



Shaped to fit your business

The Bribery Act e-learning An essential part of your tool kit

The pressure is now on to ensure that you have adequate procedures in place. With recent fines bringing this subject under the spotlight, our clients are looking for the most effective way of embedding their anti-bribery and corruption policies and understanding of the new Act in their organisations.

Capita Company Secretarial Services, together with leading law firm Simmons & Simmons, has been assisting clients for the last year, bringing Boards up to speed on the Act and running workshops. We've helped clients to conduct their risk assessments, assessing their activities and scenarios and looking at where geographically they operate to identify high risk areas which may be caught by the Act. We've drilled down into what is often a complex web of contractual arrangements with sister companies, JVs, intermediaries and agents. And we've helped our clients put in place or update anti-bribery, whistleblowing and gifts and hospitality policies.

Our clients are now at the point where they are facing the tricky issue of how best to train their staff in the Act

and the operation of these policies. Their Boards want to be sure there really is a true depth of understanding throughout the whole organisation of the far reaching nature of the Act and their employees' obligations under the Act.

Capita found that it quickly became apparent that e-training needed to be a key component of clients' adequate procedures framework, together with face to face training in certain high risk areas and for senior management. Some of the benefits of e-training on a new piece of legislation like this one became evident as we looked at the different providers of e-learning in the market eg, being able to train very large numbers of people across different sites and jurisdictions and in different languages. Also having instant access to training at a time to suit, with no down time lost in travelling.

After analysing a number of software solutions, Capita made the decision to partner with Thomson Reuters' Governance, Risk and Compliance Division, a trusted market leader in e-learning for business with the

heritage brand of Complanet who are well known in the company secretarial market. As well as the quality of this course, Thomson Reuters' global reach attracted us, together with their ability to innovate and bring this course to our clients quickly.

Madeleine Cordes, Senior Manager with Capita Company Secretarial Services says "what we liked about the course they had developed was that it was very accessible by all levels of staff. It was not over-legalistic and technical like some of the other courses we'd looked into. The course is rich in content but with just enough detail and of course it can be tailored, as many of our clients are deciding to do. For example they might want to give the course a more global focus or if they are FSA regulated, we can build that extra layer of regulation in. We've included in the course a number of generic case studies, but case studies which are tailored to the particular industry which our client is in are also proving popular. Links can also be included to the clients' policies."

"Some clients like to include a letter from the CEO at the beginning,

reinforcing the key messages contained in the course and demonstrating that essential tone from the top as required by the guidance to the Act. The course can be branded too, using the client's logo and colours and even design to make sure it fits with their own brand guidelines and culture – although some clients like to retain the Capita branding to demonstrate that this is an external independent course – it's up to the client! We're even working on specific tailored courses for certain sectors like pharmaceutical and investment trusts."

"Other courses we saw had very crowded slides with too much information which becomes overwhelming for staff. Whilst audio and video looks impressive, we know from experience that rolling out a programme across a number of jurisdictions with those elements can cause chaos as IT systems are set up with different permissions and many computers are not set up to be able to cope with the software. "

"From the beginning, Thomson Reuters have been very flexible and open to making content changes and we have seen in practice that their processes can support doing that quickly. They are constantly innovating like us

and have committed to regularly updating the e-learning content of the course as changes in the law or new developments in the market place occur."

"A lot of our clients have never used online training programmes before. They may be smaller companies who have traditionally used paper based training methods. What's attractive is that our clients don't have to purchase a learning management system in order to run the programme (although if they do have one it will be compatible). They just connect to Thomson Reuters' server through the internet as it's web based. Each user gets their own log in. The online course has far more impact than just sending a policy to an employee who probably won't read it."

"Another attractive feature of the course is its interactive nature. Other courses include a lot of passive reading but our course includes "practice" questions throughout before you reach the test at the end. The user has to think about what they are reading and make judgements. Capita has a lot of experience of training company secretaries and directors and we know that information is retained far longer if staff have to do something proactive rather than just "listen" or "read"."

"For the administrator of the course within our client company, it's a breeze for them to assign users to the course, chase them up, set deadlines and then generate reports to see who has taken the multiple choice test which is at the end of the course, who hasn't, who passed, who failed etc. This sort of management information is absolutely key for the Board in assuring itself that the company does have adequate procedures in place. The recent cases of huge fines have shown that there were failings in this area but if the management information is there, the job becomes so much easier. Our clients can identify areas of weakness across the organisation which might require some more focused face to face training or more robust internal controls."

"We've negotiated a really attractive rate for our clients and contacts and the price per user comes down if you are training large numbers of employees.."

Capita regularly runs webinars to demonstrate the course at your desktop and you can also arrange your own personal demo at a time to suit you. Please contact Madeleine Cordes using the details below.

Let's talk Contact Madeleine Cordes

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About us

Company Secretarial Services is part of The Capita Group Plc, a FTSE 100 company and a leading provider of business process outsourcing in the UK. Capita provides a broad range of administration and support services and interacts with 35 million people across the UK on behalf of clients in both public and private sectors.