Quality Charter

We, Tereos, are committed to providing our customers with **products that are safe, and that comply with regulations and quality and safety standards, meeting their expectations.**
Each day, we rally our teams and partners around the following principles:

Gérard Clay
Chairman of the Board of Directors

ENSURE CUSTOMER SATISFACTION
AND CONTINUOUS IMPROVEMENT

- We take the expectations of customers into account in a **partnership approach**.

- We provide **feedback** on product incidents and complaints to improve our organization and procedures.

- We share **good practices** to enhance continuous improvement.

GUARANTEE QUALITY
AND PRODUCT SAFETY

- We define and set up internal **standards** adapted to local contexts throughout the whole value chain.

- We work on a proactive approach for **risk identification and management**.

- We are responsible for **identifying** and **acting** on product incidents.

STRENGTHEN QUALITY
AND PRODUCT SAFETY CULTURE

- We raise our employees' awareness on their roles and responsibilities towards Quality and Product Safety.

- We roll out Quality and Product Safety dedicated training.

- We check and improve our conformity levels by auditing our practices.

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8 QUALITY PRIORITIES

1 Apply the **8 Quality Golden Rules**

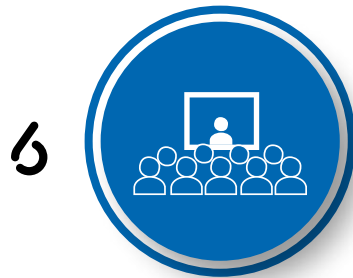**2** Review all **procedures** and **instructions** and ensure compliance to them

3 Ensure product **regulatory compliance** and **conformance to specifications**

4 Act and communicate on **product complaints and incidents**

5 Define Quality and Product Safety-related roles and **responsabilities**

6 Lead Quality and Product Safety **awareness training**

7 Develop Quality and Product Safety **animation (KPI, rituals and audits)**

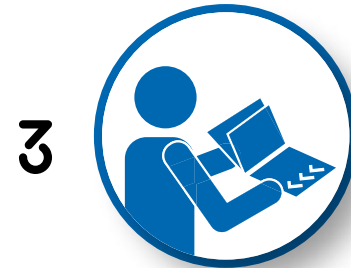**8** Manage **contractor activities** to maintain Product Safety

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8 QUALITY GOLDEN RULES

1 I wear **clean and correct protective clothing**, adapted to my working environment
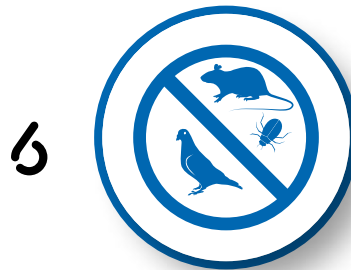
2 I **respect all the rules** in my working area

3 I follow all **working instructions**

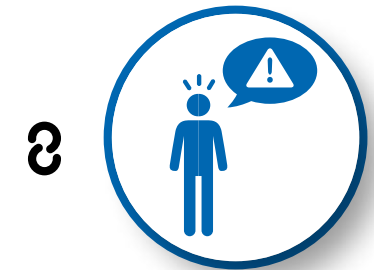**4** I protect the products from all **contamination sources**

5 I keep my work area **clean and tidy**

6 I prevent **pest ingress**

7 I comply with **allergen rules**

8 I identify and **report to my supervisor all anomalies**

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