



# General Counsel and Compliance Strategy Forum

26th, 27th and 28th March 2025

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**Interim Client Research Report**



This report is based on survey findings of the delegates who have confirmed their attendance at the upcoming General Counsel and Compliance Strategy Forum on the 26th, 27th & 28th March 2025, which will rise to over 100 General Counsels, Chief Compliance Officers and other decision-makers from in-house legal teams in multinational organisations.

To deepen our insights, we interviewed the highest decision-makers via video and telephone interviews to discuss trends and issues being tackled in their organisations.

# ATTENDING GROUP BREAKDOWN

45%

Chiefs &  
Directors

27%

Heads  
of Departments

28%

Senior  
Management

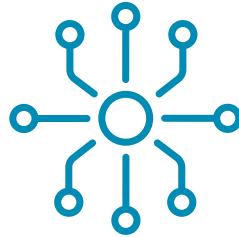


# MAIN FINDINGS OF THE REPORT



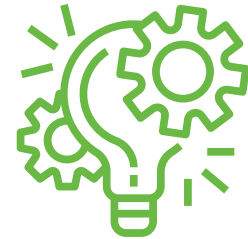
## AUTOMATION

Automation is becoming more popular in the General Counsel and Compliance (GCC) landscape due to its ability to streamline repetitive tasks, reduce human error, enhance regulatory compliance, and improve efficiency. With increasing regulatory complexity, automation tools can manage large volumes of data, ensure accurate reporting, and enable faster decision-making, allowing GCC teams to focus on higher-value strategic activities.



## STANDARDISATION AND CENTRALISATION

Standardisation and centralisation are gaining traction in the GCC landscape as they help create consistent processes, reduce duplication, and enhance compliance across jurisdictions. By unifying systems and practices, organisations can ensure clearer communication, better oversight, and improved efficiency, making it easier to manage risks and adhere to regulations globally.



## CREATIVE USE OF TECHNOLOGY

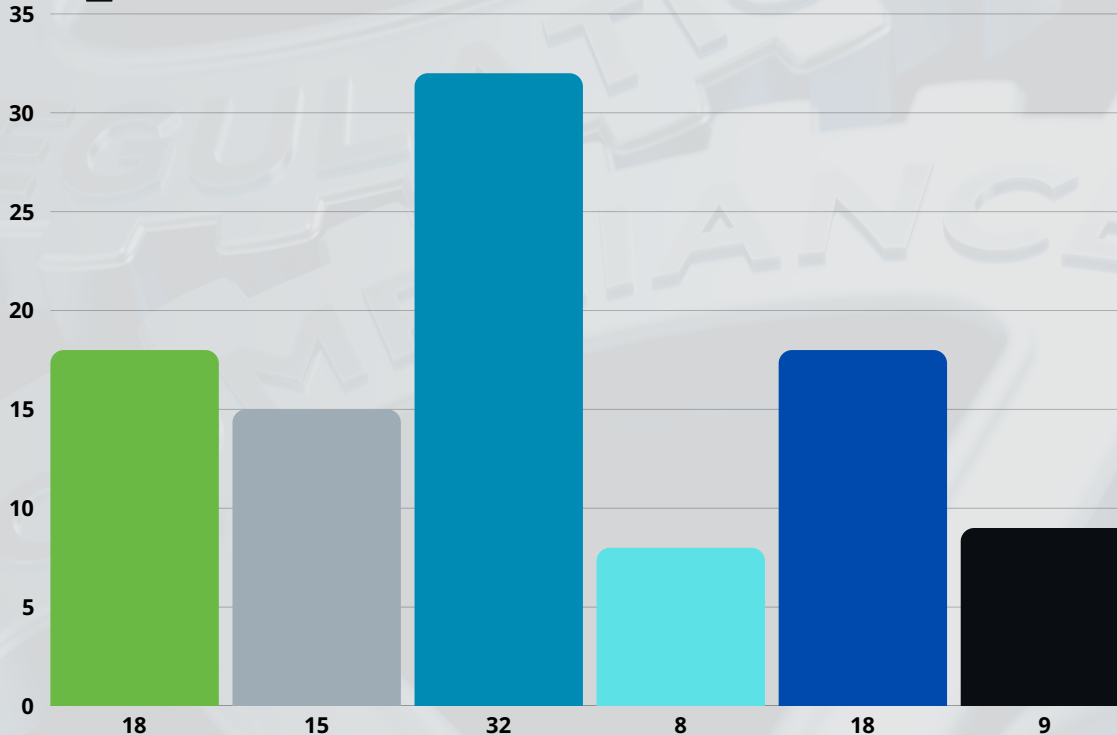
Creative use of technology is becoming key in the GCC landscape as it enables innovative solutions for complex compliance challenges. Tools like AI, machine learning, and data analytics help identify patterns, predict risks, and personalise compliance strategies, empowering teams to adapt quickly and efficiently to evolving regulations while fostering proactive decision-making.

# CLIENTS WE WORK WITH



# TOP STRATEGIC PRIORITY

- Automation and Artificial Intelligence
- Modernisation of service delivery models to the wider business
- Creative use of technology to support the wider organisations business' priorities
- Evaluating an eco-system of new technology to align with digital transformation strategy
- New ways of creating a transparent ethos for cross functional information shar
- Data Analytics - gathering actionable insight from data



Our client group has identified their top strategic priorities, with 32% ranking 'Creative use of technology to support business priorities' as their highest. This helps drive competitiveness, operational efficiency, and innovation, while aligning with national goals like economic diversification and sustainability. It also fosters agility, resilience, and improved decision-making, enabling organisations to adapt to dynamic market conditions.

AI and automation were also highlighted as key priorities. These technologies streamline processes, reduce manual tasks, and improve accuracy, driving innovation and competitiveness. They support national objectives, optimise resource allocation, and provide data-driven insights to enhance decision-making, offering organisations the agility needed for long-term growth.

# FEATURED CLIENTS

*Here is a snap shot of the clients attending the General Counsel and Compliance Strategy Forum this March.*

## ORGANISATION

General Bank of Canada

Ultra Electronics

Haleon

Rolls Royce PLC

Vodafone

Synthomer PLC

Standard Chartered Bank

Admiral Group PLC

Renishaw PLC

Laing O'Rourke

Thales

Rolls-Royce

The Walt Disney Company

American Express

SSE PLC

## JOB TITLE

Chief Risk, Compliance and Security Officer

Chief Compliance Officer

Chief Compliance Officer

Chief Counsel Ethics Compliance and People

Global Director Compliance & Business Integrity

Global Head of Compliance

Executive Director

Group Company Secretary and General Counsel

Group General Counsel & Company Secretary

Group Head of Ethics & Compliance

Group Integrity Director

Group Integrity Director

Director, Privacy Compliance

Director - Regulatory Response

Director, Group Financial Crime Officer

# TOP IMPROVEMENT INITIATIVE

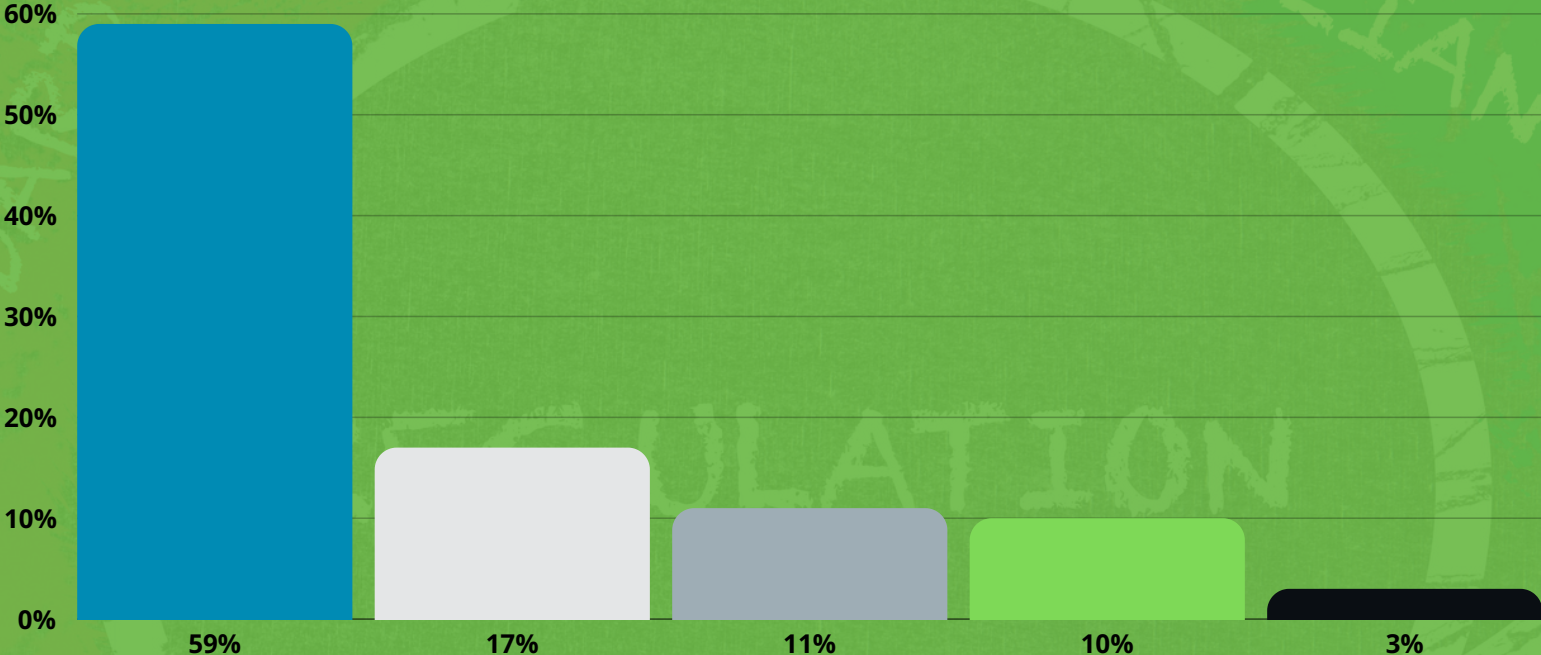
Improving standardisation and centralise processes

Find and create value and protect the business' reputation through advancements in technology

Leverage existing data to analyse capabilities

Enable & communicate clear and concise departmental KPI's

Better transaction processing activity





# TOP IMPROVEMENT INITIATIVE



The client group has prioritised improving standardisation and centralising processes, which helps GCC leaders boost efficiency, reduce errors, and ensure consistency. This drives better coordination, cost savings, scalability, and agility, supporting national goals like economic diversification and sustainability.

Additionally, 17% of the group emphasised leveraging technology to create value and protect the business's reputation. Technology enhances innovation, competitiveness, and growth while improving operations, customer experiences, and data security. This focus allows organisations to stay relevant and align with national priorities, including sustainability and economic diversification.

# CURRENT AND FUTURE PRIORITIES



Current



Future

Percentage %

Remote Working



69.5%

Collaborative Work



59.3%

Process Efficiency



87.4%

Automation



84.7%

Strategic Risk  
Management



86.4%

Becoming a Profit  
Driver



49.1%

# CURRENT AND FUTURE PRIORITIES



Over 87% of the group prioritise improving efficiency and agility to navigate complex regulations and adapt to changing market conditions. Streamlining processes reduces costs, mitigates risks, ensures compliance, and supports innovation and competitiveness.

Automation further enhances these efforts by reducing manual tasks, improving accuracy, and increasing consistency. This allows general counsel and compliance leaders to focus on strategic goals, adapt swiftly to legal changes, and maintain resilience, aligning with broader operational and innovation objectives.





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Deep understanding and clever tech connecting smart people in smooth interactions. Goodbye static conferences, hello evolution.

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