



Solution Blueprints

Completed project solutions

Prepared for: *Knowledge Repository*
6th Nov 2020



Topic

- Nuances and various aspects of the Legal Hold subject (in PMI's context)

Business goal

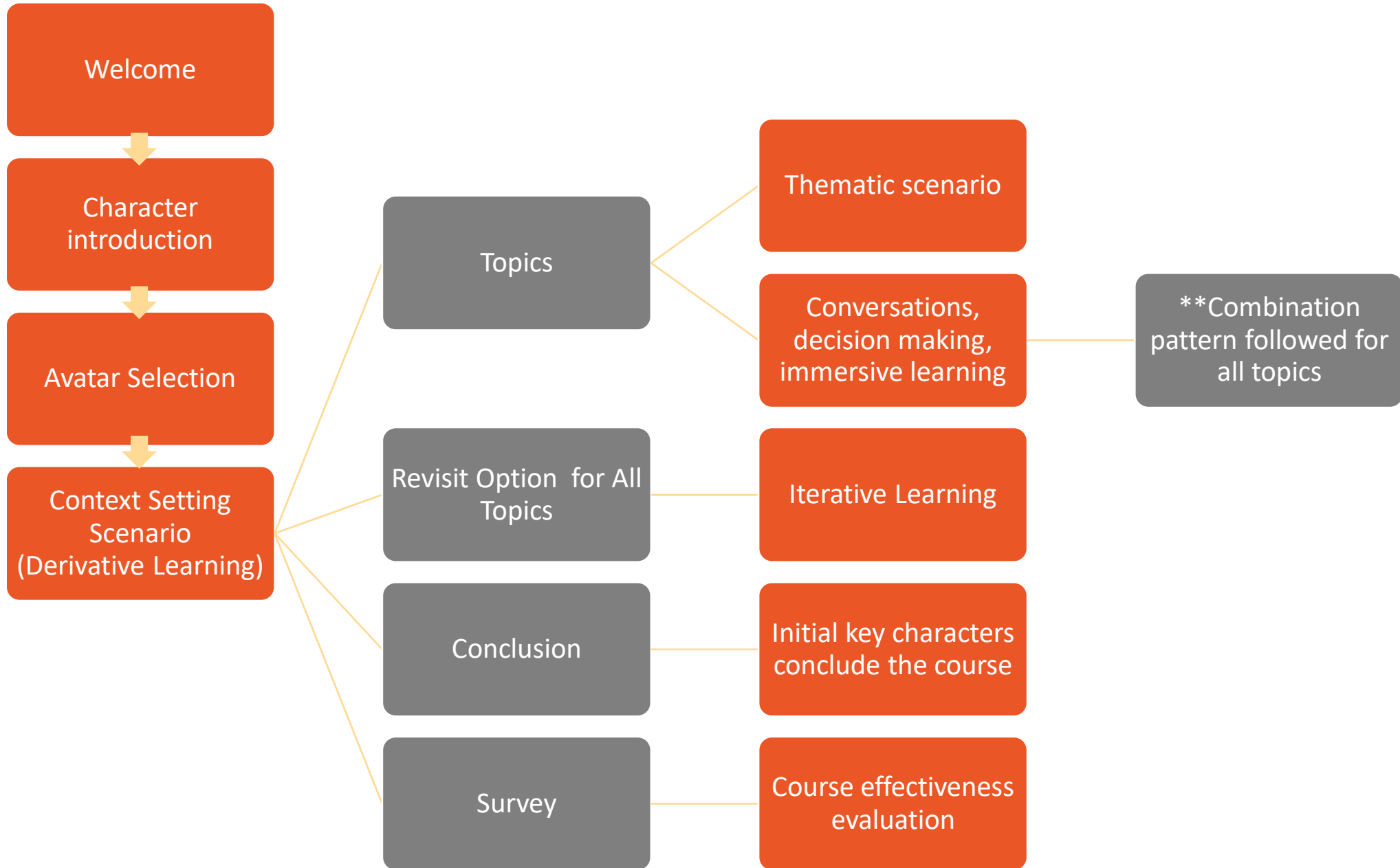
- Awareness and knowhow of different Legal Hold parameters as part of PMI's Compliance Mandate

Approach

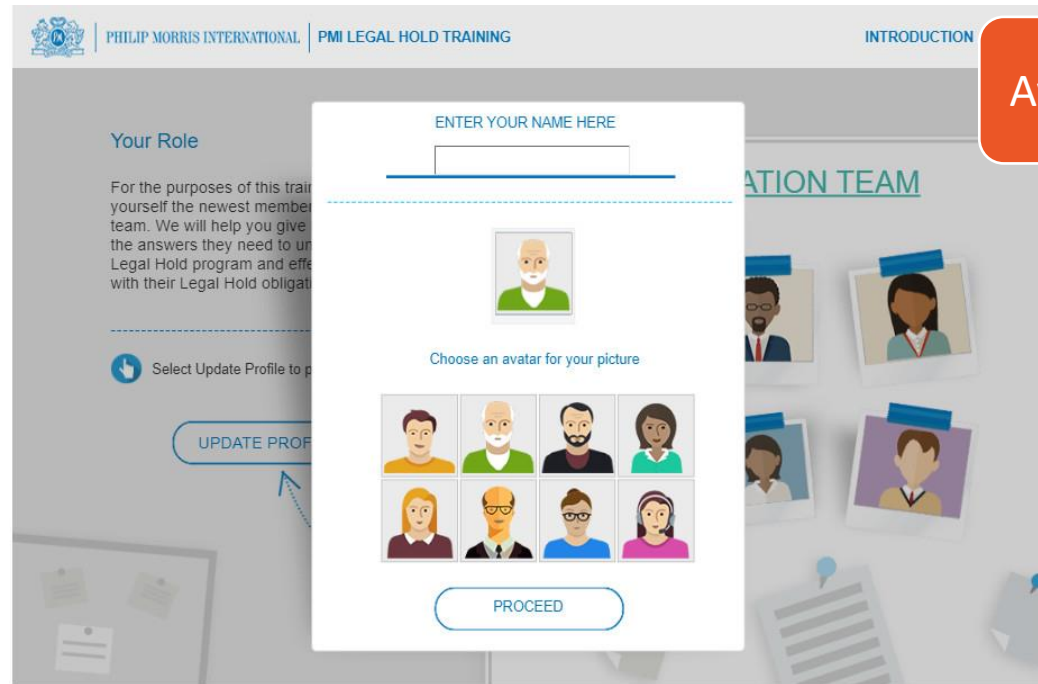
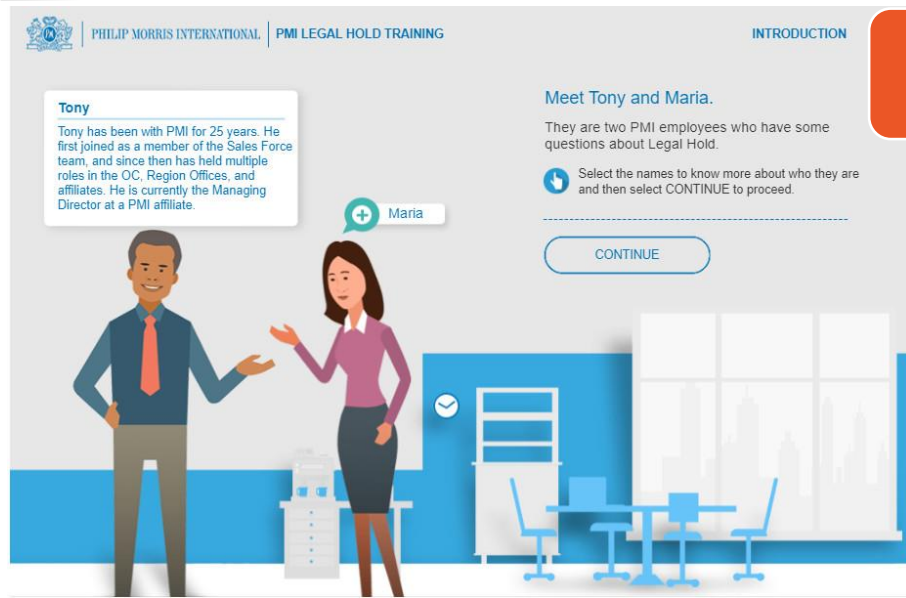
- Personalized, character-driven, scenario-based learning with several immersive elements

Key Highlights

- Personalization through avatar selection
- Relatable characters who drive the learning
- Derivate learning (scenario-based approach)
- Intuitive interactivities
- Information highlights
- Participative decision-making interventions
- Well-woven conversational interactions
- Diverse visual layouts and templates
- Post-training survey for learner feedback



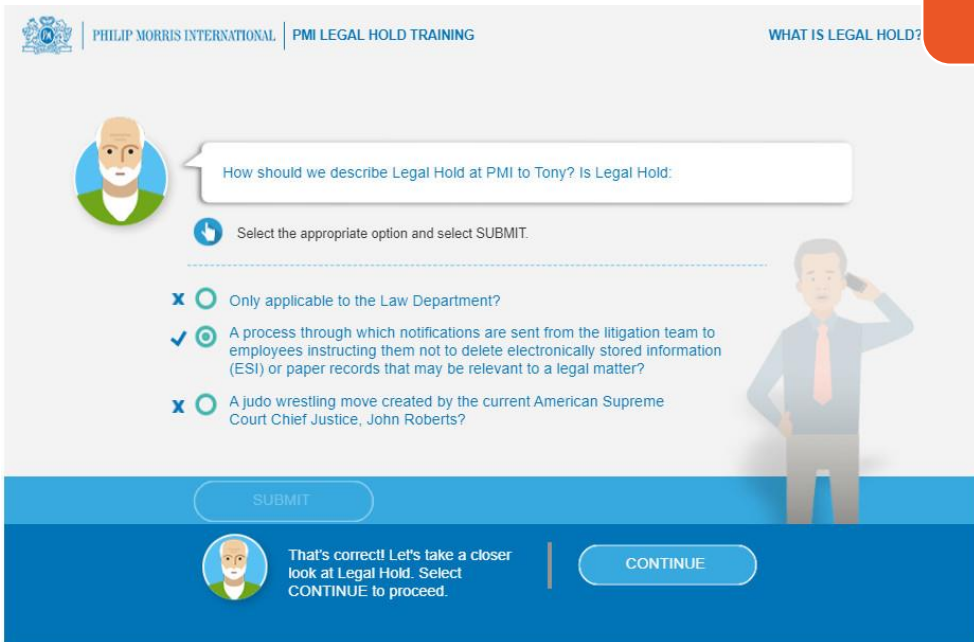
Character Introduction



Avatar Selection



Scenario-based Learning



PHILIP MORRIS INTERNATIONAL | PMI LEGAL HOLD TRAINING | WHAT IS LEGAL HOLD?

The PMI Legal Hold program aids in the Company's preservation of records that may be needed for litigation, investigations, or other matters.

Legal Hold Notices are issued to employees to inform them about new litigation, investigations, or other matters and give instructions on what records must be preserved and the methods of preservation, in order to support PMI's needs.

Select the '<' or '>' button to continue.

PHILIP MORRIS INTERNATIONAL | PMI LEGAL HOLD TRAINING | RECORDS TO BE PRESERVED

Mobile devices:
What's up with WhatsApp and WeChat?

Select the smartphone for a reminder about PMI's policy on using mobile devices.

Contact Litigation Support for help

Select the '<' or '>' button to continue.

Immersive Learning

PHILIP MORRIS INTERNATIONAL | PMI LEGAL HOLD TRAINING | THE GLOBAL PMI LEGAL HOLD PROGRAM

Here's a map to show Tony all of the countries where PMI has active or anticipated matters where Legal Hold Notices have been issued current as of January 2017. It's important to remember that employees outside of those countries might receive Legal Hold Notices because of their current or prior work with PMI entities in those countries. **Select the red highlighted countries for examples of current matters in a few markets.**

For additional information visit the [Legal Hold OnePlace](#) page.

S&H - Smoking & Health
HCCR - Health Care Cost Recovery

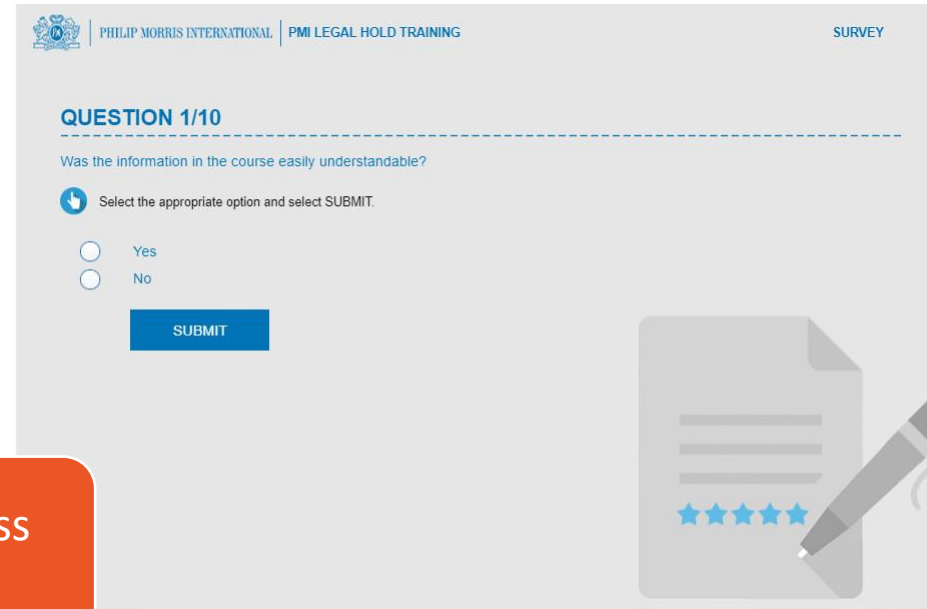
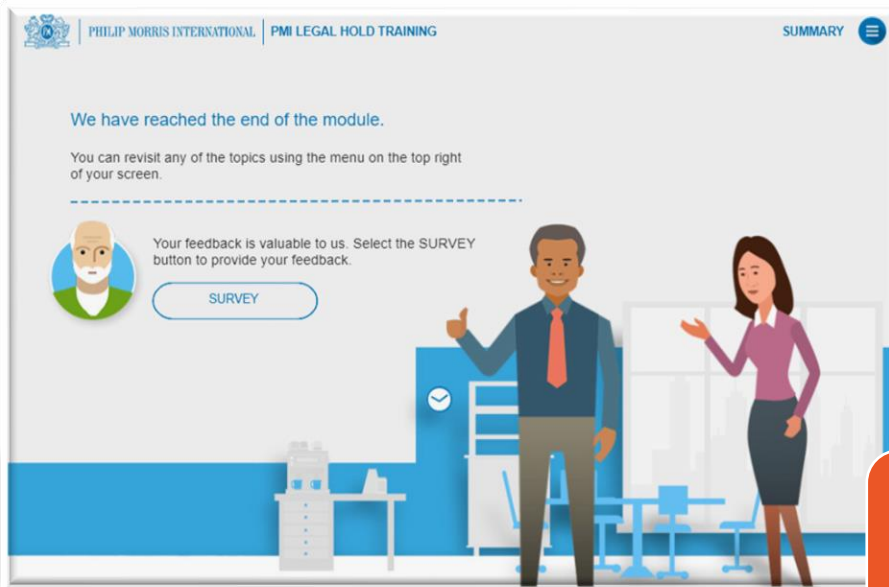
Select the '<' or '>' button to continue.

PHILIP MORRIS INTERNATIONAL | PMI LEGAL HOLD TRAINING | LEGAL HOLD IN THE NEWS

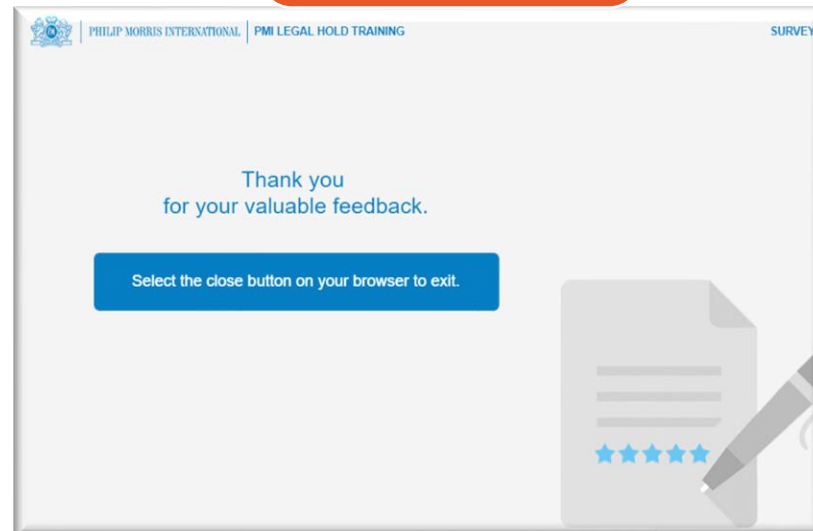
Failure to retain the required records for litigation, investigations, or other matters can have significant consequences. See below for a few examples you may have seen in the news.

Select each image to know more.

Select the '<' or '>' button to continue.



Effectiveness Survey



SOCIETE GENERALE TRANSCRIPT

EUROPEAN MARKET INFRASTRUCTURE REGULATION (EMIR)

We will explore various aspects of the EMIR Regulation in this course through scenarios and real-life examples.

Select **WHAT WILL I GAIN** before you dive deeper.

WHAT WILL I GAIN?



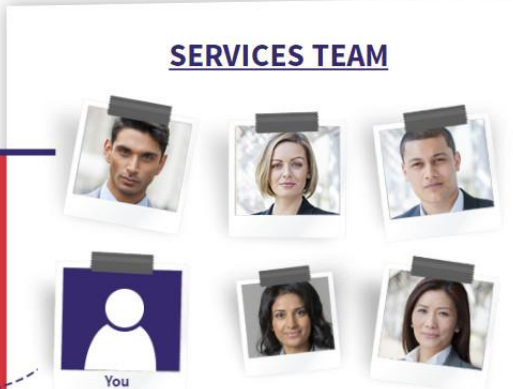
SOCIETE GENERALE TRANSCRIPT

SERVICES TEAM

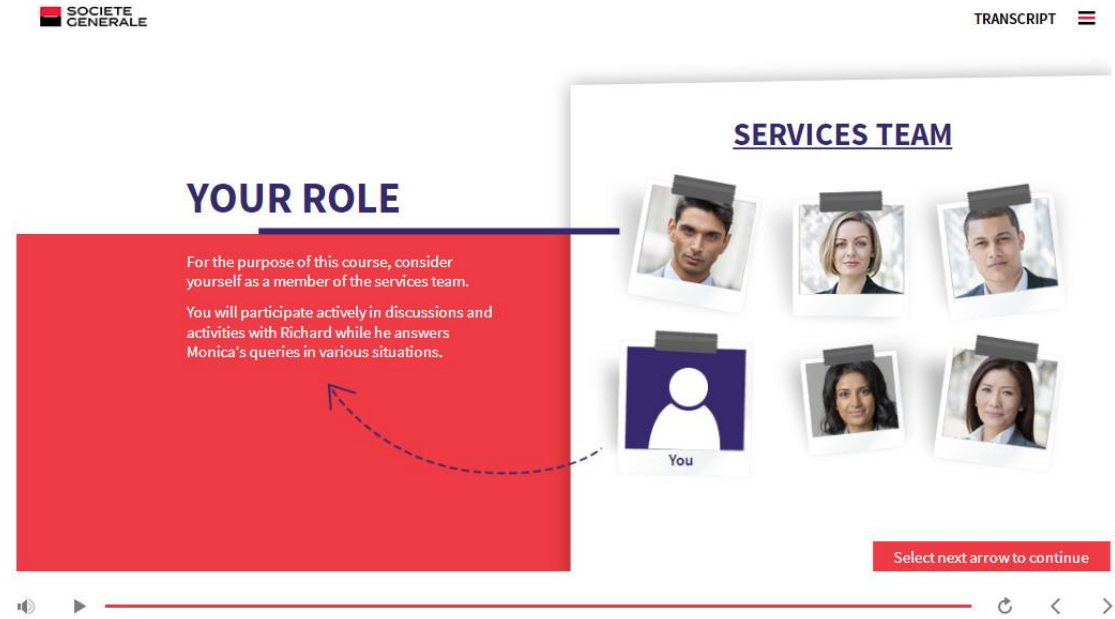
YOUR ROLE

For the purpose of this course, consider yourself as a member of the services team.

You will participate actively in discussions and activities with Richard while he answers Monica's queries in various situations.



Select next arrow to continue

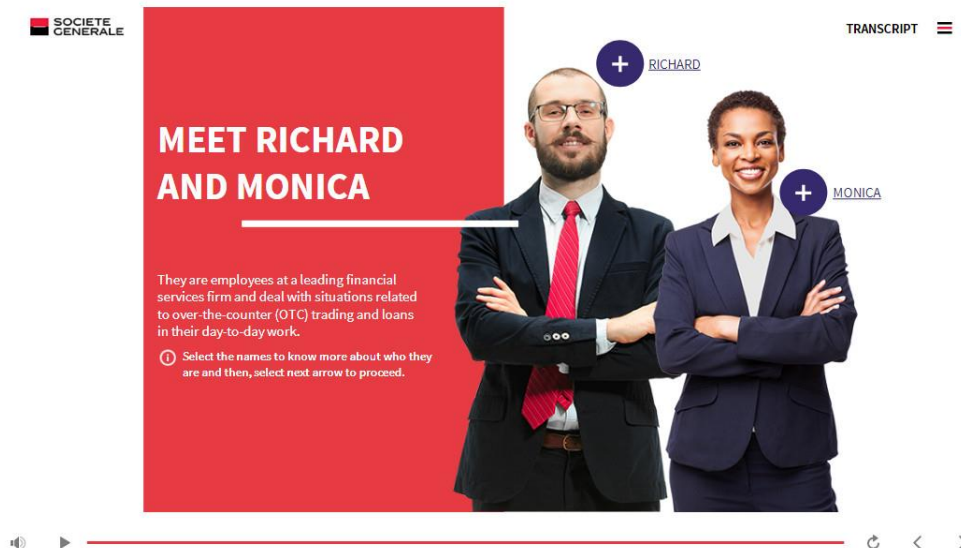



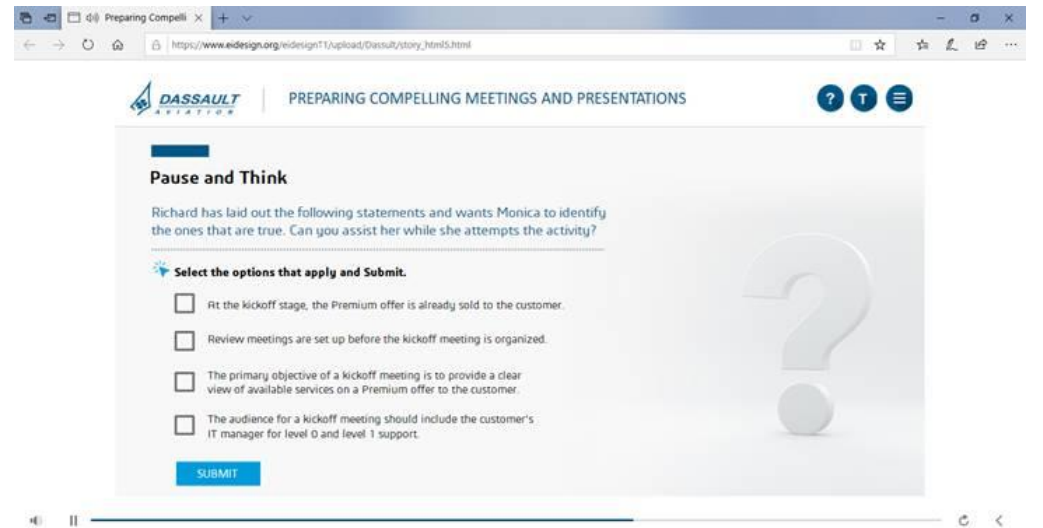
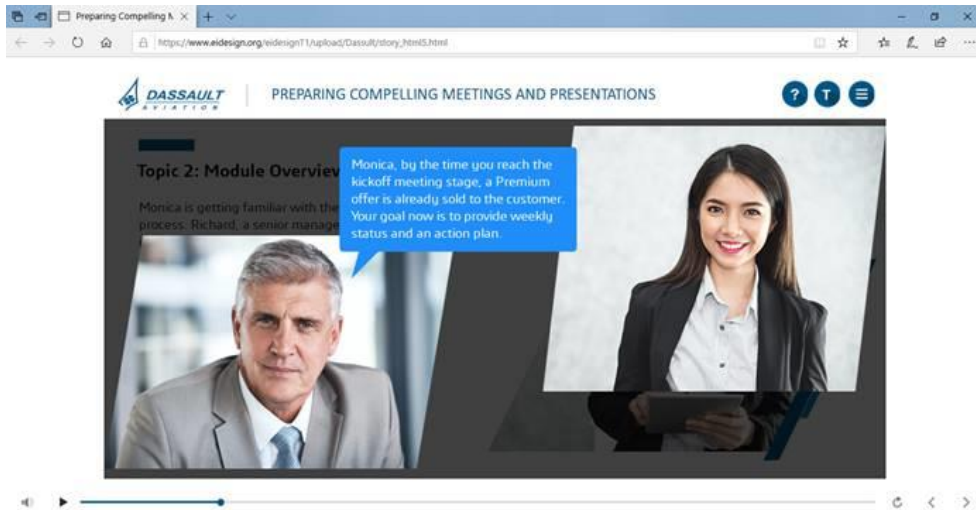
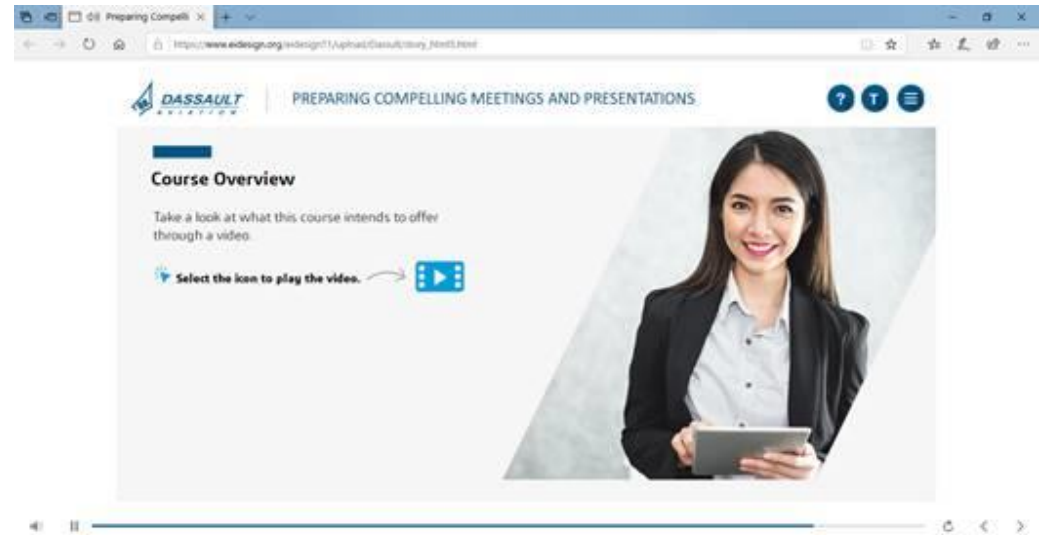
SOCIETE GENERALE TRANSCRIPT

MEET RICHARD AND MONICA

They are employees at a leading financial services firm and deal with situations related to over-the-counter (OTC) trading and loans in their day-to-day work.

1 Select the names to know more about who they are and then, select next arrow to proceed.





AIRBUS • Introduction to Export Controls

TRANSCRIPT

Introduction to Export Controls

Take a look at what this module intends to offer through a video.

Overview

This course contains audio. A transcript is available on each audio screen. You will need approximately 30 minutes to complete the module.

Module Welcome Screen

AIRBUS • Introduction to Export Controls

WHY DO EXPORT CONTROLS MATTER?

TRANSCRIPT

Setting Context

Monica is getting familiar with the basics of export controls, Richard, a senior manager in the division, is assisting Monica.

View their conversation

Supporting Character Introduction

AIRBUS • Introduction to Export Controls

TRANSCRIPT

WHAT ARE EXPORT CONTROLS AND WHEN DO THEY APPLY?

Pause and Reflect

Richard has created the following activity to gauge Monica's understanding of the concepts so far. Help Monica while she attempts to map the risks and consequences of not following export controls.

1 Drag and drop each risk impact against a suitable example, and then select Submit.

ORGANIZATION INDIVIDUAL NATIONAL SECURITY

Violating global trade rules to provide illegal aid under the garb of subsidies and putting lives at risk

Policy violations by an executive office in matters amounting to bribery and corruption

SUBMIT

Interactive exercise based on drag & drop functionality

AIRBUS • Introduction to Export Controls

TRANSCRIPT

WHY DO EXPORT CONTROLS MATTER?

Monica, as you have seen, export controls is of utmost significance. Failures can pose serious threats to the organization and have fatal consequences.

That sounds severe; what could potential consequences be like?

Well, you'd be surprised to know that the impact can be at different levels, ranging from individuals, to organizations, to national security. Let me explain these using some examples.

Conversational Scenario

AIRBUS • Introduction to Export Controls

TRANSCRIPT

WHAT ARE EXPORT CONTROLS AND WHEN DO THEY APPLY?

Defining Export Controls

Richard is trying to ensure that Monica understands the fundamentals of export controls well. Here's how he defines export controls:

These are controls imposed by the European Union, its Member States, the United Kingdom, the United States, Australia, Canada, and many other governments.

Note: Export controls restrict transactions with certain sanctioned or embargoed countries, entities and individuals.

Interactive accordion based screen explaining 'What' aspect of the subject

AIRBUS • Introduction to Export Controls

TRANSCRIPT

WHAT ARE EXPORT CONTROLS AND WHEN DO THEY APPLY?

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Richard has created the following activity to gauge Monica's understanding of the concepts so far. Help Monica while she attempts to map the risks and consequences of not following export controls.

1 Drag and drop each risk impact against a suitable example, and then select Submit.

Well done! You've been perfect in helping Monica through this activity and mapped the examples with risk impact correctly. You're ready to move to the next section along with Monica.

SUBMIT

Feedback for interactive exercises