



# 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.