



# International Operations

- Operations in 150 countries
- Global IP-bases Products and Services
- Data Centers
- Sourcing
- IT Development and Support
- Environmental, Health and Safety
  - ✓ Europe, Middle East and Africa
  - ✓ Asia Pacific
  - ✓ Corporate EHS - Audits



# Qualified Audit Firms

- Knowledgeable of current regulations
- Environmental versus health and safety expertise
- Fluent in local language(s) and English
- Audit and report consistency
- Contracting issues
  - ✓ RFP process
  - ✓ Conflict of interest
  - ✓ subcontracting



# Budgets and Scheduling

- Travel Expense
  - ✓ Auditors, auditees, corporate & International EHS
- Holidays
- Preparatory conference calls
  - International bridge lines
  - Timing
- Visas
- Vaccinations
- Security Issues

# Language, Customs & Culture

- Different cultural orientations in business etiquette, manners, protocols
- Customs, communication, dress and views on gifts

# Regulatory Climate

- Unfamiliar legal system
- Prescriptive regulation versus risk based regulation
- Significant variation between US requirements and site regulations
- Laws are non-existent, weak or vary significantly between countries

# The Audits

- Typically welcome
- Quizzical, dazed and sometimes confused
- Questions, questions, questions...

# The Aftermath

- Draft reports from different auditors in different languages funneled through account lead.
- Follow-up and close out
  - ✓ Legal interpretation
- Expense reports