

BUILDING COMPLIANCE PROGRAMS AT MULTI- NATIONAL COMPANIES

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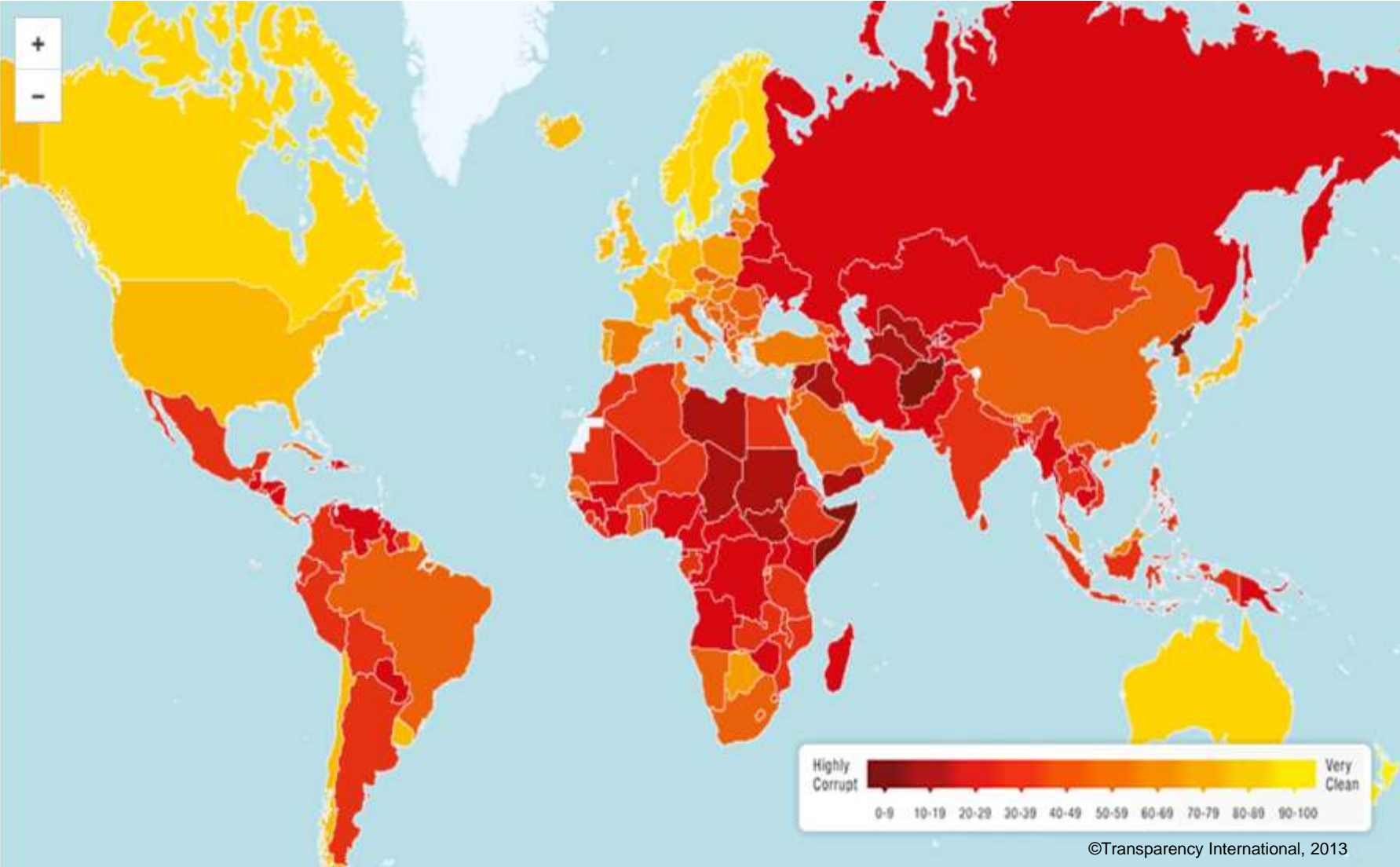
Vice President, Head of Compliance Office

DHL Global Forwarding, Freight

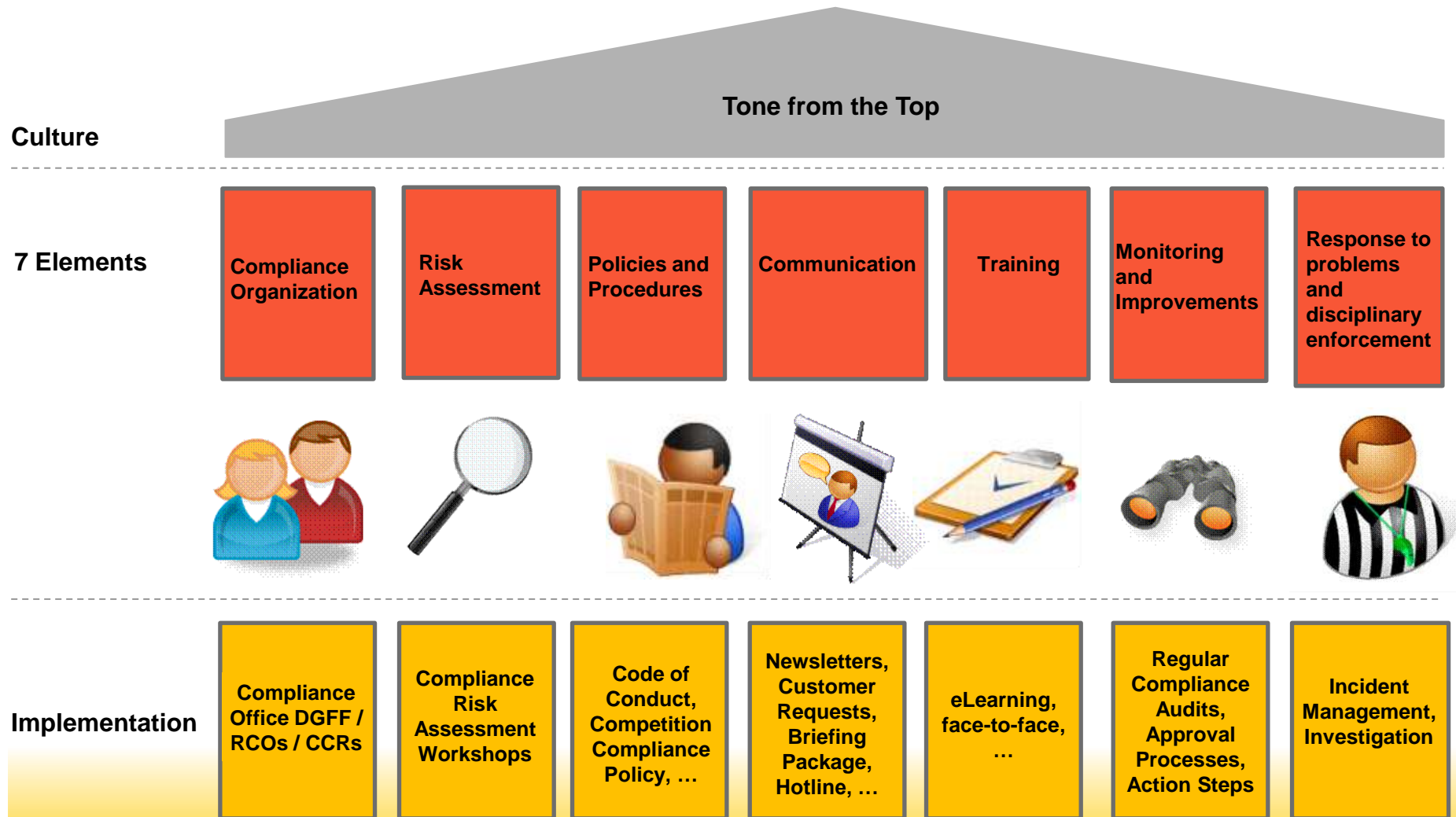
KEY QUESTIONS TO START WITH ...

- **What is the business model?**
- **What are the compliance risks linked to the business?**
 - Who are the business partners / other stakeholders your colleagues regularly interact with?
 - Are their specific laws, codes or regulations applicable for the industry?
 - What is the external perception of the company / industry?
 - Were there compliance scandals before in the company / industry?
- **What about the compliance culture in the company?**
- **How can you best sell Compliance to the business?**
- ...

WHERE DO YOU OPERATE?



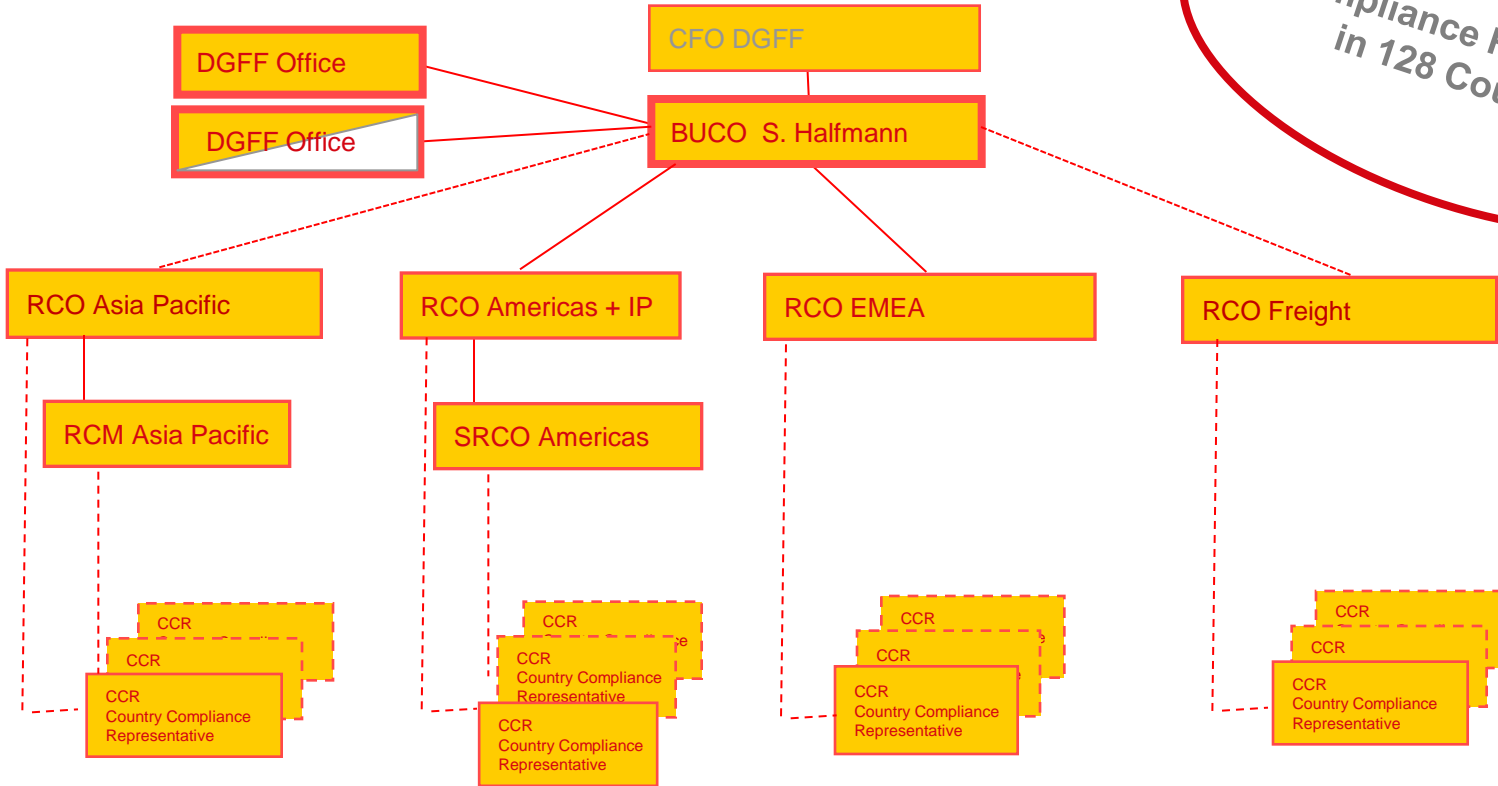
COMPLIANCE MANAGEMENT SYSTEM





GLOBAL COMPLIANCE ORGANIZATION

113 Compliance Representatives in 128 Countries



- Global** [Yellow Box]
 - Region** [Orange Box]
 - Country** [Light Orange Box]
- BUCO
 - RCO
 - RCM
 - SRCO
 - CCR
- DGFF Compliance Office
 - Business Unit Compliance Officer
 - Regional Compliance Officer
 - Regional Compliance Manager
 - Subregional Compliance Officer
 - Country Compliance Representative



THANK YOU!

