



Deepak Pall Singh, ACMA, CGMA

GRC Professional with demonstrated experience Governance, Enterprise Risk Management, Business Continuity Management, Ethics and Integrity/ Compliance, Corporate Insurance and Data Privacy. Strongly believes in the importance of embedding technology to GRC.

WORK EXPERIENCES

DKSH (M) Sdn Bhd (April 2018 – Current)

Current Role: Senior Manager, Governance, Risk and Compliance, May 2021 – Current

Responsible for overall implementation of the organization's Governance, Risk and Compliance framework. Role covers GRC matters relating to Healthcare, Consumer Goods, Performance Material and Technology business units.

Key responsibilities:

- 1) Develop and ensure implementation of group **policies and procedures**, e.g. Code of Conduct, Anti-Bribery and Anti-Corruption, Conflict of Interest, Gift, Hospitality and Entertainment policies
- 2) Develop the Annual Compliance Program to include training and communications strategy for internal and external stakeholders
- 3) Ensure adherence to **regulatory requirements** in Malaysia and Singapore – United States Foreign Corruption Practices Act (USFCPA), United Kingdom Bribery Act (UKBA), Malaysian Anti-Corruption Commission Act 2009 (MACCA) and Singapore Prevention of Corruption Act (PCA). Recorded zero bribery cases for 3 years while in service.
- 4) **Data Privacy Officer (DPO)** for DKSH Malaysia Sdn Bhd – the role includes developing, implementing, and advising the business on Data Privacy requirements in line with GDPR, PDPA and HIPAA
- 5) Drive the organization's **Enterprise Risk Management Enterprise** framework by identifying key risks impacting the organization and mitigation steps to reduce its likelihood and impact
- 6) Support initiatives to drive **sustainability reporting** through risk management and compliance with a focus on GRI 416-2 and 417-3
- 7) Govern the organizations **Business Continuity Management** Framework covering DKSH Malaysia comprising of 4,000 employees and 8 warehouses with stock values exceeding RM1billion in total.
- 8) **Compliance Manager** – includes all responsibilities as detailed in my previous role
- 9) **Third Party Due Diligence** project lead and implementer for Malaysia – current scope covers 7,000 vendors and customers and growing
- 10) Serves as an **independent advisor** for all ethical and compliance related issues including being the client and authority main contact person for the organization's compliance matters.
- 11) Ensure operating expenditures are within operating budgets to ensure efficient usage of resources – GRC currently consist of 4 employees.

Role: Manager, Compliance, October 2019 – May 2021

Responsible for driving the culture of ethics and integrity (E&C) throughout the organization by providing counsel, reviewing processes, educating and communicating E&C practices in the workplace.

Key responsibilities:

- 1) Country Compliance Committee (CCC) convener and rapporteur of current Compliance framework
- 2) Project lead for Compliance related projects – Successfully implemented Third Party Intermediary (TPI) system covering 7,000 over external parties. Work included conducting Due Diligence on external parties of the organization.
- 3) Developed the Bribery Risk Control assessment for the whole company. Implementation included working with 40 stakeholders from various business units and functions.
- 4) Project lead for Anti-Bribery and Anti-Corruption, Code of Conduct Compliance and Conflict of Interest form automation using Power Automate tools.
- 5) Developed and execute the Compliance Framework in-line with adequate procedures and T.R.U.S.T principles established by the Prime Minister Office to meet MACCA S17A provision.
- 6) Develop new and evaluate current policies, procedures and processes to ensure a strong Compliance culture is present in the organization.
- 7) Conducting Compliance related training programs covering various policies i.e. Anti-Bribery and Corruption (ABAC), Code of Conduct (CoC), Interaction with Healthcare Professionals, etc. This is done to foster compliance awareness in the country through education and communication.
- 8) Manage and track the completion of ABAC and CoC training completion of all DKSH Malaysia employees. Completion rates increased from 47% to 98% in 1 year for over 4,000+ employees.
- 9) Provide counsel and advisory services to other parts of the business dealing with external due diligence and audit requirements.

- 10) Ensure the organizations non-compliant incidence reporting system (e.g. compliance hotline and email reporting channels) are managed effectively to ensure that these incidences are properly investigated. All non-compliant incidence is logged and reported to the Country's Compliance Committee.
- 11) Lead investigator for all non-compliance incidence in the country with the objective of recovery, sanctioning and ensuring any potential breach is adequately managed.
- 12) Prepare Monthly Compliance Reports for submission to the Group, this includes reporting non-compliance incidences, client due diligence programs and spot-check plans.
- 13) Develop and execute the organizations Spot-Check and Review (SCAR) activity. This includes Compliance review on selected process to ensure adherence to controls in place.
- 14) Organize company-wide activities such as Compliance Day and compliance announcements to ensure employees are kept abreast of the organization policies.
- 15) Review contracts and agreements for compliance requirements and monitor business unit's compliance to these requirements. All exceptions are then justified and highlighted to Group GRC for further approval to ensure standardization in all contracts.
- 16) Subject Matter Expert on all compliance related queries in the country as raised by the management, and other stakeholders including employees.
- 17) Ensure all regulatory requirements are met by the organization i.e. United States Foreign Corruption Practices Act (USFCPA), United Kingdom Bribery Act (UKBA) and MACC Act 2009.
- 18) In-depth understanding of the pharmaceutical and healthcare industry codes and standards.
- 19) Manage relationship with external Compliance officers of our clients and regulators to ensure business operations are always up to mark with requirements and client's expectations.

Role: Assistant Manager, GRC, April 2018 – September 2019

Responsible to ensure corporate governance of the organization is continually developed and meets all regulators requirements. Developed and maintain organization wide Risk Register and implement all government and group wide policies.

Key responsibilities:

- 1) Review and advise on compliance matters and Data Protection clauses in agreements between DKSH and its stakeholders. Drafted data protection clauses to be used on company websites and application forms.
- 2) Developed the Business Continuity Framework ("BCM") for DKSH Malaysia comprising of 4,000 employees and 8 warehouses with stock values exceeding RM1billion in total.
- 3) Gather and analyzed data from individual risk owners to develop a risk register that accesses gaps and identifies mitigating controls to evaluate the overall effectiveness of current controls.
- 4) Responsible for the management of corporate insurance portfolio (managing claims, renewal and advisory on policies) for all DKSH Malaysian entities
- 5) Assists in developing, maintaining and updating policies, processes and procedures to comply with organizational requirements.
- 6) Elected Data Protection Officer ("DPO") for DKSH Malaysia – ensure all personal data of stakeholders are manage according to the Personal Data Protection Act ("PDPA") 2010 and General Data Protection Regulation ("GDPR") requirement.

Alliance Bank (October 2015 – April 2018)

Role: Manager, Risk Control Officer, Group Operations Control ("GOC") May 2017 – April 2018

Role: Senior Executive, Risk Control Officer, GOC November 2015 – May 2017

Assist the Management by providing assurance on the adequacy, efficiency and effectiveness of Operational Risk Management processes and internal control systems for commercial bank branches.

Key responsibilities:

- 1) Performed pre-liminary ISO audit on selected Branches as a Qualified Internal ISO Auditor. All branches then had successfully obtained ISO certification.
- 2) Test and ensure compliance to internal policies, including Anti Money Laundering ("AML") and Counter Financing Terrorist ("CFT"), Know Your Customer ("KYC") and Bank Negara Malaysia Regulations.
- 3) Conduct branch risk assessment for 87 branches nationwide. Risk assessment is done by using a risk matrix which is also constructed mutually with the unit higher management.
- 4) Prepare Branch Inspection Unit Budgets on an annual basis for the unit and track expenditures to ensure it is within the budget set.
- 5) Report to the Management Committee (MANCO) member of the Bank of compliance breaches and effectiveness of internal controls for current and new processes.
- 6) Timely escalation of compliance breaches including completion and submission of Monthly Compliance Report to Group Compliance to ensure compliance to laws, regulations, standards, policies, procedures and risk framework (external).

- 7) Conduct branch inspections at a nationwide level and prepare final inspection report for branches. Evaluate and rate the risk level of the current branch based on the risk level of the issues identified during inspections.
- 8) Participate in the elaboration of corrective actions whatever the source of the issue [e.g. Group Internal Audit ("GIA"), BNM, Corporate Operational Risk Management Committee ("GORMC"), Compliance Unit and others].
- 9) Ensure that all Governance, Risk and Compliance (GRC) related issues are rectified.
- 10) Facilitated review of Regulatory Compliance Gap Analysis (RCGA).
- 11) Business Continuity Management ("BCM") coordinator for the department.

Role: Management Trainee (April 2015 – October 2015)

- 1) Rotated between roles for 6 months through various departments in the bank including Investment Bank, Financial Markets, Group Operations Control, Internal Audit, Consumer Banking, Commercial Banking, Human Resource and Bank Branches.
- 2) Provide insights on process improvement through presentations to the respective department Management Team.

KPMG Malaysia (December 2014 – April 2015)

Role: External Auditor (Audit Associate)

Provide reasonable assurance to the stakeholders and users of financial statements that the published financial statements are free from material misstatements.

Key responsibilities:

- 1) Performed audit processes through checking previous year balances, casting and vouching of documents.
- 2) Assisted in drafting financial statement and performing statutory audit.
- 3) Prepare detailed reports on audit findings.
- 4) Assisted in examining financial statements by performing substantive tests to ensure reports were free from material misstatements.
- 5) Audit portfolio includes Islamic Bank and a commercial paper printing company.

SHELL Business Service Centre (February 2014 – November 2014)

Role: Hydrocarbon Management Analyst (Finance Operations)

Ensuring all physical stock balances maintained at responsible oil plants tallies to the balances as per maintained in the GSAP system.

Key responsibilities:

- 1) Primarily responsible for daily, monthly and quarterly reconciliation of hydrocarbon plants in India, matching physical reports to reports in GSAP system and analyzing any discrepancies. Back-up for similar activities in Oman, Pakistan and South Africa.
- 2) Communicating with partners to ensure that required movement adjustments are made and then run the reconciliation process (book versus physical process) in GSAP.
- 3) Follow up on abnormal losses and gains to ensure it is reflected accurately in the respective general ledgers.
- 4) Run Monthly Tank Stock Summary Report of Shell own terminals and third-party terminals on weekly and monthly basis.
- 5) Core member of migration team of the stock reconciliation process from Philippines to Malaysia.

EDUCATION

Completed Chartered Institute of Management Accountants Examination (CIMA) in 2019
ACMA and CGMA

Sheffield Hallam University, Sheffield, England
Graduated in September 2013
BA Honours Degree in Accounting and Finance
2nd Class 1st Division (Upper) Honours

Tunku Abdul Rahman College

Graduated in March 2013
Advanced Diploma in Commerce in Management Accounting

Graduated in May 2011
Diploma in Business Studies (Accounting)

Trainings in 2021

Celonis Analyst
ISO 37001 – Anti Bribery Management System on Udemy
Introduction to Machine Learning For Data Science on Udemy
Master Microsoft Excel Macros and Excel VBA on Udemy Guidelines
MCCG Monitoring with the Board of Directors of DKSH
Roundtable on the EU Whistleblower Protection Directive in Switzerland with Convercent International Anti-Corruption Day with MICCI

Taklimat Pelaksanaan Inisiatif Antirasuah: Pelan Antirasuah Organisasi (OACP), Pengurusan Risiko Rasuah (CRM) dan Seksyen 17A Akta SPRM 2009 with MACC
Fighting Corruption together as a Nation - A Joint Responsibility by the Government and Corporates with the Malaysian Institute of Management
Promoting Governance in the Pharmaceutical Industry with MOPI
“Anti-Bribery & Corruption Online Training Course for Corporates and SMEs 2.0’ with Transparency International

EXTRA CO-CURRICULAR ACTIVITIES AND INTERESTS

- 2020 Vice President of DKSH Fantree Club Committee (managing social activities for all employees)
- Member of TARC Toastmasters International Club, Shell Toastmasters Club and KPMG Toastmasters Club (April 2012- March 2015)
 - Held the position of Vice-President of Shell Toastmasters role for one term.
- Held various leadership roles in secondary and tertiary education periods

CO- CURRICULAR ACHIEVEMENTS

Toastmasters International

a) Club Level



Champion, International Speech and Table Topic contest (2013), Humorous Speech and Evaluation contest (2012)

b) Area Level



Champion, International Speech (2015), Table Topic Contest (2013), Humorous Speech (2012)



Runner-up, Evaluation contest (2012)



2nd Runner up, International Speech (2013)

c) Division Level



Runner up, Table Topic Contest (2013)



2nd Runner up, Humorous Speech (2012)

COMPUTER SYSTEMS

- 1) GSAP - Used for reconciliation of stocks and generate reports.
- 2) SAP – Used for Compliance review activities and accessing Finance reports
- 3) Lighthouse – Used for extraction of reports from SAP
- 4) Microsoft Office - Daily use including basic macros on Microsoft Excel.
- 5) Power Automate – used to develop Conflict of Interest disclosure and declaration forms
- 6) Exceedra – used to extract reports for expense monitoring
- 7) Maya – used for employee e-learning management
- 8) Dow Jones – used for external party due diligence
- 9) SAP Watch List Screening (WLS) – used to screen third party profiles

References available upon request.