

MOSL

MARKET OPERATOR SERVICES LTD



Service Description

Market Operator Compliance

1 Service overview

It is essential that MOSL is trusted by trading parties and the market as a whole. MOSL will continuously monitor its own performance against its obligations and publish regular reports to trading parties and the Panel to maintain confidence in the effectiveness of MOSL and provide transparency around any areas of potential risk.

2 Service objectives

One of MOSL's core values is to be 'trustworthy', particularly regarding interaction with the market. A key part of this is being transparent, and allowing the market to hold MOSL to account for delivering its ambition of being a high-quality, compliant market operator.

MOSL will act within the spirit of the market codes and proactively demonstrate how it meets its obligations.

The key objectives of the market operator compliance service are:

1. To enable the market to hold MOSL to account for the service it receives by providing trading parties and the Panel with regular insight on the performance of MOSL against its obligations
2. To provide enough information in an appropriate format to give MOSL's stakeholders a full view of MOSL's performance in a 'self-serve' way

3 Service deliverables & SLAs

MOSL will publish a Market Operator Performance Report which will provide trading parties with information on the performance of MOSL. The Panel will be provided with the report and will hold MOSL to account for its performance against its obligations under the market codes.

Deliverable	Description	SLA	Code Reference
Market Operator Performance Report	A report that provides an overview of MOSL's performance against its code obligations	Frequency to be agreed with the Panel	CSD 002, Market Performance Framework, Section 6.
MOSL Risk and Compliance Statement	An overview of MOSL's compliance over a financial year including a response to the market audit report	Annual	Non-code related
MOSL Compliance Matrix	An online matrix showing MOSL's obligations and highlighting any incidents of non-compliance	Updated upon status change	Non-code related

MOSL will set out the extent of compliance against the performance indicators outlined in CSD 0002 Section 6. If MOSL is not compliant with its obligations, MOSL will develop and implement a Remedial Report (as outlined in CSD 0002 Section 6). The purpose of a Remedial Report is to ensure that areas of non-compliance are managed in a transparent and robust manner.

MOSL will monitor its own compliance against its obligations in an effort to identify any issues before the initial Performance Report is due, enabling MOSL to address any such issues before a Remedial Report is required.

4 MOSL's expectations of trading parties

There are no expectations of trading parties with regards to this service.



Market Operator Services Limited

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