

SUMMIT **2023**
NON-FINANCIAL RISK

Summit Programme

London: The Royal Automobile Club, Pall Mall
7th - 8th February 2023



ARMSTRONG WOLFE™



SUMMIT2023

NON-FINANCIAL RISK

“Attending the 2023 COO Summit is a unique opportunity to be amidst the community that have shared thought and practice, working collaboratively to meet the challenge presented by Non-Financial Risk”

Maurice Evlyn-Buften, CEO Armstrong Wolfe

Why attend?

Armstrong Wolfe's COO 2023 Summit is the coming together of The International COO Community (iCOOC) and Women in the COO Community (WCOOC).

We are the world's leading authority on the role of the COO within Financial Markets, Investment Banking and Asset Management, and with offices in New York, London and Singapore, we support the COOs, CAOs and business managers of over 80 banks and asset managers.

We provide them the opportunity to discuss and debate the principal challenges facing the industry today. Whilst our members may not be directly responsible for resolving all these challenges, they are only one step away from the executive that does. Therefore, the transfer of value from COO debate to the end user and beneficiary is short and measurable.

The 2023 London Summit will embrace our founding principle:

- » To create value for the COO community by providing it a trusted environment to stimulate peer to peer debate, to share thought and develop ideas to address market-wide, non-proprietary challenges

The summit is a key component part of this hub of activity, and key role in ensuring the COO community continue to work together to address such challenges.

Why Non-Financial Risk for the 2023 Summit?

The emergence of non-financial risk as a critical risk category was already embedded in the industry's narrative before 2020, but prompted by the pandemic, and accelerated by the Russian invasion of the Ukraine, it is now recognised as a significant business challenge.

Being able to define, manage and govern non-financial risk has become a business imperative, linked intrinsically to the regulatory requirement to weave into the DNA of your company operational resilience.

Armstrong Wolfe has managed 28 COO forums and symposiums related to non-financial risk and operational resilience since March 2020; over 750 business managers have participated in this activity, allowing Armstrong Wolfe to capture and translate their collective thought.

In doing so it has enabled debate and the development of market leading concepts and solutions to meet the undefinable challenge of non-financial risk and the threat landscape.

armstrongwolfe.com/coosummit

Agenda & Speakers **Tuesday** 7th February 2023



Principal Moderator



Maurice Evlyn-Bufton
CEO
Armstrong Wolfe

08.00 - 09.00

Registration

Session 1

09:00 - 09:30

Opening Address



Speaker



Emily Shepperd
Chief Operating Officer and
Executive Director Authorisations
Financial Conduct Authority

Session 2

09.30 - 10.30

The 2023 NFR Landscape

Keynote speech



Speakers



Moderated by:
Mike Wolff
Managing Partner
Washington D.C.
Control Risks



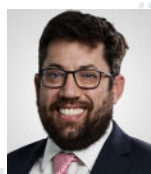
Claudine Fry
Partner, Global Issues
Group
Control Risks



Charles Hecker
Partner, Global Issues
Group
Control Risks



James Owen
Partner, Global Head of
Cyber Security
Control Risks



Michael Zimmern
Partner - Head of
Investigations & Forensic
Accounting EMEA
Control Risks

10.30 - 11.00

Networking Break

Agenda & Speakers **Tuesday** 7th February 2023

Session 3

11.00 - 12.30

Geopolitical Contagion

- » Translating geopolitical events into non-financial risk

Speakers



Moderated by:
Piers Murray
Co-Managing Partner
**Armstrong Wolfe
Advisory**



Dean Berney
Global Head of
Operational Resilience
**Legal & General
Investment Management**



Barbara Diette
UK Chief Operating Officer
**State Street Bank
and Trust**



Charles Hecker
Partner, Global Issues
Group
Control Risks

12.30 - 13.30

Lunch

Session 4

13.30 - 15.00

Non-Financial Risk Management

- » Framework, management, and governance
- » Defining the relationship between NFR and 1st Line Controls

Speakers



Heather Baird
Global Head of
Non-Financial Risk,
Wholesale Banking
HSBC



Jason Hope
General Manager,
Business Controls,
Monitoring & Remediation
**Westpac International
Bank**



Freyan Panthaki
Head of Non-Financial
Risk Framework
**London Stock
Exchange Group**

Breakout Session

13.30 - 16.30

Hosted by



Non-Financial Risk Data Management as a Source of Business Value.

Human experiences are as singular and unique as a fingerprint. They're also living things-dynamic and in-the-moment. Today's brands compete on experience every day. It's our job to help them win.

At Sutherland, we create exceptionally engineered brand experiences that are a perfect match for the real people (and real moments) they're made for. We do that by combining human-centered design with the scale & accuracy of real-time analytics, AI, cognitive technology and automation.

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15.00 - 15.30

Networking Break

Agenda & Speakers **Tuesday** 7th February 2023

Session 5

15.30 - 16.30

New Working Patterns - Is anyone getting it right?

- » Policy v Purpose
- » Motivation/Morale v Reward/Incentives
- » Flexible v Hybrid Working
- » Leadership v Management

Speakers



Moderated by:
Harry Toukalas
Advisory Board Member
Galaxy Sciences



Hamish Badenoch
Head of Future of
Work & Real Estate
Transformation
Deutsche Bank



Justine Anderson
EMEA Chief Operating
Officer
BlackRock



Olaf van Gelder
Managing Director, Chief
Control Officer, Global
Head NFR - Financial
Markets
ING



Peter Zorn
Industry Advisor, Enterprise
Workforce Transformation
Armstrong Wolfe

Session 6

16.30 - 17.30

Servant Leadership: Resilient teams for a turbulent world

- » Mitigating risk through
effective leadership

Speakers



Moderated by:
Lance Gerrard-Wright
Head of Leadership
& Performance
Armstrong Wolfe



Rowena Everson
Managing Director,
Head Digital Channels
& Data Analytics
Standard Chartered



Jacqueline Joyston-Bechal
Managing Director
Compliance, Conduct and
Operational Risk
JP Morgan



General Sir Peter Wall
CEO
Amicus



Suzy White
Global Banking
and Markets Chief
Operating Officer
HSBC

Agenda & Speakers **Wednesday** 8th February 2023

07.30 - 08.30

Registration

Session 7

08.30 - 09.30

The Human Dynamic

- » The inter-relationship between inclusivity, diversity, and Non-Financial Risk management
- » How getting it right enhances control, conduct, culture and performance

Keynote Speech followed by panel discussion

Speakers



Keynote speaker

Irene Dorner

Chair and
Non-Executive Director
Control Risks



Michael Cole Fontayn

Chairman and
Non-Executive Director
**The Chartered Institute
for Securities &
Investments**



Peter Zorn

Industry Advisor, Enterprise
Workforce Transformation
Armstrong Wolfe

Session 8

09.30 - 10.30

ESG - Social and Corporate Governance Through a Non-Financial Risk Lens

Speakers



Moderated by:

Gwen Wilcox

COO
Armstrong Wolfe



Carla Jane Findlay-Dons

Independent Advisor



Aurelie Gonzalez

ESG COO for Global
Markets
BNP Paribas



Sam McGrath

MD, Head of
Non-Financial Risk -
CCIB, Europe & Americas
Standard Chartered

Breakout Session

09.30 - 12.30

Hosted by



Leading Resilience: instilling a durable mindset.

Business tends to take a procedural approach to handling risk which is inevitably constrained by our imagination – we only consider the risks we can anticipate. This is of course essential, but it's not sufficient in a turbulent world. We need to build the operational resilience that enables us to withstand unanticipated shocks through the way we educate, organise, inspire and value our people. This two-hour interactive session will introduce fresh thinking on this critical aspect of giving teams and organisations the inbuilt resilience to succeed in the contemporary environment.

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Agenda & Speakers **Wednesday** 8th February 2023

10.30 - 11.00

Networking Break

Session 9

11.00 - 12.30

Emerging Risk and Horizon Scanning

- » How to enable informed, pre-emptive decision making to meet emerging or unknown Non-Financial Risks

Speakers



Adrian Munday
Group Head of
Non-Financial Risk
Management
Deutsche Bank



Ruairi O'Healai
EMEA
Chief Operating Officer
Morgan Stanley
Investment
Management



Derek Pattison
Senior Vice President,
Internal Control, Global
Banking & Markets
Scotiabank

12.30 - 13.30

Lunch

Session 10

13.30 - 14.30

Third Party Risk

- » How to evaluate, track, measure and mitigate vendor risk

Speakers



Moderated by:
Wade Younger
Co-Managing Partner
Armstrong Wolfe
Advisory



Rob Knight
Industry Advisor



Andrew Murfin
Global Investment
Banking and Wealth
Operations Executive
Armstrong Wolfe
Advisor



Christopher Rigg
Capital Markets Industry Lead
Sutherland

Agenda & Speakers **Wednesday** 8th February 2023

Session 11

14.30 - 15.30

3LoD a journey not a destination

- » A panel discussion on the Armstrong Wolfe 2022 report; observations, principles and recommendations
- » Conflict or Collaboration? Is there a solution to embedded inefficiencies between the 1st and 2nd lines of defence
- » A consensus on principles and recommendations on how to address inefficiencies, but little progress to do so. Why?

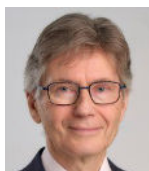
Speakers



Nathan Jones
Head of Operational
Risk Framework
Shell Trading & Supply



Ruth Kemmer
Global Head of Wholesale
Control Office
Nomura



Ted MacDonald
Senior Technical
Specialist
**Financial Markets
Standards Board**



Paul Maley
Global Head of Securities
Services and Regional
Head of Corporate Bank
(UK and Ireland)
Deutsche Bank

15.30 - 16.00

Networking Break

Session 12

16.00 - 17.00

The ROI of Culture and Purpose

- » Why investing in purpose and culture is vital in times of 'perma-crisis'
- » The immediate actions leaders can take to boost motivation and productivity in 2023
- » How getting it right now, will drive business outcomes, market value and competitive advantage in the long run

Speakers



Moderated by:
Becky Hewitt
Chief of Staff
Kin&Co



Michael Cole Fontayn
Chairman and
Non-Executive Director
**The Chartered
Institute for Securities
& Investments**



Matt Robshaw
Client Director
Kin&Co



Alexandra Stanton
Corporate Culture
Consultant & WCOOC
Ambassador
**AVS Culture
Consulting Limited**



Closing Debate **Wednesday** 8th February 2023

Closing Debate

Purpose v Controls

17.00 - 20.30

- » **Welcoming Drinks** 17.00 - 20.30
- » **Debate** 17.30 - 19.30
- » **Reception Drinks** 19.30 - 20.30

To be debated by industry leading executives, of course we need purpose and controls, but does one enjoy predominancy? The closing debate of the 2023 COO Summit will investigate the strengths and benefits of both.

Judges



Sarah Boon
Managing Director,
Corporate Affairs and
Strategic Policy
UK Finance



Myles McGuinness
CEO
**Financial Markets
Standards Board**



David Shalders
COO & Head
of Integration
**London Stock
Exchange Group**

Debating for Controls



Toby Billington
Managing Director
ICG Risk & Controls
Citi



Andrew Brodie
Global Head of GM
Business Controls
Bank of America

Debating for Purpose



Martha Fee
SVP, Chief Operating
Officer, EMEA
**Northern Trust Asset
Management**



John Rosling
CEO
Contextis

Chair Person



Maurice Evlyn-Buffon
CEO
Armstrong Wolfe

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www.armstrongwolfe.com

Breakout Rooms running concurrently to the plenary

Tuesday 7th February

13.30 - 16.30

Hosted by



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Wednesday 8th February

09.30 - 12.30

Hosted by



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LEADERSHIP THAT LASTS

Leading Resilience: instilling a durable mindset.

Business tends to take a procedural approach to handling risk which is inevitably constrained by our imagination – we only consider the risks we can anticipate. This is of course essential, but it's not sufficient in a turbulent world. We need to build the operational resilience that enables us to withstand unanticipated shocks through the way we educate, organise, inspire and value our people. This two-hour interactive session will introduce fresh thinking on this critical aspect of giving teams and organisations the inbuilt resilience to succeed in the contemporary environment.

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Register today

Cheryl Chickowski

Events & Sponsorship Director, Armstrong Wolfe

cheryl.chickowski@armstrongwolfe.com

Gwen Wilcox

COO, Armstrong Wolfe

g.wilcox@armstrongwolfe.com



Find us on LinkedIn: [Armstrong Wolfe](#)

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