

# CPS 230 SUMMIT VIC

STRENGTHENING YOUR  
OPERATIONAL RISK &  
RESILIENCE PRACTICES

WEDNESDAY JULY 24TH, 2024

ZINC FEDERATION SQUARE,  
MELBOURNE VIC



## SPEAKERS



PATRICK ASHKETTLE

Chief Risk Officer



PETER WHITELAW

Executive General Manager, Resilience  
Risk



JULIA PRYOR

Chief Risk Officer



SANDRA BARNES

General Manager - Risk technology, Data  
and Cyber Security



Commonwealth Bank

SARAH SIMPSON

Executive Manager Operational  
Resilience



SALMAN IKRAM UL HAQ

Head of Risk

## KEY TOPICS

- Navigating the evolving operational risk & resilience landscape
- Uplifting and advancing critical operations & business continuity plans
- Strengthening service provider oversight, management & relationships
- Strategies for implementation & key learnings from the journey so far
- Next steps to ensure compliance readiness

## WHO WILL ATTEND?

- Chief Risk Officers
- Chief Compliance Officers
- Heads of Risk & Compliance
- Heads of Operational Risk
- Heads of Third Party Risk
- CPS 230 Program Directors

#FOREFRONTEVENTS

# SUMMIT AGENDA

WEDNESDAY, 24TH JULY 2024

## 8:30 REGISTRATION, COFFEE & NETWORKING

## 9:00 WELCOME REMARKS FROM CHAIRPERSON



### 9:10 ATTENDEE SPOTLIGHT

Discuss top priorities with 12 months to go

## 9:40 PANEL DISCUSSION : THE EVOLVING OPERATIONAL RISK & RESILIENCE LANDSCAPE: LEARNINGS & NEXT STEPS

- CPS 230: an opportunity for enterprise-wide, process uplift
- Different interpretations of APRA's operational risk management requirements
- Communicating investment in CPS 230 to the Board & wider business
- Engaging stakeholders & aligning views on criticality and significance for effective implementation

**Patrick Ashkettle**, Chief Risk Officer, Bank Australia

**Sandra Barns**, General Manager Risk, Technology, Data and Cyber Security, Judo Bank

**Peter Whitelaw**, Executive General Manager, Resilience Risk, NAB

**Sarah Simpson**, Executive Manager Operational Resilience, Commonwealth Bank

## 10:20 CASE STUDY: OPERATIONAL RISK & RESILIENCE

## 10:50 SPEED NETWORKING

## 11:00 MORNING TEA & NETWORKING

## 11:30 PANEL DISCUSSION : UPLIFTING & ADVANCING CRITICAL OPERATIONS & BUSINESS CONTINUITY

- Halfway through the proactive transition period: Key takeaways & lessons learned
- Next steps for critical operations & tolerance levels
- Approaching scenario testing for business continuity processes
- Ensuring a collaborative approach to implementation & management

**Hayley Pope**, Executive Manager - Governance, First Super

**Salman Ikram ul Haq**, Head of Risk, Medibank

**Sarah Britt**, Head of Regulatory Affairs and Compliance, BT Financial/Westpac

## 12:10 CASE STUDY : NAVIGATING CRITICAL OPERATIONS, ENSURING BUSINESS CONTINUITY & PLANNING FOR DISASTER RECOVERY

## 12:40 LUNCH & NETWORKING



### 1:30 INTERACTIVE WORKSHOPS

- Reacting quickly, consistently & effectively in a crisis: Preparation is key
- Identifying your critical operations & crafting a robust business continuity plan
- Accelerate control testing & streamline audits for strategic oversight & decision making
- Ensure adherence with changing regulatory obligations to manage risk, increase efficiency, & produce better business outcomes

## 2:10 PANEL DISCUSSION : STRENGTHENING SERVICE PROVIDER OVERSIGHT, MANAGEMENT & RELATIONSHIPS

- Bespoke vs. one-size-fits-all approaches to service provider compliance
- Understanding risks & controls for assessing 4th & 5th party providers
- Key considerations for contract re-negotiations & relationship maintenance

**Julia Pryor**, Chief Risk Officer, AMP

**Rowena Ritchie**, Senior Project Director CPS 230, Insignia Financial

**Adam Swanwick**, Senior Risk and Compliance Partner, TelstraSuper

## 2:50 CASE STUDY : CHANGES TO THE MANAGEMENT OF SERVICE PROVIDERS

## 3:20 AFTERNOON BREAK & NETWORKING

## 3:40 KEYNOTE PRESENTATION : FOSTERING A CULTURE OF RISK & RESILIENCE & NAVIGATING BUSINESS CONTINUITY THROUGH TIMES OF UNCERTAINTY

**Charlotte Mills**, Chief Risk Officer, Department of Justice & Community Safety

## 4:10 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

## 5:10 EVENT END