



Treating Customers Fairly Statement

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DISCLAIMER

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Document History

Version	Date Published	Author(s)	Summary of Changes
1	December 2020	Mark Howarth	First draft

Skytra's commitment to treating customers fairly

Skytra is committed to the FCA's Treating Clients Fairly (TCF) initiative which sets out six key goals for our interactions with clients. Our TCF policy aims to ensure that Skytra and its employees comply with our FCA obligations to Treat Clients Fairly, and that TCF informs every interaction with our clients. The broad goals set out by the FCA are:

1. Clients can be confident that they are dealing with firms where the fair treatment of clients is central to the corporate culture.
2. Services marketed and sold in the retail market are designed to meet the needs of identified client groups and are targeted accordingly.
3. Clients are provided with clear information and are kept appropriately informed before, during and after the point of sale.
4. Where clients receive advice, the advice is suitable and takes account of their circumstances.
5. Clients are provided with services that perform as firms have led them to expect, and the associated service is of an acceptable standard and as they have been led to expect.
6. Clients do not face unreasonable post-sale barriers imposed by firms to change service, switch provider, submit a claim or make a complaint.

Skytra does not intend to have retail clients and does not provide advisory services, both of which are part of the TCF scope. The principles are nonetheless relevant and accordingly Skytra's TCF goals are:

1. The fair treatment of clients is at the heart of our business and informs every step of our commercial processes.
2. Our products and services are designed in conjunction with our clients to ensure that their needs are met.
3. We provide clear information about our products both pre- and post-sale, including any public documents required under the Benchmark Regulation.
4. Clients will be correctly classified to ensure they are offered the appropriate type of products.
5. Our commercial terms, contracts, and service level commitments are straightforward, reasonable, and in line with industry standards.
6. We provide clear processes for clients to change service levels or make a complaint. Our complaints policy is displayed on our website to ensure that our clients have easy access to it.
7. Skytra operates a formal staff training and competence program. This is to ensure that our staff have the necessary qualifications and training in order to carry out their job functions with the required competence level.
8. Skytra has implemented a significant number of policies designed to manage any conflict and risks that may arise in our fair treatment of clients. These policies may be made available on request to our Compliance department. Conflicts in relation to our benchmark administrator activities are published on our website.

Skytra aims to provide the highest levels of client service and integrity. We constantly review our policies and procedures to ensure that TCF remains of paramount importance, and we welcome any client feedback.

