

Operation Guide for Suppliers

Sade International | Sofia, Bulgaria · Istanbul, Türkiye | Version 2.0 · January 2023

1. Our Way of Working

Sade International builds long-term, predictable relationships with its suppliers. This guide describes, step by step, how we work with suppliers and business partners: what you can expect from us, and what we expect from you. Clear expectations on both sides make cooperation faster, safer and more profitable for everyone.

This guide should be read together with our Guidelines for External Companies, available in the Downloads section of sadeinternational.com.

2. Step 1: Introduction and Pre-Qualification

New suppliers are asked to share a short company profile: product range, production capacity, quality certificates (e.g. ISO 9001 and product-specific certifications), export experience and references. All information is treated confidentially and used only to evaluate the potential cooperation.

3. Step 2: Request for Quotation

What we send you: a clear product specification, required quantity, packaging requirement, Incoterms® 2020 rule and destination, target delivery window and the documents required for the market concerned.

What we expect: a complete written offer stating price, currency, validity period, lead time, packaging and any deviations from our request. A complete offer the first time avoids delays for both sides.

4. Step 3: Samples and Documentation

Where applicable, we request pre-shipment samples together with a certificate of analysis (CoA), technical data sheets (TDS) and safety data sheets (SDS). For food products, relevant food-safety documentation and certifications are required.

5. Step 4: Purchase Order and Confirmation

Our purchase orders are issued in writing and state the specification, quantity, price, Incoterms® 2020 rule, delivery time, packaging and documentation requirements. We expect a written order confirmation within two (2) business days. Any deviation from the purchase order must be flagged before confirmation, not discovered during execution.

6. Step 5: Production, Quality and Traceability

Products must conform to the agreed specification. Each batch must be covered by a certificate of analysis and remain traceable to raw materials where applicable. Any deviation in quality or timeline must be notified to us immediately, together with the proposed corrective action. Early notice protects the relationship; late surprises damage it.

7. Step 6: Packaging, Labeling and Loading

Export-grade packaging suitable for the transport mode is required, with correct and legible markings (product name, batch number, net and gross weight, and any markings agreed in the purchase order). Where agreed, loading photographs are shared before dispatch.

8. Step 7: Documents and Shipment

We expect pre-advice when the goods are ready, and a complete, accurate set of shipping documents issued without delay: commercial invoice, packing list, certificate of analysis, transport document and, where required, certificate of origin and product-specific certificates. Document accuracy is treated with the same importance as product quality.

9. Step 8: Payment

We pay predictably and on time, in accordance with the terms agreed in the purchase order. If a supplier invoice contains a discrepancy, we flag it promptly so that it can be resolved without delaying payment of the undisputed amount.

10. Communication Expectations

We expect responses to our enquiries within one to two business days, proactive notification of any potential delay or problem, and a designated contact person for our account. In return, you can expect the same discipline from us: clear requests, timely answers and honest feedback.

11. Continuous Improvement

Supplier performance is reviewed periodically on the basis of product quality, on-time delivery, documentation accuracy and communication. We share this feedback openly and expect our partners to do the same, so that the cooperation improves year by year.

12. Related Documents

Guidelines for External Companies (Downloads section, sadeinternational.com).