



Jorge Boucas,
Managing Director



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Quality Charter

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



ENSURE CUSTOMER SATISFACTION AND CONTINUOUS IMPROVEMENT

- We take the expectations of customers into account in an **ethical and sustainable partnership approach**.
- We provide **feedback** on product incidents and complaints to improve our organisation 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 principles throughout the whole value chain.
- We work on a proactive approach for **risk identification and management**, in compliance with applicable requirements.
- We responsibly **identify and act** on product incidents.



STRENGTHEN QUALITY AND PRODUCT SAFETY CULTURE

- We raise our employees' awareness of their roles and responsibilities towards Quality and Product Safety.
- We foster a **positive culture** of Quality and Product Safety, through **dedicated training** and **effective communication**.
- We check and improve our conformity levels by auditing our operations.