

**Code of Conduct for the ICCL Accredited Warehouse Service Provider (WSPs)
& the Warehouses**

In pursuance to the directives as contained in the directives of SEBI as notified vide SEBI Circular no. SEBI/HO/CDMRD/DMP/P/CIR/2021/551 dated April 16, 2021, empaneled Warehouse Service Providers (WSPs) are required to adhere to the following Code of Conduct while providing its services to the market participants of the Exchange. This Code of Conduct shall be in addition to the obligations stipulated by the Warehousing Development Regulatory Authority (WDRA) under its Acts, Rules and Regulations or such other like regulatory or statutory authorities and the obligations of the WSPs under the WSP Agreement executed by the Clearing Corporation and the WSP.

This Code shall come into effect immediately and shall remain in force unless modified or rescinded by the Clearing Corporation or the SEBI, as the case may be.

The WSP and the Warehouse shall therefore adhere at all times the following code of conduct that, they shall:

- (i) Make available warehousing space for the purpose of storage of goods as determined by the ICCL from time to time.
- (ii) Not refuse providing Services to the Members and Participants.
- (iii) Ensure that the warehouses offered for storage of the commodities under the Exchange platform shall be fully compliant with all the local and relevant authorities in all respects.
- (iv) Facilitate weighment, quality testing and certification to the Members/ Participants from pre-designated weighbridge and/ or Assayer out of the panel of Assayers approved by the ICCL.
- (v) Ensure that necessary steps and precautions are taken so that the quantity and the quality of the commodity is maintained during the storage period and the same is not comingled with any other commodity, at any point of time.
- (vi) Ensure that the premises and surroundings are kept clean and tidy.
- (vii) Not refuse to implement any direction or decision or order of the ICCL or any Committee or the Board or Relevant Authority, made in conformity with these Bye-Laws, Rules and Regulations/ Business Rules.

- (viii) Make all efforts to protect the interests of Members of the ICCL/Exchange and their Clients/Investors.
- (ix) Always endeavour to-
 - a. render the best possible service to the clients having regard to the clients' needs and the environments and their own professional skills;
 - b. ensure that all professional dealings are affected in a prompt, effective and efficient manner;
 - c. inquiries from Members and their Clients/Investors are adequately dealt with;
 - d. grievances of Members and their Clients/Investors are redressed without any delay.
- (x) Maintain high standards of integrity in all its dealings with clients in the conduct of its business.
- (xi) Endeavour to resolve all the complaints against it or in respect of the activities carried out by it as quickly as possible and in any case within the stipulated timelines.
- (xii) Not increase charges / fees for the services rendered without proper advance notice to all concerned.
- (xiii) Not make any exaggerated statement whether oral or written to the Members/ constituents either about its qualifications or capability to render certain services or about its achievements in regard to services rendered to other Members/ constituents.
- (xiv) Not divulge to other Members/ constituents, press or any other person any information about its Members/ constituents which has come to its knowledge except with the approval / authorisation of the Members/ constituents or when it is required to disclose the information under the requirements of any Act, Rules or Regulations.
- (xv) Not make any untrue statement or suppress any material fact in any documents, reports, papers or information furnished to the ICCL.
- (xvi) Not neglect or fail or refuse to submit to the ICCL or other agencies with which it is registered, such books, documents, correspondence, and papers or any part thereof as may be demanded/ requested from time to time.

- (xvii) Ensure that the ICCL is promptly informed about any action, legal proceedings etc., initiated against it in respect of material breach or non-compliance by it, of any law, rules, regulations, directions of ICCL/Exchange or of any other regulatory body.
- (xviii) Be responsible for the acts or omissions of its employees and agents in respect of the conduct of its business.