

REMIT Best Practice

A sector review on how to comply with REMIT related to inside information and market abuse.

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Preface

The Regulation (EU) No 1227/2011 of the European Parliament and of the Council of 25 October 2011 on wholesale energy market integrity and transparency (REMIT) was implemented in 2011. While REMIT provides on the one hand a trustworthy level playing field for energy companies, it led on the other hand to an increased risk and burden to comply with strict compliance obligations. The consequence of misconduct can potentially be severe. More guidance and a common approach to compliance with REMIT has been asked for by many market participants.

The Agency for the Cooperation of Energy Regulators (ACER) has published guidance¹ on how to interpret REMIT. This report is not a substitute to the ACER Guidance, but is meant as a guide to best practice on how market participants may ensure that they have implemented the right measures to comply with REMIT and by that limit the risk of misconduct. The report describes options that may provide guidance for market participants on how to develop and maintain an effective compliance regime under REMIT and how to comply with the requirements and prohibitions related to inside information and market abuse.

The report is based on input and knowledge sharing of nine market participants, one sector organisation and staff from Nord Pool with long experience within REMIT and market monitoring. Nord Pool Consulting has coordinated the work. The participants are market actors of various sizes and types, and together their experience and various points of view gave valuable input and in the end a balanced report for a common approach on REMIT compliance. It is difficult to find an approach to compliance that fits all varieties of market participants, but the aim has been to make a report that could give guidance to all types of market participants and a presentation of the central points of consideration when building an entity-specific compliance manual. **That being said, the authors of this report are of the view that each market participant is best placed to assess the compliance risks that it faces and to design a compliance regime that in an appropriate manner addresses those risks, taking into account the nature, size and complexity of its business and the nature and range of trading in wholesale energy products.**

¹ Guidance on the application of Regulation (EU) No 1227/2011 of the European Parliament and of the Council of 25 October 2011 on wholesale energy market integrity and transparency

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1 Introduction

The aim of this report is to give a best practice guidance on how to comply with some key parts of REMIT. The ACER Guidance states that “*The Agency is of the opinion that market participants should develop a clear compliance regime*” fitted to ensure compliance with the various REMIT requirements. This report will be a guide on how to achieve this.

Section 2 focuses on how to develop and implement a compliance regime. The ACER 4th Guidance chapter 10 is used as a base to highlight main elements of a compliance regime.

Section 3 focuses on market abuse related challenges under REMIT. Section 3.1 describes how to identify and handle inside information, including measures to prevent abuse and how inside information should be published. Section 3.2 focuses on recommendations on measures to prevent market manipulation, both intentional and unintentional.

The target audience for this report are market participants covered by the REMIT regulation. Focus is primarily on electricity, but the concepts described can to a large extent be applied also for gas. Market participants under REMIT may vary significantly in size and complexity, and the complexity in securing compliance may also differ significantly. This best practise report is only a guidance, and each market participant must make its own assessment of how to ensure compliance. It is possible to achieve compliance also without following the practise described in this document.

Other relevant laws and regulations for the target audience could be e.g. the Market Abuse Regulation (MAR), and competition law. This report will not include these regulations; however, it is important to highlight that other and stricter requirements may exist in these regulations than what is described here under REMIT.

REMIT also contains obligations regarding reporting of orders and transactions. This report will not provide any best practice guidance on this, as this is rather of an operational nature and the complexity of the detailed reporting obligation would overburden this guidance.

2 Compliance regime

REMIT does not set out any form of requirements for having a compliance regime. The regulations describe requirements, prohibitions and sanctions, but not how to comply with the regulation. However, the ACER Guidance states the following:

The Agency is of the opinion that market participants should develop a clear compliance regime towards real time or close to real time disclosure of inside information and the further REMIT requirements, beyond compliance with existing Third Package transparency obligations. NRAs should consider the following best practice example of such compliance regime for market participants, but taking into account the market participant's size and trading capacity

Text box 1 From ACER Guidance chapter 10

In addition to the recommendations from ACER, a compliance regime will support market participants in conforming with rules and policies, creating a secure framework for employees and contributing to a fair and level playing field for trading activities by giving trust to the market. Further, a proper compliance regime will help avoid or minimise the risk of monetary fines and other regulatory sanctions and potential civil law claims. It will also help avoid or minimise the risk of loss of reputation as for instance bad press or bad customer experience.

Based on the above, each market participant should develop a compliance regime specifically adapted to their organisation, where the specific risks faced by the market participant should make the basis for how to prioritise the compliance work.

Ensuring compliance with REMIT is a complex task that requires the market participant to actively address and manage the risks involved taking into account the nature, size and complexity of its business, and the nature and range of trading in wholesale energy products. It requires a strong compliance culture, adequate and clear policies and procedures, regular training of employees and proper documentation of implemented measures.

In the following we will describe some main pillars to be included in a compliance regime adopted to ensure compliance with the various rules related to market abuse and disclosure of inside information under REMIT. **It is important to emphasise that there is no “one-size-fits-all” approach to compliance.** In this report, we therefore only point at and give examples of some compliance practices that have proved to be good and effective, and which we consider to be a best practice approach. When developing a compliance regime, market participants are recommended to ensure that such regime is properly adjusted for the size and set-up of their organisation and their business' trading capacity.

WHY IMPLEMENT A COMPLIANCE REGIME?

- Ensure compliance with REMIT requirements
- Contribute to a fair and level playing field for trading activities
- Avoid or minimise the risk of regulatory measures
- Avoid loss of reputation
- Shield employees, management and company from criminal sanctions
- Shield company from civil liabilities

2.1. What could a compliance regime look like?

Neither REMIT nor ACER prescribe a particular compliance regime or requirements in respect of a compliance regime. As stated above it is important to emphasise that there is no “one-size-fits-all” approach to compliance. Each market participant must develop a compliance regime adapted to the specificities of its own organisation. In particular, the size and the complexity of the market participant and its trading capacity must be considered. Naturally, there will be significant differences on a compliance regime for small and non-complex market participants compared to large and complex market participants.

However, the ACER Guidance sets out the following pillars in a best practice compliance regime:

- i) Compliance objectives; the compliance with REMIT requirements, namely the registration, disclosure and reporting obligations and the market abuse prohibitions; see art. 2.1.1.
- ii) Compliance culture; the creation of a corporate culture to comply with REMIT requirements; see art. 2.1.2.
- iii) Compliance organisation; the definition of roles and responsibilities in the internal organisation; see art. 2.1.3.
- iv) Compliance risks; the identification / assessment of concrete compliance risks; see art. 2.1.4.
- v) Compliance programme; the identification of concrete actions to define compliant/non-compliant behavior; see art. 2.1.5.
- vi) Communication; the communication of the rules and regulations to be observed, see art. 2.1.6.:

- internal communication and training concept (raising the awareness of employees)
 - external communication and reporting to the Agency/NRAs
 - reporting processes: internal reports on compliance, reporting of infringements, status of current processes, etc.
- vii) Monitoring improvements: internal controls, audits, reporting lines for monitoring results; documentation of processes and actions; see art. 2.1.7.

In this report, we have chosen to follow the structure of the ACER Guidance on how to set up a proper compliance regime.

2.1.1. Compliance objectives

Compliance objectives: the compliance with REMIT requirements, namely the registration, disclosure and reporting obligations and the market abuse prohibitions

Text box 2 From ACER Guidance chapter 10

The first element in a well-functioning compliance regime is to **define the objectives**. The ACER Guidance points at objectives that are important in relation to compliance with REMIT.

This report will focus on the market abuse prohibitions, namely insider trading, including not spreading inside information and publication of inside information, and market manipulation. The compliance objectives could also embrace registration and reporting of orders and transactions under REMIT as well as objectives following from other regulations applicable to the market participant, but these are not included in this report.

2.1.2. Compliance culture

Compliance culture: the creation of a corporate culture to comply with REMIT requirements

Text box 3 From ACER Guidance chapter 10

The second element in a well-functioning compliance regime according to the ACER Guidance is to create a **corporate culture** to comply with REMIT. A culture that encourages a commitment to comply with the REMIT requirements is important for

the success of compliance. There are some areas a market participant should be particularly aware of in order to ensure it has a culture for compliance.

It is important that focus on compliance is **embedded in the management**. Without active support from the management, there is a risk that the market participant will not succeed in creating a culture for compliance. In general, a successful implementation of a compliance regime depends on a sound compliance culture.

As part of a compliance culture, the following points are important to consider:

- i) the market participant has a compliance function with **sufficient resources**,
- ii) the market participant has **adequate policies and procedures** to ensure compliance and detect non-compliance,
- iii) the compliance function takes a **risk-based approach** for efficient use of resources,
- iv) the compliance function establishes a **compliance programme** with priorities determined by a risk assessment and
- v) **adequate communication** of the legal framework and internal rules/guidelines, including training of employees and regularly and ad-hoc reporting to the management.

These elements will be handled further in the report. Each market participant must find the relevant approach to ensure a strong compliance culture. However, to highlight the importance of compliance in the business, two points could be considered:

- The **market participant's values** may have a link to compliance to highlight the importance of compliant behaviour
- The **market participant's strategy** may have a link to compliance

As a part of the compliance culture, it is important to have employees with the right incentives for ethical behaviour and to reduce the risk of wilful and intentional market abuse. Two measures can be considered:

- Background Checks
 - o For traders and other key personnel, **basic background checks** may be performed. This may include an identity check and checking references. Other measures may also be taken to ensure that persons recruited possess the relevant competence, and that they act with the necessary integrity and do not have a criminal record making the person unsuitable for the position. It is up to each market participant to decide how broad such a background check should be.
- Remuneration

- The **choice of remuneration system**, especially for traders and compliance personnel, may influence the risk of market abuse taking place. Traders may have a remuneration system where bonus is dependent on the profits made by traders. This is often considered necessary to create sufficient incentives for traders, but it may also make traders more inclined to commit insider trading or manipulate the market. To mitigate the risk of such actions, the market participant may take into consideration the structure and composition of their remuneration system and bonus scheme, including performance bonus, incentives related to compliance and reduction of bonus in case of breach of REMIT and internal policies and guidelines, considering the seriousness of a breach and degree of negligence.

2.1.3. Compliance organisation

Compliance organisation: the definition of roles and responsibilities in the internal organisation (e.g. responsibilities for the REMIT requirements (centralised vs. decentralised), internal vs. external reporting lines, internal vs. external interfaces, provision of resources: human / technical (IT Systems) resources)

Text box 4 From ACER Guidance chapter 10

The third element in a well-functioning compliance regime is to make sure the compliance function is **properly organised and staffed**. Again, it is no “one-size-fits-all”. The set-up of a compliance function must be adjusted to fit the market participant’s needs and what kind of risks the market participant faces. However, some general principles are recommended:

- The compliance function should have **clearly defined roles and responsibilities**. Dependent on the size and complexity of the market participant’s activities it is advisable to have a department or at least one person responsible for compliance with REMIT. The responsibility of compliance may also be one part of the tasks of one employee. The role and responsibility of the compliance personnel/person should be clearly defined and communicated to the organisation.
- The compliance function should be staffed with **sufficient people with sufficient business knowledge and competence**, and have sufficient resources in terms of IT support etc. It is advisable that compliance personnel have knowledge of the daily operation/trading activities in addition to in-depth knowledge of the REMIT requirements. This could be supported by having the compliance officer sitting close to or physically located at the operation/trading desk. The compliance personnel will by this be involved and learn about the trading activities whilst the traders may be more encouraged to ask questions and discuss relevant matters they experience in their daily work with the compliance personnel. Compliance could also participate in trading status

meetings and the like. The compliance function needs to have sufficient knowledge of relevant business activities of the market participant. It is therefore recommended to ensure early involvement of the compliance function in decision making processes. In addition, the compliance function should have sufficient resources for participating in industry associations, trainings etc.

- The compliance function should be **independent** from the business it advises, monitors and controls. Ideally the compliance function should as second line of defence (see art. 2.1.7) also be separated from other controlling units like internal auditing (third line of defence) and risk controlling. This is best practice for large and complex market participants, whilst for smaller or non-complex market participants it could be proportionate to combine the compliance function with internal audit and risk controlling.
- The compliance function should have the **authority required** for such a function and the **support of the management** to be able to perform its tasks, i.e. have the authority to implement procedures and report compliance failures. It is important that focus on compliance is embedded in the management. Without active support from the management, there is a risk that the market participant will not succeed in creating a culture for compliance. The importance of compliance should be communicated from management both on a general level and by concrete messages, for instance clearly stating that insider trading and market manipulation are not tolerated. Management may also demonstrate its commitment to compliance through concrete actions by allocating sufficient resources to the compliance function, implementing guidelines and procedures based on advice from the compliance function, ensuring that employees understand their compliance obligations and regularly assess and evaluate the effectiveness of the compliance regime followed by necessary changes. This could be done by e.g. having a dedicated employee as a compliance officer, or for smaller market participants, have an employee with a written job description that includes management of compliance as one task. Management could support the compliance organisation by requiring that traders sign a written statement whereby traders undertake to comply with applicable laws, rules and regulations as well as internal compliance measures.
- The compliance function should have **unlimited access** to all necessary information, documents, IT systems etc. needed for the regular compliance tasks such as incident investigation and controls.
- The compliance function should have a **direct reporting line** to senior management at an appropriate level, depending upon the size and structure of the market participant. The manager to whom compliance reports must be responsible for the conduct of the overall business unit or the company – i.e. there should be no middle management with competing incentives involved.

- The compliance function should be **involved in significant changes of the organisation** involving business units subject to REMIT requirements. The compliance function should also be involved in development of new products, or changes to existing products, entering new markets, areas or countries, and any other relevant changes.
- The compliance function should always be **informed** about significant market and regulatory developments. This may be achieved by participation in associations, conferences, working groups within the industry etc. Such fora will also strengthen the competence of the compliance staff.
- The compliance function should ensure that all parts of the compliance activities (including interpretations and considerations) are **documented** by the compliance function or the business as applicable. This includes procedures, instructions and actions taken from compliance or the business. Documentation is key to provide evidence of what has been communicated, decided, monitored and controlled. This applies to all types of market participants, both small and large.

2.1.4. Compliance risks

Compliance risks: the identification / assessment of concrete compliance risks

Text box 5 From ACER Guidance chapter 10

The fourth element in a well-functioning compliance regime is to conduct **risk assessments** to prioritise the compliance effort and to ensure a risk-based compliance approach. To be able to set up an effective compliance regime with the right measures, it is important to have a clear picture on what compliance risks the market participant faces. Therefore, each market participant should perform a risk assessment. Once again, it is pointed out that there is no “one-size-fits-all”. The risk assessment must be adjusted to fit the market participant’s needs. However, some general principles can be highlighted:

- The compliance function may on a regular basis do an assessment of the market participant’s compliance areas and its risk exposure
 - o Identify the relevant compliance areas (activities)
 - o Identify the main source/areas for compliance risks
 - o Identify existing controls (particularly existing internal controls)
 - o Identify the key stakeholders for the identified compliance- and risk areas to help with input regarding the relevant business activities and compliance risks
- The compliance function may do interviews with key stakeholders within the company
 - o Acquire a description of the activities of the business unit

- Pre-structured questions, e.g. to identify the potential flow of inside information
- Open questions to receive additional concerns/suggestions

The risk assessment could be based on the impact of a possible incident and the likelihood of this happening and may also include existing controls. For each risk area, the likelihood of it to happen can be assessed together with the consequence of the risk occurrences. On this basis, the risk should be graded. The approach to the risk assessment should take into consideration the market participant's size and complexity. The assessment may also consider results of any previous monitoring activities and relevant findings of the compliance and audit functions.

When assessing the compliance risks, results can be divided by descriptions (e.g. low, medium, high or very high), colours or numbers. What risk level is acceptable for each area/activity is for each market participant to decide.

A risk assessment is a good starting point for the determination of the compliance programme, including the compliance plan, and for ensuring that the right compliance measures are implemented to reduce the risks. In particular, high-risk areas should be addressed and managed so that they are kept at an acceptable level.

It is important to be aware that different market participants have different risks, and that risks and consequences may also vary between different parts of the market participant.

The risk assessment should at least include an assessment of all the types of market abuses that are described in chapter 8 in the ACER Guidance and the obligation to publish inside information. In appendix 1, an example of how a risk mapping could look like is provided. Note that this is a fictitious example with fictitious numbers and not based on a real-life risk assessment.

2.1.5. Compliance programme

Compliance programme:
the identification of concrete actions to define compliant/non-compliant behavior

Text box 6 From ACER Guidance chapter 10

The fifth element in a well-functioning compliance regime is the **compliance programme**. In the ACER Guidance, this is described as the identification of concrete actions to define compliant/non-compliant behaviour. In this report, "compliance programme" is used in a wider perspective. Based on the performed assessment of the identified compliance risks, existing internal controls and previous findings, a compliance programme (including a compliance plan) with concrete actions to address the identified compliance risks should be developed. The main aim of the

compliance programme is to define and implement actions to prevent, detect and mitigate the risks. In addition, the aim is to prioritise the concrete actions and ensure a risk-based approach. The programme should be tailored to fit each market participant's size and structure. Co-owned/operated companies and joint ventures should also have their own compliance programme defined and well documented, either by co-owned company's own personnel, by the owners, or a third party.

A compliance programme should cover three main pillars. First pillar consists of measures to **prevent** breaches from happening. The preventive measures should be appropriate and proportionate and be based on the results of the performed risk assessment and previous findings. Secondly, it is important to be able to **detect** possible breaches. It is recommended to implement compliance activities and controls, monitoring and routines for possible breaches of REMIT. Thirdly, to ensure effective compliance the market participant should ensure an adequate **response** to specific incidents or matters that may occur.

Prevent	Detect	Respond
<ul style="list-style-type: none"> • Training • Guidelines and policies • Internal communications • Implementation and awareness • Remuneration 	<ul style="list-style-type: none"> • Annual compliance plan • Business controls • Monitoring • Routines for reporting incidents • Low threshold for contacting compliance • Incentives to report 	<ul style="list-style-type: none"> • Continuous improvement • External communication • Internal communication • Further actions suggested to management • Take necessary steps to stop certain behaviour • Reacting towards involved employees

Figure 1 Prevent, detect and respond

The compliance programme should cover all the three targets above with specific emphasis on prevention. The points above are handled in other chapters of this report.

Compliance plan

Market participants are recommended to always develop a plan for the coming year. It should be adjusted to fit each market participant's size and commercial activities. The compliance plan should be based on the risk assessment, existing controls and previous findings and should over a reasonable period cover all compliance areas.

For each chosen area in the annual compliance plan the following parameters could be addressed:

- Assessment of activity
- Compliance risk
- Period
- Relevant department
- Relevant person responsible
- The source for compliance (e.g. guidelines, interviews or samples of Urgent Market Messages)
- Type of control
- Conclusion
- Completion
- Implementation of new regulation or new interpretations/practice

When having a plan with priorities it is possible to explain why some actions are prioritised, and to review the compliance work. It should also be noted that other tasks than those in the compliance plan need to be prioritised in case of unforeseen events. All compliance functions regardless of the size of the market participant should make a year-end compliance report to management. This report should cover inter alia what has been done, what are the concerns, have there been any breaches, how many incidents in the past year, and what has been achieved and not with the dedicated resources. In the end, it is the management who owns the risk, approves the plan and devotes resources.

2.1.6. Communication

Communication:

the communication of the rules and regulations to be observed:

- internal communication and training concept (raising the awareness of employees);
- external communication and reporting to the Agency/NRAs;
- reporting processes: internal reports on compliance, reporting of infringements, status of current processes, etc.

Text box 7 From ACER Guidance chapter 10

The sixth element in a well-functioning compliance regime is to have proper **communication** in place. The ACER Guidance points at some communication procedures to consider.

Internal communication including internal reporting processes and training

Internal communication can be divided into three main parts:

- Communication from the compliance function to the business:
 - o Training
 - o Lessons learned
 - o Information regarding regulations, new routines and developments
- Communication from the business to the compliance function

Communication from the compliance function to management

Communication from the compliance function to the business

Compliance typically requires a conscious approach from a large number of employees. To succeed, there has to be a clear and effective communication to ensure that employees understand rules and regulations, internal procedures and routines, the importance of compliance, and the commitment of the market participant.

Communication from the compliance function to the business includes training. Regular training is essential to provide the business and the relevant employees with up-to-date knowledge of REMIT and how REMIT applies to their day-to-day activities. It is vital that employees are aware of what kind of behaviour that can constitute a breach of REMIT. All market participants, regardless of resources, should therefore set up a tailored training programme for their company. The aim of such programme should be to put the business and the relevant employees in a position where they possess sufficient knowledge to avoid potential breaches of REMIT. To ensure that there is no breach of the rules, both compliant and non-compliant behaviour should be defined. There is a variety of different training methods. E-training, classroom-training, real scenario training, topic-specific training, general Q & A's, external, internal etc. It is recommended to tailor the training with a view to the size of the organisation, the type and scale of its trading activities and the need for publishing inside information. Another important part when tailoring the training programme is also to assess the experience level and knowledge of the employees to develop training suited for the people involved.

Further, it should be considered to have an end-of-training assessment that requires employees to achieve a particular score to pass, taking into account the relevant activity, the complexity and risk assessment.

Finally, both the training attendance, the content of the training, and the results from the end of training assessment should be documented. If the results from the training assessment are not sufficiently strong, measures should be considered.

For some market participants, it may be sufficient to have regular distribution of up-to-date guidelines with every relevant employee having to sign that he/she has read and understood the content in addition to the possibility and encouragement to ask questions if anything is unclear.

Market participants may wish to create a compliance workspace/tracking tool, a system for setting out the highest risk compliance areas for the company, and update

the tool when necessary. This may help ensure that compliance is integrated as part of the company's way of doing business and, thereby, seen as a positive process rather than merely a function producing lists of prohibitions.

An example on how to set up a tailored training programme is found in Appendix 2.

TRAINING CONCEPT – KEY POINTS

- Set up a tailored training programme based on the company's needs and risk-groups of employees
- Training should take into account the specific risk profile and experience and knowledge of the employees
- Training should be performed regularly
 - o In addition
 - When there are developments in market practice or regulatory updates
 - On an ad-hoc basis after incidents either internally or externally
- Not a generic or one size-fits-all training: Different roles – different needs
- Tests may be performed to ensure that the participants of the training have understood the training. Tests could require employees to achieve a particular score to pass
- The training attendance should be documented, as well as the content of the training

Communication from the business to the compliance function

To prevent potential compliance issues, visibility of the compliance function in the company is important, and the market participant should support an environment that encourages employees to discuss compliance concerns and report compliance issues. Employees should be encouraged not to hesitate to contact compliance for advice and in case of compliance incidents.

To detect and prevent potential compliance issues, a low threshold for contacting compliance personnel with any concerns, possible breaches or other issues that might arise is advisable. It should be clearly defined and communicated how employees should report potential compliance issues, and who they can report to. The regular reporting will normally go to the immediate manager and will be handled within the normal lines of reporting in the company. In addition, all compliance issues should be reported to the compliance function. Procedures to handle such notifications are advisable:

- The compliance function must take all notifications seriously and handling of such issues should have a high priority to prevent or minimise any further damage. Notifying persons should not be subject to any retaliation for notifying according to existing procedures
- Compliance should report the number of notifications received and their nature to management
- Review of the notification handling procedures may be executed regularly, for example through a self-assessment from Compliance, and/or through internal audit
- The reporting scheme may also include a whistleblowing scheme where anonymous reporting is possible and where the whistleblower is protected

Communication from the compliance function to management

Reporting processes should cover reporting to management in respect of results of the compliance plan and additional compliance reviews. Reporting could be done annually (or with quarterly updates) and ad hoc in case of important incidents or other important matters. Such reports may gather monitoring insights to review the efficiency of the compliance framework.

External communication and contact with authorities

A market participant may become aware of an error or other types of incidents that could potentially be a breach of REMIT. Regardless of the risk of the regulatory authorities discovering the potential breach, an approach where market participants report potential abuses could be mitigating in case of an investigation. It **may** turn out positive to give the NRA an explanation of a potential breach before they potentially start an investigation. A proactive notification of a breach, although not a legal requirement, may have a positive impact on whether and which sanctions might be applied. In addition, a proactive approach could also improve the trust and cooperation with the NRA. To do this, it is advisable to have a policy for when, how and by whom NRAs should be contacted.

Generally, it is recommended that the compliance function should manage the contacts with the authorities in REMIT related matters, and compliance should always be involved when corresponding with authorities in these matters, or jointly with Legal where deemed necessary.

It is recommended that the policy includes guidelines or routines for what to consider when handling contact with the authorities in the following situations:

- When the market participant or an employee has (potentially) breached REMIT
 - o When making such guidelines, the following may be taken into account:

- Principles for what kind of breaches and the seriousness of such breaches that should be reported
 - Take into consideration the risks for the relevant employee
 - Intentional market abuse compared to unintentional
 - Market monitoring staff from the PPAT could also be considered to be relevant to contact
- When there are doubts regarding how to interpret REMIT
 - Routines for both urgent matters and more fundamental questions
- When an authority approaches the market participant or employees
 - Routines for who should be contacted and who may communicate with the authorities.
- When a market surveillance team approaches the market participant or employees
 - Routines for who should be contacted and who may communicate with the market surveillance team.
- When for example a trader detects suspicious behaviour from another market participant
 - Routines for when, who and to whom such suspicious behaviour should be reported.

One specific situation is an unannounced inspection at the market participant's premises (dawn raid). It is recommended to have a short manual available describing how to handle this kind of situation. The rules and regulations relating to such unannounced inspections may differ between different jurisdictions and this should be taken into account when developing such a manual.

A manual may include the following topics:

1. What is an unannounced inspection?
 - Purpose of an unannounced inspection
 - The regulatory authorities that are entitled to carry out unannounced inspections
 - The extent of an unannounced inspection
 - Copies of documents
2. Precautionary measures in case of an unannounced inspection:
 - Calling in the primary responsible person
 - Calling in legal assistance (surveillance persons and external legal advisor)
 - Internal communication
 - Gathering of inspectors/civil servants
 - Surveillance of inspectors/civil servants
 - IT-specialists
 - A report of the inspection

3. After the inspection

The manual could also include specific instructions to reception desk, primary responsible, surveillance persons and IT-specialists. An example of such instruction is found in Appendix 3

2.1.7. Monitoring improvements

Monitoring improvements: internal controls, audits, etc.; reporting lines for monitoring results; documentation of processes and actions

Text box 8 From ACER Guidance chapter 10

The seventh element of a well-functioning compliance regime is to have **monitoring procedures** in place and make improvements based on the monitoring. This part will cover both **preventive** measures and **detection** of possible infringements.

Three lines of defence

It is recommended to implement a compliance regime for monitoring purposes based on the “three lines of defence”. With respect to REMIT, it is recommended to ensure that the business operations handle risk management and internal control within the first line, compliance is in place as a second line of defence, and internal audit as a third line of defence. However, the need for this must be assessed in relation to the size and complexity of the market participant, and for smaller market participants it may for example be relevant to combine compliance and internal audit within one unit.

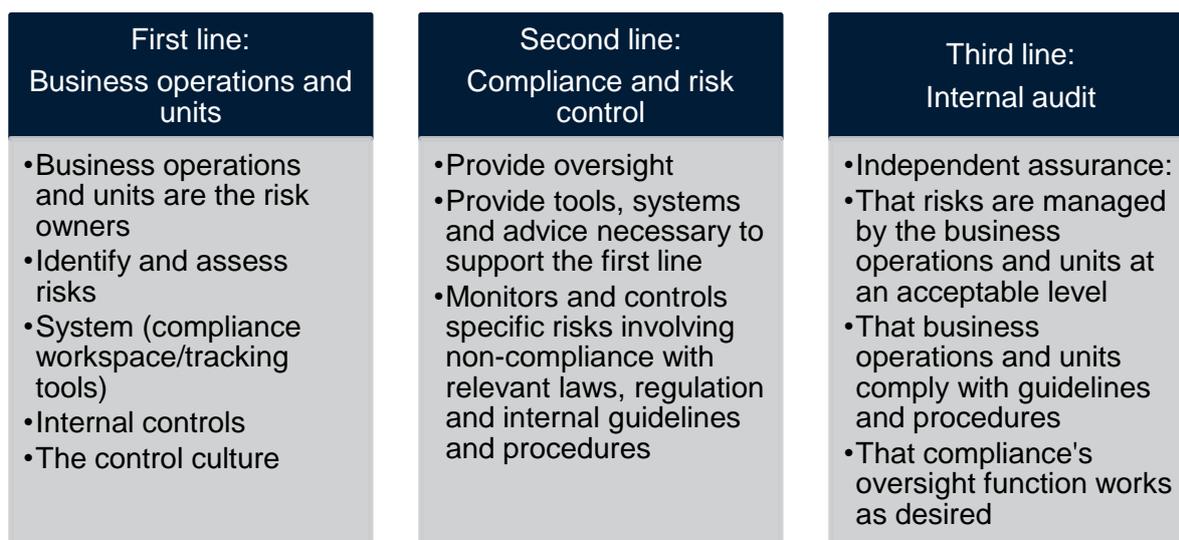


Figure 2 Three lines of defence

Monitoring of the business by the compliance function

Depending on the nature of the trading activities, it may be relevant to implement routines for monitoring of the trading activity. This may be manual or automated monitoring, and it may be continuous or ad-hoc monitoring. Irrespective of the type of monitoring implemented, it is important that the traders know that their trading activities may be subject to monitoring, as this may have a disciplinary effect.

Self-assessment

Regular assessments of the compliance regime should be conducted. To be able to maintain an effective compliance regime over time, it is recommended to both measure the performance of the compliance regime and update it on a regular basis. The required measures will depend on the activities of the market participant, and the implemented measures should be proportionate. The aim for the assessment should be to ensure that the compliance regime continues to be “fit for purpose”, uncover compliance gaps and failures and to identify necessary updates that must be implemented.

In addition to periodic reviews of the risk assessments and the compliance plan, market participants should review and if relevant, update their risk assessments and compliance plan in the following instances:

- Changes to legislation and other pertinent rules (e.g. REMIT 2.0, updated ACER Guidance)
- New or changes in practice from NRAs or ACER
- Upon the occurrence of non-compliant incidents

A suitable measure to respond to the above situations could be, for example, a corresponding change to guidelines and training (where required by changes to regulation or practice) or change in processes and training (where existing processes have resulted in or not prevented compliance incidents).

The compliance function should work together with the business to optimise and prioritise the monitoring and compliance reviews.

Internal audit

Market participants may also conduct regular or ad hoc internal audits of the compliance function which may reveal any needs for updates of the compliance regime. This report does not address how to conduct internal audits as this is an area where extensive guidance already exists. Instead, it is recommended to conduct basic internal audits based on available international standards for the professional practice of internal auditing. Such standards may serve as a guidance, but the measures implemented should be reasonable and proportionate for each individual market participant.

CHECKLIST COMPLIANCE REGIME

- Defining compliance objectives
- Create a compliance culture
 - o Embedded in management
- Compliance organisation
 - o Clear defined roles and responsibilities
 - o Sufficient people with sufficient business knowledge and competence
 - o Ensure sufficient independence
 - o Authority and support from management
 - o Access to information
 - o Direct reporting line to management
 - o Involved in significant changes in the organisation
 - o Documentation procedures
- Risk assessment
- Compliance programme
 - o Prevent, Detect, Respond
 - o Compliance plan
- Communication and training
- Monitoring and improvements
 - o Three lines of defence

3 Specific challenges related to market abuse and publication of inside information under REMIT

3.1. Inside information

The starting point is the compliance regime as described under section 2. The aim of this chapter is to particularly point at what kind of measures market participants need to be aware of and address in their regime to ensure compliance with REMIT when it comes to handling of inside information. Again, it is no “one-size-fits-all”, and each market participant must tailor their compliance regime accordingly. But regardless of the type and size of the company, all market participants should have a clearly documented strategy on how to handle inside information. Another important point is to have efficient and good documentation routines to be able to show the information flow in case of an inquiry from NRAs or for own investigation purposes.

In the following, recommendations are given for how to handle inside information prior to publication, how to avoid insider trading and how to ensure efficient publication routines.

The definition of *inside information* is set out in REMIT Article 2.

Definition:

‘inside information’ means information of a precise nature which has not been made public, which relates, directly or indirectly, to one or more wholesale energy products and which, if it were made public, would be likely to significantly affect the prices of those wholesale energy products.

Text box 9 REMIT Art. 2 Definition of Inside information

The first step for a market participant to comply with the requirements related to inside information under REMIT is to be able to identify the types of information which qualify as inside information. When inside information is identified, it is important to be aware of the three types of market abuse related to the possession of inside information as described in the prohibition against insider trading:

- **Using** inside information in trading
- **Spreading** of inside information
- **Recommending** or **inducing** based on inside information

The prohibition of *insider trading* is set out in REMIT Article 3.

Prohibition of insider trading

1. Persons who possess inside information in relation to a wholesale energy product shall be prohibited from:

(a) using that information by acquiring or disposing of, or by trying to acquire or dispose of, for their own account or for the account of a third party, either directly or indirectly, wholesale energy products to which that information relates;

(b) disclosing that information to any other person unless such disclosure is made in the normal course of the exercise of their employment, profession or duties;

(c) recommending or inducing another person, on the basis of inside information, to acquire or dispose of wholesale energy products to which that information relates.

Text box 8 REMIT Art. 3 Prohibition of Insider Trading

The obligation to publish inside information to the market is set out in REMIT Article 4. "Publication in an effective and timely manner". The ACER Guidance has stated that "a timely manner" normally means as soon as possible, but at the latest within one hour if not otherwise specified in applicable rules and regulations.

Obligation to publish inside information

1. Market participants shall publicly disclose in an effective and timely manner inside information which they possess in respect of business or facilities which the market participant concerned, or its parent undertaking or related undertaking, owns or controls or for whose operational matters that market participant or undertaking is responsible, either in whole or in part. Such disclosure shall include information relevant to the capacity and use of facilities for production, storage, consumption or transmission of electricity or natural gas or related to the capacity and use of LNG facilities, including planned or unplanned unavailability of these facilities.

Text box 11 REMIT Art. 4 Obligation to publish inside information

It is recommended that market participants implement measures to ensure that:

- i) Inside information is identified and information flows are mapped; chapter 3.1.1
- ii) Inside information is protected; chapter 3.1.2

- iii) Inside information is not used for market abuse; chapter 3.1.3
- iv) Inside information is published; chapter 3.1.4

3.1.1. Identification of inside information and mapping of information flows

It is recommended to implement measures to be able to **identify possible inside information**. Different market participants might have different types of inside information. Each market participant should identify what kind of information they might possess that could constitute inside information. Each market participant should go through the specificities for its company to:

- Identify all facilities (production/consumption/transmission) the market participant owns or is responsible for and specify in which situations inside information might occur
- Identify what kind of situations exist in general, not related to specific facilities, where inside information occurs or might occur (such as having access to customer orders)
- Identify stress points/parts of the organisation that are vulnerable for information leaks – intentionally and non-intentionally
- Map information flow to identify any information that could contain or qualify (or potentially qualify) as inside information
- Identify in what kind of situations the market participant might receive inside information from other third parties

Based on the above, each market participant should develop a guidance on what kind of information may constitute inside information for the market participant. Specific thresholds may be defined, and these could be differentiated in situations with strained power balance. Market participants may need to use informal thresholds for operational purposes so that personnel dealing with UMMs can respond to situations quickly. However, we advise to be cautious with wholesale reliance on “thresholds” per se. ACER and some NRAs have specifically refused to give threshold indications and have emphasised that each situation requires individualised assessment. Market participants who work with operational thresholds ought to be mindful to differentiate between a threshold suitable to normal market conditions versus a strained market situation in which much lower amounts could affect market prices.

In addition, a clear description of the process of identifying inside information and the point in time when it arise, should be implemented. This should also include descriptions on how to handle cases where it is uncertain whether a specific set of information constitutes inside information or not.

3.1.2. Handling of inside information

REMIT has a specific prohibition of spreading inside information to any other person, unless it is made in the normal course of employment, profession or duties, and a specific prohibition of trading based on inside information. This implies that inside information must be kept confidential, both externally and internally.

A market participant may receive inside information on different levels:

- Information related to **the market participant's own company** where the market participant is solely responsible for publication of the information
- Information related to **other market participants** where the market participant is not responsible for publishing the information
- Information related to **co-owned companies, co-operating companies, joint ventures** etc. where market participants share the responsibility for publication of inside information

Market participants are recommended to have measures in place for protection of inside information in all cases regardless of the origin of the information and of which market participant the information relates to.

How to ensure confidentiality of inside information until it is published to the market will differ between market participants. However, some general advice will be given in the following.

Internal Instructions/guidelines

Guidelines and clear instructions are key when dealing with inside information. Market participants are recommended to make sure to have proper written guidelines and instructions on how to deal with inside information. The instructions may contain:

- List of functions authorised to routinely receive inside information
- Specification of responsibilities for handling inside information
 - o There should be a dedicated team responsible for publishing inside information
- Specification on how to handle inside information
 - o Internal communication process with definition of the point in time the information arises
 - o Not spread to any unauthorised personnel prior to publication
 - o No advice shall be given based on inside information
 - o Not used for trading
 - o What to do if you receive inside information by accident e.g. from a third party

- Facilitate publishing of inside information

Information barriers/Chinese Walls

Above is a description of possible procedures and routines that ensures that inside information is kept within a specific group, which means that no one outside the specific group can gain access to the information.

However, it may also be important for the market participant to arrange for a certain group, especially traders, to be excluded from access to inside information in order to ensure that no trade stops would be required because of leaks of inside information, or the number of trade stops would be kept to a minimum.

This arrangement aims at preventing information from reaching the trading environment and is strongly recommended if the market participant wants to continue trading when possessing inside information.

If the market participant wants to continue trading when holding inside information, it is recommended to include the following:

- It should be ensured that persons involved in trading are not authorised to gain access to inside information prior to publication
- Traders should be physically separated from any persons authorised to gain access to inside information
- If the personnel handling inside information is situated in the same building as traders, additional measures may be necessary to document that inside information is not accessible to traders, e.g. access controls to the trading desk with logging

If trading while holding inside information, the need for additional checks and detection work of the compliance function increases, and it is recommended that regular compliance checks are executed to detect possible weaknesses in the information barrier/Chinese Walls.

There is no clear definition of an information barrier/Chinese Walls and how to implement it efficiently. The crucial point is to have sufficient routines and documentation to ensure that the barrier is effective and serves its purpose.

IT-systems

It is essential when setting up measures to protect inside information to ensure that sufficient restrictions are implemented in the relevant IT systems. This may include:

- Documentation of which systems may contain inside information and who has access to these systems
- Ensure that unauthorised personnel cannot gain access
- Training, clear restrictions and clear instructions for relevant IT personnel may be considered depending on the market participant's IT-structure and size

Third party inside information

In some cases, market participants may receive inside information from third parties, for example information from TSOs that affects or could affect the market participant, or information from an up-river production unit. According to REMIT, a market participant is only required to publish information if it relates to the participant's own business². It is therefore critical to be able to correctly assess if the information is correct, and whether the market participant is obliged to publish the information or not. If it is concluded that the information is inside information, but not related to the market participant but a third party, the following may be done:

- Protect the information. In particular, prevent information from being used in trading, and ensure that it can be documented how the information has been handled
 - o Prevent the information from reaching the trading floor
 - o If a trader on the trading floor receives inside information: he/she should immediately leave the trading floor to ensure that no trading is done and that the information is not spread to others. It is recommended to immediately contact compliance who can consider further actions
 - o Consider if it is necessary to stop relevant trading based on, or having a connection to, that information
- Contact the owner of the information to ensure that the information is published or will be published
- In specific situations, it may also be possible to contact the TSO to agree with them that the market participant can trade while holding inside information according to the exemption in REMIT Article 3.4 (b) – see also chapter 3.1.3 under “Exemptions”.

² By own business is meant: “in respect of business or facilities which the market participant concerned, or its parent undertaking or related undertaking, owns or controls or for whose operational matters that market participant or undertaking is responsible, either in whole or in part” – REMIT Article 4

Confidentiality agreements for external contractors

It is recommended to implement confidentiality agreements with external contractors when such are involved in for instance building of new production facilities, or involved in other processes where they might gain inside information. It is then essential to ensure that they are aware of what kind of information to keep confidential.

3.1.3. Measures to prevent insider trading

Market participants must have implemented routines to prevent the use of inside information when trading. A part of this is to have awareness training and internal instructions to avoid breaches of the prohibition against insider trading.

Mapping of products/markets relevant to different types of inside information

The prohibition against insider trading relates to trading based on inside information. This means that it is allowed to trade other wholesale energy products when holding inside information, provided that the inside information does not relate to the product traded. Consequently, it is important that the traders are certain that the respective information is not related to the product(s) traded.

For instance, if there is a planned maintenance at a power plant in the future, and it is unlikely that this information could be relevant for day-ahead or intraday products (not likely to significantly affect the prices of the relevant wholesale energy products), it should not be necessary to stop trading. However, allowing for trading while holding inside information may constitute an additional risk for the market participant, and it is therefore recommended to have clear instructions and routines for how to conduct such trading to avoid any unintentional or intentional abuse. It should be included in the internal guidelines if and when the market participant allows trading when holding inside information, including procedures (approval requirements) and documentation requirements.

It is recommended to map all products and markets relevant for different types of inside information the market participant may hold.

Tracking of information

It is important for a market participant to be able to track who has had access to inside information and at what point in time. This is especially important if a market participant wishes to allow trading in related products while the market participant itself holds inside information and where traders do not have access to the inside information. One way to mitigate this inherent risk is to ensure that safeguards are in place. Measures may include, among others, the following:

- Record telephone conversations of relevant staff (e.g. traders)
- Map the flow of inside information and include a log of staff/employees who have received the information and the date/time when they received it
Document the setup and functionality of relevant information barriers (Chinese walls) around the information flow
- Establish periodic/systematic checks over the above procedures, document how any incidents have been handled, and what the market participant has done to remedy the situation as well as to make the procedures more robust.

Being able to document how inside information has been handled is of the utmost importance in the event an NRA wishes to investigate. A market participant must be able to demonstrate that its procedures were resilient enough not to allow trading on inside information.

Information barrier/Chinese walls around traders

To create information barriers/Chinese walls around traders is another measure for protecting the inside information to be used when trading. Please refer to the information above regarding “Tracking of information.

Trade-stop

There is always a risk that traders get access to inside information. Thus, even if the market participant has organised information barriers, a trade-stop mechanism may be necessary in case the information barriers are not effective. Trade-stop and similar prevention measures should also be put in place if information barriers have not been implemented and traders can have access to inside information.

The trade-stop mechanisms may be manual routines, where the relevant trader leaves the trading floor and informs the manager (without explaining the reason) and compliance (explaining the reason) that he/she has become an insider and not being allowed on the trading floor before approved by compliance. More structured measures may also be implemented. These are some examples of trade-stop mechanisms:

- Alarm/light that is manually switched on when in possession of inside information, or potential inside information, with instructions in the internal guidelines only to switch off the alarm/light when the information is assessed and deemed not to be inside information, or when inside information has been published
- Push-notifications by phone call, SMS and/or e-mail with instructions to stop trading
- IT-systems that prevents traders from doing anything in the trading system whilst in an insider position or a potential inside position

Documentation need: It is recommended that the routines for trade stop are documented, including when the alarm/lights goes off, who has triggered the alarm if in use, and when the alarm/lights have been switched off again. It may also be relevant to include documentation of to whom, or to which products, the stop trading applies. Regardless of which measures the market participant has implemented, it should be documented how to ensure that inside information is not used in trading.

Specific issues related to automated trading

The prohibition against insider trading relates to using inside information when trading. It is then natural to assume that if automatic trades do not take potential inside information into account, the information is not used in trading. If using this approach instead of implementing trade-stop on automated trades, it is important to document that the relevant information is not taken into account in any way. Be aware that this is dependent on how to interpret the phrase “using the information” which in the end the regulators have to decide. The “hands off” approach in REMIT Article 3.4(a) should also be taken into consideration. For more information, see chapter 3.2.2, “Specific issues related to automated trading”.

Exemptions

There are some exemptions from the prohibitions against insider trading. One exemption is set out in Article 3(4)(b).

4. This Article shall not apply to:
(b) transactions entered into by electricity and natural gas producers, operators of natural gas storage facilities or operators of LNG import facilities the sole purpose of which is to cover the immediate physical loss resulting from unplanned outages, where not to do so would result in the market participant not being able to meet existing contractual obligations or where such action is undertaken in agreement with the transmission system operator(s) concerned in order to ensure safe and secure operation of the system. In such a situation, the relevant information relating to the transactions shall be reported to the Agency and the national regulatory authority. This reporting obligation is without prejudice to the obligation set out in Article 4(1);

Text box 9 REMIT Art. 3(4)(b) Exemption from the prohibition against insider trading

It is an opening to trade whilst holding inside information to cover immediate physical loss. It is unclear in what situations this exemption is valid and safe to use, and it is recommended to be careful when using this exemption, and to consider alternative approaches to cover the loss instead of through trading when holding inside information.

If the exemption is to be used, the following measures should be taken in advance to reduce the risk of breaching REMIT:

- Analyse and list in which situations the exemption may be used
- Include in the internal guidelines, if use is possible for the relevant market participant and the relevant business units. If possible to use and in case of exceptional use, Compliance should be involved as soon as possible
- Have clear instructions on how and when to report to ACER and the NRA when the exemption is used
- The report should be given through the notification platform provided by ACER
 - o Contact persons and details should be decided beforehand
 - o A copy of the notification should be taken before submitting the form to ensure that the content of the report is documented
 - o The receipt received from the notification platform should be kept

According to REMIT, the exemption can only be used if one of the below requirements are fulfilled:

*“- where not to do so would result in the market participant not being able to meet existing contractual obligations; or
- where such action is undertaken in agreement with the TSO(s) concerned in order to ensure safe and secure operation of the system.”*

It is recommended that the requirement that forms the grounds for claiming the exemption is documented. It should also be documented that the requirement is fulfilled.

3.1.4. Publication of inside information

Inside information in accordance with REMIT Article 4 should be published in an effective and timely manner following the ACER Guidance. All market participants are recommended to develop and implement guidelines and procedures for publication of inside information. It is important to know that all market participants could be in a position where they must publish inside information even though they do not have any physical assets. All market participants trading in the physical market are recommended to be prepared for publishing information to the market. This implies having i.e. instructions or agreements, training and access to a UMM reporting system in place.

Different functions within the market participant can be responsible for publishing inside information:

- Trading desk

- Dispatch centre/control centre
- Production/consumption site
- Other departments within the market participant
- Outsourced to a third party

The determination of the responsible person or function may depend on the size and set-up of the market participant. It is essential that the responsibilities and procedures are clear and included in the internal guidelines.

As a general principle, it is advisable that the persons sitting closest to the information are responsible for the publishing. However, this should be weighed against the challenge of ensuring that they have the necessary insight and competence to be able to effectively fulfil the requirements for effective and timely publication pursuant to REMIT.

Market participants having many power plants often find it beneficial that inside information is published by the central dispatch centre as this allows for building a stronger competence amongst the persons responsible for publishing. Large power plants may arrange the information to be published directly from the plant. This may allow for faster publication and can also reduce the number of persons involved, and thereby the risk of market abuse. The optimal solution may differ from market participant to market participant, and must be assessed on an individual basis.

Further, publishers should have sufficient training to ensure that publication can be executed according to the regulation. Regular use of a test environment to practise the publication may be considered.

In all cases, it is recommended to include in the internal guidelines or to have separate guidelines containing the following:

- It should be defined where the market participant publishes inside information and which tools to use
- Specific instructions on what kind of information the publication should contain in different situations
 - o Many market participants have developed “templates” with standard wording to be used in various specified situations
 - o Include at least information as stated in the ACER Guidance
- It should state alternative procedures in case of any issues with the system used for publication
- Routines should be in place to ensure that inside information is published as soon as possible, and at the latest within one hour

- Routines should be in place to keep track on messages published to the market, any updates to the messages, and routines on how to ensure that messages at all times are up to date

Exceptionally delay publication of inside information

The obligation to publish inside information contains a requirement that it shall be published in an effective and timely manner. In respect of timely manner, the ACER Guidance refers to as close to real time as possible with an hour time limit. However, there could be some occasions where it might be relevant to delay the publication. One potential example of this could be a situation where permanent shutdown of a production/consumption site is planned, and there is a need for a HR-process for affected employees. Another example could be in a situation where safety must be given priority over publication. These are only examples, and their compliance with REMIT has to be assessed on a case by case basis. In REMIT Article 4(2), there is an opening for delaying the publication of inside information:

2. A market participant may under its own responsibility exceptionally delay the public disclosure of inside information so as not to prejudice its legitimate interests provided that such omission is not likely to mislead the public and provided that the market participant is able to ensure the confidentiality of that information and does not make decisions relating to trading in wholesale energy products based upon that information. In such a situation the market participant shall without delay provide that information, together with a justification for the delay of the public disclosure, to the Agency and the relevant national regulatory authority having regard to Article 8(5).

Text box 10 REMIT Article 4(2) Delay public disclosure of inside information

A best practice approach to handle such a situation is:

- To ensure that necessary processes and procedures are implemented in advance so that compliance can be ensured when it is decided that information should be delayed
- Documentation of who has access to the information when
 - o Drafting insider lists
 - o Ensuring confidentiality
- Inform ACER and the relevant NRA(s) about the delayed publication
 - o Use the reporting solution on the ACER platform
- Ensure that no information reaches trading personnel, or alternatively, stop trading

Situations where there are multiple market participants responsible for publication of information

Situations where several market participants are responsible for publishing inside information may occur when:

- there are several owners of a production/consumption facility/company
- when publication is outsourced to a third party
- where the owner/operator are not the same legal party/entity
- where the balancing responsibility has been allocated to another party

If more than one market participant has a responsibility to publish the inside information, they can publish the information separately, or they can coordinate the publication. If published separately, there is a significant risk of ending up in a situation where the information is not published identically which could lead to significant challenges. Therefore, it is best practise in such situations to coordinate the publication, typically by having one party publishing on behalf of all responsible parties.

It is important to be aware that it is not possible to outsource the legal responsibility of publishing inside information, regardless of how the agreement is constructed. It is therefore recommended to have good routines to ensure that the party who is publishing information on a market participant's behalf has sufficient knowledge (be aware that a third-party publisher might not have an advanced level of knowledge of the market participant's facilities), competence and routines to be able to fulfil the publication obligation.

The parties are recommended to enter into a written contract where rights and responsibilities of each party are clearly defined. Explicit courses of actions and contact persons may also be described in the agreement.

An agreement to outsource the task of publishing inside information should always include the right for the owner of the information to publish the information itself if they consider this necessary in fulfilling their obligations. This may be relevant for situations where the parties do not agree on whether a certain information shall be published or not.

A best practice approach when others publish information on your behalf, is to monitor the information published and continuously assess the need for changes in the procedures or the agreement.

In cases where publication is outsourced to a third party which does not have a separate responsibility to publish the information according to REMIT, further measures may be considered, i.e. as requiring that the market participant has internal controls or requiring documentation to be available in the event of a request from an NRA.

To handle inside information publication in cases where there are several owners involved may be challenging. There might for instance be multiple companies participating in board meetings or operational meetings where inside information needs to be discussed. It is therefore important that the co-owners have instructions or guidelines on how to handle inside information or possible inside information, including who is responsible for publication on behalf of the owners to ensure effective and timely publication and to avoid multiple and potentially inconsistent publications which could mislead the market.

CHECKLIST INSIDER TRADING

- Identifying inside information
 - o A process for identifying inside information
 - o Risk assessment – what are the risks for the company?
 - o Specification of possible inside information
- Handling of inside information
 - o Routines for protecting inside information
 - May include also contracts with external companies, such as contractors/suppliers
 - o Routines for handling cases when receiving inside information that does not relate to your own business or assets
- Measures to prevent insider trading
 - o Tracking of information
 - o Information barriers/Chinese walls
 - o Trade stop
 - o Specific routines related to usage of exemptions from the prohibition of insider trading
- Routines for publishing inside information
 - o May include routines for delayed publication
 - o If relevant should also include handling of situations where more than one company is responsible for publication

3.2. Market manipulation

The aim of this chapter is to point out measures market participants should consider including in their compliance regime to ensure compliance with REMIT with respect to market manipulation. The starting point is the overall compliance regime, including the compliance programme and compliance plan as described under section 2. As already mentioned, there is no “one-size-fits-all” solution, and each market participant must tailor their compliance regime accordingly. Regardless of the type and size of the market participant, all market participants should have clearly documented internal policies and guidelines on how to prevent market manipulation. Another important point is to have robust documentation routines to be able to evidence the compliance plan in event of an inquiry from NRAs.

‘market manipulation’ means:

- (a) entering into any transaction or issuing any order to trade in wholesale energy products which:
 - (i) gives, or is likely to give, false or misleading signals as to the supply of, demand for, or price of wholesale energy products;
 - (ii) secures or attempts to secure, by a person, or persons acting in collaboration, the price of one or several wholesale energy products at an artificial level, unless the person who entered into the transaction or issued the order to trade establishes that his reasons for doing so are legitimate and that that transaction or order to trade conforms to accepted market practices on the wholesale energy market concerned; or
 - (iii) employs or attempts to employ a fictitious device or any other form of deception or contrivance which gives, or is likely to give, false or misleading signals regarding the supply of, demand for, or price of wholesale energy products;

or

- (b) disseminating information through the media, including the internet, or by any other means, which gives, or is likely to give, false or misleading signals as to the supply of, demand for, or price of wholesale energy products, including the dissemination of rumours and false or misleading news, where the disseminating person knew, or ought to have known, that the information was false or misleading.

[...]

Text box 11 REMIT Article 2(2) Definition of Market Manipulation

The definition of market manipulation is found in REMIT Article 2. In general terms, market manipulation can happen either through orders and transactions in wholesale

energy products or through disseminating information in any way that could give false or misleading signals.

Prohibition of market manipulation

Any engagement in, or attempt to engage in, market manipulation on wholesale energy markets shall be prohibited.

Text box 12 REMIT Article 5 Prohibition of Market Manipulation

REMIT Article 5 prohibits market participants in the wholesale energy market to manipulate the market. The ACER Guidance provides examples and interpretations of the definition of market manipulation. How to interpret REMIT is found in the ACER Guidance and is not described in this report.

Common causes for market manipulation include:

- Intentional manipulation to increase profits
- Unintended or negligent manipulation
 - o Unawareness of what is prohibited
 - o Technical or human errors
- Spreading information
 - o Insufficient or wrong information

It is recommended to implement procedures to address the above listed causes. In the following, measures are divided in three categories:

- i) General measures to prevent market manipulation; chapter 3.2.1
- ii) Measures to prevent market manipulation through orders and transactions; chapter 3.2.2
- iii) Measures to prevent market manipulation through spreading false or misleading information; chapter 3.2.3

3.2.1. General measures to prevent market manipulation

Market participants should implement measures to **reduce the risk of employees manipulating** the market, including control measures as described in section 2. Some measures to avoid both intentional and unintentional market manipulation includes risk assessment and awareness training. The most important step to prevent market manipulation is to ensure that the employees are **aware** of what kind of behaviour could be manipulative. All market participants should have mandatory trainings for traders as described in section 2. These should also include training on specific market manipulation scenarios. Another important step to prevent market manipulation is to conduct a market abuse risk assessment as described in section 2. For market manipulation, the risk assessment should be based on all types of market manipulation described in the ACER Guidance. In addition, it should be considered whether other types of manipulation are relevant.

3.2.2. Measures to prevent market manipulation through orders and transactions

Specific measures aiming at preventing market manipulations through orders and transactions are addressed below.

Documentation procedures; documentation of trading mandates

It is important to have good documentation procedures on all implemented measures. The level of details should be proportionate and not unreasonably burdensome. It is recommended that traders should have a clear mandate and clear instructions on how to trade, where the risk of manipulating the market is taken into consideration. The mandates should be documented. It is recommended that market participants document deviations from the trading mandate.

In case of any investigations either internally, from NRAs or PPAT's it is important to have diligent routines regarding documentation of the trading mandates. In addition, it is advisable for the traders themselves to document their behaviour in situations where they enter into, or have entered into, unusual or exceptional transactions or made unusual or exceptional profit/loss, or if there have been other unusual or exceptional situations or market conditions that may attract the interest of regulatory authorities. In such cases, the market participant may benefit from being able to document the background for their behaviour. Such unusual or exceptional circumstances could be:

- High/low prices
- Exceptional deals by any measure
- A profitable trade before important information is published
- Trades outside the standard or common spread

These are important to be able to explain transactions and relevant circumstance and to provide documentation in case of investigations either internally or from NRAs. Compliance should have full access to such documentation.

Internal instructions and procedures

Instructions and procedures on what a trader can and cannot do should be developed and communicated to all relevant personnel. This should be **dynamic** and updated when there is any new development internally or externally in the market.

Routines to prevent errors when trading

A risk for market participants trading in the wholesale energy market is the risk of **trading errors**. When trading in the wholesale energy market, errors, for instance when placing orders, can have significant impact on the market and may constitute

market manipulation. Market participants are therefore recommended to have routines and procedures in place to prevent unintentional and negligent manipulation.

The measures implemented may differ depending on the business of the market participant and the nature of the product traded. For example, the day-ahead auction, where orders are placed just once a day, and where errors may have a very large market impact, may require specific measures that are not needed in a continuously traded market.

Internal controls should be in place to ensure that all orders placed are correct. This could be automatic alarms/checks, manual checks or a combination of these. Many exchanges offer functionality that prevents self-trading, and such functionality may also be used if available.

Some examples for day-ahead auction trading that could be implemented:

- Compare orders with previous day's orders
- Check whether the orders placed equal the orders in your internal system
- Four-eyes principle: the orders may be checked by another person before submitting them
- As far as possible avoid manual steps (copy/paste) in planning /bidding process in order to avoid human mistakes
- Submit "safety bids" for at least d+2 in order to always have a bid in case of IT- or other disturbances
- Check that orders are logical, i.e. that fields contain values or that purchase volumes are not increasing with increased price
- Automatic alerts, for instance if the orders deviate significantly from normal
- After the auction
 - o Check whether the result corresponds with the expected result – production plan

Typically, not all the measures above will be relevant for all market participants.

Specific issues to be aware of

It is recommended that the market participant develops a specific list of behavioral issues to be aware of to avoid market manipulation. Such a list can be helpful in exemplifying what the market abuse prohibition means in practice. Below are some examples of issues that may be included in such a list:

- Never coordinate trading activities or discuss pricing strategies with other market participants – no cooperation or attempt of cooperation or information sharing
- There should be a real desire to trade behind all orders – never place an order designed not to be executed
- Do not place orders with the intention of affecting reference prices
- Consider how you offer your available capacity into the total market
 - o Even if not all available capacity is offered in every market segment, it is recommended that the total available capacity is always offered in all market segments combined, unless there is a legitimate reason for not offering all available capacity.
- Ensure that publication of information is always correct
- Ensure that orders placed are always correct

Specific issues related to automated trading

Automated trading is becoming more common and such trading may require specific measures to mitigate the risk of market manipulation. Before allowing for automated trading, the solution should have been thoroughly tested and documented in order to be able to document that the market participant and the overall responsible person have taken all reasonable steps to avoid market abuse. All compliance aspects should be considered when building the algorithm. It is recommended to have a defined process for approving the algorithm before it is put into operation.

Further, a risk assessment relating to the risk of market manipulation should be made, and the identified risks should be documented and appropriately addressed. Before commencing with trading, the responsibilities should be clear and it is recommended that it always should be possible to identify an overall responsible person who will have the primary responsibility for the automated trading. This person should have the authority to stop trading if he/she deems that the market manipulation risk related to the automated trading is too high. The market participant should make sure that the overall responsible person is informed in writing of the risks and responsibilities that comes with the automated trading in order to ensure that the person is capable of taking the necessary precautions.

3.2.3. Measures to prevent market manipulation through spreading false or misleading information

In addition to manipulating through orders and transactions, market manipulation can also happen through **spreading false or misleading information**. This type of manipulation can be done by a much wider group than just traders and separate measures are therefore required.

It is important to ensure that **inside information is published correctly** to the market. Wrong or misleading inside information may be considered market manipulation (and not only a violation of the requirement to publish inside information in an effective and timely manner). If a mistake is discovered in a published UMM and such mistake is REMIT relevant, a correction should be published as soon as possible. For inside information and publication of inside information see section 3.1.

In principle, anyone within a market participant may spread false or misleading information to the market. To mitigate the risk of this happening, some measures could be relevant:

- A policy on how to handle communication with the media
 - o Only authorised persons can communicate with the media, for instance:
 - Communication personnel
 - Management
 - Board of directors
 - Others
 - o Processes to ensure that information is correct and precise
 - Do not spread rumours
- Relevant persons should have specific awareness training to ensure that they do not send false or misleading signals
- A policy for staff on information given in social media and other fora

SPECIFIC MEASURES TO AVOID MARKET MANIPULATION

- General
 - Risk assessment and awareness training
 - Based on business model and trading activities
 - Should as a minimum include all types of market manipulation in the ACER Guidance
 - Other types of manipulative behaviour
 - Trading mandates
 - Develop and document
 - Mandate for traders
 - Instructions and procedures
 - Dynamic Q&A
- Negligent or unintentional market manipulation
 - Routines to prevent erroneous trading
- Spreading false or misleading information
 - Ensure routines to secure the quality of inside information published
 - Policy on communicating with the media
 - Policy for employees on social media/fora etc.

4.2. Appendix 2 Risk assessment

Below are **examples** on how a risk mapping could look like where each example from the ACER Guidance on market abuse is considered. The examples are fictitious, and there are many different approaches on how to design and conduct such a risk assessment. In the examples below, the likelihood for a breach to happen, together with the consequence if it happens, is graded from 0 to 3. Green, yellow and red colours are used to illustrate the risk level. The numbers representing the likelihood and consequence are only for illustration, and do not represent a real case.

Table 1 Example of risk mapping and prioritisation

Likelihood		Consequence		Likelihood x Consequence = Risk	
N/A	0	N/A	0		0
Low	1	(1). Company sanction	1	Acceptable risk	1
Medium	2	(2). 1 + Reputational risk	2		2
High	3	(3). 2 + Personal Sanctions or heightened reputational risk	3	Manage the risk	3
					4
				Mitigate and reduce the risk	6
					9

		3	6	9
Likelihood of Non-compliance	High	2	4	6
	Low	1	2	3
		Low	Consequence	High

Figure 3 Example of risk mapping and prioritisation

Table 2 Example Risk mapping and prioritisation

			<u>Market 1</u>			
	REMIT	ACER Guidance	Likelihood	Consequence	Risk	
Prohibition of Insider trading	Possess inside information	(a) Use the information	2	3	6	
		(b) Disclose the information	2	2	4	
		(c) Recommend or induce	1	2	2	
Obligation to publish inside information	Disclose in an effective and timely manner		2	2	4	
Prohibition of market manipulation	False or misleading signals	Wash trades	2	3	6	
		Improper matched orders	2	2	4	
		Placing orders with no intention of executing them	1	2	2	
	Orders/ transactions	Secures the price at an artificial level	Marking the close	2	3	6
			Abusive squeeze/market cornering	2	3	6
			Cross-market-manipulation	2	3	6
			Physical withholding	1	2	2
	Fictitious device/deception/ contrivance - false/misleading signals		Scalping	1	3	3
			Pump and dump	2	3	6
			Circular trading	2	2	2
			Pre-arranged trading	1	2	2
	Information	Disseminating information - false/misleading signals	Spreading false/misleading signals through the media	1	3	3
			Other behaviour spreading false or misleading information	3	2	6

In the example above, a number of the risks are marked as red, meaning that mitigating measures should be implemented in order to reduce the risks.

4.3. Appendix 3 Training concept – example

- **Clustering of employees in risk-groups**
 - Group 1: traders, dispatchers, originators, managers
 - Group 2: power plant personnel
 - Group 3: back office, middle office etc.

- **Choosing the right training**
 - Group 1: professional training with focus on market abuse
 - Group 2: training with focus on inside information and insider trading
 - Group 3: training with focus on reporting compliance incidents and not spreading inside information

- **Regular update trainings to keep awareness high**
 - Recommended for Group 1 and 2: regular in-class training
 - In addition, and for Group 3: also possible via web-based trainings
 - Recurring meetings with relevant target groups to exchange information about new regulatory and market developments and lessons learned from compliance incidents etc.

- **Ad-hoc trainings in case of new developments**

- **Training for new employees**

4.4. Appendix 4 Dawn Raid Manual – example of instructions

Below is an example of such instruction. **Please be aware that different rules may apply in different jurisdictions that may affect the content of such a manual.**

Instructions for reception desk

- Ask for identification papers from all representatives from the authorities, make copies of the identification papers or note down name and authority they represent
- Immediately notify the person they request to meet and the primary responsible person
- Ask the authorities to wait in the reception until the responsible person arrives. If they disapprove of waiting, do not hinder them from commencing with the inspection
- If the inspectors disapprove of informing the responsible manager, inform that the company's routines oblige you to contact the responsible legal counsel or compliance officer. Immediately contact this person.

Instructions for primary responsible person

- Check ID and decision/authorisation (legal basis) issued by the relevant authority
- Check whether you are under inspection or approached as witness
- Request that the inspectors wait to commence the inspection until the attorneys have arrived. Typically, they accept waiting for some time before commencing the inspection. If they disapprove of waiting, do not hinder them from commencing with the inspection.
- Inform all concerned managers
- Make sure secretarial assistance, meeting rooms and copying facilities are made available for the inspectors
- Instruct everyone concerned by the investigation neither to delete nor destroy any documents, nor to communicate with anyone outside the company regarding the ongoing inspection and to fully cooperate with the inspectors
- Ensure that legally privileged documentation (correspondence with external legal advisors) is kept away from the inspectors until a legal advisor is present and can make an assessment
- Do not let the inspectors walk around unattended
- Ask for a copy of the inspectors' list of documents. If necessary, make your own list, with the assistance of the owner of the office and a secretary.
- The duty to explain only applies to specific and concrete information. If you are uncertain or do not remember certain facts, it is important to make this clear to the inspectors. Avoid speculations, assessments and assumptions, negligently providing incorrect information may be a criminal offence.
- If you understand that an answer will reveal an illegal action, you should, after conferring with your legal advisor, point out the principle of self-incrimination (no-one is obliged to contribute to his/her own incrimination), and state that this

is a self-incriminating question and that there is no duty to answer. The inspectors will then usually relinquish the question. Should they insist on it, request that it is noted in the protocol that you answer on request and under the threat of criminal prosecution. This may influence the value for the authorities of the deposition for subsequent handling of the case.

- Do not sign the protocol of the deposition before it has been carefully reviewed with your legal advisor. If points are missing or it does not give a correct and accurate picture, request amendments or corrections.