCLUDES 15-MINUTE BREAK)	<b>P1 Compliance 101</b> – Debbie Troklus, Managing Director, Aegis Compliance & Ethics Center; Marjorie W. Doyle, Marjorie Doyle & Associates		<b>P2 EU Data Privacy Concerns for Multinationals Outsourcing</b> <b>Services</b> – Monica Salgado, Advogada registered at the Portuguese Ordem dos Advogados, Registered European Lawyer with the SRA, Speechly Bircham LLP; Janine Regan, Solicitor, Speechly Bircham LLP	
12:00-13:30	Lunch			
13:30–16:30 CONCURRENT SESSIONS (INCLUDES 15-MINUTE BREAK)	P3 New Mandate, New Mindset: Making a Successful Transition into a Compliance & Ethics Career (What Lawyers, In-House Counsel, and Others in Transition Need to Know) – Donna Boehme, Principal, Compliance Strategists; Joseph Murphy, Author, 501 Ideas for Your Compliance & Ethics Program, Senior Advisor, Compliance Strategists; Robert Bond, Head of Information Law and CSR, Speechly Bircham LLP	R. Vreeland, Legal Dell Inc.; Sophie M EMEA, Employme	ns Workshop – Douglas Counsel Global Ethics, Iarlange, Legal Director nt and Ethics, Dell Inc; on, CEO, Clear Law	<b>P5 Ethics or Else: A Primer on</b> <b>Organizational Ethics</b> – Art Weiss, Chief Compliance & Ethics Officer, TAMKO Building Products; Marjorie W. Doyle, Marjorie Doyle & Associates; Jane L. Mitchell, Director, JL&M
16:30-18:00	Welcome Reception			

#### **MONDAY 19 MAY / CONFERENCE**

Breakfast		
<b>General Session 1: Big Changes in China: What Do They Mean for Compliance Programmes?</b> – Philippa Foster Back, OBE, Director, Institute of Business Ethics (moderator); Robert Amaee, Partner, Covington & Burling LLP, Former Head of Anti-Corruption & Head of Proceeds of Crime, UK Serious Fraud Office; Gareth Tipton, Director of Compliance & COO, BT Group-Legal, Governance & Compliance; Neville Tiffen, Principal, Neville Tiffen & Associates		
General Session 2: Exposed: Blowing the Whistle on Olympus – Michael Woodford, Former Global CEO of Olympus and whistleblower		
Networking Break		
<b>101 The Myth of the Rogue Employee: Conversations with</b> <b>Boards and C-Suites</b> – Sally March, Director, Drummond March & Co; Donna Boehme, Principal, Compliance Strategists	<b>102 Third-Party Compliance in Europe: Chances and</b> <b>Challenges</b> – Christina Moeller, Senior Director Ethics & Compliance, Bertelsmann SE &Co KGaA	
Lunch (provided)		
<b>201 Corporate Monitors: Trends in Usage in Europe</b> – John Hanson, Executive Director, Artifice Forensic Financial Services, LLC; Bart M. Schwartz, Chairman & CEO, Guidepost Solutions LLC; Lord David L. Gold, David Gold & Associates LLP; Sam Eastwood, Partner, Solicitor, Norton Rose Fulbright LLP	<b>202 Are Your Vendors Meeting YOUR Compliance</b> <b>Requirements?</b> – Janet K. Himmelreich, CCEP, CCEP-I, Head, Client Compliance Services, BT Global Services; Steve J. Kilmister, CCEP-I, Operations & Assurance Director, BT Global Services	
Networking Break		
<b>301 Compliance and Human Trafficking</b> – Thomas A. Firestone, Senior Counsel, Baker, McKenzie	<b>302 Compliance Transaction Monitoring</b> – Scott Lane, Executive Chairman, The Red Flag Group	
Networking Break		
401 Congratulations! So You're a Compliance Officer Now What? – Peter Massey-Cook, Director, Compliance Compass Ltd.	<b>402 Creating and Sustaining a Viable Ethics Ambassador</b> <b>Community: Inspiration &amp; Perspiration</b> – Ruth N. Steinholtz Values Based Business Ethics Advisor, AretéWork LLP	
Networking Reception		
	General Session 1: Big Changes in China: What Do They Met         Director, Institute of Business Ethics (moderator); Robert Amaee, Par         & Head of Proceeds of Crime, UK Serious Fraud Office; Gareth Tiptor         Compliance; Neville Tiffen, Principal, Neville Tiffen & Associates         General Session 2: Exposed: Blowing the Whistle on Olymp         whistleblower         Networking Break         101 The Myth of the Rogue Employee: Conversations with         Boards and C-Suites – Sally March, Director, Drummond March         & Co; Donna Boehme, Principal, Compliance Strategists         Lunch (provided)         201 Corporate Monitors: Trends in Usage in Europe         – John Hanson, Executive Director, Artifice Forensic         Financial Services, LLC; Bart M. Schwartz, Chairman & CEO,         Guidepost Solutions LLC; Lord David L. Gold, David Gold &         Associates LLP; Sam Eastwood, Partner, Solicitor, Norton Rose         Fulbright LLP         Networking Break         301 Compliance and Human Trafficking –         Thomas A. Firestone, Senior Counsel, Baker, McKenzie         Networking Break         401 Congratulations! So You're a Compliance Officer         Now What? – Peter Massey-Cook, Director, Compliance         Compass Ltd.	

## **Programme at a glance**

#### **TUESDAY 20 MAY**

8:00-9:00	Breakfast (provided)		
9:00-10:00	General Session 3: Cyber Risk & Security – Ciaran Martin, Director General for Government and Industry Cyber Security, GCHQ		
10:00-11:00	<b>General Session 4: The Importance of Culture to Compliance and Ethics Programmes</b> – Adam Turteltaub, Vice President, Membership Development, Society of Corporate Compliance & Ethics (moderator); Sally March, Director, Drummond March & Co; Jane L. Mitchell, Director, JL&M Simon Webley, Research Director, Institute of Business Ethics		
11:00-11:30	Networking Break		
11:30–12:30 CONCURRENT SESSIONS	<b>501 Global (Mis)Communication: Identifying, Avoiding</b> <b>and Explaining Compliance Issues Around the World</b> – Kristy Grant Hart, Chief Compliance Officer, United International Pictures; Lisa Beth Lentini, Vice President, Global Compliance, Carlson Wagonlit Travel	<b>502 Anti-bribery Update and Challenges of a Global</b> <b>Anti-bribery Programme</b> – Claire Halligon, EMEA Compliance Sr Legal Counsel, NetApp	
12:30-13:30	Lunch (provided)		
13:30–14:30 CONCURRENT SESSIONS	601 Ethics and Compliance in Europe: An Insider's Practical Guide to What Works – Murray Grainger, Managing Director, Impact on Integrity, former Head of Ethics and Compliance Programme Office at Airbus; Fernando Dyer, Consultant, former Director of Corporate Compliance at JT International S.A.	602 Lifting the Lid on Compliance Training: Key Findings from our Major Study Exploring the Hopes, Expectations and Realities of Current Compliance Learning Practices – Paula Davis, Director, Compliance Programme Operations, EMEA, SAI Global	
14:30-14:45	Networking Break		
14:45–15:45 CONCURRENT SESSIONS	701 Sanctions: Why Russia Breaks the Mould – Ross Denton, Partner, Baker & McKenzie LLP	<b>702 Implementing a Successful Hotline across Europe</b> – Dominic M. Hall, Associate Director, Ethics and Compliance, Coca-Cola Enterprises; Maaike Burger, Associate Director Ethics & Compliance, Coca-Cola Enterprises	

#### WEDNESDAY 21 MAY

8:30-10:30	W1 Achieving Anti-Bribery Compliance through Effective Risk-Based Due Diligence – Alexandra Wrage, President, TRACE International, Inc.; Claire Halligon, EMEA Compliance Sr Legal Counsel, NetApp	
10:30-10:45	Networking Break	
10:45-12:00	W2 A Compliance Culture: What, Why & How to Measure It? – Heather Loewenthal, Previously Chief Compliance Officer, ING Group; Bill Dee, Director, Compliance and Complaints Advisory Services	
13:30-16:00	Certified Compliance & Ethics International (CCEP-I) Exam (optional)	

### SCCE's Basic Compliance & Ethics Academies

Our international Academies cover critical content in-depth and are a great preparation course for the CCEP-I exam. Topics addressed include standards, policies, and procedures; compliance and ethics programme administration; communications, education, and training; monitoring, auditing, and internal reporting systems; response and investigation; discipline and incentives; anti-corruption and bribery; and risk assessment.



Take the exam and get certified after this intensive training



#### Outside the U.S.

,	<b>Brussels, Belgium</b> 12–15 May 2014	Vancouver, BC 21–24 July 2014	Dubai, UAE 14–17 December 2
	<b>Shanghai, China</b> 7–10 July 2014	<b>São Paulo, Brazil</b> 25–28 August 2014	
	In the U.S.		

San Francisco, CA 17–20 February 2014

**New Orleans, LA** 17-20 March 2014

**Boston, MA** 14-17 April 2014

Scottsdale, AZ 9–12 June 2014

**New York, NY** 4–7 August 2014

Nashville, TN 29 Sept-2 Oct 2014 2014

Las Vegas, NV 20-23 October 2014

**Orlando**, FL 17-20 November 2014

San Diego, CA 1-4 December 2014

#### LEARN MORE AT www.corporatecompliance.org/academies

#### 2014 EUROPEAN COMPLIANCE & ETHICS INSTITUTE 18-21 MAY / LONDON, UK

#### Sunday 18 May PRE-CONFERENCE

9:00–12:00 **CONCURRENT SESSIONS** (INCLUDES 15-MINUTE BREAK)

#### P1 Compliance 101



**Debbie Troklus,** Managing Director, Aegis Compliance & Ethics Center



Marjorie W. Doyle, JD CCEP-F, CCEP-I, Marjorie Doyle & Associates

- An in-depth look into the seven elements of an effective compliance programme
- Understanding the factors to consider when developing and implementing a compliance programme
- Project and programme management techniques, systems, tools, etc.

#### P2 EU Data Privacy Concerns for Multinationals Outsourcing Services



Monica Salgado, Advogada registered at the Portuguese Ordem dos Advogados, Registered European Lawyer with the SRA, Speechly Bircham LLP



Janine Regan, Solicitor, Speechly Bircham LLP

- Assessing data privacy risks when outsourcing services
- Managing expectations with regards to performance, control, security and regulatory formalities, especially from a European continental perspective
- Case study/workshop approach centralised database service provider

12:00–13:30 Lunch (on own) 13:30–16:30 CONCURRENT SESSIONS (INCLUDES 15-MINUTE BREAK)

#### P3 New Mandate, New Mindset: Making a Successful Transition into a Compliance & Ethics Career (What Lawyers, In-House Counsel, and Others in Transition Need to Know)

**Donna Boehme,** Principal, Compliance Strategists



**Joseph Murphy**, *Author*, 501 Ideas for Your Compliance & Ethics Program, Senior Advisor, Compliance Strategists



**Robert Bond,** Head of Information Law and CSR, Speechly Bircham LLP

- Understanding the Mandate: Leaving your old role behind, embracing your new one, and identifying what new skills/expertise are needed and how to get them
- Defining the Compliance Role (and supporting roles): Why Compliance is not a Legal function or a subset of any other function, but a new, distinct and valueadded professional expertise
- Creating your networks, jump-starting your knowledge base, and other strategies for success, including real stories from the front lines and interactive scenarios

#### P4 Investigations Workshop



**Douglas R. Vreeland,** Legal Counsel Global Ethics, Dell Inc.

**Sophie Marlange,** Legal Director EMEA, Employment and Ethics, Dell Inc



**Michael W. Johnson,** CEO, Clear Law Institute

- Key issues for conducting investigations of European employees of a US-based multi-national
- Privacy considerations, grievance processes and other employment law challenges
- Forensic data collection: a unique challenge

#### P5 Ethics or Else: A Primer on Organizational Ethics



Art Weiss, JD, CCEP-F, CCEP-I, Chief Compliance & Ethics Officer, TAMKO Building Products

Marjorie W. Doyle, JD CCEP-F, CCEP-I, Marjorie Doyle & Associates



Jane L. Mitchell, Director, JL&M

- Organizational ethics: What are they? Why are they important? How do you build and measure an ethical culture?
- Ethical action scenarios: a small group breakout session
- Case Study: News International

#### 16:30–18:00 Welcome Reception

#### Monday 19 May CONFERENCE

8:00-9:00 Breakfast

9:00-10:00

#### General Session 1: **Big Changes in China: What Do They Mean for Compliance Programmes?**



**Philippa Foster Back,** *OBE, Director, Institute of Business Ethics (moderator)* 



**Robert Amaee,** Partner, Covington & Burling LLP, Former Head of Anti-Corruption & Head of Proceeds of Crime, UK Serious Fraud Office



**Gareth Tipton,** *Director of Compliance* & COO, BT Group-Legal, Governance & Compliance



**Neville Tiffen,** *Principal, Neville Tiffen & Associates* 

- Is increased enforcement a blip on the radar or the start of a new era?
- Reviewing third party relationships: Should your vetting and auditing processes be revised?
- Assessing the need for change to your internal compliance and ethics programme

#### 2014 EUROPEAN COMPLIANCE & ETHICS INSTITUTE 18-21 MAY / LONDON, UK

#### 10:00-11:00

#### General Session 2: Exposed: Blowing the Whistle on Olympus



Michael Woodford, Former Global CEO of Olympus and Whistleblower

#### 11.00 - 11.30**Networking Break**

#### 11:30-12:30 CONCURRENT SESSIONS

#### 101 The Myth of the Rogue **Employee: Conversations** with Boards and C-Suites



Sally March, Director, Drummond March & Co

Donna Boehme, Principal, Compliance Strategists

- Ripped from the headlines: chasing the elusive 'rogue employee'---legitimate defense, or creatures of their companies' culture?
- How do we help leaders understand the impact of what they say-and don't sayon the behavior of their employees?
- What are the warning signals and the right vocabulary to bust the myth of the 'rogue employee' with Boards and management?

#### 102 Third-Party Compliance in **Europe: Chances and Challenges**



Christina Moeller, Senior Director Ethics & Compliance, Bertelsmann SE &Co KGaA

- Third-party compliance and effective due diligence procedure constitute an integral part of a compliance management systems according to both US (FCPA) and European (UKBA) compliance requirements
- Spectacular compliance cases, as, for instance, the Siemens or Panalpina cases, demonstrate that compliance violations of third parties are often the biggest risk in international business and regularly lead to substantial fines and convictions
- While the topic of third-party compliance has arrived in Europe, many companiesbig and small-still struggle with adequate implementation: the presentation will analyze the challenges faced but also highlight the business chances thereof

#### 12:30-13:30 Lunch (provided)

13:30-14:30 CONCURRENT SESSIONS

#### 201 Corporate Monitors: Trends in Usage in Europe



John Hanson, Executive Director, Artifice Forensic Financial Services, LLC

Bart M. Schwartz, Chairman & CEO, Guidepost Solutions LLC

Lord David L. Gold, David Gold & Associates LLP



Sam Eastwood, Partner, Solicitor, Norton Rose Fulbright LLP

- Role of a corporate monitor in deferred prosecution agreements and other pre-trial diversion agreements
- European trends in requiring and using corporate monitors
- Practical tips for selecting and working with a corporate monitor

#### 202 Are Your Vendors Meeting **YOUR Compliance Requirements?**



Janet K. Himmelreich, CCEP, CCEP-I, Head, Client Compliance Services, BT **Global Services** 



Steve J. Kilmister, CCEP-I, Operations & Assurance Director, BT Global Services

- Solve the compliance conundrum; balancing the ever increasing compliance requirements with the intense pressure to reduce costs
- Learn how to pass your regulatory requirements on to your vendors
- De-risk outsourcing and make your service provider part of your controls framework

14:30-15:00 **Networking Break** 

#### 15:00-16:00 CONCURRENT SESSIONS

#### 301 Compliance and **Human Trafficking**



Thomas A. Firestone, Senior Counsel, Baker, McKenzie

- When can companies be held liable for human trafficking violations?
- What do compliance officers need to know about human trafficking legislation?
- What kinds of internal controls and due diligence procedures can companies establish in order to protect themselves against human rights trafficking?

#### 302 Compliance Transaction Monitoring



Scott Lane, Executive Chairman, The Red Flag Group

- How transaction monitoring is essential to managing risks in sales transactions
- The key red flags to look for in any sales transaction
- adding value through predictive modeling of transactions

#### 16:00-16:15 **Networking Break**

16:15-17:15 CONCURRENT SESSIONS

#### 401 Congratulations! So You're a **Compliance Officer...Now What?**



Peter Massey-Cook, Director, Compliance Compass Ltd.

- Early days: Assessing the landscape, defining your role, building management support and networks, and the 'elevator speech'!
- The building blocks, starting with risk: How to build a risk map for your business, setting relevant standards (customising a Code of Conduct), and more
- The building blocks, starting with risk: How to build a risk map for your business, making it happen-the significance of cultivating ethical work practices and building a culture of integrity





#### 2014 EUROPEAN COMPLIANCE & ETHICS INSTITUTE 18-21 MAY / LONDON, UK

#### 402 Creating and Sustaining a Viable Ethics Ambassador Community: Inspiration & Perspiration



Ruth N. Steinholtz, Values Based Business Ethics Advisor, AretéWork LLP

- What are ethics ambassadors and how they can be an alternative to a Compliance department
- How to create and sustain a viable ethics ambassador community—motivating, training and inspiring people
- What's in it for them?
- Why ethics ambassadors are highly effective in promoting ethical decision making and a culture of integrity in an organisation

#### 17:15–18:30 Networking Reception

#### Tuesday 20 May

8:00-9:00 Breakfast (provided)

9:00-10:00

#### General Session 3: Cyber Risk & Security

**Ciaran Martin,** Director General for Government and Industry Cyber Security, GCHQ

#### 10:00-11:00

#### General Session 4: The Importance of Culture to Ethics and Compliance Programmes



Adam Turteltaub, Vice President, Membership Development, Society of Corporate Compliance & Ethics (moderator)

**Sally March,** Director, Drummond March & Co



G Director, JL&M
Simon Webley, Research Director,



• Moving beyond tone at the top through to 'how we do things around here'

Institute of Business Ethics

- Influencers, both good and bad, of corporate culture
- The role of values in shaping culture and creating an effective ethics and compliance programme

11:00–11:30 Networking Break



#### 11:30–12:30 CONCURRENT SESSIONS

#### 501 Global (Mis)Communication: Identifying, Avoiding and Explaining Compliance Issues Around the World



**Kristy Grant Hart,** Chief Compliance Officer, United International Pictures



**Lisa Beth Lentini,** Vice President, Global Compliance, Carlson Wagonlit Travel

- Policy problems and the Code of Ethics: What is the right of co-determination? What if the works council says no? Specific policy problems—dating at work, nepotism, alcohol, and the right to discipline and fire
- Whistleblower hotlines and internal investigations: Explaining the data privacy rules in Europe, challenges in Asia Pacific, and dealing with data transfer to countries not considered to have 'adequate protections' for personal data
- Laws with Extraterritorial Reach: Tips on handling 'imperalistic' and 'overreaching' laws, including the FCPA, UK Bribery Act, and US, EU and UN trade sanctions

#### 502 Anti-bribery Update and Challenges of a Global Anti-bribery Programme



**Claire Halligon,** *EMEA Compliance Sr Legal Counsel, NetApp* 

- Anti-bribery legislative efforts through the world: Know the new laws and amendments that may impact the anti-bribery programmes of companies
- Enforcement trends by US and other authorities: Learn which industries and countries should be under your radar
- Challenges of implementing a global antibribery programme: How to implement the right policies and processes in a global company

Broaden your professional qualifications Increase your value to your employer

Gain expertise in the fast-evolving compliance field

## Become a Certified Compliance & Ethics Professional– International (CCEP-I)<sup>®</sup>

There's never been a better time to be a part of the ever more demanding compliance and ethics profession. Budgets are tight, governments around the world are looking to add new regulations, public trust in business is low, and employees are tempted to cut corners.

As a Certified Compliance and Ethics Professional– International (CCEP-I) you'll be able to demonstrate your ability to meet the challenges of these times and have the knowledge you need to help move your programme and your career forward. CCEP-I certification is not tied to the laws of one country, but reflects the knowledge needs of compliance professionals globally. It draws upon international frameworks for effective compliance programmes.

Visit **www.compliancecertification.org** to learn more about what it takes to earn the CCEP-I designation.

#### Take the CCEP-I Exam at the 2014 European Compliance & Ethics Institute

#### Wednesday 21 May | 13:30-16:00

#### Application deadline: Monday 7 May 2014

The CCEP-I exam is optional and requires advance registration and payment separate from the conference registration. To download the exam application, please visit www.corporatecompliance.org/ecei and click the "Certifications" tab. To qualify to sit for the CCEP-I exam, 20 CCB CEUs (a minimum of 10 being live) are required. To obtain CEUs for this conference, fill out the CEU Application given on-site at the conference, noting all sessions attended. This conference is worth a maximum of 23.7 CCB CEUs. European Compliance & Ethics Institute sessions qualify as follows: one clock hour equals 1.2 CCB CEUs.

Visit www.compliancecertification.org for more information about the CCEP-I certification.



#### 2014 EUROPEAN COMPLIANCE & ETHICS INSTITUTE 18-21 MAY / LONDON, UK

#### 12:30–13:30 Lunch (provided)

#### 13:30–14:30 CONCURRENT SESSIONS

#### 601 Ethics and Compliance in Europe: An Insider's Practical Guide to What Works

**Murray Grainger**, Managing Director, Impact on Integrity, former Head of Ethics and Compliance Programme Office at Airbus



**Fernando Dyer,** Consultant, former Director of Corporate Compliance at JT International S.A.

- What works for labor relations, data privacy, anti-corruption, anti-trust?
- Does ethics trump compliance in European countries?
- Why won't Europeans use whistleblowing hotlines...and what works?

#### 602 Lifting the Lid on Compliance Training: Key Findings from our Major Study Exploring the Hopes, Expectations and Realities of Current Compliance Learning Practices



**Paula Davis,** Director, Compliance Programme Operations, EMEA, SAI Global

- We explore the risk mitigation, behavioural and cultural goals that organisations indicated they expected their compliance training programmes to achieve
- We look at where they are falling short of their goals, discuss the major barriers to success that were encountered, and provide insights into what steps those businesses reporting higher levels of achievement against goals have done to overcome them
- We provide examples of good practices that positively impact compliance training effectiveness, giving delegates suggestions and recommendations they can take away and consider for improving the effectiveness of their own compliance training programmes

14:30–14:45 Networking Break

14:45–15:45 CONCURRENT SESSIONS

#### 701 Sanctions: Why Russia Breaks the Mould



Ross Denton, Partner, Baker & McKenzie LLP

- Overview of Western sanctions against Russia
- Jurisdictional issues
- How and what to screen, and how to make sense of the results
- How to reduce your risk in Russia, and prepare for the future

#### 702 Implementing a Successful Hotline across Europe



**Dominic M. Hall,** Associate Director, Ethics and Compliance, Coca-Cola Enterprises

Maaike Burger, Assoc Dir Ethics & Compliance, Coca-Cola Enterprises

- Legislation: Meeting both European Data Privacy legislation and Sarbanes-Oxley requirements
- Cultural sensitivity: Combining American and European approaches to create a successful reporting culture
- Communication: Driving multi-channel incident reporting through innovative communication techniques

#### Wednesday 21 May

#### 8:30-10:30

#### W1 Achieving Anti-Bribery Compliance through Effective Risk-Based Due Diligence



Alexandra Wrage, President, TRACE International, Inc.



**Claire Halligon**, EMEA Compliance Sr Legal Counsel, NetApp

#### 10:30–10:45 Networking Break

#### 10:45-12:00

#### W2 A Compliance Culture: What, Why & How to Measure It?



Heather Loewenthal, Previously Chief Compliance Officer ING Group



**Bill Dee,** Director, Compliance and Complaints Advisory Services

- Compliance Culture: What do governments, regulators and courts want and why? Are there global trends? Is it good for business?
- What is an effective compliance culture, from 'conformance' to a sustainable 'right things right way' approach? How important is attitude and infrastructure?
- Measuring progress—what can be measured and why measure it? Minimise costs, optimise outcomes and celebrate success!

13:30–16:00 Certified Compliance & Ethics Professional–International (CCEP-I)<sup>®</sup> Exam (optional)



# Why Join SCCE?

It's not just about saving on your registration for the European Compliance & Ethics Conference

Saving money on the European Compliance & Ethics Institute is great, but it's only one of the many reasons to join the Society of Corporate Compliance and Ethics<sup>®</sup>. SCCE provides compliance and ethics professionals with a host of benefits all year round, and all around the world.

Our magazine and electronic newsletter will keep you informed of the latest issues, and give you insight into how to effectively manage both current and long-term challenges. Our conferences will enable you to build out your network and hear directly from other professionals, at a discounted, members-only rate. Can't travel? Our online social network is the next best thing, providing online interaction with thousands of compliance and ethics professionals globally. Or try a web conference, and enjoy a live presentation direct to your desktop. In sum, SCCE can help you tap into a vast network of information and resources to help move your ethics and compliance programme forward, even if you never make it to the European Compliance & Ethics Institute or any of our other meetings.

To learn more about SCCE and how we can help, visit us online at www.corporatecompliance.org, and join more than 3,900 other professionals who already call themselves members of the Society of Corporate Compliance and Ethics.



## **Register** 2014 EUROPEAN COMPLIANCE & ETHICS INSTITUTE 18–21 MAY / LONDON, UK

<b>1</b> CONTACT INFORM	ATION	<b>2</b> REGISTRATION OPTIONS		
Please type or print your information below.		□ SCCE Members\$1,099		
⊙Mr. ⊖Mrs. ⊖Ms. ⊖D		Membership Renewal & Registration	\$1,394	
		Non-Members	\$1,249	
SCCE Member ID (if applicable	)	New Membership & Registration (New members only. Dues regularly \$295 annually.)	\$1,299	
		Pre-Conference Registration	\$175	
First Name	MI	Group Discount: subtract \$ from	n my total (see details on page 11)	
Last Name		Rates are listed in US dollars unless otherwise noted.	TAL \$	
Credentials		<b>3</b> PAYMENT OPTIONS		
		If you wish to pay using wire transfer, please e	mail	
Title		helpteam@corporatecompliance.org for instru	ctions.	
		□ Check enclosed (payable to SCCE)		
Place of Employment		Invoice me		
		$\Box$ I authorize SCCE to charge my credit card	(choose card below)	
Address		Due to PCI Compliance, please <b>DO NOT provide any credit card information</b> <b>via email</b> . You may email the application (without credit card information) and call SCCE at +1 952 933 4977 or 888 277 4977 with your credit card information.		
Town/City		Call SCCE at +1 952 933 4977 of 888 277 4977 W	th your credit card information.	
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<b>3</b> SESSION SELECTION		Cardholder's Signature	ICEI2014	
Please select ONE session per time slot. Your choices are not			ICLIZOIA	

#### HOW TO REGISTER

MAIL: Include registration form with check payable to: SCCE, 6500 Barrie Road, Suite 250, Minneapolis, MN 55435, United States

ONLINE: Visit www.corporatecompliance.org/ecei

FAX: +1 952 988 0146 (including billing information)

QUESTIONS?: Call +1 952 933 4977 or e-mail helpteam@corporatecompliance.org



#### SOCIETY OF CORPORATE COMPLIANCE AND ETHICS

binding, but will be used to ensure appropriate room sizes.

TUE 20 MAY

11:30-12:30

13:30-14:30

14:45-15:45

BREAKOUTS

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POST-CONFERENCE

MON 19 MAY

BREAKOUTS

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○ 301

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11:30-12:30

13:30-14:30

15:00-16:00

SUN 18 MAY

9:00-12:00

13:30-16:30

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PRE-CONFERENCE 1

6500 Barrie Road, Suite 250, Minneapolis, MN 55435 United States PHONE +1 952 933 4977 or 888 277 4977 | FAX +1 952 988 0146 www.corporatecompliance.org | helpteam@corporatecompliance.org

## Details

#### **Conference Hotel**

Millennium Gloucester Hotel London Kensington 4 – 18 Harrington Gardens, SW7 4LH United Kingdom T: +44 (0) 20 7373 6030

Our block at the Millennium Gloucester Hotel London Kensington has sold out; however, the hotel still has availability. To book a room, please use the hotel website:

http://www.millenniumhotels.co.uk/ millenniumgloucester/

Or call them directly at +44 (0) 20 7373 6030. SCCE suggests booking early to ensure the best rate.

#### Other nearby hotels:

Millennium Bailey's Hotel London Kensington 140 Gloucester Road London, SW7 4QH United Kingdom www.millenniumhotels.co.uk/millenniumbaileys

Holiday Inn London – Kensington Forum 97 Cromwell Rd London SW7 4DN United Kingdom http://www.hikensingtonforumhotel.co.uk/

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**Dress Code:** Business casual dress is appropriate for conference attendees.

Meals: Continental breakfast, lunch, and refreshment breaks are provided on Monday and Tuesday only. Coffee will be served on Sunday and Wednesday.

Prerequisites/Advanced Preparation: None.

**Recording**: No unathorized audio or video recording of SCCE conferences is allowed.

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