Curriculum Vitae of Guy Higgs

PERSONAL INFORMATION

Full Name:	Guy Higgs
Known as:	Guy
Nationality:	British
Languages:	English
Marital Status:	Married
Current location (Country and city):	United Kingdom

SUMMARY

A GLOBAL INVESTIGATION, and ANTI-CORRUPTION result driven leader with 35 years' experience in law enforcement and the corporate sectors conducting projects in Latin America, Central Europe, Middle East, Africa, India and Asia with regard to the specialist areas of Internal Investigations, Anti-Corruption, Misconduct, Fraud, Risk management, Fraud Audits, Due Diligence (KYC), and Oversight. I have a proven track record in planning, leading and managing complex and sensitive investigations with a passion for creating, coaching, and mentoring investigation teams. I have been very lucky to have lived in 7 countries and operated in over 70 giving me a unique international perspective that is unrivalled. Throughout my career, I have demonstrated exceptional leadership abilities, strong analytical skills, and a keen attention to detail. I have been a Certified Fraud Examiner since 2007. I have been a member of the Association of Corporate Investigators (ACi) since its inception in 2018. The ACi has been charged by the International Standards Organisation (ISO) to develop the ISO 37008 Internal Investigations of Organisations to which I was a contributor. In June 2024 I was invited by the ACi Executive Committee to be on the "task Force" for the project entitled " Enhancing Corporate Governance: A new 'lines of defence model' position for enhanced corporate and organisational integrity and risk mitigation" which commenced in November 2024. A firm advocate that "Investigations should establish the facts and the truth in order to promote change". I have held DV security clearances. I hold a current valid DBS clearance.

EDUCATION

MA Corruption & Governance (Merit)
University of Sussex
Jan 2020 - 2022

The Wharton Business School, Nokia Voyager Program, Management & Leadership
University of Pennsylvania
2008 - 2008

Postgraduate Certificate, Security & Fraud Management (CHaRM)
Loughborough University

2004 - 2008

CORE COMPETENCIES:

Leadership

- Leadership, management, budget control and contract management.
- Extensive experience is building, mentoring, and coaching Global Security Investigations and Intelligence teams.
- Has developed standards, procedures, and KPI metrics.
- Collaborated win a matrix organisation with other assurance functions such as Compliance, Human Resources, Legal, Security and Cyber teams across the company to ensure timely completion of investigations.
- High level consultation to the company management and external counsel on the findings of investigations.
- Developed strong relations with Law Enforcement and Intelligence Agencies globally.
- Lead extremely sensitive, complex, and confidential investigations into multi-jurisdictional and cross border incidents into incidents of theft, kickbacks, insider trading, procurement fraud, tax evasion, misappropriation of assets, data loss and intellectual property theft, technology misuse, and conflict of interest.
- Has developed with industry expert's due diligence and business intelligence programs.
- Provided key consultancy to board level and c-suite leadership on the appropriate strategy resolving outcomes of investigations.
- An effective communicator at all levels of the company, including at board, c-suite and executive level.

Communication

- Guest Speaker Association of Certified Fraud Examiners European Conference, Frankfurt, April 2018. Topic "Effectively meeting the challenges of cross-border investigations".
- Special invitee and guest contributor to the 2017 Association of Certified Fraud Examiners Annual Symposium Top 20 "Partners in Fight against Fraud", Santa Clara, USA October 2017.
- Guest Speaker 4th Middle East Security Conference and Exhibition, Dubai - ASIS International: Synergy between Corporate Security and Corporate Fraud Investigations

Skills

- 35 -years plus experience in law enforcement, corporate investigations and oversight.
- Creates partnerships by authentically building trusted relationships and collaborates across global, diverse, and multi-functional teams to successfully drive objectives.
- Execution – Develops and implements tactical operational plans that align with business objectives; identifies and initiates efforts to achieve objectives, teaching others to accept accountability for meeting and stretching to exceed results in a timely and cost-effective manner.
- Extensive experience in living and operating in post-conflict, emerging markets and developing nations.
- Influence – influences and persuades others internally and externally, including senior leaders; recognises existing tensions among different teams/departments with their own function and encourages effective management of conflicts by challenging behaviours and advocating for others.
- Passion for creating, coaching, and mentoring investigations and security teams.

- Passion for growing talent by inclusively and pro-actively developing, empowering individuals and managing diverse teams to drive engagement and performance.
- Problem solving and decision making - identifies and addresses complex technical, operational and/or organisational challenges; makes key decisions guided by functional business plans that impact the support and funding of projects, products, services and/or technologies - even when substantial amounts of information are unknown, demonstrating a willingness to take calculated risks.
- Proven representational and public speaking experience.
- Proven track record in planning, leading and managing major investigations and security operations.
- Proven track record in supporting and reporting to Board members, C-suite and senior leadership teams.
- Thinks strategically by setting the direction of global investigations and security programs aligned to company strategy, applying external and global perspective to meet local and global needs.
- Global Network – Trusted and tested extensive connection network located strategically around the globe; relationships with global and local investigative and security providers.
- Fluent in English (mother tongue) with basic and intermediary working knowledge of German, Portuguese with a little Greek and Arabic.

CAREER HISTORY:

Global Expert Compliance Investigations.
TUV Rheinland Group.
September 2021 - April 2025

This was a new role, reporting directly to the Chief Legal and Compliance Officer, a member of the supervisory board and the Compliance Committee chaired by the CEO. TÜV Rheinland is a globally recognized technical service provider, founded in 1872 and headquartered in Cologne, Germany, specializing in testing, inspection, certification, and training services across various sectors, emphasising safety, quality, and sustainability. Their services cover a broad spectrum of industries such as Transportation, Products, Medical Devices and Industrial Infrastructure and Cybersecurity.

Key achievements

- Collaborated with key stakeholders and conducted an organisational fraud and corruption risk gap analysis.
- Identified that the organisation was reliant on weak guidelines and championed the transition to clear, concise and legally stronger policies and procedures.
- In 2022 and in response to the Russian Ukrainian conflict conducted an enterprise wide sanctions review including China operations based on OFAC, OFSI and EU regimes. Sourced and implemented a SAP sanctions screening tool.
- Developed and implemented modern processes for conducting compliance investigations and trained Legal, Compliance and HR colleagues in the basic area of internal investigations.
- Identified over 20 separate methods to report complaints, incidents and reports. Streamlined into 2 control methods.
- Identified an outdated Whistleblowing reporting platform. Thus, sourced, designed, and managed the global whistleblowing reporting platform provided by NAVEX ONE Ethicspoint.

- Trained Legal, Compliance, HR and Compliance Ambassadors in the use of and reporting of cases through NAVEX ONE Ethicspoint
- Sourced, designed and implemented a compliance case management program.
- Streamlined Investigation reporting methods and templates.
- Conducted complex special high-risk, high-value, project investigations as directed by the Board.
- Conducted a high-risk investigation in Mexico. A EUR2.5m procurement fraud involving fake agents, suppliers and contracts involving a state owned enterprise.
- Conducted a EUR500k financial fraud in Brazil involving the company accountant and consortium accounts within large scale infrastructure projects.
- Conducted a wide range of bribery and corruption cases in Brazil, India, Poland, Middle East and Asia.
- Working with HR conducted a number of sensitive discrimination and harassment cases.
- Provided centre of excellence investigative support for HR and other key stakeholders investigating high-risk allegations of serious misconduct, conflict of interest, discrimination, harassment, and other violations of company policy or law involving senior management.
- Where appropriate using my global network of trusted investigation 3rd parties I have conducted and managed investigations with external parties.
- Managed a global cross - functional matrix of high-performing legal, compliance and integrity officers.
- Ensured investigative excellence, driving consistency, independence and fairness in investigative processes and outcomes, and providing operational and strategic oversight.
- Drafted and implemented an Investigation Charter, Policies and Standard Operating Procedures.
- Drafted and implemented a modern anti-corruption policy, conflict of interest policy and Anti-fraud Policy.
- Championed the use of forensic tools including the implementation of AI to conduct evidence gap analysis, translations and report writing.

Senior Manager Investigations – Europe and India,
EQUIFAX.
June 2018 – April 2021

Equifax Inc. is an American multinational consumer credit reporting agency and is the largest consumer credit reporting agency globally. Equifax collects and aggregates information on over 800 million individual consumers and more than 88 million businesses worldwide.

This was a critical transformation role after the September 2017 Global cyber security breach. I provided strategic and “hands on” investigations covering all operations within European and India of a high priority, sensitive and/or complex nature such as: investigation of allegations of data exfiltration, identity theft, misconduct, fraud, corruption, kickbacks, embezzlement, retaliation, (especially whistle-blowers) harassment, by Equifax personnel and/or individuals, agents, organisations, or companies that have contractual relations with Equifax. This included obtaining and reviewing relevant evidence, preparing investigation plans, and conducting interviews. I supported Global Corporate Security and Information Security teams with programs, operations, and management to deter, detect, mitigate physical and insider threats to Equifax assets meeting strict ISO27001, GDPR and NIST Cybersecurity Frameworks. This included monitoring and auditing information, evaluating personnel security information, producing employee awareness and training, interviewing persons of interests, gathering data for analysis, and providing clear metric-based management information on the program with critical deployment of cyber forensic tools. I consulted and operated alongside senior leadership teams and centres of excellence such as CISO, ISO, Legal, HR, Compliance, and

business unit leaders. This role was a key influencer for ensuring global integrity standards for Equifax for internal and external fraud investigations, insider threat programs, security incidents, post incident root cause analysis advising the leadership team and executive level audiences. The role included highly confidential special projects as directed by the senior leadership team. This was an individual contributor position and formed a key part of the global security incident management response. I provided a strategic single point of contact with the relevant law enforcement agencies.

Director Investigations HQ & Emerging Markets,
VEON (HQ Amsterdam, London, Algeria, Bangladesh, Pakistan, Italy, Zimbabwe, and Laos)
Jan 2015 – Feb 2018

VEON formerly trading as VimpelCom, was an international telecoms & digital company operating in 14 countries and headquartered in Amsterdam, and was one of the world's largest integrated telecommunications services operators providing voice and data services through a range of traditional and broadband mobile and fixed technologies in Russia, Italy, Ukraine, Kazakhstan, Uzbekistan, Tajikistan, Armenia, Georgia, Kyrgyzstan, Laos, Algeria, Bangladesh, Pakistan, and Zimbabwe. VEON has grown into an international telecommunications and technology business with more than 235 million customers and the ability to serve more than 10% of the world's population. In 2014 Vimpelcom along with other telecommunications companies became the subject of an Foreign and Corrupt Practices Act "FCPA" investigation conducted by the United States Department of Justice "DoJ"involving a bribery scheme with the ruling family of Uzbekistan. In 2016 Vimpelcom agreed a deferred prosecution agreement "DPA" of USD 795 Million plus a three year monitorship program. At that time this was the highest DPA in FCPA history. The onward monitoring and investment "clean up" cost the company in excess of USD1 Billion.

Key Responsibilities:
Director Investigations, HQ & Emerging Markets, within the Finance team and was responsible for managing the investigation case pipeline in dedicated Business Units for the purpose of minimising losses from internal fraud and misconduct, improving operational transparency for the Group Executive Board and Corporate Governance Committees and Compliance.

Key Achievements:

- Complete team start-up from scratch. Identified, recruited, onboarded, trained, coached, and mentored a dedicated team of diverse, multi-skilled and multi-cultural investigators located in regional and country hubs. This became a dedicated team of 9 investigators.
- Collaborated with the Monitor team as well as the US DoJ and Dutch authorities.
- Acted as the key "go to person" for all serious bribery, corruption, fraud, misconduct and code of conduct investigations.
- Conducted a business enterprise bribery and fraud risk assessment.
- Personally directed and led a team that conducted a number of highly sensitive investigations.
- Reported directly to the Group Director Forensic Investigation and the Group Board of Directors and supervisory members.
- Identified and implemented an IBM bespoke case management system supported by i2 analytics software.
- Identified, implemented, and engaged talent bringing in best in class cyber forensics capability including Forensic Analysis tools.

- In 2016 developed, coached, and mentored 26 assurance function volunteers through the Association of Certified fraud examination. 24 passed.
- Drafted and implemented Investigation and triage procedures and policies.
- Acted as Head of Risk Oversight for a company wide procurement “swap out” of the technical infrastructure. This involved end to end oversight of the complete tender, negotiation, technical review and procurement of a multi-million Euro project.
- Conducted a number of training and other specific programs with key stakeholders and senior management that fostered and improved the company relationships.
- This role required relocation to Amsterdam Headquarters and 80% international travel.

Global Corporate Investigations Manager (post acquisition of Nokia Mobile Phones)
Microsoft
April 2014 - Dec 2014

Microsoft Mobile was a subsidiary of Microsoft involved in the development and manufacturing of mobile phones. Based in Espoo, Finland, it was established in 2014 following the acquisition of Nokia's Devices and Services division by Microsoft in a deal valued at €5.4 billion, which was completed in April 2014.

Key Responsibilities:

- Post-acquisition of Nokia Devices and Service by Microsoft retained position as the global role in managing high profile, high risk, sensitive and complex fraud investigations, breaches of regulatory compliance such as FCPA and the UKBA, violations of internal policies and procedures.
- Conducted high risk complex and sensitive investigations in Brazil, Middle East, North Africa, Europe, and Asia.
- Managed a matrix organisational senior management team drawing on all areas of business expertise.
- Coached and mentored individuals from business sectors that expressed an interest in and had the recognized skills to become investigators. This resulted in a team of 6 dedicated diverse investigators.
- Reported directly to C-Suite and board level management teams.

Global Corporate Investigations Manager Nokia Mobile Phones at Nokia
June 2007 - April 2014

- Joined Nokia as security manager Middle East and Africa in June 2007. Promoted in 2008 to Deputy Head Security for Central Europe, Middle East, and Africa. In 2011 promoted again to Director of Security India, Middle East, and Africa & Global Head of Security Investigations.
- 2012 Special appointment by VP Ethics & Compliance to manage complex and major fraud investigations breaches of regulatory compliance and violations of internal policies and procedures from a global perspective.
- Lead and managed the due diligence “know your customer “and vendor programs for the IMEA region. This program has been rolled out globally.

Key Achievements:

- Responsible for managing and leading security functions from manufacturing, supply chain and channel distribution.

- Managed in-house and external security functions at manufacturing plants in Cluj, Romania, Komoram, Hungary; Chennai, India and Hanoi, Vietnam.
- Active member and security investigation advisor to the Hanoi Factory implementation team spending 6 months on site.
- Managed security functions in- house and external at laboratory sites in India
- Managed security functions in-house and external at sales sites throughout IMEA.
- Worked closely with supply chain providers such as DHL, Panalpina, Aramex and FEDEX to reduce theft and loss in transit.
- Active member of the Transport Asset Protection Association implementing shared intelligence practices to reduce theft and loss within the supply chain.
- Worked closely with Law Enforcement agencies, customs authorities and intelligence agencies to reduce theft and loss and where applicable combat organised criminality.
- In 2008 recognized as a fast-track leader and attended the Nokia Voyager Leadership and Management program at the Wharton Business School, University of Pennsylvania.
- Identified and implemented bespoke IBM case management software supported by i2 analytics software.
- Identified, recruited, trained and mentored a small 4-person investigation team drawn from internal assurance functions.
- Conducted several highly sensitive investigation cases with a financial impact greater than EUR1m in Brazil, Middle East and Africa.
- Subject matter lead expert member of the Global Compliance Leadership Team whose role is to determine the mitigation and remediation of serious investigation cases. This often meant delivering sensitive briefing to CEO and Board level members.
- Implemented state of the art biometric security systems, CCTV and access control in the UAE, Nigeria, Kenya, Egypt, Morocco, and South Africa.
- Acted as Nokia principal investigative support to UK Scotland Yard S015 Counter Terrorism Command, UAE Department of Security Services in relation to the 2010 cargo bomb plot.
- India, Middle East & Africa Regional Crisis Management team led and conducted safe evacuation of expatriates from Lebanon, Kenya, and Cairo.

Anti-Counterfeit & Fraud Consultant
Hewlett-Packard
Mar 2006 - Apr 2007

- Conducted anti-counterfeit investigations in IMEA region

Bureau Veritas
Security and Investigation Consultant
Apr 2004 - Dec 2005

Bureau Veritas S. A. (formerly BVQI, Bureau Veritas Quality International) is an international certification agency.

Key Achievements:

- Special commendation United National Panel of Experts UN Resolution 1607 (2005).

- Provided specialist investigatory consultancy to the United Nations Panel of experts in pursuant to UN Security Council Resolution 1607 (2005) "Diamonds for Guns Inquiry."
- Received a personal commendation from the Chairman of the Panel. The evidence was presented as part of the case versus the former President of Liberia, Charles Taylor

Seconded as Consultant Investigator to Angola Customs Project
Crown Agents
Sep 2001 - Dec 2003

Key Responsibilities:

- Angola Customs Modernisation Project – World Bank funded
- Mentor and coach Angolan Police, Customs and Security Service colleagues to become investigators.

Specialist Investigator (with DV clearance to 2004)
H.M Customs National Investigation Service.
May 1989 - Sep 2004

H.M Customs National Investigation Service formerly known as the H.M Customs Investigation Division was the United Kingdom's primary national lead law enforcement agency in international narcotic smuggling, drugs financial investigations and serious Tax and Excise duty frauds. The service worked closely with its international enforcement partners such as the US Drug Enforcement Agency and US Customs as well as UK Police Regional Crime Squads, Inland Revenue Service and latterly the Security Services. In 2006 the Customs National Investigation Service became part of the UK Serious and organised crime agency which is now part of the National Crime Agency. In 1989 I joined the Value Added Tax inspectorate then in 1992 I was vetted into H.M. Customs Investigation Division conducting Drug Enforcement Operations principally in the UK both referred and targeted. Executed case-based commission rogatoire with authorities in Spain, Austria and the Netherlands. In 1999 I was selected into Beta Projects the undercover unit and conducted high-risk covert operations targeting organised crime groups in the UK and Europe. I have operational and management applications of CPIA, PACE and RIPA legislation and powers.

ADDITIONAL TRAINING AND CERTIFICATIONS

- Certified Fraud Examiner, trainer, and Subject matter speaker (CFE) - current
- Certified Compliance and Ethics Professional International (CCEP-I) until 2015
- IQ Accredited Level 2 Award in Telecommunications Fraud (IQTF)
- TAPA certified FSR (FACILITY SECURITY REQUIREMENTS)
- UK Open University short course on Forensic Psychology
- UK Open University short course on Risk Management
- Advanced Techniques to Detect, Prevent & Investigate Fraud, Informa, January 2013
- UK Bribery Act: Compliance & Investigations
- Foreign & Corrupt Practices Act (FCPA) Investigations: Combating Corruption in International Business
- Basic, Advanced and Instructor PEACE model and Reid Interview Techniques
- Advanced Undercover Covert Operations
- Basic and Advanced Investigation Techniques, H.M. Customs Investigation Division
- Basic and Advanced Surveillance Techniques