

05 April 2018

**HR and Training Committee**

Dear Sirs / Madams,

Re: **«CONDUCT MEASUREMENT: HOW TO REPORT ROBUSTLY TO THE REGULATOR» Seminar,**  
**22 MAY 2018**

The Association of Cyprus Banks is organising a **one-day** seminar on the subject of **«Conduct Measurement: How to Report Robustly To The Regulator»**. The seminar will be held in Nicosia, **Tuesday 22<sup>nd</sup> of May at the Association of Cyprus Banks premises (15 Demetriou Karatasou Street, 4<sup>th</sup> Floor, Strovolos), 08:00 – 15:30.**

Please note that UK Finance has been created by combining most of the activities of the British Bankers' Association, the Asset Based Finance Association, the Council of Mortgage Lenders, Financial Fraud Action UK, Payments UK and the UK Cards Association. The trainers coming from this organization are specialized, high-level professionals in their respective fields, and experienced in the delivery of seminars and other services to the banking and general financial sectors. Our experience with this organization has been quite positive and we believe that this program will add value to your personnel and organization in general.

**Course Description**

Responding directly to topical questions from practitioners charged with leading conduct programmes, this newly developed training session addresses how to measure and report compellingly on the progress of conduct initiatives and related drivers of culture change.

As well as attending this session, participants are invited to submit privately in advance any measurement and indicator sets currently in use or on test, for confidential preview and discussion.

Senior lead managers on conduct and Senior Manager attestation programmes continue to ask for our lead Conduct and Culture researcher's expert help in taking a view of how valid their current conduct indicators are, and of the ECB and other regulators' likely reaction to various new indicators being tested. This full-day workshop provides a safe opportunity to assess your own measurement methods alongside those of other banks, and to learn more about the latest developments in conduct indicators.



## Benefits of the Course

By attending this session you will:

- Discover alternative ways to identify and measure conduct risk, adding a valuable new stream of management information that highlights 'conduct hot-spots';
- Understand regulators' latest expectations of conduct reporting, including initiatives still under development;
- Share and discuss in confidence with other banks' senior managers the measuring techniques and indicators they are currently using to track the progress of conduct programmes;
- Assess how your own bank's version of "what good behaviour looks like" compares with others' views;
- Address your Board confident in the knowledge that you are using – and leading – best practice in conduct measurement and reporting.

## Who should attend?

Certified Senior Managers; Chief Risk Officers; Conduct and Culture function leaders, programme and project managers; General Counsel, Corporate and Regulatory Affairs specialists; Human Resource and other Operational Risk managers responsible for identifying and reporting on Conduct factors; senior Risk Governance roles with Conduct liability

## Instructor

Dr. Roger Miles – UK Finance. (CV attached)

The programmes\* have been approved by the HRDA. Enterprises participating with their employees who satisfy HRDA's criteria, are entitled to subsidy.



The language of instruction is **English**. The participation fee is **€437,92(including VAT)**.

Participation fee: €468,00 plus 19% VAT

HRDA subsidy per person:

€119,00 - Small & Medium Enterprises (SMEs) and Large Enterprises

Total cost per person:

**€437,92 (including VAT)**

If you are interested to participate kindly complete and return to the Association by e-mail ([s.sophocleous@acb.com.cy](mailto:s.sophocleous@acb.com.cy)) or by fax (22665135) to Mrs. Skevi Sophocleous Kyriacou as soon as possible and **by the latest THURSDAY, 19<sup>TH</sup> OF APRIL 2018**.



**If the number of participants is less than 15, the seminar will not take place.**

Please note that in case of cancellation or non-attendance of the participant, the fee must be paid.

Yours sincerely,

Skevi Sophocleous Kyriacou  
Officer - Administration  
For Director General

**Enclosures (3)**

**c.c Liaison Officers**