

Financial Services Risk & Compliance Conference – 22nd November 2022

One Great George Street, London, SW1P 3AA

Registration, Networking & GIC Opening Remarks

08.30- 09.00

Morning Co-Chairs' Opening Remarks

09.00- 09.10

Lydia Buttinger, Global Head of Shared Services, Risk & Compliance, **abrdn**

Javier Munoz, Head of Conduct and Reputational Risk, Compliance & Conduct, **Santander Corporate & Investment Banking**

Consumer Duty & Customer Outcomes - Delivering Practical Compliance Duty

09.10- 09.30

- What's all the fuss about? What is really changing with FCA's new Consumer Duty?
- Key elements of your firm's implementation programme
- Delivering and evidencing compliant customer outcomes in practice
- The role of Risk and Compliance in embedding Consumer Duty in the business

Martyn Hopper, Partner, **Linklaters**

ESG & Sustainable Finance

09.30-09.50 Review FCA's Rising Expectations Around ESG, Explore New Investment Opportunities & Raise Business Standards To Build Sustainable Frameworks Which Remain Compliant & Competitive Across The Financial Sector

- Advice to build ESG risk modelling such as stress and carbon testing within the context of existing risk processes and compliance frameworks
- Given FCA's urgency and focus on ESG, how can we ensure that the "S" is prioritised alongside the "E" and "G" and reported accurately to build into company branding which appeals to employees and customers alike?
- Navigate the risk of greenwashing through robust data methods and tools that will encourage safe and secure ESG investment throughout the business and supply chain
- How can FS firms consider ESG exposure with M&A to develop frameworks that can accurately and effectively measure the value of sustainability-related risk?
- As ESG gains popularity and prominence, how can we further the conversation to ensure every C&R professional is savvy to the controls needed?

Javier Munoz, Head of Conduct and Reputational Risk, Compliance & Conduct, **Santander Corporate & Investment Banking**

Beyond Compliance – Managing Risk & Leveraging Data

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09.50-10.05 Wesley Kozera, Channel Sales Manager, **Custodia**

- Custodia introduction
- Compliance in the age of Digital Transformation
- Beyond Compliance – Utilisation of Data

Consumer Duty & Customer Outcomes

10.05-10.25 **As Further Consumer Duty Requirements Approach: How Are FS Increasing Expectations & Clarifying Internal Guidance To Better Safeguard Customer Needs & Guarantee Compliance?**

- As financial institutions prepare their Consumer Duty proposals from the FCA - what should R&C teams ask themselves about the outcomes customers should expect from their products and services in 2023 and beyond?
- Translate the subjective into the concrete: establish and embed internal definitions of fair, good customer outcomes and ensure organisation-wide adoption
- Assess the effectiveness of existing frameworks: as vulnerability increases and tolerability of risk to individuals' plummets, are our new strategies acting far and fast enough?

Richard Peden, UK Chief Compliance Officer, **Zurich Insurance Company Limited**

Climate Risk & Stress Testing Fireside Chat & Q&A

10.25-10.45 **Reassessing Risk: From Catastrophe To Future-Proofing & Resilience... How Can Financial Services Keep Pace With Climate Risk & Stress Testing For Fit-For-Future Frameworks Built To Resist Change**

- With a marked increase in “once-in-a-generation” catastrophes and disasters, how are FS now reassessing the risk of climate and environmental concerns, on both a long- and short-term basis? And what regulatory updates do we see coming in to support this?
- How can you embed climate-related risks and opportunities into wider risk models for strategic risk management and decision making?
- From stress testing to liquidity... as world events increasingly impact economies, how can we ensure that FS remains operationally resilient in the face of change?
- To what extent can we horizon scan to predict how levels of risk will fluctuate?

James Meagher, Head of Compliance & Conduct, **Permanent TSB**

Morning Refreshment Break With Informal Networking

10.45-11.15

Operational Resilience

11.15-11.35 **Strengthen Operational Models & Increase Resilience To Secure Market Integrity, Ensure Continuity & Reduce The Impact Of Disruption On Business**

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- Where are FS now after implementing FCA proposals? What vulnerabilities in risk and compliance models were identified, and how much further do our strategies need to go?
- Which necessary investments were made to enable teams to operate consistently to limit disruption and meet mapping and scenario testing requirements set by the FCA?
- How can we compel boards to prioritise internal self-assessments and operationalise compliance with the changing regulatory landscape on a multi-year journey?

Tom Hammond, Operational Resilience & Risk & Control Director, **Monzo**

Compliance Tech, AI & Cloud – Panel Discussion

11.35-12.15 Keep Pace With The Mile-A-Minute Changing Challenges & Risks That Result From Cloud & AI Adoption To Create Risk Models That Support R&C Teams, Securely Monitor Customer Data & Mitigate Disruption

- Which financial institutions are paving the way to provide security assurance within cloud computing to help secure risk-related operations and comply with regulations?
- How is FS managing risk using cloud, AI and tech to support their operations and balancing due diligence with regulations?
- Where organisations are relying more on cloud-based operations, outline the risk-related impact to minimise disruption on customers and workflow
- Intelligence control, machine learning, automation and ethic... understand the tech-related risks and the imperative of upskilling staff to confidently deliver risk management decisions
- How can FS risk teams tighten security models around customer data to raise standards of due diligence and reduce threat of rising cybersecurity breaches?

Michael Hipwell, Senior Vice President - EMEA Head of Markets Compliance, **Wells Fargo**

Orlando Fernández, Senior Technical Specialist, Recovery, Resolution & Resilience Team, **Bank of England**

Kemi Balogun, Head Of Audit, IT Risk, **Lloyds Banking Group**

Colin Ware, Regulatory Product Manager, **BNY Mellon**

Nathalie Aubry-Stacey, Head of Regulatory Affairs & Compliance, **Custodia**

Updating ERM Frameworks

12.15-12.35 Reshape The Risk Management Landscape With ERM Strategies and Frameworks That Identify Gaps In Risk Approaches To Better Manage Threat, Minimise Loss & Remain Competitive In This New Era

- Develop a stronger, more robust ERM framework and approach with business leaders for improved corporate strategy and risk informed decision making
- Harness the value of ensuring risk appetite allows employees, the Board, investors and regulators to implement effective risk strategies and clear business decisions
- Implementing an agile ERM framework across multiple business areas and regions that allow colleagues to identify timely responses to threats and yield the best results

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- With risks becoming increasingly connected, can risk teams create agile and integrated frameworks to manage risks across the business, supply chains and external environment
- Review processes and technology that support risk framework models to make faster and more intelligent risk-based decisions, establish better policies and procedures, and implement the appropriate controls

Paul Grigg, ERM & Operational Risk Director, **RSA**

Lunch Break & Informal Networking

12.40-13.40

Afternoon Co-Chairs' Opening Remarks

13.40-13.50

Adrian Furniss, Risk Director, **Lloyds Banking Group**

Tom Hammond, Operational Resilience & Risk & Control Director, **Monzo**

Risk Culture & Conduct & Governance – Panel Discussion

13.50–14.30 **Practical Insights To Enhance Risk Cultures, Build Higher Levels Of Trust & Security Amongst Staff For Risk Frameworks & Controls That Adapt To Hybrid Ways Of Working In 2023 & Beyond**

- How are staff interacting with new policies and controls to create safer and assured risk cultures for appropriate and responsible actions that mitigate risk *even in remote workforces*?
- The sheer volume of regulatory frameworks can be overwhelming and create risk-averse mindsets and cultures – which user-friendly controls will equip and support staff better?
- How can FS risk and compliance teams leverage technology to support the automation of controls and colleagues' ability to streamline the collection and analysis of data?
- How can senior leaders empower risk owners to have oversight of risks in the business to encourage confident risk-related decision making across the whole organisation?
- Discuss methods to identify the gaps in R&C frameworks to combat inequality, raise standards of governance and deliver fairer treatment for customers

Clare McMullen, Partner, **Linklaters**

Sarah Bennett-Nash, M.D Global Head of Colleague Conduct, **Standard Chartered Bank**

Samaroha Das, Director of IT Risk, **Metro Bank (UK)**

Shona Sandhu, Deputy Chief Compliance Officer, **Citadel**

Conduct, Ethics & Organisational Compliance

14.30-14.55

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Uncover Effective Risk Responses To Conduct Breaches Which Mitigate Impact, Strengthen Ethical Culture & Support Compliance *Even* Factoring In Remote Working

- Assess the scenarios where conduct breaches have occurred and how FS dealt with it to develop future models that react better to risk
- In hybrid workforces, new compliance issues have emerged so what is the new ethical perspective in dealing with conduct breaches?
- Risk benchmarking with neighbours! Explore which overseas regulations are impacting reporting and framework practice to uncover new opportunities to better manage conduct breaches in UK&I
- Conduct risk needs to be understood more widely across organisations in other jurisdictions: develop appropriate actions that respond to regulations for consistent models to conduct risk
- Organisational compliance results from consistent engagement from staff: explore best practices to embed an ethical corporate culture to improve customer outcomes and protect bottom-line

Third Party Risk Management

14.55-15.20

Implement More Robust Third-Party Risk Management Programs That Fulfil Security & Data Privacy Compliance For Cost-Effective Controls On The Business & Customers

- Which tools and assessment methods are available for FS to get early-warning signs of potential attacks against third parties and ensure continuous cyber and breach monitoring?
- Engage board members and senior leaders with risk reporting that can sufficiently demonstrate ROI on risk improvements to meaningfully justify expenditure on third-party risk management
- Cost-effective methods to measure risk remediation ethically without hindering the standard of business operations and attacks on customers

Afternoon Refreshment Break With Informal Networking

15.25-15.55

AML & Financial Crime

15.55 – 16.15 Responsibly Prevent Financial Crimes With Tougher AML Measures & Tighter Risk & Compliance Models For Protected Revenue, More Secure Finance & Customer Outcomes

- How can financial institutions protect their reputation against financial crimes through AML frameworks which comply with regs to protect its business, employees, customers, and vendors?

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- Cryptocurrency and NFTs is growing and with it are AML risks! Review what the FCA standards say to track virtual asset transactions and ensure appropriate handling of transactions and compliance.
- Invest in business tech, automation, and AI that will better support Compliance teams to assess how customers interact with the business on a larger scale and improve data quality for effective risk monitoring that immediately flag fraud trends
- Develop customer risk profiles that meet due diligence requirements for ongoing monitoring, tracking business patterns and identifying suspicious transactions through automation.

Mary Reuben, Team Head, Financial Crime & Compliance Audit, **Bank of China, UK**

Future of Risk & Compliance – Panel Discussion

16.15–16.55 Which Emerging Risks Should FS R&C Leaders Prioritise Next? Navigate & Respond To The Changing Risks Disrupting The Industry For Risk Frameworks That Deliver On Compliance & Protect Revenue

- ESG, Climate, Nth Party Risk... which are the emerging risks for FS leaders to focus on to navigate the new risk landscape as we emerge from pandemic crisis mode?
- How can financial organisations keep pace with employee demands for flexible working through evolving policy infrastructure while still delivering legal and compliant risk strategies?
- Tension between what the public expects and what governments deliver is widening more country-specific approaches to economic and regulatory governance – how does this impact R&C decision making?
- As the importance of data mapping and AI governance increases, what new regulations can FS prepare for to shape future R&C strategies?

Jane Claydon, Director Regulatory Compliance, **American Express**

Swagatam Sen, Global Head of Innovation - Compliance Analytics, **HSBC**

Madison Gray, Director, Head of Regulatory Change Management – Compliance, **BNY Mellon**

Rachael Greaves, Co-Founder and CEO, **Castlepoint**

Shaun Hurst, Principal Regulatory Advisor, **Smarsh**

Afternoon Co-Chairs' Closing Remarks & Official Close of Conference

16.55–17.00