



# Insurance Internal Audit Group

## Venue

Deloitte, 2 New Street Square,  
London EC4A 3TR

## Programme Outline

09:30	Registration, coffee and networking
09:50	A warm welcome from the iiag Chair
10:00	Active Audit Leadership Programme
10:45	Data Analytics: Building capability and adding value in smaller audit teams
11:30	Coffee and networking
12:00	Embedding an approach to Cyber risk management: 'One CISO's story!'
12:45	Open Forum
13:00	Lunch and networking

## Speaker profiles

### Jeremy Eagles – Group Chief Audit Officer, Bupa

Jeremy joined Bupa in 2019 and is responsible for Bupa's Global Internal Audit function. He qualified with PwC and has spent most of his career within the financial services sector, specialising in insurance and reinsurance. He has held a number of audit roles over the last 25 years, principally leading internal audit functions of large, multi-national insurance companies / brokers, including Catlin Group, Aviva, XL Capital, and JLT. His experience includes establishing, re-building and growing international audit functions, and leading geographically distributed and diverse teams to support large, complex businesses in highly regulated environments.

### Darren Pearce – Head of Operations, Bupa

Darren has over 20 years' experience in the Telecommunications, Retail and Financial Services industries. His roles have seen him work across Customer Experience, Operations and Regulatory Compliance and Assurance at BT and Dixons Carphone and he has extensive experience leading large, diverse teams through change programmes and performance improvement. He joined Bupa in 2020 where his role is leading the operations team to support the global audit team, including the Learning & Development activities for the function.

### Joe Gilmartin – Active Manager Specialist, BearingPoint

Joe is an Operations and People Transformation Specialist at BearingPoint, a leading global consultancy firm. He has over 10 years' experience leading the delivery of UK and global Active Manager™ programmes, focused on accelerating leadership skills and behaviours to deliver improvements across tangible metrics. Joe worked as specialist coach on Bupa's Active Audit Leadership Programme.

### Duncan Richmond - Head of Internal Audit Analytics, Bank of England

Duncan is a chartered accountant with over 15 years' experience using data and analytics to add value to both internal and external audit work.

Duncan began his career in external audit with the National Audit Office where he led financial audits and value for money reviews covering a diverse range of UK government activity. Following a secondment advising the Treasury Select Committee on public finance and accounting issues, Duncan shifted his focus towards financial services and joined the Bank of England's Internal Audit Department. Since 2018 he has been responsible for building and leading their Internal Audit Analytics Team.

### Janine Klaiber – CISO, The Ardonagh Group

Janine is the Group Chief Information Security Officer across the Ardonagh Group, one of the world's leading independent brokers, which is made up of various regulated subsidiaries with both national and international reach - each with its own business model, IT and data environments. Janine is an experienced IT and Information Security Governance, Risk, Compliance and Controls professional with over 30 years' experience in the Financial Services Industry across multiple disciplines and functions within FTSE100 and other market leading insurance organisations. In addition to Information and Cyber Security, Janine's long career has also included regulatory audit, MLRO, controls testing, compliance and operational risk roles.

## Programme Friday 24 June 2022

### Active Audit Leadership Programme (AALP)

**Jeremy Eagles – Group Chief Audit Officer, Group Internal Audit, Bupa**

**Darren Pearce – Head of Operations, Group Internal Audit, Bupa**  
**Joe Gilmartin – Active Manager Specialist – BearingPoint**

How do you really go from good to great? This was the key question posed at the very start of Bupa's Active Audit Leadership programme. "We need to build on what we do now, but enable and empower our teams to do it better, faster and more efficiently" (Jeremy Eagles, Chief Audit Officer).

Bupa Group Internal Audit's AALP was initiated in direct response to the GIA purpose and strategy - a clear need existed for sustainable improvement in auditor productivity, experience, and quality, through investment in leadership and auditor capability. The programme sought to establish a collaborative and performance-enabling culture within GIA, increasing productivity and ultimately the delivery of work more efficiently and effectively. Working with BearingPoint the programme sought to positively impact front line auditors to deliver sustainable improvements. It was a partnership programme in the truest sense and the improvements in efficiency and effectiveness have been tangible, significant and ultimately sustainable.

### Data Analytics: Building capability and adding value in smaller audit teams

**Duncan Richmond, Head of Internal Audit Analytics, Bank of England**

It is widely recognised that data analytics is a valuable addition to the modern internal audit toolbox. However, building and integrating data analytics capabilities into an established audit approach can be challenging, particularly for smaller audit teams.

In this session Duncan will give a practitioner's perspective on the opportunities afforded by analytics and - despite the challenges - how even small audit teams can build and leverage them effectively. He will consider both the technical side of capability development (including resourcing & skills, operating models, tools, and techniques) and the broader cultural changes needed to integrate analytics into the audit approach.

### Embedding an approach to Cyber risk management: 'One CISO's story!'

**Janine Klaiber – CISO, The Ardonagh Group**

Janine will share her story of being Ardonagh's first ever CISO, tasked with leading and embedding an effective framework, and cyber risk and control management practices and understanding across an already successful and rapidly growing organisation. Her talk will explore the various considerations for information security and cyber risk, designing and embedding a fit-for-purpose security governance framework and a management system that works in a complex organisation, developing a new CISO function and capabilities to support it all - and the challenges faced and overcome along the way.

## Dates for your diary in 2022:

### 25<sup>th</sup> Anniversary Celebration

- Wednesday 5 October

### Quarterly Seminars

- 9 December

Thank you all for your continued support and feedback – a short questionnaire will be circulated to all attendees post event.

Please take a few minutes to complete and return it to us as your comments and opinions help to plan and determine future events.

Any queries about the iiag and its activities please contact the iiag committee members via [administrator@iiag.org.uk](mailto:administrator@iiag.org.uk)

- Fraser White, Chair
- Andrew Gascoyne, Secretary
- Andrew Keogan, Financial Oversight
- Graham Ayre, Committee Member
- Eleanor Beswick, Committee Member
- Sia Bush, Committee Member
- Lesley Farmer, Committee Member
- Adrian Herbert, Committee Member
- Luke Patterson, Committee Member
- Julie Woodward, Committee Member