

## Lila Landis

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### MORE ABOUT ME

**If you could tell your past self one thing, what would it be?**

Keep going, it gets better and better! Remember how it feels to be an individual contributor and both the good and bad leaders, they will help you be a better leader in the future.

**The interview for your dream job ends with a solo karaoke performance – which song would you perform?**

I can really belt out Jewel's Who Will Save Your Soul. The song content may not be relevant but I'll show a lot of enthusiasm.

**What is the most beautiful place you've ever seen in person?**

Florence is everything I dreamed Italy would be, I would go back there anytime.

**What is your biggest ever extravagance?**

When I finished my MBA, I gifted myself a Chanel handbag, and it is still my favorite.



## Asked & Answered

### THE SECRET SAUCE OF COMPLIANCE

**What is your secret sauce for compliance?**

I believe that using a servant leadership style has helped me tremendously in my career. I always approach internal stakeholders from a perspective of wanting to help them and our organization, and that often results in a better relationship and more successful adoption of compliance processes. Sometimes this is something really small, like making a fillable pdf form that earns goodwill. I also try to get buy-in from the commercial team by offering to meet with clients to reinforce the importance of compliance.

**To what extent are you concerned about Compliance Officer liability?**

I've been concerned about internal compliance teams' liability since the Yates Memo and I frequently advise those responsible for compliance to be covered by directors and officers insurance for their organization. I think it's important for Compliance Officers to act in good faith, communicate risks thoroughly to senior leadership, and to know when an organization's culture cannot be fixed. The hardest task for any Compliance Officer is being put into a position where they have to argue to do things legally; when that is happening frequently, I think it's time to move on.

**What new subject matter expertise are you working on to stay at the cutting edge of your practice?**

I'm very interested in AI developments, particularly for applications to trade compliance. I've been following AI use in trade and new regulations on AI. The new EU law on AI and the Biden Memo are both giving compliance professionals a lot to digest as we look at how we use and apply AI ethically and compliantly.

**Is Artificial Intelligence a pro or a con to the compliance profession?**

I think there's great potential for AI to benefit compliance. The dream of any compliance team is to manage by exception, and AI can be applied to metadata to identify exceptions and enable the compliance team to audit 100% of transactions. While it does not provide a complete defense, I think it can be a powerful tool to augment trained compliance experts.

**What are your predictions for the future of compliance in your industry?**

I think we will see the democratization of technology for compliance operations so that many compliance teams can finally move beyond using spreadsheets for managing compliance. I'm excited to see how this will transform the work of compliance teams and enable them to demonstrate more value to organizations.

**What is the ideal relationship between Compliance and Legal teams?**

They should be complementary. Legal should appreciate the specialized regulatory knowledge that Compliance holds and provide support for them as needed.

Compliance should know when to involve Legal, and they should collaborate on selecting good external counsel when needed. Both teams should recognize that two heads are better than one!

**To what extent should a compliance and ethics program have coverage of off-channel communications?**

For most organizations, I think it is really difficult to have control at that granular level, however off-channel communications should be covered in policies and training to ensure that employees understand that they still need to conduct themselves professionally and follow company policies when communicating that way.

**How can a compliance and ethics team work to prevent political polarization and conflict in the workplace?**

In the logistics industry this is difficult as many political decisions are directly affecting our business. Within our Compliance team, we do discuss certain political issues and their impact on the regulatory environment, and I'm often asked to advise clients on how political changes will affect trade. I try to keep those conversations neutral and factual as much as possible.

**If you weren't a compliance professional, what would you be?**

I would have loved to be a travel writer as I really love traveling internationally and I enjoy writing. I currently write about trade compliance topics frequently, and I have a few writers in my family as well!

**In the ups and downs of the economy, compliance teams are often under the spotlight for cuts during the downs – why is that and what can be done to prevent it?**

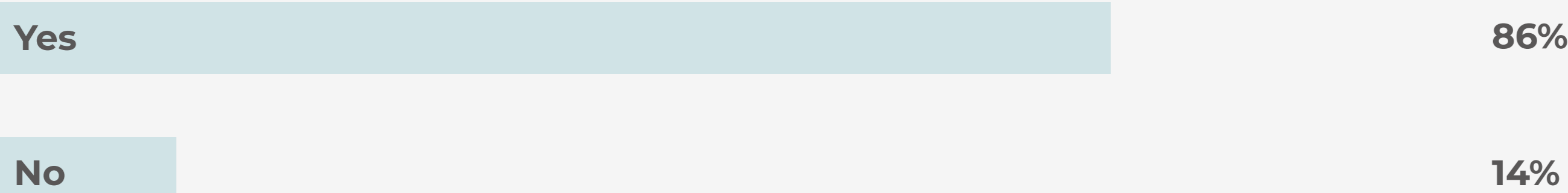
It is unfortunate that compliance is often seen as a cost center and a hindrance to business, rather than the strategic partner that it can be.

It is critical for Compliance Officers to continually highlight the value of compliance to the organization, not only through risk mitigation but also as a strategic differentiator that is a requirement for doing business with many clients and in many industries.

## THE POLL RESULTS

We asked....

**Is it acceptable to publicly block time in your work calendar for health and well-being activities (gym, massage, walking, etc.)?**



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