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Meet Jacki Cheslow: Drive the change in your organization

Jacki Cheslow, CCEP, CCEP-I, Director, Business Ethics & Compliance, Record & Information Management, Avis Budget Group, New York

Jacki Cheslow (jacki.cheslow@avisbudget.com) was interviewed in November 2018 by Adam Turteltaub (adam.turteltaub@corporatecompliance.org), Vice President, Strategic Initiatives & International Programs at SCCE & HCCA.

AT: First question that I know is on everyone's mind: Do we take the insurance when we rent a car or not? Don't worry, we won't put you on the spot. Plus, we know you have a conflict of interest. Real first question: What led you to the Avis Budget Group?

JC: I'd love to help with the insurance question—it depends!

As compliance professionals, we are fortunate to operate in an area that is not constricted by a product line or the type of organization. Organizations can vary, business models can vary, and applicable laws may vary, but the passion for helping employees do the right thing can be applied universally. In fact, I came to Avis Budget Group from a generic pharmaceutical organization.

AT: You began your career there in record management, which has probably turned out to be a much better introduction to compliance than many would have thought, given the growing emphasis on data protection and privacy these days. Tell us about how you made the leap into compliance.

JC: Ironically, I also stumbled into record and information management. Like so many of our colleagues, I didn't set out to be a compliance professional. I began my career as a paralegal and then took on record and information management at my last employer, which evolved into legal compliance with the enactment of Sarbanes-Oxley.

When I joined Avis Budget Group in the corporate record manager role, the company did not have a centralized compliance function; responsibility for the various compliance areas was distributed among the different functional areas.

In 2010, when Michael Tucker became general counsel and chief compliance officer, his vision was to centralize the function. So, as they say, "opportunity knocked." Recognizing my compliance background, Michael invited me to help build the program, and it's been an incredible journey ever since.

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