

GRC for
HIGH PERFORMERS

MetricStream

GRC
SUMMIT 2017

November 6 - 7, 2017

L O N D O N

METRICSTREAM GRC SUMMIT 2017

The 2017 GRC Summit at the The Royal Lancaster, London brought together top board directors, government leaders, and GRC professionals to discuss some of today's most pressing issues: Brexit, GDPR, cybersecurity, and changes in the regulatory landscape. With over 47 speakers and 45 sessions, the summit provided a host of fresh insights and perspectives into how companies can thrive in a disruptive world.

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FOREWORD



FRENCH CALDWELL
Chief Evangelist, MetricStream

The GRC Summit in London gave all who attended a lot to consider in how they advance their organizations' GRC programs. The summit is unique in that it brings together many GRC disciplines into a common venue and experience – executives from audit, risk management, compliance, IT security, supply chain, and procurement all join together. In fact, many organizations send attendees from across these multiple functions, thus reinforcing the value that a GRC approach provides in bridging multiple risk and compliance disciplines.

We planned the summit with the theme of **GRC FOR HIGH PERFORMERS**. Becoming and remaining a high performer in a sea of global change is a challenge anywhere in the world, but in no region of the world is business change a more front-burner issue than in Europe. With twists and turns in geopolitical and economic relationships emerging almost daily in the Brexit negotiations, summit keynoter Lord Alistair Darling noted that "...we are about to face what I would argue is one the biggest disruptions [the] United Kingdom has faced, certainly since the second World War."

Another disruption, but with less uncertainty, is the implementation of new data protection regulations in 2018: the new European General Data Protection Regulation and the UK Data Protection Act. Keynoter Jonathan Bramford, Head of Parliamentary and Government Affairs, UK Information Commissioner's Office, said: "These changes that are taking place aren't just for changes sake or to make your lives more difficult. They are happening because our current laws have struggled to keep up with the way our personal information has become the lifeblood of the digital economy."

While the presentations, panels, and keynotes brought tremendous value to attendees, the greatest value comes from the opportunities for attendees to learn from each other. We facilitated these opportunities through MetricStream special interest group meetings, workshops, and many informal networking breaks.

Attendees at the GRC Summit were also able to get hands-on with the awesome 4th generation M7 GRC platform and apps through demonstrations at the MetricStream experience center and

FOREWORD

during technology showcase presentations. Attendees seeing M7 for the first time were impressed by the simplicity, personalization, and new data explorer that enables users to identify relationships between data objects, and to navigate intuitively. For more on M7 and on the priorities for GRC technology, be sure to check out the keynote from MetricStream Executive Chairman, **GUNJAN SINHA**.

Joining MetricStream in hosting the GRC Summit were nine sponsors including KPMG, PwC, Blueprint OneWorld, The Analytics Boutique, Spectrum Enterprise, Navisite, Cybercon.com, Soluxr, and ComplianceOnline. With their breadth of domain, content, and technology, our sponsors enabled an exceptional summit experience.


All of us GRC professionals – from audit, risk management, compliance, security, supplier and IT vendor management, from our partner community and from MetricStream – have a common mission that we reaffirmed at the GRC Summit – to **PRESERVE, PROTECT AND PERFORM**. To preserve our corporate integrity, to protect our brands and reputations, and to ensure that our organizations' executives

and employees have the risk and regulatory intelligence needed for exceptional business performance. Thanks to all of our speakers, attendees, sponsors, and MetricStream team members for participating in and contributing to the GRC Summit. And please join us again next year in Baltimore and London.

While the presentations, panels, and keynotes brought tremendous value to attendees, the greatest value comes from the opportunities for attendees to learn from each other.

SUMMIT SNAPSHOT


2 Days 

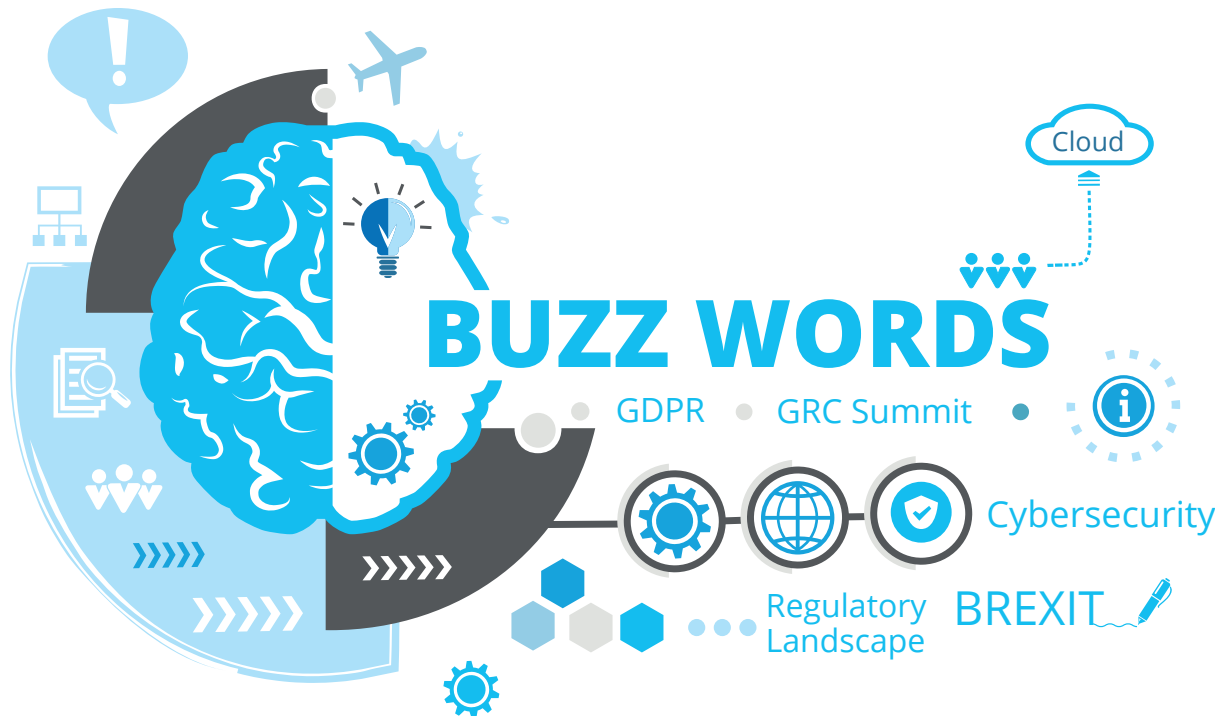
234 Attendees 

47 Speakers 

187 Social Media Posts 

45 Sessions 

594+ Likes and Shares 



MEDIA PRESENCE



KEYNOTES

GUNJAN SINHA

Executive Chairman, MetricStream

A VISION FOR TOMORROW

Beginning with a brief recap of the 2016 London GRC Summit, which took place against the backdrop of the US presidential elections, Gunjan Sinha takes the audience through MetricStream's progress in executing the three promises that the company had made: 1. innovating in the cloud 2. raising the bar on quality, and 3. enabling partner ecosystems. Gunjan also explores the key emerging business and technology trends that are impacting GRC. Customers, for instance, are fast becoming the ultimate regulators. Artificial intelligence is making its way into GRC technologies. And finally, in an age of instant gratification, GRC professionals need to find ways of delivering instant value. To know more about these and other insights, watch Gunjan's keynote.



KEYNOTES

LORD ALISTAIR DARLING

Former MP and Former Chancellor, UK

THE BREXIT DECISION

In an unprecedented decision last June, Britain voted to exit the European Union. The UK is now faced with the challenge of reaching a viable trade agreement with the EU before the official Brexit deadline on March 29, 2019. In this insightful talk, interspersed with his characteristic wit and humor, Lord Alistair Darling warns of the far-reaching consequences that Brexit will have. He also challenges the notion that economic growth in the UK has always been a given, and describes how the economic and political disruptions caused by the financial crisis of 2011 are still being felt across the world today. How are global economies faring, and how long will it take for Britain to reach a trade deal with the EU as the clock ticks towards Brexit? Find out in this keynote by Lord Alistair Darling as he outlines the trajectory of the world economy and talks about Britain's future.



KEYNOTES

JONATHAN BAMFORD

Head of Parliamentary and Government Affairs,
Information Commissioner's Office, UK

NAVIGATING DATA PROTECTION REGULATIONS IN THE UK

Pointing out that the public needs to have confidence in how their data is used, Jonathan Bamford explains why older data security regulations are changing, and why new ones such as the EU General Data Protection Regulation (GDPR) are emerging. "Today, we see increased risks to individuals, so we need to have modern laws as well," he notes. Delving specifically into GDPR, Jonathan highlights the important requirements of the regulation, including the need for individual consent, the new accountability principles, the focus on data protection by design and default, and the data breach reporting requirements. He also indicates the differences between GDPR and UK data protection regulations, and outlines what the Information Commissioner's Office (ICO) is doing to enable and support organizations on their compliance journeys.

Let's be clear why we have these laws in the first place. These changes that are taking place aren't just for changes sake or to make your lives more difficult. They are happening because our current laws have struggled to keep up with the way our personal information has become the lifeblood of the digital economy. We've been seeing the risks to personal information increase as the digital economy has built over the years.



PANEL DISCUSSIONS



BREXIT: THE ROAD AHEAD

BREXIT PANEL

William Bain, Policy Advisor, Europe and International, British Retail Consortium

Lord Alistair Darling, Former MP and Former Chancellor of the Exchequer, UK

Steve Fowler, Managing Director, Amarreurs Consulting Ltd

Moderator | **French Caldwell**, Chief Evangelist, MetricStream

With the final terms of Britain's exit from the EU still shrouded in uncertainty, French Caldwell leads an engaging discussion on what corporate leaders need to be doing to be better prepared for Brexit's eventual outcome.

Calling Brexit, “a sort of reversal of globalization,” William Bain discusses why organizations need to plan for both best-case and worst-case scenarios. He also highlights the importance of good leadership in managing the uncertainty ahead.

Steve Fowler points out that the boundaries that used to divide geographies in traditional world maps have dissolved in modern world maps with the rise of social media, the global financial system, and other factors. If we don't understand these fundamental connections when making decisions like those of Brexit, we will make the wrong choices.

Lord Darling recalls that when Article 50 of the Lisbon Treaty was drafted, few thought that it would ever have to be invoked. And yet, here we are. Now, as the clock ticks towards the Brexit deadline, it is critical that the UK and the EU reach a consensus on the terms of their future relationship, urges Lord Darling.

As risk professionals, what do we do? We start with what we know. We also embrace scenario planning. We don't know what's going to happen...So the best we can do within our organizations, as risk professionals, is to provide guidance on planning for alternative outcomes, and have the strategies in place.

- Steve Fowler

PANEL DISCUSSIONS



GDPR: THE UPCOMING DEADLINE

GDPR PANEL

Jonathan Bamford, Head of Parliamentary and Government Affairs, Information Commissioner's Office, UK

Cameron Craig, Deputy General Counsel, Group Head of Data Privacy, HSBC

Anthony Lee, Partner, DMH Stallard

Moderator | **French Caldwell**, Chief Evangelist, MetricStream

As the first compliance deadline for the EU General Data Protection Regulation (GDPR) draws closer, French Caldwell steers the conversation around a recurring theme in

GDPR discussions: complexity. Cameron Craig observes that what businesses need is clarity and certainty for compliance.

Noting the trend with GDPR, French Caldwell poses an interesting question to Jonathan Bamford: are the laws and regulations on data protection now moving from a principles-based approach to a more codified and enforcement-based approach? In his reply, Jonathan Bamford talks about the changes in the regulatory mix and the current proactive regime of the Information Commissioner's Office (ICO).

The panelists also discuss how current regulations will deal with the assimilation and interpretation of data by artificial intelligence (AI), and how lines between data and systems can become blurred.

...you need to be able to demonstrate compliance [with GDPR]...I would recommend reading the ICO guidelines to be honest because I've seen so many complex pieces of guidance from consultants who've all of a sudden become GDPR experts. [They] quite often get it wrong...

- Cameron Craig

EXPERT TALK



THE RETURN OF ERM

BRENDA BOULTWOOD

SVP – GRC Solutions, MetricStream

ERM is really like coming back to the future in that we're thinking about extending the scope of what we in capital letters call risk management, to now talk about enterprise risk management, and understand the growing scale and scope of risk management requirements.

Long before the term GRC (Governance, Risk, and Compliance) was coined, there was ERM (Enterprise Risk Management). Today, as the complexity of the risk landscape grows, ERM has become an important area of focus. The challenge for organizations lies in understanding the complex relationships between various risks, bringing together qualitative and quantitative risk factors in an integrated framework, and then applying analytics to draw out the risk intelligence needed. Watch this expert talk by Brenda as she discusses the various aspects of ERM, the Basel Committee on Banking Supervision's standard number 239 (BCBS 239), and the way in which big data analytics can be used to extract high quality risk intelligence.

CASE STUDIES

BARCLAYS BANK: A TRANSFORMATIONAL JOURNEY IN GRC

LEN SINCLAIR

Group Head of Operational Risk, Barclays

BRENDA BOULTWOOD

SVP GRC Solutions, MetricStream

In 2012, Barclays Bank began its GRC journey towards streamlining and standardizing its systems, processes, and policies for risk management and risk intelligence. The mission was an ambitious one, given the sheer size and complexity of the bank -- 145,000 people spread across 60 countries.

In this session, facilitated by Brenda Boulwood, Len Sinclair describes the organizational and operational challenges involved in the project, the steps adopted to overcome these hurdles, and the lessons learned in the successful implementation of a holistic GRC program.



...the sensible view that comes from the Group Executive Committee and certainly from the Chief Risk Officer...is that if you do the right thing and it's right for the business, it will meet the regulatory requirement.

CASE STUDIES

DNATA: IMPLEMENTING AN OUT-OF-THE-BOX GRC SOLUTION

MARK GIBB

Senior Vice President, dnata Safety and Standards

GAURAV KAPOOR

COO, MetricStream

Discussing the operational risks involved in the airlines business, Mark Gibbs tells Gaurav that risk management and loss control are fundamental to everything that dnata does. As part of risk management, both ground operations as well as “above the wing” operations need to be streamlined -- a task that involves everything, right from having the flight crew trained, to ensuring that the integrity of the airplane is not compromised in any way before take-off.

When Mark had been at dnata for just a few months, he realized that the company’s incident management system did not support a continuous improvement plan. The finding led to a collaboration between MetricStream and Mark’s team to roll out an out-of-the-box integrated incident management solution to over 37,000 people across the organization. It was a feat that orchestrated a turnaround in key incident management metrics for dnata. Mark stated that currently, dnata’s compliance and

We move thousands of airplanes and hundreds of thousands of passengers everyday... People are the #1 priority in our business.



tracking is up from 4% to 96%. Mark also sheds light on creating an effective reporting culture, its importance in preventing the recurrence of risk events, and the company’s focus on people as a business priority.

CLOSING REMARKS



GAURAV KAPOOR

Chief Operating Officer, MetricStream

CUSTOMER FOCUS

Drawing from his experience with MetricStream customers, Gaurav Kapoor discusses the broad themes that color companies' conversations, including the interconnectedness of risks in a complex global ecosystem, the increased focus on risk intelligence and performance, and the importance of simplicity, efficiency, and productivity. Replete with real-life customer examples, Gaurav describes the key trends, risks, and challenges that companies are facing today. Watch this keynote to know more about the elements that are shaping companies' behaviors and driving their decisions.

...simplicity, efficiency, and productivity. This is a theme [that is] clearly emerging with the advent of the cloud, younger workforce, mobility, etc...People are getting more and more used to consumerized applications; they want [it] simple, they want it easy, they want it on their mobile, they want it anywhere, anytime.

TOP QUOTES FROM THE SUMMIT

Brexit is a self-inflicted wound with long-term consequences for the UK. For those of you doing business with or in the UK, there's going to be uncertainty for years to come

Lord Alistair Darling

Former MP and Former Chancellor of the Exchequer, UK

When it comes to compliance programs, perfect is the enemy of the good.

Sylvie Focquet

CFA, FRM, Senior Resolution expert, Single Resolution Board

Culture is the 'corporate immune system', a good culture can fight off the virus of bad actions. Culture needs to be top-down: your CEO has to believe in the importance of culture.

David Herbinet

Global Head of Audit & UK Head of PIE, Mazars

The key issue here, is showing leadership when managing uncertainty.

William Bain

Policy Advisor Brexit & International Trade, The British Retail Consortium

Risk management is ever-evolving. Whether it be due to regulations or the business landscape. The accountability we have to drive across risk management has never been greater.

Brenda Boulton

SVP of Industry Solutions, Metricstream

The key issue here, is showing leadership when managing uncertainty.

William Bain

Policy Advisor Brexit & International Trade, The British Retail Consortium

GDPR is modernizing data protection and pushing organizations to become more proactive in recognizing the risk with using personal information

Jonathan Bamford

Head of Parliamentary and Government Affairs, ICO, UK

It is all about how we are running our business and whether we are in control. If we do the right thing, if we do what is right for our stakeholders, that will be the right thing for the regulators.

Len Sinclair

Group Head of Operational Risk, Barclays

There are three mega trends that are transforming the way we live and work

1. **The Voice of The Customer**
2. **The Power of Now**
3. **The Age of AI**

Gunjan Sinha

Executive Chairman, MetricStream

GRC AWARD WINNERS



GRC PROGRAM EXCELLENCE AWARDS

★ Barclays



GRC VISIONARY AWARDS

★ Sanjay Bhasin
Global Head of Operation Risk IT, UBS



GRC JOURNEY AWARD

★ dnata
★ Standard Chartered
★ Sage Group



GRC PRACTICE LEADER AWARDS

★ **Stuart Frost**
Head of Enterprise Security,
UK Department for Works and Pensions

★ **Samah Yusef Hamad**
Acting Superintendent Business
Resilience Management, BAPCO

★ **Adam Jeffries**
Business Technology and IT
Commercial Manager, Beazley

★ **Aysen Kartal**
Philip Morris International

★ **Dr. Cuno Degiacomi**
Director, UBS



GRC PARTNER AWARDS

★ GRC Journey Partner of the Year Award – **KPMG**

★ GRC Journey Partner Award for Global Center of Excellence – **Deloitte**

★ GRC Journey Partner Award for Customer Engagement – **HCL Technologies Ltd**

★ GRC Journey Emerging Partner Award – **PwC and Dixtior**

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