

## 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