

# The Conference Programme

**08.30** Registration, Morning Coffee & Objective Setting

**09.10** Morning Chair's Opening Remarks

Simon Cory  
Director of Risk Strategy  
**Nationwide Building Society**



## FINANCIAL CRIME & AML - HSBC CASE STUDY

**09.20** Managing Business Financial Crime In A Complex Matrix-Led Organisation

Maureen Edwards  
Regional Head of Business Financial Crime Risk,  
Continental Europe  
**HSBC, Commercial Banking**



## NEW TECH, AI & ML - PANEL DISCUSSION & Q&A

**09.45** Embrace & Exploit New Technologies & Cutting-Edge AI To Future-Proof Your Position In The Market With Tangible Outcomes & Demonstrable ROI

- Capitalise on the opportunities AI, ML and RPA offer the risk and compliance function and ascertain which are going to deliver real results
- Future-proof your strategies: how will new tech transform risk and compliance operations in the next 5 years and what are the technological trends that you need to be thinking about now and incorporating in the future?
- Top tips from the experts! What is the right way to approach AI implementation without organisational silos?
- What are financial institutions really doing with AI and what kind of returns are they seeing?

Andrew Fleming  
Global FCR MI Senior Risk Reporting Manager  
**HSBC**

Madeleine Dick  
Senior Manager Conduct Risk  
**Lloyds Banking Group**



Davide Magno  
Head of Financial Risk Management  
**AXA Life Europe**



Carlos Martin  
Risk Director  
**RBS Natwest Markets**



## CASE STUDY

### 10.25 Risky Business: A Privacy & Security Guide to Risk Scoring

- Breakdown various approaches to conducting risk assessments
- Learn how to define a risk criteria and how to calculate risk level
- Understand how to tailor your privacy and security programs using a risk-based approach

Scott Bridgen  
Offering Manager  
**OneTrust**

**OneTrust GRC**  
INTEGRATED RISK MANAGEMENT

## 10.50 Refreshment Break With Informal Networking

## REGULATORY INTERPRETATION: PANEL DISCUSSION & Q&A

### 11.20 Review & Reflect On The Latest Regulatory Changes With Fresh Perspectives From Key Players In Order To Prepare For Future Updates

- Ensure you are updating the business model to guarantee a consistent and timely response to regulators' increasing requirements
- What is the future of regulation? How can you best prepare for and set up an operating model to suit forthcoming regulatory challenges?
- Industry benchmarking: how to best interpret new regulations and guidelines

Emma Pape  
Head of EMEA Regulatory Reform PWM Compliance  
**Goldman Sachs International**



Ruchira Roy  
Head of Global Investments Compliance  
**Schroders Investment Management**

**Schroders**

Niresh Rajah  
Head of Regulatory, Information, Data, Governance & Management  
**Barclays**

## GDPR: IN REVIEW

### 11.50 **GDPR Is Now Business-As-Usual In Financial Services: Reflect Upon The Impact & Anticipate Future Governance, Risk & Compliance Challenges**

- A year and a half of GDPR implementation in review: reflect and recap the challenges faced and overcome
- Future-proof your risk strategies to ensure the ongoing maintenance of GDPR by keeping it at the forefront of your business strategies
- How can you ensure you are consistently meeting GDPR standards without losing the human touch?

Gary Brown  
Data Protection Officer  
**revverbank**



## CASE STUDY

### 12.10 **Finding The Needle In The Haystack: Unifying The Regulatory Compliance Landscape To Manage Critical Risk Areas And Improve Efficiency**

Firms of all sizes look to streamline processes and maximise on returns from investment in 2nd line activities. It has become increasingly important for Compliance to maintain risk coverage whilst reducing operational cost. For many a piecemeal approach has led to significant overlap in processes and technology which has result in unwieldy teams and expensive control duplication. In this session we will examine how a single automated technology platform across all key compliance activities can:

- Reduce duplication of compliance control procedures.
- Transform triage and analysis of regulatory change with automation and machine learning and AI.
- Visualize risk exposure in near real-time.
- Realise the dream of maturing compliance from foundational to value creation

Charles Nicholls  
Enterprise GRC Solutions Specialist  
**Galvanize**



## DIGITISING RISK & COMPLIANCE

### 12.25 **Reap The Operational Benefits Of Digitisation! Evaluate & Ascertain ROI To Win Buy-In From Senior Management To Drive Digitalisation Across The Risk & Compliance Functions**

Christopher Singh  
Head of Regulatory Compliance  
**Revolut**



## SOVEREIGN & COUNTRY RISK

### 12.45 **Sovereign & Country Risk In The Age Of Climate Change**

Patrick Raleigh  
Director, Country & Sovereign Risk  
**Bank of America Merrill Lynch**



## 13.05 Lunch & Informal Networking For Speakers, Delegates & Partners

### 13.35 Informal Peer-To-Peer Discussions

#### A) Reputation

**Stefana Brown**  
Head of Operational Risk  
Legal & General Insurance



#### B) Conduct Risk

**Michael Sparks**  
Chief Risk Officer  
BNY Mellon



## Afternoon Chair's Opening Remarks

**14.05** Simon Cory  
Director of Risk Strategy  
Nationwide Building Society



## FAIR TREATMENT OF CUSTOMERS - PANEL DISCUSSION

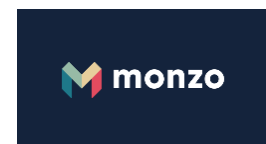
### 14.15 Combat Inequality & Protect Customers By Developing & Implementing Flexible & Tailored Policies Which Identify Potential Vulnerability & Support Customers

- How can policy makers create an environment where financial wellbeing is on everyone's agenda?
- How do you define vulnerability? How can you balance the tailored approach with treating people and customers fairly?
- Front-line action: guarantee customers are being protected at all touchpoints with the right support and training
- The risk of digitalisation: with digital creating challenges in identifying potential vulnerability, how can you ensure the identification of vulnerable customers across all touchpoints?

Stuart Ross  
Head Of Compliance & Conduct Risk  
Metro Bank



Jocelyn Tasker  
Compliance Director  
Monzo Bank



Stefana Brown  
Head of Operational Risk  
Legal & General Insurance



Madeleine Dick  
Senior Manager Conduct Risk  
Lloyds Banking Group



John Coley  
Head of Risk Consulting, EMEA  
Norton Rose Fulbright



## CASE STUDY

### 14.55 Can Banks Capture Gen-Z

Email use is on a sharp decline, with newer and more efficient methods of communication and collaboration being preferred. This is in no small part being influenced by Gen-Z who make up an increasing percentage of not only the workforce but also an increasing percentage of your customer base. Tools like Slack, Teams, WhatsApp and WeChat have a profound effect on productivity, yet many regulated firms are still cautious about their usage. Discover how to maintain compliance while embracing a more productive way of working and as a result attract the best talent, and new customers.

Shaun Hurst  
Director of Solutions Engineering  
**Smarsh**



## CULTURE & GOVERNANCE

### 15.10 Promote & Embed A Healthy Culture Across The Risk & Compliance Function & Wider Business Which Aligns With Long-Term Business Strategies

- One size doesn't fit all! Determine the key drivers of behaviour and develop a culture strategy which fits your organisation
- Determine the right metrics and measurements to benchmark progress to set an inclusive, effective culture
- Ensure that governance arrangements align with your organisational structure
- What are the emerging risks or drivers around cultural issues?

Milind Dabhole  
Head of Risk - Change  
**Lloyds Banking Group**



### 15.30 Afternoon Refreshment Break With Informal Networking



## OPERATIONAL RESILIENCE – DELEGATE DISCUSSION

### 16.00 Interactive Delegate Breakout Discussions: Discuss How You Can Ensure Operational Resilience Is An Integral Part Of Your Business' Overall Strategy With A Failure-Centric, Measured Approach Designed To Adapt To Disruption & Deliver Critical Services

## THE FUTURE OF COMPLIANCE

### 16.30 **Get Up To Speed & Do More With Less! Adapt To Change With An Operating Model Which Delivers Results & Generates A Strategic Advantage**

- What makes an efficient and flexible operating model that can keep up with regulatory change whilst meeting business needs?
- Business-critical changes to make today! Rethink your strategies and respond to increasingly limited budgets and resources
- How should the compliance function evolve on strategic and tactical levels to ensure it is consistently keeping up with regulatory changes?

Victoria Stubbs  
Chief Risk Officer

**The Cambridge Building Society**



### 17.00 **Afternoon Chair's Closing Remarks & Official Close Of Conference**