

Compliance plan for The Lines Company Reconciliation Participant Audit – 2019

Provision of NSP submission information			
Non-compliance	Description		
Audit Ref: 12.5 With: 15.10 (a) From: 06-May-19 To: 07-May-19	Mercury submitted the NSP volumes file for May 2019 one day late. Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 1		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as strong as this was an exceptional circumstance. The audit risk rating is low as the file was submitted the next day.		
Actions taken to resolve the issue		Completion date	Remedial action status
After being advised about the missing files, all practical steps were taken by Mercury to ensure information complies with 15.2(1), they were immediately submitted, and a call was given to the RM to confirm receipt of these files.		10 June 2019	Identified
Preventative actions taken to ensure no further issue will occur		Completion date	
Since the compilation of NSP, HHR, and NHH files is managed independently within Mercury's reconciliation team, processes have been updated to include a peer-review step to confirm the submission of all files. Further training has been arranged for the reconciliation team to ensure they fully understand their part in the flow of information within the industry, and the importance of these deadlines. This serves as both a training exercise, as well as a 'quality check' to ensure we abide by our obligations to provide these files.		July 2019	