

ECB Operations Managers Group

Wednesday 23 June 2021

14:00 – 17:30 CET

Via WEBEX

Agenda

1. Introduction

Welcome and adoption of the agenda of the meeting.

2. Future of custodian services

Virgilio Mendoza (Northern Trust) will discuss the future of global custody, including industry trends and how custodians respond. He will also touch upon digitisation.

3. BBVA Strategy on bitcoin, crypto, DLT, digital currencies

Ian Downes (BBVA) will present BBVA Strategy on bitcoin, crypto, DLT, and digital currencies.

4. Back-Office operations: HR Challenges

Roland Kipper (Commerzbank) will present HR challenges in the Back-Office operations. He will outline the changes that led to staff reduction and the development of new skill profiles and touch upon the challenges faced when recruiting suitable staff/managers. In addition, Roland will present strategies that could help to attract new staff.



Short break

5. One year with COVID-19: Are we in a new normal: new risks and new solutions?

Cathal Feeney (AIB) will give a presentation from a sustainability perspective in Operations (including sustainability solutions developed by AIB) focusing on COVID.

Kristin Claessens (BELFIUS) will focus on the evolution towards a post-COVID work framework and various aspects linked to it.

6. Quick survey on the 'new normal'

7. Tour-de-table on financial innovation projects

Members will be asked to reflect on the following:

- 1) Report on one initiative on digitisation, bitcoin, crypto, DLT, and / or digital currencies (recently implemented or planned).
- 2) Have you already decided on your future target operating model for operations (hybrid working mode and more digitisation/automation)? If yes, how does it look like? If not, what would be your favourite one?
- 3) How does digitisation or new operation models reflect on your colleagues' profiles and HR management? What will you do to fit into the 'next generation management skill profile'?

8. AOB

Planning of the next meeting on 29 September 2021 and Work Programme 2022