



Maintaining your company's operational resilience in the face of disruption

1st October 2019

**ABI Offices, One America Square, 17 Crosswall,
London EC3N 2LB**

The regulators' focus on firms' operational resilience has never been greater as the risks of disruption threaten financial stability, the viability of individual firms, and could harm consumers and other market participants. Several high-profile incidents have led the regulators to make operational resilience a top priority.

While it is widely accepted that disruptions will occur, the onus is on firms to identify their most important services, set appropriate impact tolerances for them, to ensure their continuity. The regulators expect firms to have clear governance arrangements and senior management accountability in relation to this topic, which further emphasises the seriousness with which this issue is being addressed by the FCA, PRA and Bank of England.

This event will explore the key questions that firms should consider in their journey to become and remain resilient. The event will bring together experts and regulators from across the field to debate the various challenges the industry faces and consider what best practice looks like.

10:15	Registration
10:45	Welcome & Introduction
	Raluca Boroianu-Omura, Assistant Director, Head of Conduct Regulation, ABI
10:50	Keynote Address One
	Nick Strange, Director, Supervisory Risk Specialists, Bank of England
11:10	Panel One: Identifying key business services and setting impact tolerances
	Chair: Charlie Bagley, Manager, Conduct Regulation, ABI
	<ul style="list-style-type: none"> • John Allan, Senior Operations Specialist, The Investment Association • Catherine Davidson, Risk Director, Operations, QBE European Operations • John White, Business Continuity Manager, Lloyd's of London
11:50	Keynote Address Two
	Jonathan Davidson, Executive Director of Supervision, Retail and Authorisations, Financial Conduct Authority
12:10	Panel Two: Preparing your Boards and Senior Managers
	Chair: Raluca Boroianu-Omura, Assistant Director, Head of Conduct Regulation, ABI
	<ul style="list-style-type: none"> • Emma Albrighton, Operations Execution Manager, Zurich • Tony Boorman, Managing Director, Promontory • Cameron Young, Business Information Security Officer, Aviva
12:50	Networking Lunch
13:30	Keynote Address Three
	Andy Bentley, Executive Partner, IBM UK
13:50	Panel Three: Resisting cyber-attacks and technology outages
	Chair: Shanaz Said, Policy Adviser, Conduct Regulation, ABI
	<ul style="list-style-type: none"> • Andy Bentley, Executive Partner, IBM UK • Stuart Hardy, Head of Information Management, ReAssure • Lewis Hopkins, Head of COO Operational Risk, Assurance & Resilience, Direct Line Group
14:30	Closing remarks
	Raluca Boroianu-Omura, Assistant Director, Head of Conduct Regulation, ABI