

TradeCentre Code of Conduct

At TradeCentre, we are committed to maintaining the highest standards of professionalism and integrity. The following rules must be adhered to 100% when working under the TradeCentre name. These guidelines ensure that our operations are conducted with transparency, reliability, and respect for all parties involved.

Guidelines for Working with New Buyers

1. **Provide Limited Information:** Only share necessary and relevant information about the product with the buyer. Ensure confidentiality and avoid disclosing sensitive details prematurely.
2. **Direct Communication with Buyers:** Always communicate directly with the buyer. While brokers can be present in chat groups and calls, it is crucial that the buyer is directly involved in discussions with us. If it is a mandate involved, you need to see a mandate letter from the Seller/supplier.
3. **Verify Buyer's Financial Role:** Ensure that the buyer is the entity that will issue the Documentary Letter of Credit (DLC). If another company is involved in the financing, obtain a clear and valid explanation for this arrangement.
4. **Letter of Intent (LOI):** Require a proper LOI on the buyer's company letterhead, signed by the responsible individual. The LOI should specify the product they intend to purchase, rather than being a general statement.
5. **Company Profile:** Obtain a detailed company profile, including the company license and other relevant documents.

Once all these checks are complete and due diligence confirms the legitimacy and seriousness of the buyer, proceed to request a Full Corporate Offer (FCO) from the seller based on the LOI.

Guidelines for Working with New Sellers

1. **Direct Communication with Seller/supplier:** Always communicate directly with the Seller/supplier. While brokers can be present in chat groups and calls, it is crucial that the Seller/supplier is directly involved in discussions with us. If it is a mandate involved, you need to see a mandate letter from the Seller/supplier.
2. **Company Verification:** Review the seller's company profile, website, contact information, company license, and export license to verify their legitimacy.
3. **Past Performance:** Assess the seller's past performance records. Determine if they are available and when they can be obtained.
4. **Product Details:** Clarify the types of products the seller is offering.

5. Ownership Verification: Confirm whether the seller is the owner or title holder of the mine or the product.

Regular Updates

It is imperative to keep the responsible TradeCentre CEO informed about ongoing deals, new buyers, and sellers/suppliers. To ensure this, send a simple email update every week detailing the deals in progress. This practice is crucial for maintaining TradeCentre's reputation and ensuring internal transparency. Additionally, schedule regular Teams meetings to discuss these updates in more detail.

Commitment to Professionalism

Adhering to these guidelines is essential for maintaining professionalism in our market. By following these rules, we ensure that TradeCentre operates with the utmost integrity and reliability, fostering trust and respect in all our business dealings.

By adhering to this Code of Conduct, we can uphold the standards of excellence that TradeCentre represents and continue to build strong, trustworthy relationships with our business partners.