

The Importance of a Compliance Culture

Financial services regulators place significant focus on the culture of the firms they supervise. They want to see a healthy **compliance culture**, where business is done in the right way, bringing about **positive outcomes for customers**.

A strong compliance culture also brings about **the right outcomes for firms**.

#1

Professionalism

Being compliant with the regulations and supporting codes leads to **professional** business interactions which demonstrate the firm's commitment to fairness and ethics to all stakeholders (including clients, suppliers and colleagues).



#2

Protection

This approach means that business dealings are transparent, and that clients receive appropriate **protection**. Firms are also better protected from fraudsters and other criminals, such as money launderers and terrorist financiers.



#3

Reputation

Professionalism and protection build a stronger **reputation**. As a result, the firm attracts the best talent and the right clients. The firm develops trusting and satisfied relationships with its clients, leading to a loyal client-base.



#4

Value

A reputable firm is more likely to prosper. The firm's positive compliance culture creates **long term value**, as staff understand the risks of non-compliance and take proactive steps to avoid or mitigate potential breaches.

A good compliance culture results in everyone in the organisation working towards a common goal which is aligned with the firm's values and the regulator's expectations.



Compliance is everyone's responsibility. If you have any queries regarding your firm's procedures, contact your Compliance team.

