

3 THINGS YOU MAY NOT KNOW ABOUT ME...

1. I have completed five marathons and 11 half marathons. It helped me maintain discipline, but primarily, it offset the amount of pizza I like to eat!
2. I speak Italian and am in the process of obtaining my dual-citizenship to Italy.
3. My first job as a young teenager was bagging groceries at a local supermarket. To this day, each time I buy groceries, I always bag my own...usually to the surprise of the employees and embarrassment to my wife!



DOMINICK MURACCO
Chief Compliance Officer - Hertz



Have you ever relocated for a job and was it worth it?

YES, BEST DECISION EVER! 48%

HARD TO DO, BUT WORTH IT 37%

SO-SO 10%

WORST DECISION EVER! 5%

Q&A

THE SECRET SAUCE OF COMPLIANCE

What is your secret sauce for compliance?

I wish there was a single recipe for perfecting compliance, but until that becomes known, the best thing is to establish trust and credibility with your business partners. It makes it much easier to achieve compliance objectives and initiatives when those you expect to comply trust you and understand that you're asking them to do something that is for the betterment of business... not simply a task to check a box on a compliance form.

In addition, we regularly solicit our business partners' input on aspects of our compliance program to ensure efficiency and practical application to operations. Collaboration is key, and it reinforces that compliance is part of the business and not a roadblock to it.

What is one thing you changed that made a big difference to the compliance culture at Hertz?

Fortunately, we have had a fairly solid compliance structure over the past few years so our culture has been positive. To maintain the culture, we have, however, made great strides in being more transparent. What I mean is... we have more openly communicated to all employees about ongoing initiatives, investigation data (without names or identifiers), types of fraud reported and discovered, statistics related to our ethics hotline, policy reminders, etc.

We have found that this increased transparency has further educated our employees on our compliance program and reduced their reluctance or hesitation to be part of it.

What do CCOs need more of?

A working crystal ball would be nice! I'm sure that many, if not all CCOs (and other business leaders) would welcome more resources, but often, it isn't possible. Thus, continued collaboration across departments can often cure resources gaps.

We use a "Compliance Ambassador" program (employees in full-time roles other than compliance who help support compliance initiatives), and it is a great benefit. We have ambassadors in all business sectors.

Interview by Steve Harrison, Partner at Conselium Compliance Search
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How do you make sure that compliance stays relevant at Hertz?

At Hertz, we are lucky to have an executive management team that consistently includes compliance topics in their messages. Whether it is an employee town hall, staff meeting, email communication, video message, or even via our intranet, compliance is a topic that gets regular attention. In fact, a common element in our strategy for success is to include compliance as the foundation for all we do. It's not only what we do, but how we do it...and, it's not only what we talk about, but how we act as well.

What would you say to someone considering a career in compliance?

Go for it! Compliance is a topic that encompasses many subject matters and skills. Usually, no two days are the same, and you are in a position to learn a lot about the underlying business, develop collaborative relationships, and interact with employees of all levels.

JD or not JD, that is the question

A JD is helpful, especially for instances where the attorney-client privilege may be needed; but, a JD is not essential. A JD could be irrelevant as long as the individual has a versatile skill set, including solid communication skills and the ability to think proactively.

What in compliance keeps you awake at night?

Fear of the unknown. We tend to have a pretty good handle on the issues we know about; It is the unexpected matters that cause concern for me and likely most other CCOS, GCs, etc. That's why that crystal ball would be very handy.

Why did the Compliance Officer cross the road?

To see what all the fuss was about with the chicken doing it!

PEOPLE ARE TALKING



"Working with Steve was so easy. He was knowledgeable, listened to our needs and made the search very efficient."

- Head of Human Resources - Biotechnology



"Conselium filled two jobs for us quickly and both candidates are doing great!"

- Chief Compliance Officer - Logistics



"We asked Conselium for quick results on our Chief Compliance Officer search and they delivered."

- Chief Operating Officer - Pharma

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