# **Responsibilities Map**

| **Key business area** | **Risk to the business**  **(RAG)** | **Role of Responsible Person** | **Explanation** | **Senior Manager Function (SMF, PR, OR) or Certificated Role?** | **Allocated to** |
| --- | --- | --- | --- | --- | --- |
| Governance |  | Chief Executive | Responsibility, under the immediate authority of  the governing body, for the conduct of the whole of the business (or relevant activities). | SMF1 |  |
|  | Executive (Director or Partner) | Governance | SMF3/27 |  |
|  | Oversight of SMR | Performance by the firm of its obligations under the SMR, including implementation and oversight | SMF-PR a). |  |
|  | Oversight of CR | Performance by the firm of its obligations under the Certification Regime | SMF-PR b). |  |
|  | Business continuity planning | This relates to establishing, implementing and maintaining an adequate business continuity policy aimed at ensuring, in the case of an interruption to a firm’s systems and procedures, that:   1. Any losses are limited. 2. Essential data and functions are preserved. 3. Regulated activities are maintained. | SMF-OR |  |
| Compliance |  | Compliance Officer | Responsible for the compliance function | SMF16 |  |
|  | Anti Money Laundering Oversight | Responsibility for overseeing the firm’s  compliance with the FCA’s rules on systems and controls against money laundering. | SMF17 |  |
|  | SMR training and FCA notifications | Performance by the firm of its obligations in respect of notifications and training of the Conduct Rules | SMF-PR b.1). |  |
|  | Prevention of Financial crime, bribery and corruption | Responsibility for the firm’s policies and procedures for countering the risk that the firm might be used to further financial crime | SMF-PR d). |  |
|  | Customer complaints handling | This includes the firm’s compliance with the FCA’s Dispute Resolution procedures | CR |  |
|  | Consumer Duty | Reading of FCA guidelines and PS, preparing and maintaining CD action / monitoring plan | SMF-OR |  |
| Advice |  | Financial or investment advice | Advising on and selling investments. | CR |  |
|  | Mortgage advice | Advising on and selling regulated mortgage contracts | CR |  |
|  | Investment research | This refers to research that recommends or suggests an investment strategy, which concerns financial funds and products. | CR |  |
| Operations |  | Trading for clients | This means placing of orders on behalf of clients. | No SMF or CR role |  |
|  | Customer service | This means dealing with clients after the point of sale, including dealing with queries, the fulfilment of client requests and service mandates | CR |  |
|  | Information technology | This refers, for example, to a firm’s use of computers and other electronic equipment to store and send information. | SMF-OR |  |
|  | Data Protection | Ensuring client personal data protected and managed effectively | CR |  |
|  | Outsourcing | Managing key suppliers | SMF-OR |  |
|  | Retirement income sustainability | Responsibility for retirement income sustainability control | SMF-OR |  |
| Human resources |  | Human resources | This includes recruitment, training and competence and performance monitoring. | SMF-OR |  |
|  | Incentive schemes for the firm’s staff | This refers to, for example, bonus schemes that depend on an employee’s performance. It is not limited to schemes based on sales. | SMF-OR |  |