



Our business principles

At Terapima, we work to create added value for our clients without compromising the high standards we set in terms of our environmental and social responsibility.

We operate our business in accordance with four principles.

1. Human rights
2. Environment
3. Labour law
4. Offering, solicitation or acceptance of bribes

Our Code of Conduct combined with the rules of our company and our policies provide the framework for our operations. The Code is applicable to all employees, officers in Terapima, in all markets and at all times. Terapima encourages suppliers, sales agents, consultants and other business partners to adopt our code of conduct.

How to apply the code

Every employee will receive a copy of the Code of Conduct and needs to understand and comply with it. The Code of Conduct organizes and summarizes existing Terapima's policies and should be used as a support tool laying down the principles on which our day-to-day work is based.

Responsible for the Code of Conduct and follow-up procedures are the manager of Human Resources. All Terapima's conducts training activities and provides information to support the implementation of the Code of Conduct.

It is the duty of Terapima's managers to include the Code of Conduct in employee training programs.

Whistleblower policy

We have a system accessible to all employees for raising integrity concerns.

Employees can apply whistleblower policy if they have reason to suspect that laws, other legal requirements or the Code of Conduct are possibly being violated. Every employee in Terapima has the right, without fear of reprisal from anyone, to inform the designated compliance officers of any suspected criminal or seriously improper activity.

The designated compliance manager is at the Human Resources.

The 7 Golden Principles

Business at Terapima shall be conducted in accordance with the following principles:

1. We respect the rights of the individual, act in accordance with fair business, marketing and advertising practices and are committed to continuously developing the safety and quality of our products and processes.
2. We respect the rule of law, conduct our business with integrity and honesty and are accountable for our actions.
3. We continuously work to reduce the negative impact of our operations on the environment and health.
4. We do not engage in illegal operations or operate in the context of illegal activities.
5. We do not tolerate the offering, solicitation or acceptance of bribes.
6. We are all entitled to alert the designated compliance officers if we witness any violations of laws or of this Code of Conduct.
7. Terapima listens to its clients and takes their opinions into account with the objective of ensuring the sustainable success of our company.