THINK GLOBALLY
ACT LOCALLY

How to implement a
due diligence program
in Western Balkans?

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MEETING OBJECTIVE

Provide an overview of a
Due Diligence Process
in a way that clarifies:
• What is it and why is it done?
• Structure of an effective program
• Compliance key controls
• What to do when it goes wrong

WHAT IS DUE DILIGENCE?

Due Diligence ensures that your organization
does not enter into any business relationship with a:
• Business Intermediary or
• Business Partner

that has been debarred, suspended,
or otherwise deemed ineligible
to enter contractual relationships
with a federal, state or local government
and/or international organization.
WHY DO WE DO DUE DILIGENCE?

To help the organization mitigate 3rd party risk by:

- Identifying 3rd parties
- Defining organization’s risk appetite
- Making informed business decisions
- Increasing transparency

DUE DILIGENCE PROCESS

GLOBAL FOOTPRINT

What shapes your Due Diligence program?
KEY ELEMENT: PEOPLE

ROLES:
The Requestor: Identifies the proposed intermediary and initiates the due diligence process. Also, in charge of the implementation of the Compliance Key Controls.
The Designee: Not the Requestor, but in charge of the day-to-day business relationship and in charge of the implementation of the Compliance Key Controls.

DEPARTMENTS:
Procurement, Compliance, Legal and Finance.

TRAINING:
Stick-off and refreshers. Classroom vs online.

KEY ELEMENT: PROCESS 1/3

POLICIES & PROCEDURES:
Development of policies, roll-out across the organization, periodical update and reviews. SOP on implementation.

RISK ASSESSMENTS:
Compliance risk assessment tool enabling identification, measuring and mitigation of risk associated with 3rd parties.

MONITORING:
Periodical (quarterly or annual), can be internal or external. Continuously seek feedback and opportunities for improvement.

KEY ELEMENT: PROCESS 2/3

DUE DILIGENCE FORM:
Contains company information, partner vs intermediary; services description, business relationship owner, amounts involved, timelines / timeframe; demonstrates knowledge of the Requestor on the 3rd party and is used as a primary source of information for design of Compliance Key Controls.

DATABASE OF APPROVED 3RD PARTIES:
Internally developed tool owned by the Procurement department with all business intermediaries and partners. Also identifies companies which should not be engaged (or engaged again).

VETTING:
Screening process through sanctions lists and online databases determining eligibility for further due diligence. Periodical auto-checks updating intermediary data.
KEY ELEMENT: PROCESS 3/3

DUE DILIGENCE QUESTIONNAIRE:
Contains 3rd party information provided by the company itself on business practices, history, ownership, management structure, registration details and responses to legal (FCPA/UKBA) requirements. An opportunity for a 3rd party to disclose data of interest to a Compliance Officer (if they have a Code of conduct, ABAC policies or ethics training) and their practices related to FCPA/UKBA.

DUE DILIGENCE REPORT:
Contains company information provided by an outsourced independent service provider. Data on reputation, ownership, management, sanctions, ABAC violations, criminal acts based on key word searches using publicly available information. Standard and enhanced level of due diligence depending on red flags.

KEY ELEMENT: TECHNOLOGY

AUTHORITY MATRIX
Decision making tool for business activities and tasks which is easy to search and sort through the approval and review steps. Enables delegation of authority within teams. Enhances the transparency and efficiency within the decision making process. Provides an auditable record of all required reviews and approvals.

COMPLIANCE TOOL
Platform providing a work environment for a Compliance Officer when mitigating 3rd party risk involving all company data and enabling export to Authority Matrix.

COMPLIANCE AND ETHICS SHAREPOINT
Team website containing useful documents on good practices and internal policies and SOPs.

COMPLIANCE KEY CONTROLS
**COMPLIANCE KEY CONTROLS**

**RESPONSE TO RED FLAGS**
By designing a key control, a Compliance Officer is mitigating a potential risk from occurring. They represent an adequate and proportionate response to a red flag identified in a DD Form, DD Questionnaire or DD Report. It is a future action designed to be implemented in order to enable a business relationship.

**CONDITION SINE QUA NON**
If the key controls are not in place or are not implemented, the Compliance Officer has the authority to withdraw the approval given in the DD process. Any agreement signed might become null and payments will be stopped.

**IMPLEMENTATION**
Sole responsibility of the Requestor. The Compliance Officer designs steps and timelines to be completed. The Procurement officer monitors the completion.

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**WHAT TO DO WHEN IT GOES WRONG?**

**WHAT IF? #1**

- Your company is working on a project in Western Balkans, providing professional services to one of your largest clients, a Government Agency.
- The Accounts Payable team informs Procurement that they have received an invoice from a sub-contractor, but cannot confirm that the sub-contractor went through the due diligence process; they will not pay until the missing due diligence is resolved.
- Procurement requests the due diligence process now that the sub-contractor has been identified and must complete the procurement file.
- Procurement obtains the fully executed subcontract from the local project manager, as well as an explanation of how the company was selected, to properly complete the procurement file.
- Procurement sends the subcontract to Legal for a contract review, as it would have been done before signing if the proper process had been followed.
- The investigation report comes back with several red flags:
  - Investigations of allegations of bribery (12A)
  - Investigations of allegations of fraud (12A)
  - Legal issues linked to a previous entity
  - Criminal record
  - Bank accounts opened with stated provided information
  - Criminal records
- The Legal Department writes you three red flags for corruption (for sub-contract), and no suitable classes to bring a certification or termination of the sub-contract.
- What course of action do you suggest to do next?
WHAT IF? #2

- Your company is working on a major project funded by the World Bank providing professional services to a State owned company.

- The new Project Manager started working on the project before signing the employment contract, as the client insisted.

- The Recruitment team did not timely act on personnel changes and a slow internal handover. The Project Manager was mobilized to a project without a contract while specifying he would like to be hired through the consultancy's registered firm in Dominica.

- The Recruitment team contacted the Procurement team immediately and initiated a due diligence process for his Dominica based consultancy. The following red flags were identified:

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<th>Red Flags</th>
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PITFALLS?

- Duty No Longer in Operation
- Project Involvement in State-Owned Enterprise of Public Entity
- Initial engagement with consultancy

QUESTIONS

- What more of action do you suggest to be taken?

CONCERNS

- The former high ranking World Bank official, was the owner of the consultancy. The consultancy entity was a joint venture by your company.

FEEDBACK

- The former high ranking World Bank official, was the owner of the consultancy. The consultancy entity was a joint venture by your company.