

# Compliance Course Catalog

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# Click 4 Compliance

## Compliance Course Catalog

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# Welcome to Click 4 Compliance

## **A Trusted and Experienced Compliance Training Company**

Founded in 2006 by Farzad Barkhordari and Robin Campbell, Click 4 Compliance is an e-learning company created to meet the needs of today's global market with online compliance training programs that are practical, easy-to-use, internationally relevant – and, most importantly, do not contain confusing “legalese.” Farzad is the former head of global anti-corruption at Sun Microsystems, Inc., and Robin is a Privacy and Data Protection expert, having assisted European and U.S. companies on this subject since 1999.

By creating a suite of online compliance and ethics courses , C4C has channeled its founders' dozens of years of legal, training and technology expertise. We innovate by reducing complex legal and ethics matters to simple, easy-to-understand courses that are written in straightforward, conversational language.

These programs are designed to promote a learning experience that will engage employees at all levels of your organization in the most cost-effective manner possible. Click 4 Compliance's advisory panel includes experts in the following fields and industries: High-Tech, Energy, Legal, Financial Services, Manufacturing, Defense, Consumer Goods and Education.

# C4C Subject Matter Experts

## **Farzad Barkhordari, Founder & Chief Executive Officer**

Farzad Barkhordari is an attorney who focuses his legal practice exclusively on anti-corruption and compliance with the U.S. Foreign Corrupt Practices Act and related international laws. Farzad spent over 9 years in the Legal Department of Sun Microsystems in California, Washington, D.C., and Geneva, Switzerland, where he was Global Lead for all anti-corruption issues and provided expert legal advice in a variety of other areas (international sales, distribution, market entry, etc.).

After leaving Sun, Farzad continued to advise clients at the senior management level on international business operations and the complex compliance issues related to anti-bribery, as well as design and audit compliance programs, including training programs tailored to a variety of job levels, responsibilities and cultures. He has conducted and managed on-site audits and internal investigations in many countries. Farzad has extensive experience in emerging markets and has worked on issues in China, Eastern Europe, the Middle East, Africa, and Latin America and has lived in Europe and the Former Soviet Union.

## **Robin Campbell, Founder & Executive Vice-President**

Robin Campbell focuses her legal practice exclusively on privacy and data protection. She has spent the last seven years working with a major Washington D.C. law firm, where she is a member of their global privacy team. She specializes in the development and implementation of global information management strategies for the handling of personal information, including employee, customer, and consumer information. She has also developed expertise in the increasing number of state security breach notification statutes, as well as the pending federal laws, and has advised clients both on safeguard protocols in advance of a breach and response plans after a security breach.

## **Chris Farris, General Counsel**

Chris brings over 17 years of experience on a wide variety of legal and management issues. His expertise includes Government Contracts, risk management, complex negotiations, legal team management, and corporate compliance. At Sun, Chris led several major projects, including an overhaul of the standard sales templates and processes, as well as a significant expansion of the Legal Wiki at Sun to aid lawyers and contract managers in their complex negotiations. He also advised senior business leaders at Sun on major overseas operations and internal investigations.

## **Advisory Panel**

Click 4 Compliance's advisory panel includes experts in the following fields and industries: High-Tech, Energy, Legal, Financial Services, Manufacturing, Defense, Consumer Goods and Education.

# Global Anti-Corruption (FCPA, OECD & UK Act)

## Course Overview

Click 4 Compliance's [Global Anti-Corruption \(FCPA, OECD & UK Act\)](#) training course is for companies doing business in the global economy. These laws prohibit bribery and corruption, by you and the companies with whom you conduct business. This is an important and complex compliance issue; in certain cases you and your company can be held liable for the acts of Third Parties. Prosecution is aggressive and penalties are severe, ranging from multi-million dollar fines for companies to jail time for individuals.

In this highly interactive course, you will learn about Global Anti-Corruption/Bribery laws and how to do your job while complying with the law. You will be given real-life scenarios and case studies and use interactive learning tools – all to ensure a proper understanding of Global Anti-Corruption/Bribery laws.

Throughout the course, you will find useful links, real life cases, comprehension checks, job-specific compliance tips, and interactive features that enhance the learning experience.

## Course Topics

The Law: Anti-Bribery

The Law: Books / Records / Controls

Reality Check

Agents and Other 3rd Parties

Hot Spots / Risk Areas

Exception & Defenses

Due Diligence

Reasonable Expenses

Gifts / Meals / Entertainment / Travel

Government Officials

Red Flags

## Course Features

30 Minutes

Role Plays

Graded Quiz

Course Certificate

## Course Languages

- Arabic
- Bahasa
- Bulgarian
- Chinese (Traditional/ Cantonese - Hong Kong)
- Chinese (Simplified/ Mandarin - Mainland China)
- Chinese (Traditional/ Mandarin - Taiwan)
- Croatian
- Czech
- Danish
- Dutch
- English
- French (Canadian)
- French (Parisian)
- German
- Hebrew
- Hindi
- Hungarian
- Italian
- Japanese
- Korean
- Lithuanian
- Malay
- Mongolian
- Polish
- Portuguese (Brazilian)
- Romanian
- Russian
- Spanish (Castilian)
- Spanish (Latin American)
- Thai
- Turkish
- Vietnamese

# Global Antitrust & Fair Competition

## Course Overview

Click 4 Compliance's [Global Antitrust & Fair Competition](#) course provides essential training for global companies doing business in today's environment of increased antitrust enforcement.

Through practical, everyday business scenarios, this course identifies high-risk antitrust situations – with a focus on understanding that emails and casual conversations with competitors, customers or distributors could lead to criminal prosecution and multi-million-dollar fines. Comprehension checks, job-specific compliance tips and interactive globes will help your employees appreciate the different antitrust rules around the world.

## Course Topics

Exclusive & Reciprocal Contracts

Country / Region-Specific Rules & Enforcement

Collusion: Price Fixing

M&A Antitrust Issues

IP & Antitrust

Predatory Pricing

Price Discrimination

Bundling & Customer Lock-In

Other Vertical Restraints

Resale Price Maintenance

Dominant Firms

Europe: Selective Distribution

Competitive Information

Trade Associations

## Course Features

40 Minutes

Role Plays

Graded Quiz

Course Certificate

## Course Languages

- Bahasa
- Chinese (Simplified/Mandarin - Mainland China)
- Chinese (Traditional/Mandarin - Taiwan)
- English
- French (Parisian)
- German
- Italian
- Japanese
- Korean
- Malay
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish (Castilian - Spain)
- Thai
- Turkish
- Vietnamese

# Code of Conduct

## Course Overview

Click 4 Compliance's [Code of Conduct](#) course covers the major legal, ethical, compliance and risk areas that companies face today. This comprehensive program allows you to provide a consistent level of understanding throughout your organization in a cost-effective manner.

C4C Code of Conduct training can be personalized to fit the unique requirements of your business, including basic “look and feel” customizations like your corporate logo and colors and an introductory CXO message.

C4C's off-the-shelf corporate Code of Conduct course includes the following modules, which can be mixed and matched according to your specific business needs.

## Course Topics

Social Media

Export & Trade Compliance

Compliance with Laws & Regulations

Diversity / Harassment / Mutual Respect

Protecting Confidential Information & IP

Conflicts of Interest

Environment, Health & Safety

Antitrust & Fair Competition

U.S. Government Business

Anti-Bribery & Corruption

Privacy & Data Protection

Reporting Violations / Non-Retaliation

## Course Features

30 Minutes

Role Plays

Graded Quiz

Course Certificate

## Course Languages

- Arabic
- Bahasa
- Chinese (Mandarin)
- Dutch
- English
- French (Parisian)
- German
- Hungarian
- Italian
- Japanese
- Korean
- Polish
- Portuguese (Brazilian)
- Romanian
- Russian
- Spanish (Castilian)
- Spanish (Latin American)
- Thai
- Turkish
- Urdu
- Vietnamese

# Doing Business with the U.S. Government

## Course Overview

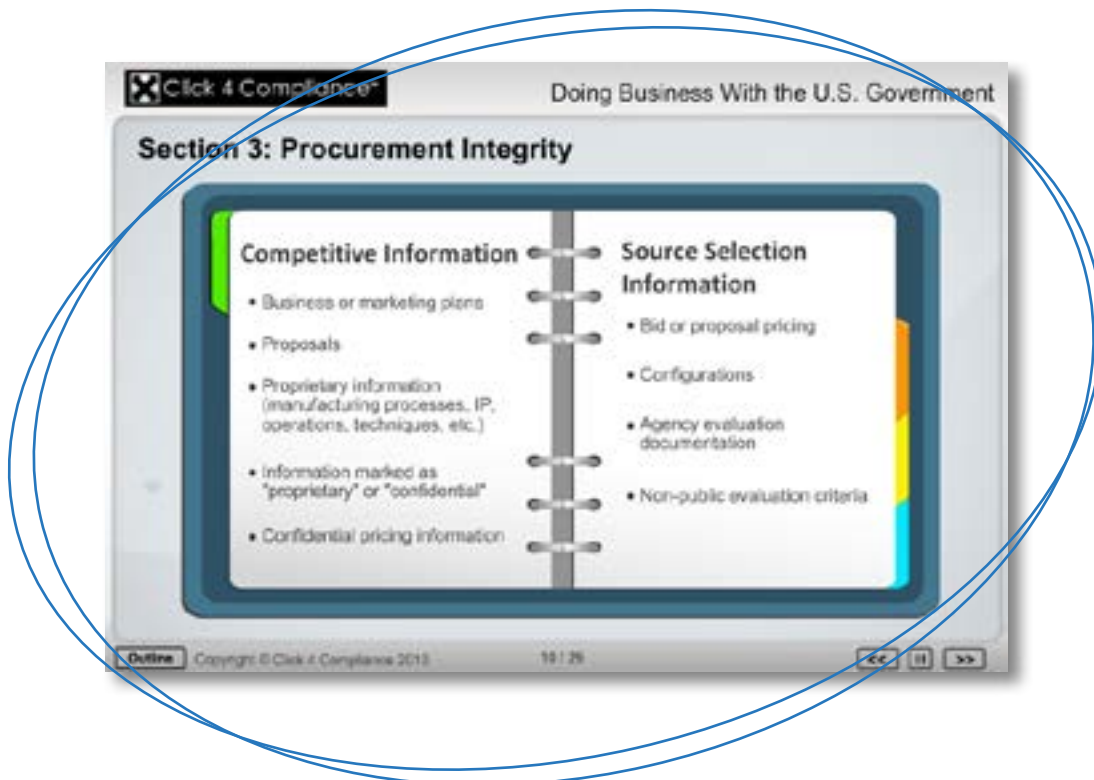
Click 4 Compliance's [Doing Business with the U.S. Government](#) course is designed specifically for any private contractor selling to the U.S. Government. This interactive course explains how doing business with the U.S. Government differs from working with commercial customers. This course helps you avoid potential violations by pinpointing the specific high-risk compliance and ethics issues that arise in U.S. Government sales.

## Course Topics

Revolving Door Restrictions	Organizational Conflicts of Interest		
The Anti-Kickback Act	Lobbying	Fraud	Procurement Integrity
Mandatory Disclosures	Trafficking in Persons	Gifts and Gratuities	

## Course Features

20 Minutes	Role Plays	Graded Quiz	Course Certificate
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# Export / Trade Compliance

## Course Overview

Click 4 Compliance's [Export / Trade Compliance](#) course is designed for any global company, from businesses attempting to stay current with U.S. export laws to corporations implementing a remediation plan in the wake of an export-related violation or investigation.

This C4C program replaces the “legalese” typically found in compliance training courses with interesting, understandable content that covers key issues and concepts in U.S. export laws.

In this highly interactive course, you will learn about export laws and how they affect your day-to-day job operations. You will find useful links, games, real-life cases, comprehension checks, practical compliance tips, and activities that enhance the learning experience.

## Course Topics

Export Basics

What is an “Export”?

Transshipment / Diversion / Reexports

Practical Advice: To get your Job Done

US Content

Deemed Exports

Red Flags / Risk Areas

Government Expectations

Export Games

ITAR

Embargoes / Sanctions

Overview of the Law

Reality Check

Do you need an Export License? (Check the Lists!)

## Course Features

30 Minutes

Role Plays

Graded Quiz

Course Certificate

## Course Languages

- Chinese (Simplified/Mandarin)
- Chinese (Traditional)
- English
- French (Canadian)
- German
- Italian
- Japanese
- Korean
- Malay
- Portuguese (Brazilian)
- Russian
- Slovak
- Spanish (Castilian)
- Thai

# HIPAA Basics (For Covered Entities) & HIPAA for Business Associates

## Course Overview

Click 4 Compliance's [HIPAA Basics](#) course is mandatory training made simple and cost-effective. Are you complying with HIPAA and the HITECH amendments? Your entire workforce must understand the Privacy and Security requirements for Protected Health Information (PHI) to prevent security breaches and costly notifications and avoid massive penalties – passed to companies and individuals – resulting from federal and state government prosecution.

During this online program, Click 4 Compliance will walk your employees through the basics of HIPAA compliance, using practical information that can be applied to their day-to-day job functions.

## Course Topics

HIPAA / HITECH Overview

Individual Rights Under HIPAA

What is PHI?

Security Requirements for PHI

Using and Disclosing PHI

Business Associates

Breach Notification

“Minimum Necessary” Rule

Enforcement and Penalties

## Course Features

30 Minutes

Role Plays

Graded Quiz

Course Certificate



# Preventing Workplace Harassment, Discrimination and Retaliation

## All Employee, Supervisor and California Supervisor Editions

### Course Overview

Click 4 Compliance's [Preventing Workplace Harassment, Discrimination & Retaliation](#) (California Supervisor Edition – Compliant with California Law – AB 1825 training requirements) course covers all of the fundamental workplace principles of respect and fairness with sensibility and discretion, including different types of harassment, intent versus perception and the danger of retaliation through a variety of real-life scenarios. Extra focus on supervisor responsibilities included to ensure that your management is prepared to appropriately handle these tricky situations.

This highly interactive training course examines everyday business situations using smart phone chats, emails, common jokes or conversations and comic strip / scenario graphics as examples to coach you and your employees in the nuances of harassment, discrimination and retaliation.

### Course Topics

- The Four Golden Rules
- What is Harassment?
- Hostile Work Environment
- Physical Harassment
- Verbal Harassment
- Non-Verbal Harassment
- Protected Groups
- Conduct to Avoid
- Intent vs. Perception
- What is Discrimination?
- National Origin Discrimination
- Social Media Risks
- Adverse Employment Actions
- The Basics of Retaliation
- Protected Activities
- Company Obligations
- Supervisor Obligations
- When Things Go Wrong

### Course Features

- All Employee Edition - 30 Minutes
- California Supervisor Edition - 2 Hours
- Role Plays
- Real Life Cases
- Knowledge Checks
- Graded Quiz
- California Supervisor Edition complies with California Law (AB 1825 training requirements) mandating supervisor training every two years

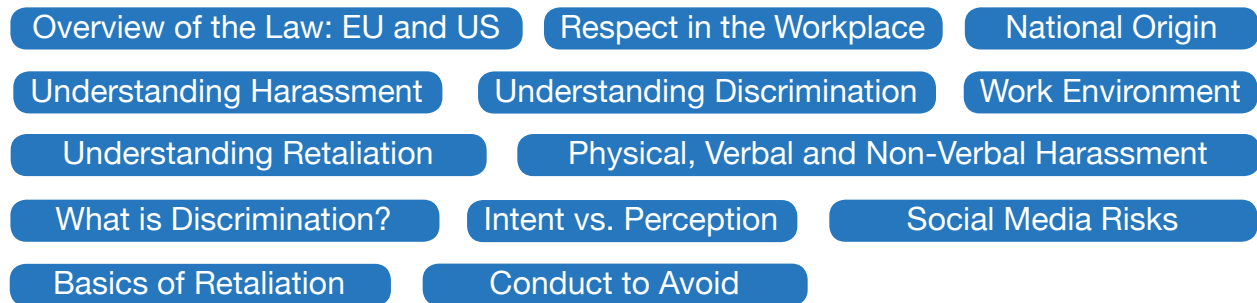
# Treating People with Respect

## Course Overview

Click 4 Compliance's [Treating People with Respect](#) course is for businesses which strives to keep a safe and respectful work environment. Regardless of the type of business a company conducts, a stable work environment is key to the success of a business and its employees.

This interactive course will walk you and your employees through how to identify and properly deal with harassment, discrimination, and retaliation. You will be given real life scenarios that help teach you and your employees how to distinguish what qualifies as disrespect in the workplace.

## Course Topics



## Course Features



## Course Languages

- Bahasa Indonesian
- Chinese (Simplified/Mandarin)
- English
- French (Parisian)
- German
- Japanese
- Portuguese (Brazilian)
- Spanish (Castilian)
- Spanish (Latin American)
- Thai
- Vietnamese

# Privacy and Data Protection

## Course Overview

*With critical insight from our advisory panel: Michelle Dennedy, former CPO Sun Microsystems, Inc.; James M. Jordan, Jordan Legal Counsel, Former CPO General Electric Co.; Barbara Lawler, CPO, Intuit Inc.*

Click 4 Compliance's [Privacy & Data Protection](#) course offers vital training for companies doing business in the global economy. Privacy laws around the world dictate the proper handling of personal information – by you and the companies with whom you do business. This important issue can have significant consequences if you fail to comply with data protection restrictions. Prosecution is becoming more aggressive, and penalties can be severe, ranging from multi-million dollar fines to criminal sanctions. As reported in the media over this past year, a company's reputation can suffer significant damage in the aftermath of a security breach.

In this highly interactive online course, your employees will learn about privacy laws and how to operate within their framework. They will be given real-life scenarios, case studies, useful links and practical compliance tips – all to ensure a proper understanding of privacy laws and general data protection management.

## Course Topics

Overview of the Law: EU and US

Due Diligence on Vendors

Fair Information Practices

Recognizing and Responding to Social Engineering

Understanding Personal Information / Sensitive Information

Hot Spots / Risk Areas

Day-to-Day Roles in Protecting the Security of Personal Information

Security Breach Basics

## Course Features

30 Minutes

Graded Quiz

Course Certificate

## Course Languages

- Chinese (Simplified/Mandarin)
- English
- French (Parisian)
- German
- Italian
- Japanese
- Portuguese (Brazilian)
- Spanish (Latin American)
- Russian

# Protecting Confidential Information & Avoiding Insider Trading

## Course Overview

Click 4 Compliance's [Protecting Confidential Information & Avoiding Insider Trading](#) course covers all the basic topics of confidential information, including how to protect it, share it, and a variety of real-life scenarios.

This highly interactive training course examines practical everyday issues using smart phones, white boards, conversations in elevators, and departing employees as examples to educate you and your employees in the finer points of information protection and avoiding insider trading violations.

## Course Topics

What is Confidential Information?

Insider Trading

Protecting Confidentiality

Unintentional Disclosure

Exceptions in Sharing Company Information

Confidentiality Obligations

Common Risks & Practical Solutions

Material Information

## Course Features

20 Minutes

Graded Quiz

Role Play

Course Certificate

## Course Languages

- Chinese
- English
- Japanese
- Portuguese (Brazilian)
- Spanish (Latin American)

# Social Media

## Course Overview

Click 4 Compliance's [Social Media](#) course educates your employees on the risks and benefits of social media use. The Internet is “forever” and your workforce must be aware of what they post, how it impacts them and your company.

Through common business scenarios involving different social media platforms and knowledge checks, this highly interactive course promotes awareness of social media risks such as cyber-bullying and the importance of full disclosure, accountability, and protecting confidential information in social media activity.

## Course Topics

What is Social Media?

Why Social Media Matters

Full Disclosure

Social Media Risks / Benefits

Confidential Information / Privacy

Cyber Bullying / Harassment

Social Media & Employment / Hiring

The Internet is Global & “Forever”

Best Practices in Social Media

## Course Features

20 Minutes

Graded Quiz

Role Play

Course Certificate

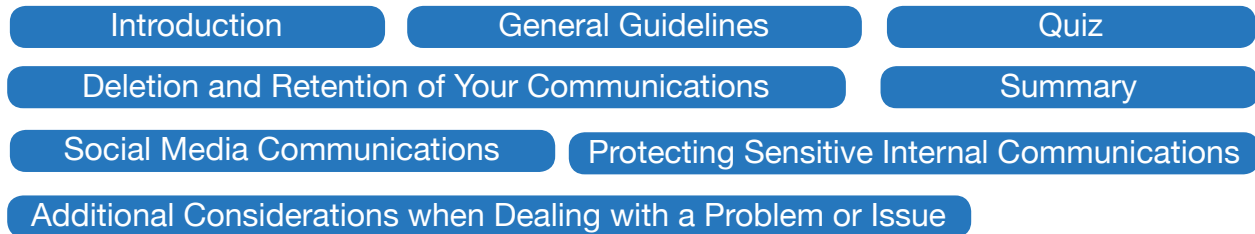


# Careful Communications

## Course Overview

Paper and electronic records create a trail that can get you in trouble. By following a few simple guidelines, such as those outlined in this careful communications training course, these dangers can often be reduced or eliminated.

## Course Topics



## Course Features



## Course Languages

- English
- French (Parisian)
- German



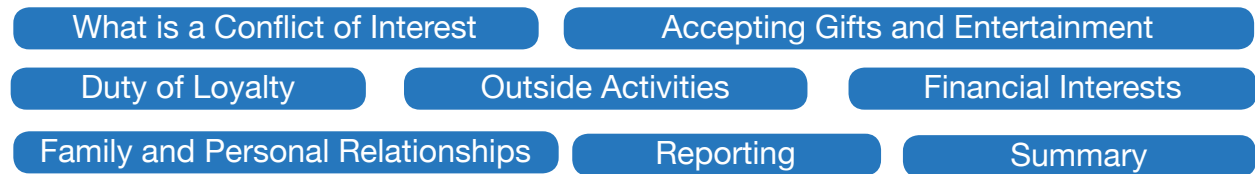


# Conflicts of Interest

## Course Overview

This interactive course will walk you and your employees through how to identify and properly deal with conflicts of interest in many areas, including gifts/entertainment/courtesies, financial, outside activities and personal/family relationships. You will be given real life scenarios that help teach you and your employees how to recognize and disclose conflicts of interest.

## Course Topics



## Course Features



# Certification / Policy Acknowledgment

## Automate your entire process for obtaining Certifications and Attestations:

- What is a conflict of interest
- Internal policies, SOx compliance
- SEC disclosures
- Vendor certifications
- Travel & expense
- Gifts to government officials
- HIPAA Business Associates agreements
- Conflicts of Interest statements
- Any policy/document: Code of Conduct or any “read and certify” documents

## Choose from two off-the-shelf options:

- Short Form – simple certification, link to document
- Long Form – review document details in certification
- Cost effective

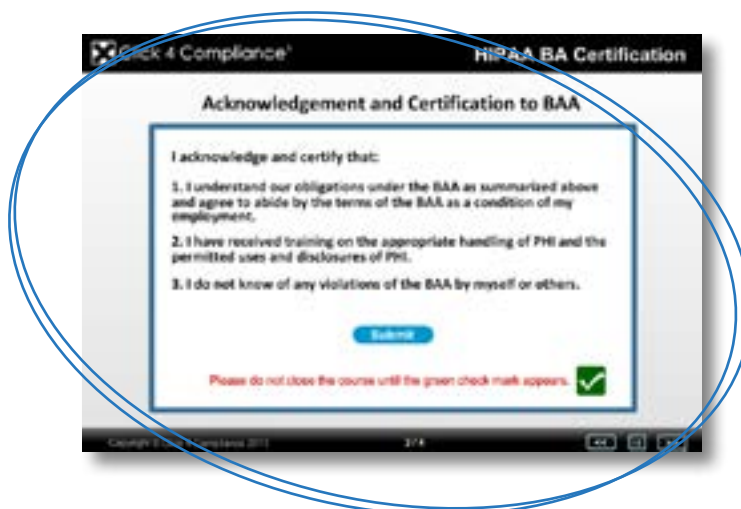
## Fully Customizable:

- Add CXO Introduction and Instruction
- Link to Policy(ies)
- Include internal email contact or resources links
- Add a Quiz

## Course Features

1-5 Minutes

Cost Effective



## 10 Minute Consolidated Learning



### [Gifts, Travel & Entertainment](#)

Giving and receiving gifts, providing travel and entertaining clients can lead to challenging compliance and ethics questions. Your employees must recognize the appropriate way to conduct themselves in these everyday business situations.



### [Foreign Government Officials](#)

International business relationships require an informed and compliance-driven workforce. This short course will help employees understand the pitfalls to corporate interactions with foreign government officials as well as with a variety of other types of global professionals.



### [Conducting Internal Investigations](#)

When an internal investigation is required, employees must grasp how to forage through all of the appropriate information and corporate data for answers.



### [Red Flags, 3rd Parties & Due Diligence](#)

Your business partners and 3rd parties are vital to the success of your organization. Conducting due diligence and heightening awareness to red flags in these relationships is just as critical to avoid compliance risks.

# Compliance Tune-Ups

The next level of Compliance training – available off-the-shelf or fully customized to meet your business needs. Awareness and retention increase with more frequent training and reminders. Doesn't that make sense? Compliance Tune-Ups offer short (from 30 seconds to a few minutes), entertaining communications, games, cartoons and vignettes based on real life situations.

*“Compliance Tune-Ups lets us deploy quick, entertaining messages out frequently to reinforce our compliance efforts and reduce our risks.”*

## [3rd Party Risks \(Anti-Corruption / Export\)](#)

Quite a lot of risk seems to come from your 3rd Parties, including Corruption, Export and many other risks. So, let's understand what needs to be done to reduce those risks!



## [Gifts, Travel & Entertainment](#)

Another short course on Gifts, Travel & Entertainment? Yes! Such a common problem area, this entertaining course may help you avoid trouble.



## [Who is a Foreign Govt Official?](#)

“How can she be a Govt Official – she's a doctor?!?” Just a quick reminder of the many people that can be Government Officials. Remember, they require more scrutiny when you work with them.



## [Gifts, Meals, Entertainment & Travel](#)

Let our avatar, Maria, guide you through the basic rules of giving and receiving Gifts, Travel or Entertainment. Ask about our customization services – we can create an avatar just for you! Wouldn't it be cool to see you CEO or CCO in full animation?



## [Export Alert Game!](#)

Play the Export Alert Game to make sure you understand what you can, and cannot do in the world of global trade. Sometimes you'll be surprised! BTW, let us know if you like the music.



## [Can You Export? \(Game\)](#)

Answer questions correctly to wrap, address, stamp and get a package ready for export! Check out the Click 4 Compliance courier truck!



# Compliance Tune-Ups - Continued

## [Red Flags & Third Parties](#)

You can never get enough examples of those pesky Red Flags! In today' business climate, you'll need to recognize red flags and know what do when you see one, including calling on your Legal or Compliance department. See some real life examples and reduce your global risks!



## [Social Media Risks](#)

You don't want to hear this: "Hold on, I'm Tweeting our financial results...." This short course reminds you of the etiquette, risks and best practices for social media: Facebook, Twitter, blogs – you name it!



## [Respect in the Workplace Parts I, II, III, IV](#)

Across this series, we will cover the prevention of Harassment, Discrimination, Retaliation and generally explain why Respect for others and Diversity are good. Good for people, good for companies. It will also show the negative consequences when such standards are not met.



## [Privacy \(Data Transfer Game\)](#)

In global companies, it's natural to send data around the world – but can you? We'll remind you of some of the basic rules on Data Transfer so you don't violate the big rules.



## [InfoSec Alert Game \(Privacy\)](#)

Info, data, more info, more data. How do you keep them secure? Play this fun game and you'll learn more about keeping things safe.



## [Conflicts of Interest Alert! \(Game\)](#)

"What do you mean you also work for another company? Who are your loyalties with – us or them?" Learn some basic principles on identifying, disclosing and avoiding Conflicts of Interest.



## [InfoSec/Privacy Clean Desk Game](#)

Information Security starts with you! Take a look at your desk and make sure you know how to keep information where it belongs!



# C4C Mobile Compliance Officer App

## Application Overview

Your employees have completed their corporate compliance training, but you want to be sure they have the information when they need it most – when they are on-the-go. Use the [C4C Mobile Compliance Officer application](#) as a reference guide to avoid risks in everyday business scenarios.



*Click the App Store icon or search for “C4C” in the iTunes App Store for the C4C Compliance Officer App Free Download.*

Add Your Company Policies, View Compliance Tips on-the-go and “Submit” Compliance issues internally.

## Covered Compliance Topics:

- Compatible with Apple iPhones
- Completely customizable
- Swipe from page to page to easily view all Compliance topics and checklists
- Report It! Feature available to easily report a Compliance issue to the appropriate Corporate contact
- Explore important Compliance Tips in each Compliance Area
- Real-time, up-to-date blog posts by Compliance experts on trending topics and issues which include all of the same images and links that you see on the blog in a regular browser
- Contact Click 4 Compliance by Phone or by Email

## Important Tips on a Variety of Compliance Topics:



## Application Features

- Compatible with Apple iPhones
- Completely customizable
- Swipe from page to page to easily view all Compliance topics and checklists
- Report It! Feature available to easily report a Compliance issue to the appropriate Corporate contact.
- Explore important Compliance Tips in each Compliance Area!
- Real-time, up-to-date blog posts by Compliance experts on trending topics and issues which include all of the same images and links that you see on the blog in a regular browser.
- Contact Click 4 Compliance by Phone or by Email

# Customization Services

## **100% Customer-Focused Training Services**

### **Customizable Library Courses**

Reduce your operational risks with Click 4 Compliance. C4C will partner with you through the entire process to get your online compliance training up and running. With our full scope of services – from a diverse library of customizable courses to translation to any language to uploading your users to our LMS and tailoring reports to your company, C4C brings comprehensive, interactive, and engaging compliance instruction directly to you and your employees.

### **Common Library Customizations**

We can customize any C4C course with your company logo and colors, with intranet links to your website and a CXO introduction (video, text, or audio). You can add or remove topics with additional features and role-plays that address the specifics of your company's everyday operations.

### **Custom Client Course Development**

Some client requirements are unique and go outside the scope of the C4C library. C4C works with clients in need of training to meet specific requirements. Whether you need a full training course, refresher, Integrity moment or custom mobile app, our team can work with you to develop the training you require.

### **Covered Compliance Topics:**

- Curriculum Planning
- Instructional Design
- Content Development
- Translation
- C4C Compliance Portal (LMS)
- Reporting / Tracking
- Training Certification
- Project Management
- Implementation Support (Communication & Marketing, Launch Support, Reporting)