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## Overview

This standard is about assisting in developing the compliance culture of your organisation. This will be done in conjunction with the senior management at your organisation, as appropriate. You must demonstrate these agreed values to your colleagues, across your organisation, and ensure that policies, programmes and systems support agreed compliance values.

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## Performance criteria

*You must be able to:*

1. carry out your role in line with your organisation's strategy for compliance
2. communicate agreed values and assumptions that encourage behaviour which is consistent with your organisation's overall vision and strategy for compliance
3. put in place policies, programmes and systems to support agreed values and plans
4. challenge behaviours and attitudes that conflict with agreed values
5. confirm that senior management recognise, understand and will promote the importance of making compliance part of the culture of your organisation
6. promote the benefits of a positive compliance culture
7. assist in developing a climate of openness about meeting or not meeting the requirements for compliance
8. encourage an 'open door' policy for staff to seek clarification on compliance matters

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## Knowledge and understanding

*You need to know and understand:*

1. the concept of the compliance culture and the importance of values in underpinning individual and organisational regulatory performance
2. how the culture impacts on your organisation's vision and strategy
3. your organisation's strategy and how this affects your work
4. values, assumptions and behaviours that are consistent and inconsistent with your organisation's vision and strategy
5. the different types of programmes available to support agreed values and plans
6. the needs and interests of key stakeholders
7. the importance of influencing key stakeholders
8. methods of communicating values, and supporting the way they are applied in your organisation
9. ways of dealing with messages and behaviour that conflict with agreed values and assumptions
10. benefits of a positive compliance culture

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## Glossary

### **Regulatory bodies**

This term should be extended (where appropriate) to any authority, body or person having, or who has had, responsibility for the supervision or regulation of any regulated activities or other financial services, whether in the United Kingdom or overseas.

### **Regulations**

This term encompasses (where appropriate) the range of obligations including rules, principles, codes and guidance plus all primary and secondary legislation, as well as supervision to which your organisation is accountable.

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**Suite** Compliance

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