

Registration, Informal Networking & GIC Welcome

08.30- 09.15

Morning Chair's Opening Remarks

09.15- 09.25

Paul Goulding, Head of Business Continuity Resilience Management, Bupa Global & UK

Cyber & Cloud Security

09.25- 09.45

Combat Security Risks With Swift Identification & Targeted Prevention Strategies To Build Cyber Resilient & Digitally-Innovative Organisations

- With a constantly evolving threat landscape, how can Financial Services organisations establish effective channels for managing cyber incidents and cyber-attacks, and test their resilience capabilities within the cyber domain?
- How can Financial Services improve protection for legacy systems and be quick to safely migrate systems onto the cloud to keep pace with industry-wide digital transformation?
- Increased dependency on hybrid and remote systems presents challenges for cloud and cyber security, so what strategies can be used to deal with security issues quickly and mitigate the impact on employees, the business, and the customer?
- Ensure sufficient controls are in place to control disaster recovery both in the cloud and on site to prevent potential loss or damage

Chris Day, Group Head Of Operational Resilience, Royal London

Post-Covid Lessons & WFH- Panel Discussion & Q&A

09.45- 10.25

Moving Forward: What New Challenges Have Become Commonplace Post-Pandemic & How Have These Transformed Resilience Strategies In Financial Services?

- Hybrid workforces: how do risk considerations shape resilience programmes and legacy changes within Financial Services?
- Employ lessons learnt from COVID-19 to revise operational and organisational resilience frameworks, mitigate against future risk, and develop robust strategies
- What new risks does the WFH movement present to resilience models and how can we work from home more effectively?

Sherene Jose, Head of Strategic Planning Group, London Stock Exchange Group

Chris Day, Group Head Of Operational Resilience, Royal London

Tanya Ballaram, Global Co-Head Operations Risk and Resilience, Goldman Sachs

Sam Reason, Head of Operational Resilience & Continuity (inc Ops Strategy support), Zurich Insurance

Charles Nicholls, Enterprise Risk Solutions Specialist, MetricStream Europe

Resilience Through Integrated Testing

10.25- 10.40

Build Board confidence in your ability to remain within impact tolerance in 'business as usual'

- Establish a testing strategy articulating 'sufficiency of testing' and defining Critical Success Factors
- Benchmark your testing approach against a capability maturity model to determine your 'as-is' and 'to-be' state to develop a testing strategy roadmap
- Build a scenario library to enable the design of scenario tests based on your programme maturity and impact on your important business services and their vulnerabilities
- Build a comprehensive picture of testing planned/performed and actual events impacting important business services and underlying resources
- Develop a mutually beneficial relationship with your third parties to understand the resilience of your material outsourced services
- Increase maturity of testing over time, including enhancing service mapping to produce a digital twin of your business environment to take your testing to the next level

Brett McGowan, Associate Director, Operational Resilience; Crisis Management; Business Continuity, Protiviti

Morning Break With Informal Networking

10.40-11.10

Evolving Regulatory Thinking On The Management Of Systemic Third Party Risk

11.10-11.30

Discuss the UK regulators' evolving thinking on critical third parties (CTPs):

- Overview of the UK financial regulators' [Discussion Paper DP\(3/22\) Operational resilience: Critical third parties to the UK financial sector](#) and accompanying legislative proposals in the [Financial Services and Markets Bill](#)
- Understand key drivers behind the proposals and the evolution in the regulators' thinking
- Examine the potential scope of the proposals, including the criteria for the identification and designation of CTPs
- How will the UK financial regulators' ensure an appropriate level of resilience at CTPs, and test whether they meet their expectations?
- Consider the interaction of the proposed CTP regime with relevant international and cross-sectoral initiatives
- What are the potential practical implications of the financial regulators' CTP proposals on third party service providers and financial services firms?

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

Why CARS are fundamental to building resiliency in our decade of disruption

11.30- 11.45

When it comes to operational resilience, are you in the driver's seat or just along for the ride? As UK resilience regulation looks to expand to critical suppliers as well as their customers, financial orgs need to focus on effective resiliency planning across a widening scope. To effectively pivot, react and recover when disruption occurs you must have: Clarity on how your business fits together. Agility when responding to change. Reliability in how you detect and/or prevent disruption. Simplicity to make faster, smarter decisions. Join Tim Mitchell from Orbus to walk through resiliency planning from the perspective of C.A.R.S.

Tim Mitchell, Chief Evangelist, Orbus Software

Third-Party & Supplier Resilience

11.45- 12.05

Create Cohesive Assurance Strategies That Mitigate Concentration Risk By Aligning With Third-Party & Supplier Resilience Capabilities For Seamless & Coherent Strategies

- Provide assurance and leverage a coherent response for monitoring third and fourth-party resilience capabilities to ensure they are consistent across the finance sector
- Mitigate the increased concentration risk associated with external dependencies and outsourcing of third-party cloud providers
- Ensure suppliers actually support core business processes and align resilience positions to establish collaborative assurance throughout the supply chain

Julien Haye, Global Head Of Non-Financial Risk, Fidelity International

New Technologies

12.05-12.25

Develop Innovative & Tech-Savvy Operational Resilience Strategies Which Employ Emerging Technologies, Enhance Frameworks, Boost Productivity & Minimise Potential Threats & Disruption

- Build sustainable operational resilience that bolsters customer and regulator confidence by leveraging the latest technological developments and innovations to deliver tangible results
- Moving to the cloud alters risk profiles: how can financial organisations harness digital, AI and tech solutions securely to develop resilience and evidence compliance to regulatory frameworks?
- With an increasingly hybrid workforce, how can financial organisations ensure technological solutions complement the needs of employees with operational resilience objectives with suitable reliability, security, connectivity, and bandwidth?

Tom Hammond, Operational Resilience Director & 1st Line Risk & Control Director, Monzo Bank

Lunch Break & Informal Networking

12.25 – 13.25

Breakout Discussions – Informal Peer-To-Peer Discussions

12.55- 13.25

- A. Disaster Recovery- Facilitated

Ruth Whitehouse, Head of Technology Resilience, Nationwide Building Society

- B. Supply Chain- Unfacilitated
- C. Testing- Unfacilitated
- D. Reporting- Unfacilitated

Afternoon Chair's Opening Remarks

13.25- 13.35

Mamoor Dewan, Director – CSO Chief Controls Office, Barclays

Operational Resilience & Risk Definition – Panel Discussion & Q&A

13.35- 14.15

Understand The Core Elements Of Operational Resilience & Risk To Complement The Implementation Of Regulations & Develop Appropriate, Tailored Models That Create Resilient Organisations

- Define what effective and consistent operational resilience looks like for organisations to ensure you align with the requirements of the regulations and its associated challenges and opportunities
- Develop and improve existing business continuity and resilience frameworks to embed resilience at a strategic level and drive it across end-to-end business services
- Maintain and improve enterprise resilience to build trust that promotes an understanding of the needs of the organisation itself and its operational assets while meeting regulation requirements

Samikendra Ghosh, Global Third Party Risk Lead, Operational & Resilience Risk, HSBC

Ruth Whitehouse, Head of Technology Resilience, Nationwide Building Society

Emma Hinds, Operational Resilience Manager, Hargreaves Lansdown

OPRES: Are We Nearly There Yet?

14.15- 14.30

Demonstrate Efficient Implementation Of Operational Resilience, Evidence Changes To Business Practices, And Ways To Monitor The Effectiveness Of Measures Taken.

- Rarely can a firm claim to be 100% resilient, but what environment did the regulations seek to achieve and how do you know if you're on the right track to meet the 2025 deadline?
- Explore the information you should have access to at this stage, what types of analysis you should be able to run, and how to keep stakeholders informed.
- How can you monitor whether 'Resilience by Design' measures are working, taking you from a state of compliance to resilience?

Kate Needham-Bennett, EMEA Head of Financial Services Go-To-Market, Fusion Risk Management

Afternoon Break With Informal Networking

14.30- 15.00

Company Culture & Workforce Engagement

15.00- 15.20

Cultivate An Engaged & Informed Workforce At All Levels With Organisational & Operational Structures Which Prioritise Resilience & Accountability As Core Business Values

- Establish a higher level of stakeholder education around resilience which encourages senior level engagement and sponsorship from the top to assure and test models and scenarios on an ongoing basis
- Develop internal compliance systems and a culture that promotes accountability and awareness of resilience in individual employees and organisational structures
- Engrain an enterprise-wide culture and mindset change which sufficiently trains employees in resilience planning and scenario testing to create a consciously engaged and resilient workforce
- Align the core principles of operational risk and operational resilience in workforce engagement and move away from rigid organisational structures with independently functioning departments and silos and share information, decision making and resilience planning

Dave Pickering, Head of Operational & Resilience Risk, Virgin Money

Operational & Cyber Resilience, The Human Factor

15.20- 15.35

In this talk we'll focus on the real question: "How do I manage and measure behaviour change, and instil a security culture?"

The security awareness and training (SA&T) market has been stagnant for too long. The last major disruption was the introduction of phishing simulations a decade ago. Since then, the industry has seen a slow and steady evolution from ticking boxes to meet a web of uninspiring requirements imposed by frameworks and regulations to 'better' content and 'more' ways to assess people via games, simulations, quizzes, and other legacy techniques. Transformational CISOs and security teams are, mercifully, realising the old ways of approaching the human element aren't working. They are looking for more.

Munya Hoto, Chief Marketing & Customer Officer, Cybsafe

Future Risk & Horizon Scanning- Panel Discussion & Q&A

15.35- 16.15

What's Next? Ensure Financial Services Organisations Are Primed For Future Risk With Outward-Looking Resilience Models That Effectively Comply With Regulations & Prepare For The Unexpected

- What is next on the horizon for risk and resilience and how can financial organisations prepare and keep working towards aligning to the regulations and compliance?
- As we continue to emerge from the pandemic, how can Financial Services continue to monitor resilience and risk models that incorporate the popularity of hybrid ways of working?

- How can financial organisations best promote the mindset and cultural shift towards resilience at all levels to help comply with regulations as they work towards 2025?
- It's not all doom and gloom: what are the upcoming opportunities to flourish and develop as a resilient organisation while incorporating critical lessons learned from the past?

Iain LeCouteur, Director of Risk, AXA Insurance Company

Aidan O'Brien, Head of Operational Risk, The Scottish National Investment Bank

Sean Titley, Director of Enterprise & Operational Risk, Metro Bank (UK)

Linda Gibson, Director, Head of Regulatory Change, BNY Mellon Pershing

Afternoon Chair's Closing Remarks & Official Close Of Conference

16.15- 16.25