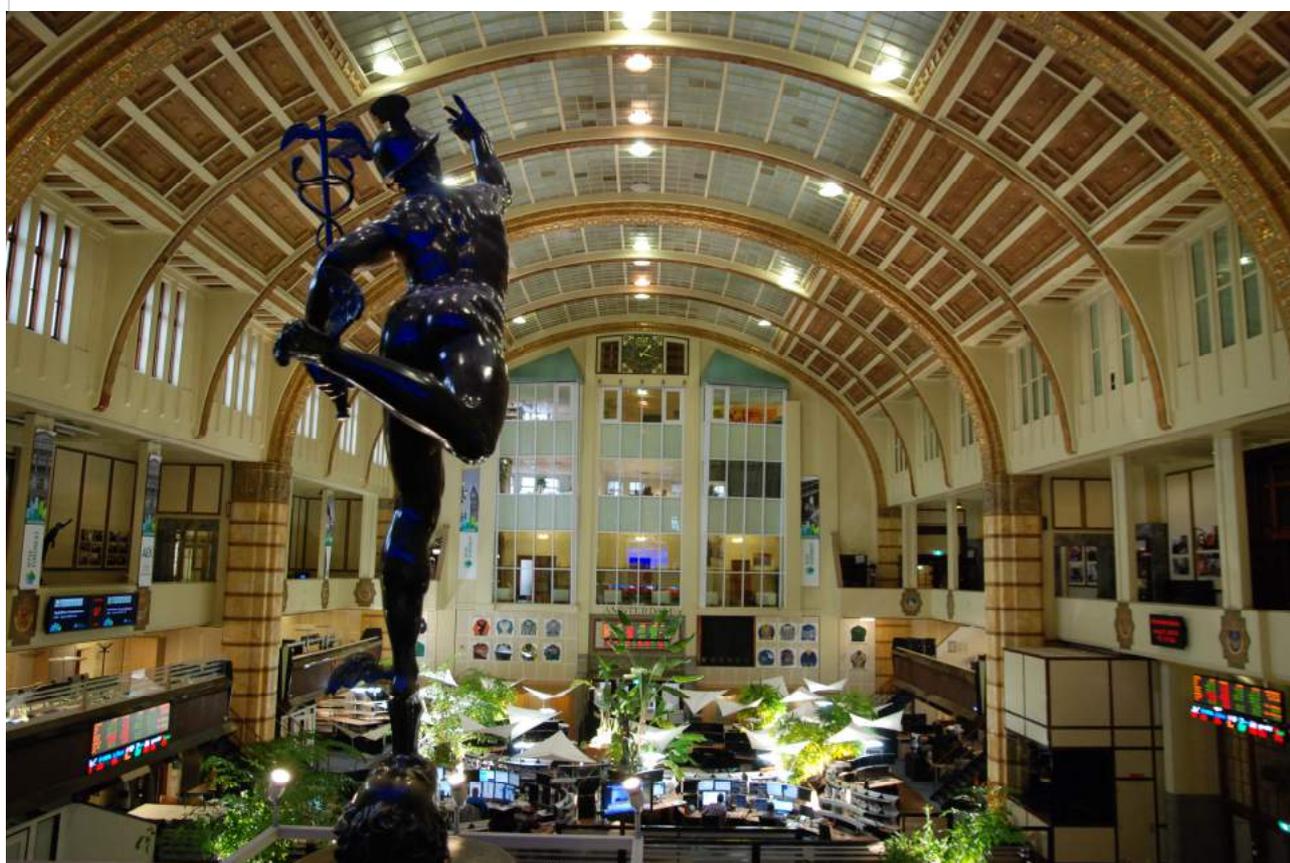


ENTRIMA – THE ORGANISATION, SETUP & STRUCTURE



ACKNOWLEDGEMENT, ACCREDITATION, THE CHARTER & SELF-REGULATION



This document describes Entrima – the organisation, its setup and its structure.

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HEADQUARTERS

Entrima is headquartered at Beursplein 5, down town Amsterdam. Entrima's premises are at the heart of the world of trading, at a unique location in the building of the Euronext exchange.

Travel by public transport

The office is 300 meters from the Amsterdam Central Station. From there it takes only 15 minutes to the Schiphol Airport. Trains leave every 10 minutes.

From and to the Amsterdam Central Station numerous forms of public transport can take people around. The means include tram, busses and ferries.

Travel by car

For those who travel by car, parking can be arranged next to Entrima's office, at the Bijenkorf Garage Parking. Typically, plenty of places are available.



Entrima's headquarters; this is also where numerous courses are held, in particular those organised according to the concept of 'open enrolment'.

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SERVICES – EDUCATION, RECOMMENDATION & PARTICIPATION

Learning services

Entrima offers education which concerns energy markets, energy products, pricing and energy trading. Our specialization addresses asset & portfolio management, risk management, hedging, derivatives and valuation. We offer various educational services to specific groups, or even to an entire organisation.

Entrima offers various learning services:

- Blended-learning:
 - *"In-company"*, as well as *"Open enrolment"*
 - *"Standardized"* courses, as well as *"Tailor-made"* programmes
 - *"On-site"* (in-class), as well as *"Online"*
- Licenses (for 24/7 – 365 access @ lump sum):
 - *"Unlimited access"* (eLearning)
 - *"Season ticket"* (Online Seminars)

From excellent to world-class

Education and practicing are the ultimate tools to disclose a person's potential. A practical approach is the way to explore and discover possibilities rather than to focus on limitations & bottlenecks.

Entrima enables people to operate with confidence and flexibility at work. The Institute determines performance improvement of individuals and teams by applying pre- and post-education tests, in combination with extensive use of simulations, presentations, role plays and discussions, as well as case studies, exercises and assignments.

The Institute also offers services whereby change in culture is coached and monitored. To professionalize an organisation and its staff behavior is crucial. Entrima is able to service organisations because its professionals are multi-disciplined, talented and experienced experts, with a dedicated hands-on mentality. The commitment of Entrima, the Advisory Board and its Commissioners enables market participants and individuals to achieve desired goals and deliver top-notch quality.

Entrima is a lean organisation; it is a low overhead entity. The extensive, though straight forward business model allows for a concept to develop self-regulation, and the setup of a charter, allowing for mandatory registration, as well as signing up on a voluntary basis. With this and many other elements a world class knowledge centre is created.

Advisory & consultancy services

Entrima does offer advisory and consultancy services, but in order to assure its independent position in the field of knowledge transfer, the Academy is operated completely apart from the Advisory arm. Both stand-alone operations are being ring-fenced to assure clients the best result.

Entrima is frequently contacted for support in the field of activities relating to the energy trading business. As companies typically start with training, and then -being more knowledgeable- a larger number and more specific questions appear, this sometimes leads to requests for advice and

implementation. The Academy has developed courses to support organisations in that field, and the Advisory arm offers solutions for this matter. These specializations concern development of documentation, which covers corporate policies, procedures and guidelines, as well as:

- Setup of a regulatory framework
- Guidelines for insiders
- Development of a code of conduct for traders
- Best practices in the field of detecting market manipulation
- Vendor selection for market surveillance systems

COMPANY-SPECIFIC SOLUTIONS

Entrima offers various educational services. Learning is provided to specific groups, departments, business units, or even an entire organisation. The offering includes the following:

- **Tailor-made courses** – *Specific desires*
We offer in-company learning services. This allows for both standard packages and tailor-made courses and workshops. Tailored courses can be company-specific, market-specific and/or topic-specific.
- **Training for groups** – *In-company services*
We offer in-company learning services. This allows for both standard packages and tailor-made courses and workshops.
- **Roadmap for education** – *Learning & development approach*
We help organisations, their business units and learning & developments specialists to create a complete plan or approach for training and educating staff. This typically includes various target groups (departments & job titles), each with their own learning objectives and learning targets.
- **Corporate University** – *Your own learning centre*
We offer organisations to white-label Entrima's setup, covering a wide range of training courses. The offering includes tailored learning and Entrima's standardized educational programmes, study materials and exams, with company-specific branding and thus including your own logo.
- **Bootcamps & master classes**
Next to all educational programmes as separate modules, Entrima's Academy also offers bootcamps and masterclasses:

Masterclasses

Entrima's **masterclasses** focus on **fundamentals**, and thus for those students who want to have a clear understanding of all basics (physical aspects) of all energy products, before going into depth on one of these. The masterclass "*Physical Energy Products & Markets*" covers all energy products, all at the basic level. This level handles the physical characteristics of oil, gas, coal, electricity and emission rights, and their respective market fundamentals (the entire value chain). This implies a focus on production (supply), consumption (demand), storage and transport (regarding energy products), but also on pricing and spot trading. This approach is highly suitable for those that are true believers of the importance of the fundament before students are going in depth on **essentials**, and thus subscribe for a pillar at various levels.

Bootcamp

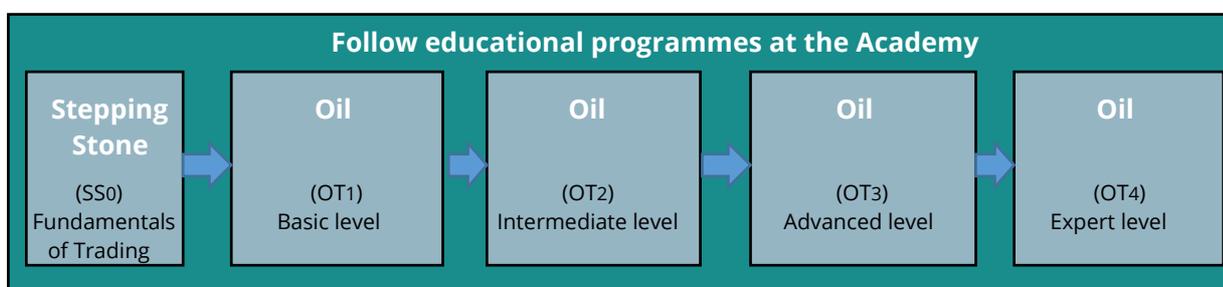
The Bootcamp is meant to take students (for instance new hires) through an intensive programme so that they are well-informed about (or well-prepared for) the business. New hires can be installed in the front, mid and back office straight after the Bootcamp. Alternatively, the

students start their career with a TSO, exchange, clearing organisation, regulatory body, consultancy firm, accountant, or any other market-oriented professional organisation.

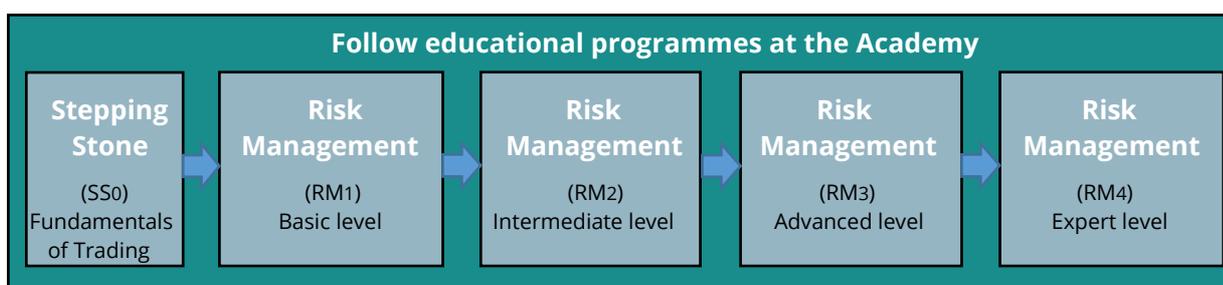
Entrima's Bootcamps focus on **essentials**. They consist of several consecutive training courses (each consisting of numerous modules) to form one complete (full) educational programme, reflecting various levels, allowing for in-depth learning. After this period students will be ready to excel in practice. New hires will have a very steep learning curve; this way companies save an enormous amount of capital and time to prepare their staff for the business. This implicates cost-effectiveness and time-efficiency.

The Bootcamp includes -as most individual educational programmes- learning, exams, discussions regarding practical cases, tests, simulations, assignments and fulfillment of tasks.

For example, to become an expert in Oil, Oil Markets & Trading, one would take the programmes in the following order, all together forming the Bootcamp "Oil":



And, analogues, to become an expert in Energy Risk Management & Analytics, one is suggested to take the programmes in the following order, all together forming the Bootcamp "Risk Management":



VISION & MISSION

Entrima has been setup as a result of the influx of regulation impacting the business of energy trading firms.

Education as part of the compliancy framework

This has put a burden on the companies and it requires them to be compliant. Part of the compliancy framework is education. Management and staff need to be educated in the field of regulation. This also implies that their skills in the field of conduct, behaviour, ethics and integrity must be optimized. Achieving such optimisation leads to the professionalisation of the sector. It contributes to the well-functioning of the markets and increase confidence and trust.

The reasons to educate staff are manifold:

- Contribute to a fair level playing field for trading activities
 - ✓ Trust is needed in the markets where your company operates
- Avoid a loss of reputation
 - ✓ Reputational damage may even destroy the ability to operate
- Shield employees from civil and criminal liabilities
 - ✓ Your firm has a responsibility to protect its employees; they'll encounter dilemmas and need to interpret
- Avoid or minimize the risk of regulatory measures
 - ✓ Sanctions clearly overcome irregular gains

Under REMIT, training is mandatory, to many more than just compliance experts; see frame:

ACER's 4th guidance, paragraph 9.4.3 (page 70):

"Members of the market surveillance team should be given appropriate training and guidance on REMIT and the practical considerations for the application of Article 15. Training should be delivered regularly according to the training map and should be updated in line with any guidance offered by the Agency and NRAs. Training on REMIT should not be restricted to the members of the market surveillance team and should be offered across the organisation where appropriate. A record of training attendance or completion should be kept and the effectiveness of training shall be assessed by the PPAT."

Under MAR, training is mandatory, to many more than just compliance experts; see frame

MAR – Commission Delegated Regulation 2016/957, Article 4:

"1. Persons professionally arranging or executing transactions and market operators and investment firms operating a trading venue shall organise and provide effective and comprehensive training to the staff involved in the monitoring, detection and identification of orders and transactions that could constitute insider dealing, market manipulation or attempted insider dealing or market manipulation, including the staff involved in the processing of orders and transactions. Such training shall take place on a regular basis and shall be appropriate and proportionate in relation to the scale, size and nature of the business.

2. Market operators and investment firms operating a trading venue shall in addition provide the training referred to in paragraph 1 to staff involved in the prevention of insider dealing, market manipulation or attempted insider dealing or market manipulation."

Under MiFID II, training is also mandatory. The legal text states that overall corporate governance is not only an issue for senior management, but should be a key focus of compliance function risk assessments. Executives and members of the supervisory board are required to know the business of the firm content-wise. They will be held responsible in this respect and possibly liable.

Next, requirements for manufacturers of products are as follows: Firms must train staff on the characteristics and risks of products which they want to manufacture before they are manufactured.

Furthermore, for those companies involved with algorithmic trading the requirements are even more strict, as can be seen from the text below.

Article 13 of RTS no.6 relating to MiFID II states:

"An investment firm shall specify the necessary skills referred to in paragraph 1. The staff shall have those necessary skills at the time of recruitment or shall acquire them through training after recruitment. The investment firm shall ensure that those staff's skills remain up-to-date through continuous training and shall evaluate their skills on a regular basis. The staff training referred to in paragraph 2 shall be tailored to the experience and responsibilities of the staff, having regard to the nature, scale and complexity of the investment firms' activities. In particular, staff involved in order submission shall receive training on order submission systems and market abuse."

Market standard for learning

Entrima has developed an extensive curriculum, consisting of numerous educational programmes, covering a wide variety of courses. It reflects massive study materials, including hundreds of modules, more than a hundred exams, study materials, such as exercises, simulations, a lot of practical cases and numerous Excel files.

Vision

The energy markets, mainly around the trading activities, have experienced significant developments over the last years. After the process of liberalization, the energy sector has slowly transformed; it has moved from the development phase into the **maturity phase**. This new status leads to an increased desire for integrity, transparency and knowledge about legislation and regulation. The credit crisis has sped up this process.

In the maturity phase energy trading companies need standardization at various levels and regarding various dimensions. Entrima offers such standardization; not just with respect to education, but also concerning unification of **human resource requirements**. HR needs to be assured a certain level of knowledge when an applicant or new hire has followed a certain educational programme. Training is not going to help, but professional, standardized and accredited educational programmes are then required, including examination processes (and eventually assessments).

Next, the European energy markets are confronted with multiple regulatory packages, especially relating to energy trading. REMIT, MiFID and EMIR are examples of such. REMIT and MAR even hold individuals responsible for their actions and they may face criminal law sanctions. This requires awareness and thus education. **Compliancy** is currently on the priority list of all energy companies.

Mission

Entrima aims at the promotion of the quality of professionals in the energy trading environment. Next, Entrima develops, monitors and guards the required criteria for such.

STRATEGY & POLICY

Strategy

Entrima's strategy encloses the following elements:

- Educate junior, medior and senior employees in the front, middle and back offices, as well as IT experts, finance staff, treasury managers, legal specialists and compliance officers, as well as people from the sales division. The educational programmes are also suitable for non-trading market participants, such as accountants, employees of brokerage firms, exchanges, clearing organisations, regulatory bodies and consultancy firms.
- Create a market standard for job requirements of staff in a trading environment. This requires the statement of a minimum level with respect to knowledge and skills, as well as the harmonization of this throughout Europe.
- Offer competence tests to support recruitment of personnel.
- Organize complete educational programmes (bootcamps) aimed at new hires (creation of awareness with respect to terminology, activities and processes).
- The start of a 'pool of trainees', on an ongoing basis. Students are being prepared for practice in a very efficient way (bootcamps cover five weeks). Herewith the effectiveness of the functioning of new hires in the energy trading environment is kick-started.
- Development of materials, tools, educational programmes and exams, the improvement of such, as well as the on-going extension of these elements, due to ever changing market circumstances, updated legislation and new regulation.
- Offer continuing professional development/education, in order to meet the need to continuously update knowledge of market organisation and products, as well as education with respect to legislation and regulation.
- For power and gas markets, products, pricing and trading focus is at Europe, whereas for oil and coal markets, products, pricing and trading a global focus applies.
- The educational services reflect a multi-dimensional approach, amongst which are physics/engineering, economics/finance, and legal/regulatory aspects.

Policy

Entrima's policy is directed at:

- Supporting human resource needs;
- The organisation of educational programmes which aim the energy trading environment (trade floors/dealing rooms, including supporting departments, such as middle and back office, ICT, finance and control);
- The primary focus of the educational programmes is at energy trading, risk management, asset & portfolio management, flexibility, products, contracts, pricing, the administrative process relating to commitments and transactions, and the settlement of such;
- Assuring organisations and individuals are offered educational programmes which help them to comply to regulations.

BEING IN CONTROL – A FRAMEWORK

Governance, accountability and being in control are of utmost importance to nowadays organisations. This is why auditing, accountancy and corporate governance have gained so much attention. Entrima helps to optimize this process by offering standards for educations and provides a platform to be well educated.

Organisations have to create awareness amongst their staff in order to be in control. Education is a vital part of such. Under MiFID II this is mandatory. On top of that, education increases profitability, optimizes risk management, lowers the number of mistakes, and it lowers the cost, penalties and fines which arise from mistakes and imbalances.

Corporate governance

Corporate governance consists of the set of processes, customs, policies, laws and institutions affecting the way an company is directed, administered or controlled. It also covers the relationships among the stakeholders (p.e. shareholders and executives) and the corporate goals.

Internal control

In accounting and auditing, internal control is defined as a process affected by an organisation's structure, work and authority flows, people and management information system, designed to help the organisation accomplish specific goals or objectives. Internal control is a means by which an organisation's resources are directed, monitored, and measured. It plays an important role in detecting and preventing fraud and market abuse, and it protects the organisation's resources.

Accountability - Roles & responsibilities

Everyone in an organisation has responsibility for internal control to some extent. Virtually all employees produce information used in the internal control system or take other actions needed to affect control. Also, all personnel should be responsible for communicating upward problems in operations, non-compliance with the code of conduct, or other policy violations or illegal actions. Each major entity in corporate governance has a particular role to play:

- Board
- Management
- Auditors
- Audit committee

All staff members should be responsible for reporting problems of operations, monitoring and improving their performance, and monitoring non-compliance with the corporate policies and various professional codes, or violations of policies, standards, practices and procedures. Their particular responsibilities should be documented in their individual personnel files.

Auditing

Organisations and the processes and systems related to their business have to be evaluated periodically; voluntary (because of the desire to be in control), but also mandatory (because of

regulation). Evaluations are also called audits. Auditing happens at various levels and relates to various aspects.

Auditing is defined as a systematic and independent examination of data, statements, records, operations and performances (financial or otherwise) of an enterprise for a stated purpose.

In any auditing the auditor perceives and recognizes the propositions before him for examination, collects evidence, evaluates the same and on this basis formulates his judgment which is communicated through his audit report.

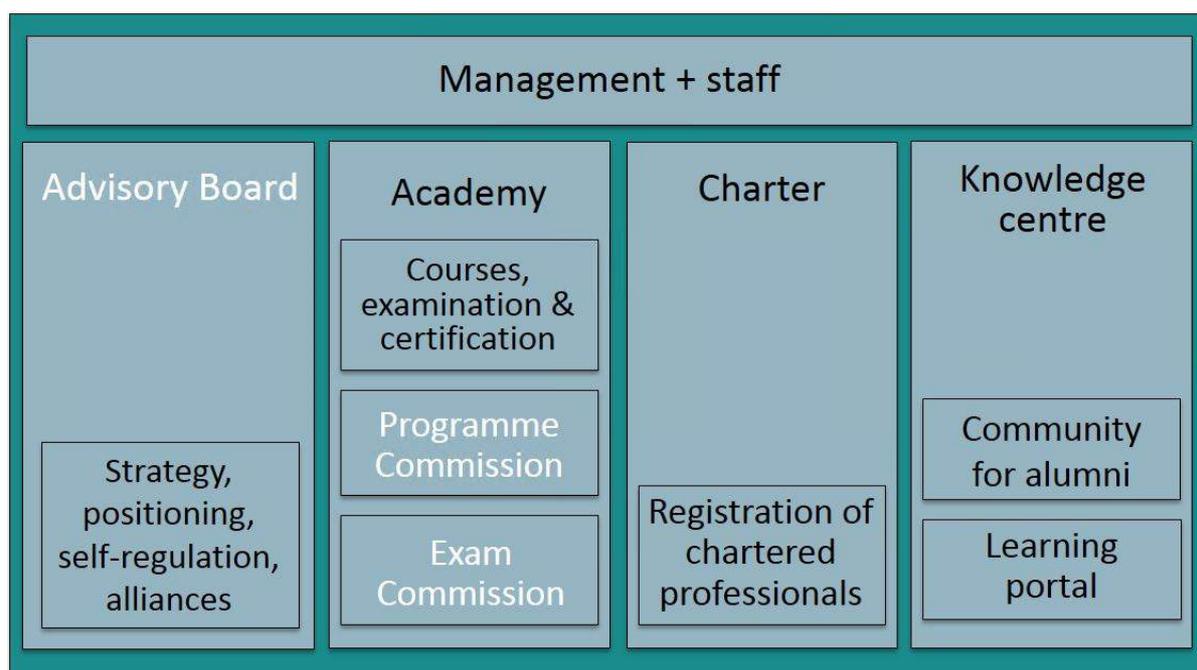
Financial auditing is a vital part of accounting. Traditionally, audits were mainly associated with gaining information about financial systems and the financial records of a company or a business. Financial audits are performed to ascertain the validity and reliability of information, as well as to provide an assessment of a system's internal control. The goal of an audit is to express an opinion of the organisation, people, processes, procedures and/or systems in question, under evaluation based on work done on a test basis.

Processes vs. activities

Auditors and traders have to communicate with each other in order to cooperate in order to smoothen the process of getting audited. Auditors, like IT staff, typically think in **processes**, whereas traders think in **activities**. This often causes misunderstanding, which results in communication between the two parties. Education can take away lack of knowledge about processes and activities and should smoothen communication.

OPERATION – CORPORATE STRUCTURE

Entrima is set up according to the following structure in order to optimally assure the effectuation of its mission:



See next section for details concerning Entrima's bodies:

- Advisory Board
- Programme Commission
- Exam Commission

Management

Entrima's daily management consists of:

- Jerry de Leeuw, CEO
 - Also acting in the role of programme manager; responsible for content
- Ruud Noorlander, COO
 - Responsible for operations, HR, finance, contract management



CEO Jerry de Leeuw hit the opening bell at the morning gong ceremony at the Euronext exchange, as a symbol of the launch of Entrima (21 June 2014).

Staff

Entrima's staff consists of our:

- Client relationship managers
- Experts on IT, social media, simulations, webinars and eLearning
- Specialists on traffic and documentation
- Office manager

ACCREDITATION

Entrima is not only aimed organisations and individuals in the energy markets, but also by those organisations and individuals (see next section for more details).

The accreditation process includes the accreditation of the operation and content. This effectively implies accreditation of processes & procedures, the educational programmes and the related examination. Next to a specialized and recognized organisation, the Institute's Advisory Board, Programme Commission and Exam Commission assure top-notch quality. This way market standards will be set for the entire European energy market, and beyond.

The commissioners are representatives from the energy branch (e.g. energy companies, brokerage firms, exchanges, policy makers, regulatory bodies and promoting associations). This way the Institute is both formed by and set up for the energy industry.

FORMAL BODIES

To assure that Entrima is not just **for** the sector, but also **by** the sector is has setup various steering committees. As a consequence Entrima includes three bodies, staffed by executives and managers from the field:

1. Advisory Board
2. Programme Commission
3. Exam Commission

Ad 1. Advisory Board

Entrima's Advisory Board (AB) provides advice on strategic challenges and future development. The current composition of the Advisory Board is as follows:

- o Mustafa Karahan (Turkish), board member at EPIAS (*Energy Exchange of Turkey*) and Deputy Chairman of ETD (*Turkish Energy Traders Association*).
- o Thomas Nilsson (Swedish), ALPIQ & Board NAET (*Nordic Association of Electricity Traders*).
- o Les Male (British), Head of Sales – Commodities UK for NASDAQ.
- o Bert den Ouden (Dutch), former CEO of APX-ENDEX, currently MD energy & sustainability at BERENSCHOT, as well as General Director at Flexible Power Alliance.
- o Guido Custers (Dutch), former Executive Director of DELTA & Board of EFET.
- o Dr. Ashraf Bocktor (Egyptian/British), Project Management/Ops Development – ENCEVO

Ad 2. Programme Commission

Entrima's Programme Commission (PC) provides advice regarding the curriculum and the content of the educational programmes. The task of the PC is to monitor the composition of the educational programmes, their level and quality, but also the study materials and way of organizing classes. The current composition of the Programme Commission is as follows:

- o Slavena Stateva-Dunphy (British/Bulgarian), ST Electricity Demand Forecasting – E.On UK
- o Gerhard Heidinger (Austrian), Head of Risk Mngmnt. & Compliance – Energie Steiermark
- o Oguzhan Sak (British), Product & delivery owner – TRAYPORT
- o Benoit Fautsch, Head of Origination & Infrastructure at ENCEVO
- o Nikos Triantafyllidis (Greek), Group Fin. & Energy Markets Compliance Manager – OMV
- o Gerfried Krömer (Austrian), Compliance Manager – BKW

Ad 3. Exam Commission

Entrima's Exam Commission (EC) provides advice regarding the content and quality of the exams, as well as with respect to the examination process. The current composition of the Exam Commission is as follows:

- o Mark Starmans (Dutch) – GASTERRA (Business Development & Financial Regulation)
- o Professor Dr. Bart Joosen (Dutch) – UNIVERISTY of Amsterdam
- o Professor Dr. Svetlana Borovkova (Russian) – UNIVERSITY Vrije Universiteit Amsterdam
- o Aviv Handler (British) – ETR Advisory (Managing Director)

ACKNOWLEDGEMENT

Entrima is acknowledged by numerous parties. Amongst these are:

- **NAET**
Nordic Association of Electricity Traders; lobby group and advocate of Scandinavian energy companies.
- **ETD**
Enerji Ticareti Dernegi (ETD), the Turkish Energy Traders Association. Lobby group and advocate of Turkish energy companies.
- **Taqva**
Energy & water company, listed in Abu Dhabi, United Arab Emirates, and operating in 11 countries across four continents.
- **OMV**
An international oil & gas company, based in Vienna, Austria, with Group sales of EUR 23 bn and a workforce of around 24,100 employees in 2015.
- **Trianel**
Leading cooperation of utilities of municipalities, actively trading in the European energy markets. Headquarter in Aachen, Germany.
- **Enovos**
Luxembourgish energy supplying company, which belongs to the holding company Encevo. The grid activities of Encevo are managed by Creos, being Enovos' sister company.
- **APX Group**
Energy exchange offering a trading platform for energy traders on the power spot markets, being the intraday markets and day-ahead markets. Since 2015 APX Group is part of EPEX SPOT.
- **Swiss Energy Trading**
Energy Trading firm, based in Zurich, Switzerland. SET is founded by Swiss regional gas companies, amongst which is Swissgas and VNG, in order to provide them with market access.
- **Bergen Energi**
A leading global energy management company. Since 2017 acquired by Kinect Energy Group, which is based in offices throughout North America and Europe.
- **Aplus Enerji**
Turkish consultancy firm. A young and dynamic company which was established in 2009 after the approval of its R&D project by Republic of Turkey KOSGEB Technology R&D Support fund.
- **Sia Partners**
French management consulting firm that serves amongst others Energy and Utilities, Banking, Transportation, Industry and Retail.

PARTNERSHIPS

Entrima

- **EFET**

Entrima and the European Federation of Energy Traders (EFET) collaborate since January 2017. EFET has extended its academy with the services provided by Entrima. The two organisations have entered into a cooperation, starting in January 2017. Due to the influx of regulation, EFET finds it crucially important that energy traders (companies and/or specific business units) are educated to a high standard.

- **NAET**

Entrima and the Nordic Association of Electricity Traders (NAET) entered into a collaboration in 2016. NAET offers Entrima's educational services via its academy on the NAET website. NAET finds it crucially important that energy trading companies and their staff are well educated. NAET sees it as its task to support the market with this, especially since the influx of specific trading-related regulations.

- **ICE**

Entrima and ICE Education (ICE) collaborate in the field of organising and marketing courses, with specific attention to the topic "REMIT".



A workshop on regulation at NAET's annual meeting in Helsinki, organised by Entrima in 2016.

TARGET GROUPS

Entrima services those who act on the energy markets, whether it be trading organisations, exchanges, brokers and clearing organisations, as well as policy makers and regulators. This implies that Entrima offers and delivers its learning services to a wide variety of organisations.

Amongst these are firms with market access, such as:

- Oil & gas companies
- Utilities
- Commodity trading firms
- Banks

Entrima services their front, middle and back office teams, as well as the Treasury department and the Sales teams, with their accountmanagers.

Next, Entrima also services those organisations that have a relationship with energy trading organisations. Amongst these are the following:

- TSOs
- Exchanges
- Clearing organisations
- Brokerage firms
- Data & news providers
- Price reporting agencies
- Consultancy firms
- IT providers
- Accountants
- Legal firms
- Policy makers
- Regulators

CHARTER - CHARTERED PROFESSIONALS

Alumni can sign up for registration in the charter of Entrima, and with that become chartered professionals.

Requirements for registration

The condition to be registered as Chartered Professional (CP) is to have been certified for the relevant educational programme (course).

Registrations with the charter are currently on a voluntary basis and publicly available on Entrima's website, in order to allow maximum transparency. The charter reflects what educational programmes have been taken successfully by individuals. See here for details: <https://www.entrima.org/charter/>.

As stated, Entrima leaves to the individuals the choice to register, or not. However, employers can provide Entrima a mandate to register their staff, once they pass an exam.

Why would one choose to be registered?

Inclusion in the charter provides benefits for both employer and employee, including:

- **Demonstrates expertise**
Registration indicates that one meets relevant requirements and shows expertise. It also reflects one has mastered knowledge of the rules and regulations in the field of energy trading and risk management.
- **Indicates integrity**
Chartered Energy Trading Professionals may have covered programmes which include ethics & integrity. The programme "*REMIT - Integrity Energy Markets*" is an example of such.
- **Ensures trust**
Everyone, including energy consumers and regulators can see online who is registered and who is not. By registering with Entrima's charter as Chartered Professional (CP) one is provided with a distinctive, personal and professional image.
- **Improves employability**

Registered professionals:

- Are well educated
- Have proven ability; significant professional knowledge
- May want to maintain and develop their skills (expertise)

Registrations are free of charge.

A SOLUTION TO SELF-REGULATION

Entrima operates a charter. Alumni can sign up for registration in the Entrima operated charter, and thus become chartered professionals.

Background

Ethics and behavior have become more important over time. Integrity is even included in European energy market regulations, such as REMIT. That is why a charter for individuals in the field of energy trading helps to professionalize the energy sector and to assure the embedding of integer behavior. This is the reason why a charter is desirable. The setup of Entrima, including the acknowledgement and involvement by market participants, can be seen as a form of self-regulation by the energy sector.

Over time registration with the charter may require to respect (and sign) a code of conduct. This would then make the structure more formal. (Potential) de-registration because of misconduct, would make professionals more cautious when acting. Thus, the behaviour of individuals and corporate culture will change and develop (even further) toward the desirable direction.

By embracing the concept that Entrima stands for, the energy sector takes her responsibility to impose a form of self-regulation.

DATA PROTECTION

Entrima is registered by the Data Protection Authority (DPA), see here:

<https://www.collegebeschermingpersoonsgegevens.nl/asp/ORMelding.asp?id=9beaf9fde2e7e5d5d58589858dd5d5&refer=true&theme=purple>

The DPA supervises the compliance with acts that regulate the use of personal data.

PRIVACY POLICY

When using Entrima's services one provides Entrima with data. Entrima's privacy policy aims to show transparency concerning the data which are gathered and what is done with it. This we value highly, because it is very important. With this policy we therefore hope to provide you clarity and a choice (different possibilities).