I Meeting of Heads of Operational Risks in Central Banking
Digital format, September 28 - 30, 2021

Meeting’s format: Presentations will be in Spanish or English with simultaneous interpretation to the complementary language. Videoconferences will be held via the Zoom platform.

Tuesday, September 28, Mexico City time (UTC -5)

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| 09:00 – 09:15 | Welcoming remarks  
*Dr. Manuel Ramos-Francia, Director General, CEMLA* |
| 09:15 – 10:15 | Session 1. Invited Talk. Organisational resilience – a strategic imperative for central banks  
Chair: Serafín Martínez-Jaramillo, Advisor, CEMLA  
Andreas Burgstaller, Head of Section, Operational Risk &. Business Continuity, European Central Bank |
| 10:15 – 10:30 | Break |
| 10:30 – 11:30 | Session 2. Emerging Risks, Digital technologies and Climate change  
Chair: Francisco Chamú Morales, Director of Risk Management, Banco de México  
Participants:  
- *Digital technologies*: Rodney Garratt, Professor of Economics, UC Santa Barbara  
- *Climate change*: Ron Dembo, CEO and Founder, Riskthinking.AI |

Wednesday, September 29, Mexico City time (UTC -5)

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| 09:00 – 10:30 | Session 3. Models of appetite, tolerance and risk capacity  
Chair: Pablo Villa Michel, Director of Risk Management, Banco Central de Costa Rica  
Participants:  
- Erika Sequeira Rojas, Risks Coordinator, Banco Central de Costa Rica  
- Marcela Conde Villegas, Risk Deputy Manager, Banco de la República (Colombia)  
- Diogo Rodrigues, Head of Non-financial Risk Division, Banco Central do Brasil |
| 10:30 – 10:45 | Break |
| 10:45 – 12:15 | Panel 1. 2LOD: Framework in the organization, roles, responsibilities, and integration with the 1LOD and 3LOD |
Chair: Pablo Villa Michel, Director of Risk Management, Banco Central de Costa Rica

Participants:
- Lissete Ponce, Manager Non-Financial Risks, Banco de México
- Cecilia Scalise, Senior Manager Risk Analysis, Banco Central de la República Argentina
- María Jesús Orellana, Head Operational Risk Department, Banco Central de Chile

Thursday, September 30, Mexico City time (UTC -5)

09:00 – 10:00  **Session 4. Emerging Risks, Compliance and Supplier Risk**
Chair: Francisco Chamú Morales, Director of Risk Management, Banco de México

Participants:
- **Compliance**: Adriana Corrales Rojas, Risk Management and Compliance Advisor, Banco Central de Costa Rica
- **Supplier Risk**: Diogo Rodrigues, Head of Non-financial Risk Division, Banco Central do Brasil

10:00 – 10:15  Break

11:15 – 11:15  **Session 5. Tour de table on the COVID-19 pandemic, latest experiences on Operational Risks, lessons learned and the new normal**
Chair: Serafín Martínez-Jaramillo, Advisor, CEMLA

11:15 – 11:30  **Main conclusions of the meeting and closing remarks**
CEMLA