



# Frequently Asked Questions (FAQ)

## V2.0 – February 2023

<b>Version</b>	<b>Date approved</b>	<b>Summary of changes</b>
1.0	July 2022	Initial Draft
2.0	January 2023	2023 refresh – no changes

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## Introduction

Parameta Solutions values its relationships with our clients, and we're committed to providing you with the tools and resources you need to do business with us. This document aims to address frequently asked questions from clients.

TP ICAP is a world-leading provider of OTC market data, offering unbiased data products that facilitate trading, enhance transparency, reduce risk and improve operational efficiency. We help clients to make more efficient investment, portfolio analysis, valuation, risk management and compliance decisions. This is complemented by a broad range of post trade solutions.

Parameta Solutions is home to TP ICAP's data & analytics and post trade solutions businesses.

Rigorous quality assurance processes ensure the integrity and robustness of our products, which include pricing, reference data and analytical tools for major asset classes and markets.

Parameta Solutions offering includes real-time price information from the major OTC financial and commodity markets delivering high quality independent data in a number of asset classes including Rates, FX and Money Markets, Volatility, Oil, Energy, Inflation, Credit and Equities.

If you cannot find an answer to a question you have, please visit our [website](#) or contact us on [findoutnow@parametasolutions.com](mailto:findoutnow@parametasolutions.com)

## Parameta Solutions Corporate Information

Parameta Solutions is a trading name for TP ICAP's data and analytics business whose registered office is 135 Bishopsgate London United Kingdom EC2M 3TP.

The Directors of ICAP Information Services Limited trading as Parameta Solutions are as follows:

Eric Sinclair  
Chris Dearie  
Paul Redman

## Parameta Solutions Investor Day

Parameta Solutions hosted an investor seminar on 12th October, focusing on its data and analytics and post-trade solutions offerings. For further details on Parameta Solutions please see our 2021 Investor Seminar Services.

## Benchmark Administration

ICAP Information Services Limited trading as Parameta Solutions is a UK FCA authorised benchmark administrator. Parameta Solutions is also IOSCO compliant. Further details on Parameta Solutions' regulatory status can be found [fca.org.uk](https://fca.org.uk)

Details of Parameta Solutions Benchmark function can be found at <https://parametasolutions.com/benchmarks>

## Conflicts of Interest Policy

TP ICAP has adopted numerous policies and procedures to prevent and manage those conflicts of interest recognised within its business. The adequacy of these controls are assessed periodically, on at least an annual basis, and are subject to the Group's normal monitoring review.

TP ICAP maintains a register of any conflicts that might arise as a result of being part of a Group; whereby the respective interests of individual business units within the TP ICAP Group may be different; for example, as a provider of data to various third party benchmarks, TP ICAP segregates the function of providing data externally from those parts of the business who may use, or may have an interest in the benchmark rate. All data is required to be produced and transmitted to third parties via Parameta Solutions.

For the policy in full please visit - [Conflict of Interest - TP ICAP 2022](#)

## Business Continuity Management (BCM)

BCM is embedded in TP ICAP's culture and the TP ICAP Group is committed to maintaining processes and plans in order to enable critical functions to continue following a disruptive event. A formal governance structure exists with documented responsibilities, including regional management and executive oversight via risk committees.

TP ICAP maintains a BCM Policy and supporting procedures approved by senior management and reviewed at least on an annual basis.

All our data centres are covered by the following standards and hold the relevant certifications.

- NIST 800-53/FISMA NIST 800-53 is published by the National Institute of Standards and Technology, which creates and promotes the standards used by federal agencies to implement the Federal Information Security Management Act (FISMA) and manage other programs designed to protect information and promote information security.
- SOC 1 TYPE II SOC1 is an American Institute of Certified Public Accountants (AICPA) report used to document controls relevant to an organization's Internal Controls over Financial Reporting (ICFR). The report focuses on an organization's services provided, along with supporting processes, policies, procedures, personnel and operational activities that constitute the core activities relevant to users. The auditing standards for an SOC1 report include SSAE 18 and ISAE 3402.

- SOC 2 TYPE II A standard designed for technology companies, including: data centres, IT managed services, SaaS vendors, cloud-computing based businesses and other technology. SOC2 criteria is based on the Trust Services Principles (TSP) of security, availability, processing integrity, confidentiality and privacy as well as controls outside of financial reporting.
- TSI Trusted Site Infrastructure (TSI) is an assessment and certification program to evaluate the physical security and availability of data centres. TÜV Informationstechnik GmbH (TÜVIT|TÜV NORD GROUP) has established criteria catalogues such as the TSI.STANDARD or TSI.EN50600, which take into account international guidelines and standards and address the critical aspects of a data centre like the environment, construction, fire detection and extinguishing systems, security, cabling, power supply, air conditioning systems, organization and the documentation. The criteria catalogues are being continuously developed in order to always represent the current state of the art.
- OSPAR Financial Institutions (FIs) rely on the outsourced service providers to perform certain business functions. Loss of customer information or confidential data, or disruptions to critical bank services may result in reputational risk impacts or regulatory breaches. Outsourcing risks must be managed to safeguard the FIs' operations and customers. The Association of Banks in Singapore (ABS) has established these Guidelines on Control Objectives and Procedures for the FIs' Outsourced Service Providers (OSPs) operating in Singapore.
- UPTIME INSTITUTE As an independent advisory organization, Uptime Institute is focused on improving the performance, efficiency, and reliability of the business critical infrastructure that underlies today's global information economy. Uptime Institute is recognized worldwide for the creation and administration of the Tier Standards & Certifications for Data Center Design, Construction (Facility) and Operational Sustainability.

The following document provides detail to TPICAP's plans, policies and arrangements for Business Continuity.

[TP ICAP – BCM Executive Summary](#)

## Information Risk and Security

TP ICAP Group have an approved set of risk policies consisting of Technology, Information and Cyber Security. These policies are supported by a number of prevailing Technology control standards aligned to industry best practices and frameworks.

TP ICAP Group operates an regulatory approved Enterprise Risk Management Framework (ERMF) across its 3 lines of defence providing governance, oversight and independent control assurance.

TP ICAP Group perform a regular vulnerability identification process against infrastructure and platforms to ensure threats are timely identified and mitigated.

All employees receive mandatory Information and Cyber Risk education, awareness and training upon joining the firm.

Furthermore, all employees are required to undertake periodic mandatory Information-Cyber Security risk and awareness training (includes Non-Executive Directors).

## Insurance

TP ICAP buys appropriate insurance to meet the risk appetite and risk controls set by the TP ICAP Board, subject to its commercial availability at acceptable pricing. An example of certain insurances purchased include:

- i. Professional Liability/Errors & Omissions Insurance
- ii. Cyber Liability Insurance
- iii. Public and Employers Liability insurance

## Sustainability

At TP ICAP, our ambition is to help our clients accelerate their transition to an inclusive and low-carbon economy. Through our sustainability strategy, we aim to avoid harm, benefit stakeholders, and contribute to solutions.

For further information please visit [Sustainability | TP ICAP](#),

## ESG Performance

Increasingly, a broad set of stakeholders – employees, clients, suppliers, regulators, business partners, local officials, and a growing number of investors – have enhanced expectations of companies. They expect us to play a role in driving positive social and environmental impact, alongside optimising the financial value we generate. TP ICAP have identified a set of three ESG targets to drive specific improvement in the areas most material to our business.

For further information please visit [Our ESG Performance | TP ICAP](#)

## ESG Disclosure Hub

TP ICAP is committed to disclosing and reporting all relevant data and information related to our own ESG performance. The following link provides our current ESG performance and all relevant statements and policies as well as our ESG targets and KPIs - [ESG Disclosure Hub | TP ICAP](#)

## Modern Slavery Statement

As a world-leading provider of market infrastructure, across a portfolio of brands in over 30 countries, TP ICAP takes its obligations under the Modern Slavery Act very seriously.

TP ICAP recognises that human trafficking and forced labour exists in both developed and developing economies and across sectors. Therefore, TP ICAP are committed to taking steps to combat the risk of any form of modern slavery from occurring our business or supply chain.

TP ICAP have made further progress over the past year, in relation to the Group's purchasing policies, supplier risk management and the training of colleagues – for the statement in full please visit - [Modern Slavery and Human Trafficking Statement | TP ICAP](#)

## Group Corporate Governance

TP ICAP Group is committed to high standards of corporate governance. TP ICAP has a comprehensive range of policies and systems in place to ensure that the Group is well run, with effective oversight and control.

For further information on the Group's Corporate Governance processes and policies please visit our - [Corporate Governance | TP ICAP](#)

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