



Fair business

Our fundamental principle is that in all our business activities and relations with customers, business partners and authorities, sound business ethics must always prevail.

- We do not accept the offering, solicitation or acceptance of any form of bribes, whatever the form, method or purpose.
 - We shall report our activities to combat bribery, money-laundering and extortion in a transparent manner.
 - No employee shall seek or accept any gift, entertainment or personal favour that might reasonably be believed to have an influence on business transactions or which is contrary to applicable laws or customary business practice.
 - Gifts, entertainment, compensation or personal favour may be offered to a third party only if they are modest in value and consistent with applicable laws and customary business practice.
-

Competition

Our fundamental principle is that all entities and employees of the Terapima must at all times observe and be in compliance with applicable laws on competition.

- If there is any doubt regarding applicable competition law, legal advice must be obtained.
-

Suppliers

Terapima is committed to working with suppliers who adhere to our quality requirements and business principles. We will strive to support positive changes as regards quality, the environment and the work environment.

- Our ambition is to include the requirement of compliance with the Terapima Code of Conduct in supplier contracts.
 - We will insist that suppliers follow legal requirements and work actively to reduce negative environmental and health impacts from processes, services and products. We will encourage suppliers to implement certifiable quality and environmental management systems.
 - We will support and continuously monitor the performance of our suppliers.
 - If a supplier is found not to be adhering to an agreed specification, we will consider appropriate actions, including demands for corrective measures, or termination of the relationship.
-

Product quality and safety

Our fundamental principle is to take all reasonable steps to ensure the safety and quality of the goods we supply.

- Our products shall meet agreed and legal standards for customer health and safety, including health warnings, product safety and information labels.
- We will offer sufficient, accurate and clear information regarding our products' content, safe use, maintenance, storage and disposal to enable our customers to make informed decisions.
- We will provide transparent and effective procedures to address customer complaints and contribute to a fair and timely resolution of customer disputes, without undue cost or burden.
- Our ambition is to assess, and address in our decision-making, the foreseeable environmental, health, and safety-related effects associated with our main products over their full life-cycle.