



Goodacre

CONSULTANCY • EVENTS • RECRUITMENT • TRAINING



AUTUMN 2017

Goodacre CPD Training: Nominated As The Most Cost Effective Training For The Regulated Investment Sector

Established for almost twenty years, Goodacre offers a well-known and respected training business, educating market professionals on a wide range of aspects of the Financial Markets. Over 2,500 individuals attend our courses each year which are delivered by Tutors with significant industry experience, shared in an enthusiastic and friendly way. We cover the full spectrum of financial markets subject matter, as well as soft skills. Goodacre is an accredited training provider of the Chartered Institute of Securities and Investment (CISI) Continuing Professional Development (CPD) Scheme and provides online and mobile certification for all attendees.

Your feedback on the training and events programme will ensure we maintain the highest quality and provide subjects of continued relevance and value.

Click [HERE](#) to take part in our survey and for a chance to win 2 tickets for the 2018 Monaco Grand Prix!



Director of Training Services

Diana Puitel who heads up Goodacre's training activities said "We are pleased to roll out courses absolutely in line with the practical development requirements for all participants in the securities industry. Our CASS courses and Essential Compliance Updates are proving ever popular and there has been a significant increase in the number of firms requesting in-house training. Relevant content, high quality of tutors and very low charges are key ingredients for our expanding training division". Goodacre has now appointed Diana Puitel as Director of Training Services. Diana is a BSc in Combined Psychological Sciences and manages all training activities on behalf of Goodacre's clients. Responsible for over 100 courses each year, Diana regularly identifies new syllabi and ensures that Goodacre maintains the strongest possible portfolio of trainers, across all disciplines.

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SECURITIES INDUSTRY CONFERENCE 2017

6th October 2017
RBS, Auditorium

Royal Bank of Scotland

Andrew

Neil

Bim

Afolami

Nicola

Horlick

Nigel

Farage

Angela

Knight

Robert

Barnes

Senior level executives from FCA regulated investment firms may now apply for a complimentary VIP place at events@goodacreuk.com. The event qualifies for 5 CPD hours. For details of remaining sponsor opportunities or attendance for individuals from non FCA regulated firms, contact bernie.biggs@goodacreuk.com.

clearstream

EQUINITI

Coric

Lanware

London Stock Exchange

OBJECTWAY

Securities Industry Conference 2017



What exactly does Goodacre UK do?

Consultancy? CPD Training? Event Management? Recruitment?

Well actually, it's all of these. Since 1998, we have been supporting regulated investment companies and systems and service providers to the same.

- Our consultancy support provides practical solutions which can actually be used rather than 'blue sky' theories. And it is provided by experienced practitioners who have worked in all areas of the business.
- We now train over 2,500 individuals every year and are a CISI accredited training provider.
- In addition to our own main COLWMA, SITCC, SITC, SIC and the COLFUNDS events, we run over 50 events each year for our client companies where we provide the best speakers, design agendas, locate premium venues and above all, deliver the audience. Every time!
- Our Recruitment services cover every aspect, permanent, contract and interim management. We know who you want and we know how to provide the very best resources.



EVENTS ■ MANAGEMENT CONSULTANCY ■ TRAINING ■ RECRUITMENT


Get Ready For:



Goodacre has now formally registered the COLFUNDS Awards. These awards have been designed to accredit the best actual performing funds in sectors determined by The Investment Association. Importantly and in accordance with the much publicised need for greater transparency, the COLFUNDS awards will take into account the upfront and ongoing charges levied by Fund Managers. Entries for these awards is completely free of charge and the inaugural winners will be announced in November 2017. All funds data is being supplied by Financial Express. Further details:

bernie.biggs@goodacreuk.com.

City of London Funds Awards are proud to be associated with:



As UK's leading investment data, ratings and research agency, we sit at the heart of the fund management industry. Our solutions help our clients be better informed, enabling them to make superior investment decisions.



Is your firm (Mi)FIT for Purpose?

Ask Yourself These Questions:

Has your company reviewed policies, procedures, processes and systems for:

- Inducements?
- Best Execution?
- Multilateral venues and systematic internalisers?
- Mandatory on-exchange trading: derivatives?
- Product governance?
- Treatment of clients?

And finally, has your firm reviewed your FCA permissions and applied for variations where necessary?

If you need help to

- ensure you are in scope or whether any exemption applies,
- update your policies and procedures,
- review client communications and other relevant agreements
- provide training to staff

...call us today!

+ 44 (0) 20 7422 0063





Get ready for GDPR

The General Data Protection Regulation (GDPR) will apply in the UK from 25 May 2018. The government has confirmed that the UK's decision to leave the EU will not affect the commencement of the GDPR. Although there may still be questions about how the GDPR would apply in the UK on leaving the EU, but this should not distract from the important task of compliance with the GDPR.

GDPR definitions are broadly the same as under the Data Protection Act. GDPR applies to 'personal data' and will have a more expansive definition to cover a wide range of personal identifiers which are increasingly being collected on individuals as a consequence of the wider use of technology.

For processing to be lawful under the GDPR, you need to identify a lawful basis before you can process personal data. It is important that you determine your lawful basis for processing personal data and document this as it has an effect on individuals' rights. For example, if you rely on someone's consent to process their data, they will generally have stronger rights, for example to have their data deleted.

Consent under the GDPR must be a freely given, specific, informed and an unambiguous indication of the individual's wishes. You can however rely on other lawful bases apart from consent – for example, where processing is necessary for the purposes of your organisation's or a third party's legitimate interests.

Also, you are not required to automatically refresh all existing consents in preparation for the GDPR.

But if you rely on individuals' consent to process their data, make sure it will meet the GDPR standard on being specific, granular, clear, prominent, opt-in, properly documented and easily withdrawn. If not, alter your consent mechanisms and seek fresh GDPR-compliant consent, or find an alternative to consent.

There are many other aspects involved and while May 2018 may seem a way off, the amount of work could be considerable. It is impossible to cover all issues here but our upcoming courses on GDPR, delivered by leading industry practitioners, will be a valuable and reliable source of guidance.

We are also engaged with client firms individually on a consultancy basis. Please contact us for more information.



25 May 2018



Educate, Inform and Secure New Business!

We all know how important education is but why has the financial services industry been so awful at it? I was speaking to one of our expert regulatory trainers who also happens to be a multi-lingual barrister. On the subject of funds and pensions, she said “Why is it that our industry complicates things for the man in street? I have been in the business a long time and still struggle to unpick what I am being charged for my pension arrangements. And for all that has been said about charging transparency, the investing public is still pretty much in the dark”. How right she is!

The truth is of course that, as long as regulated investment firms are making profits, their interest in educating prospective new clients is very limited. There are of course exceptions and the work done by companies like Killik & Co. and 7IM is to be applauded. Generally, however, the City has been a poor source of investment education.



Following the success of our earlier SHARESCOOL initiative which confirmed real and genuine interest from the public

in stock market investments, we are launching our next educational programme in October 2017. The difference this time is that not only will we provide a simple way of explaining the full spectrum of investment opportunities, facilities will be in place to introduce new clients to firms.



Stephen Pinner

Much of the work has been completed and we are delighted that the London Stock Exchange, 7 Investment Management and Quilter Cheviot have been involved in the development to date.

There will of course be a campaign to promote our programme and if you would like to learn more, please get in touch.

Details of the programme will be announced at the Securities industry Conference on 6th October. However, if you want more details beforehand, contact me directly.

Stephen Pinner Chartered FCSI, Managing Director.

Bernie Biggs appointed as Sales Director



Bernie Biggs

Further expansion of services at Goodacre has prompted the Board appointment of Bernie Biggs. One of the most connected executives within the regulated financial investment sector, Bernie has an unrivalled network and a deep understanding of the institutional, retail and operational areas of the business.

On his appointment, Angela Knight, Associate said “We are delighted to appoint Bernie. His deep industry knowledge and contact range is exceptional and Bernie’s input will be of tremendous value to both our executive team and of course our customers”.



Overcome CASS Challenges

Firms are all too aware that the FCA want to drive up client protection and ensure better record keeping and retention. The FRC's enhanced Assurance Standard has led to tougher CASS audits, where the auditors are looking closely at systems used by firms and the accompanying controls. Firms need to be able to prove that they really are in control and truly protecting clients.

What this means in practise is that manual processing and spreadsheets have little part to play in a robust CASS control framework. Firms need to consider and recognise that technology solutions have an important part to play in effectively managing and controlling data, gaining more insight through reliable and continuous MI, and monitoring the use of third parties.

Firms have to be able to demonstrate that they truly understand

their data and that they have efficient and effective processes and controls in place to do so, and ultimately that they have the ability to report completely and accurately on a timely basis. Transparency of data, good governance and comprehensive audit trails are key requirements for a firm to be able to prove they are in control.

Firms need to consider how they manage their data and the systems and controls they have in place to do so – are they robust or indeed good enough? Are data management processes mapped to regulatory requirements and are all associated risks known and understood? For example, how do firms identify and manage exceptions and breaks to mitigate the risk of breaches occurring? Is data of sufficient granularity? How accessible is demonstrable audit evidence?

The overriding point is that robust systems and controls are a key focal point, and are fundamental to having

the ability to work efficiently and effectively with data, so that firms have confidence in their data and what is reported.

By implementing a robust, automated control regime, firms will ensure ongoing CASS compliance, placing them in a stronger position during their annual CASS audit, with the ability to grow their business in a well-controlled environment.



*Gillian Boston,
Head of Business Consulting at
AutoRek*



COMING SOON

DON'T MISS OUT!
We have an exciting range of events coming up:



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19th September 2017	Essential Compliance Update 10:00-14:00 Jones Day	7th December	Essential Compliance Update BDO 10:00-14:00
6th October	Securities Industry Conference RBS Auditorium 09:00-15:00	8th December	Market Outlook 2018 Lunch with Motty Crowe Clark Whitehill
November	City of London Funds Awards	2nd February 2018	Systems in the City Conference 2018 London Stock Exchange

Don't miss out on your place at one of these events. More information: events@goodacreuk.com





CRESTCo Celebrates its 21st Anniversary at the SITC Awards



As a mark of significant appreciation from all market participants, Dr Ian Saville was presented with an award commemorating Crest's 21st anniversary. Dr Saville was responsible for implementing the project from 1996. A wide range of brokers, international banks, custodians and investment houses continue to connect directly to Euroclear UK & Ireland, which operates the CREST settlement system.



Phil Brown from Clearstream Banking was Awarded CEO of the Year. For the first time, achievements from individual winners were marked with blue plaques detailing their specialist skills.

Now in its 14th year, the Systems in the City Awards remains the only truly verified accreditation process for the regulated investment sector. Each company and individual must be nominated by a user firm.

Over 200 senior representatives attended the Awards presentations in the magnificent setting of the Merchant Taylors' Hall. Jo Caulfield provided the entertainment with her candid views on women in the business and various City websites which caught her attention. A full list of Award winners is available [HERE](#).

