

The Tereos customer support portal

serving professionals in the pharmaceutical industry



Tereos Excipients



Secure access

Tereos has designed an interface which provides immediate access to information regarding product quality.

To access the interface, go on: **<http://www.tereos-excipients.com>** then click on 'Secure access' in the top right-hand corner.

If you have already registered, please log in.

If not, then please fill out the form. Our sales team will get back to you as soon as possible.

Tereos Excipients



The screenshot shows the Tereos Excipients website portal. At the top left is the Tereos Excipients logo. To the right are links for 'My account', 'Logout', and a search bar with 'Your search' and 'Ok' buttons. Below the logo is the tagline 'Bespoke solutions for food industry Tereos customer support'. The main content area is divided into several sections. On the left is a navigation menu with items like 'MPUP Project', 'Industrial sites', 'Range of products', 'Declarations Tereos', 'Sustainable development', 'My favourite pages', and 'Contact'. The main content area features a 'Welcome Mr' message with a user icon and a question mark. Below this is a 'MPUP Project' section with a magnifying glass icon and the text '« MPUP project »' and 'TEREOS' teams are conducting a project - « MPUP project »- to meet GMP requirements as described by IPEC and following ICH prescriptions. Below this is a 'Sustainable development' section with a tree icon and the text 'The Tereos commitment to sustainable development' and 'The energy saving measures to use cleaner fuels for the benefit of the environment, social and economic factors for mutually beneficial commercial development.' Below this is an 'Our industrial sites' section with a factory icon and the text 'Tereos sites in France' and 'A presentation of our industrial sites and their individual characteristics.' At the bottom left of the main content area is a 'Sucrose-based Excipients' section with a background image of pills.

www.tereos-excipients-support-clients.com, is the new Tereos Excipients portal for professionals in the pharmaceutical industry.

This portal, designed by Tereos Excipients, offers a wide range of information and services to make life easier.

Tereos Excipients



On the portal you will find all the latest news from Tereos Excipients, along with the real-time provision of a document base including quality notes about different ranges and products.



The platform provides quick access to:

- Our project to come into line with the Good Practices for the Production of Raw Ingredients for Pharmaceutical Use
- A presentation of our industrial sites
- Factsheets by product or application
- Technical information
- Our social and environmental commitments

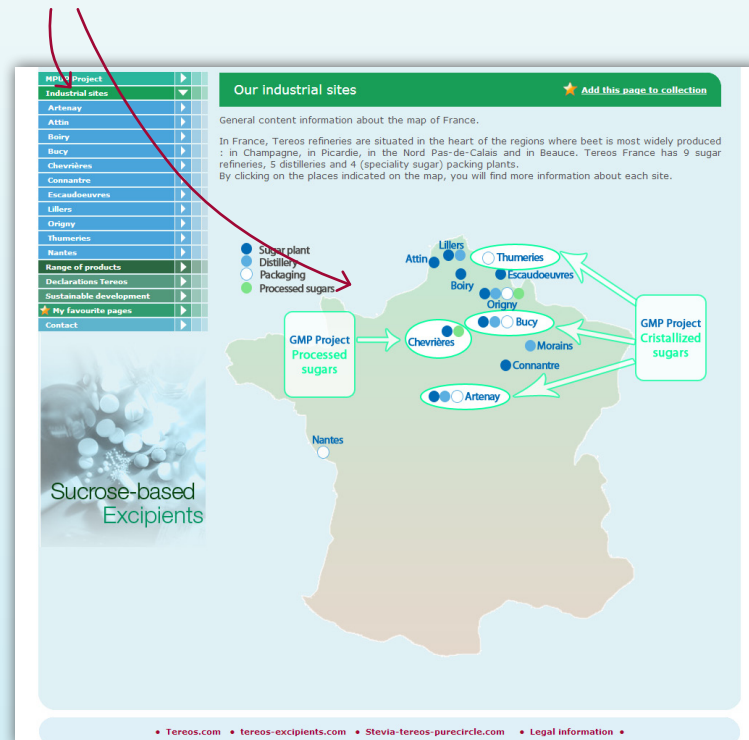
Available functions include:

- My favourites
- My print basket
- A search engine
- A contact form

Industrial sites

Looking for **information about an industrial site** ?

Click in the menu or on the site name to access the description sheet.



Our industrial sites ★ Add this page to collection

General content information about the map of France.

In France, Tereos refineries are situated in the heart of the regions where beet is most widely produced : in Champagne, in Picardie, in the Nord Pas-de-Calais and in Beauce. Tereos France has 9 sugar refineries, 5 distilleries and 4 (specialty sugar) packing plants.

By clicking on the places indicated on the map, you will find more information about each site.

- Sugar plant
- Distillery
- Packaging
- Processed sugars

Map locations: Nantes, Attin, Lillers, Thumeries, Escaudoevres, Boiry, Origny, Bucey, Morains, Chevroières, Connantre, Artény.

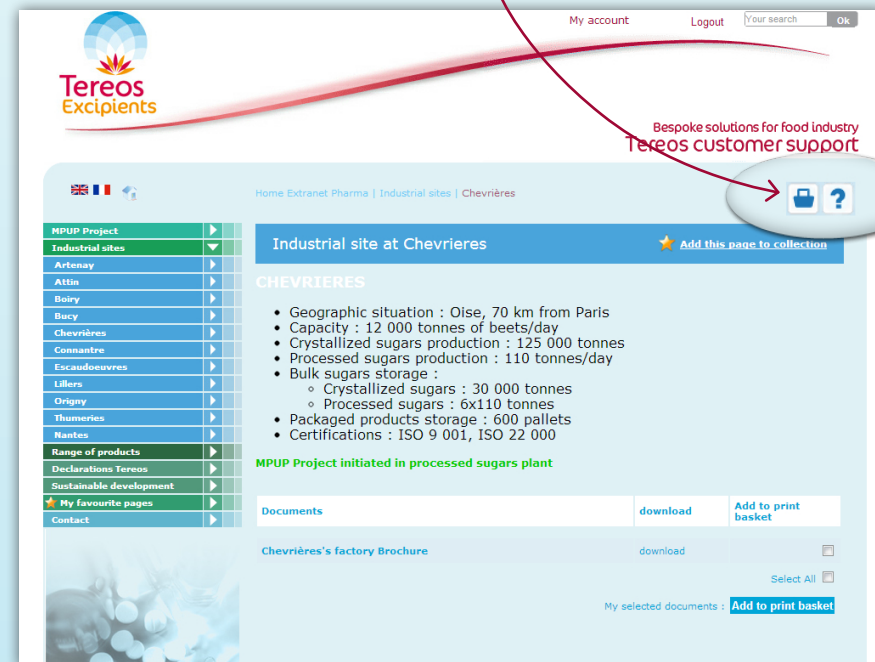
Navigation menu (left): MPUP Project, Industrial sites, Artény, Attin, Boiry, Bucey, Chevroières, Connantre, Escaudoevres, Lillers, Origny, Thumeries, Nantes, Range of products, Declarations Tereos, Sustainable development, My favourite pages, Contact.

Footer: Tereos.com • tereos-excipients.com • Stevia-tereos-purecircle.com • Legal information •

From this sheet you can:

- **Download** the site brochures in PDF format.
- **Add** the brochures to your print basket.

You can access your basket at any time via this icon.



My account Logout Your search Ok

Tereos Excipients

Bespoke solutions for food industry
Tereos customer support

Home Extranet Pharma | Industrial sites | Chevroières

Industrial site at Chevroières ★ Add this page to collection

CHEVRIERES

- Geographic situation : Oise, 70 km from Paris
- Capacity : 12 000 tonnes of beets/day
- Crystallized sugars production : 125 000 tonnes
- Processed sugars production : 110 tonnes/day
- Bulk sugars storage :
 - Crystallized sugars : 30 000 tonnes
 - Processed sugars : 6x110 tonnes
- Packaged products storage : 600 pallets
- Certifications : ISO 9 001, ISO 22 000

MPUP Project initiated in processed sugars plant

Documents	download	Add to print basket
Chevroières's factory Brochure	download	<input type="checkbox"/>

Select All

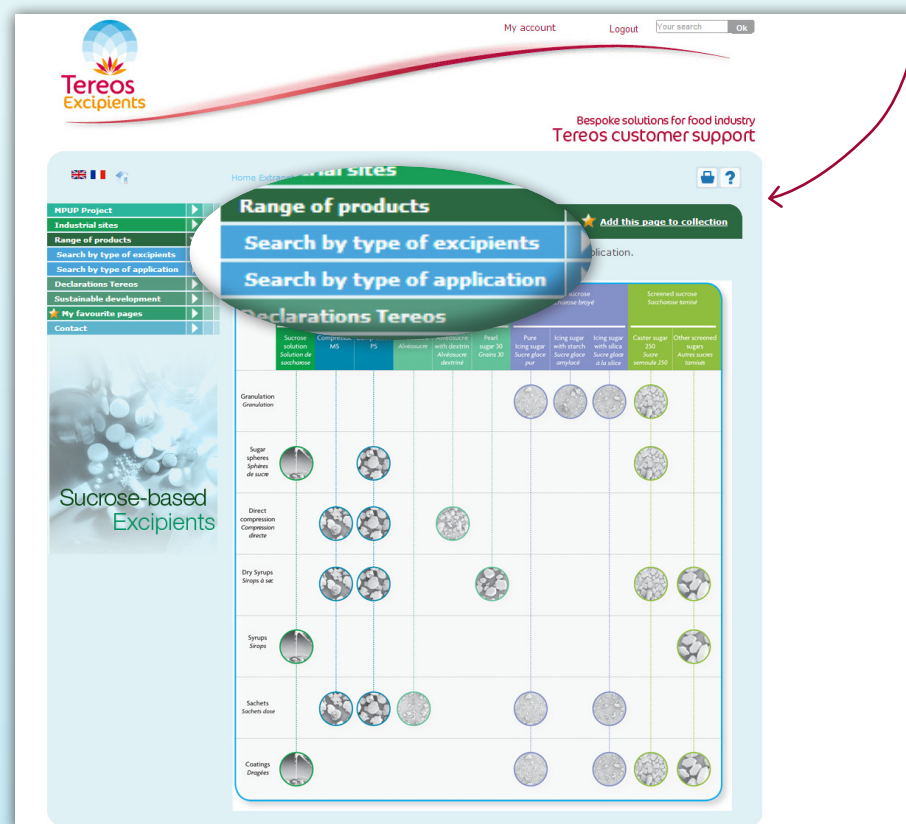
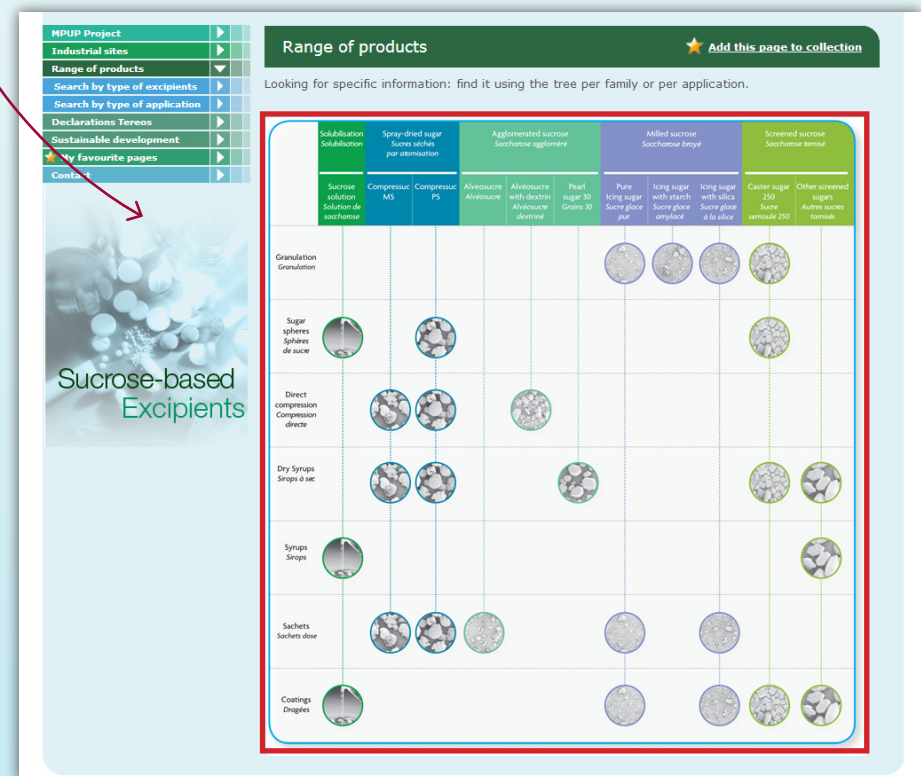
My selected documents : [Add to print basket](#)

You can also add the site information sheets to your Favourites with a click: then you will have them to hand next time you visit the website.

Information sheets by product or application

Looking for **information about a specific product** ?
 Click on your chosen application or product in the table below to access its description sheet:

You can also access products directly by family or application:

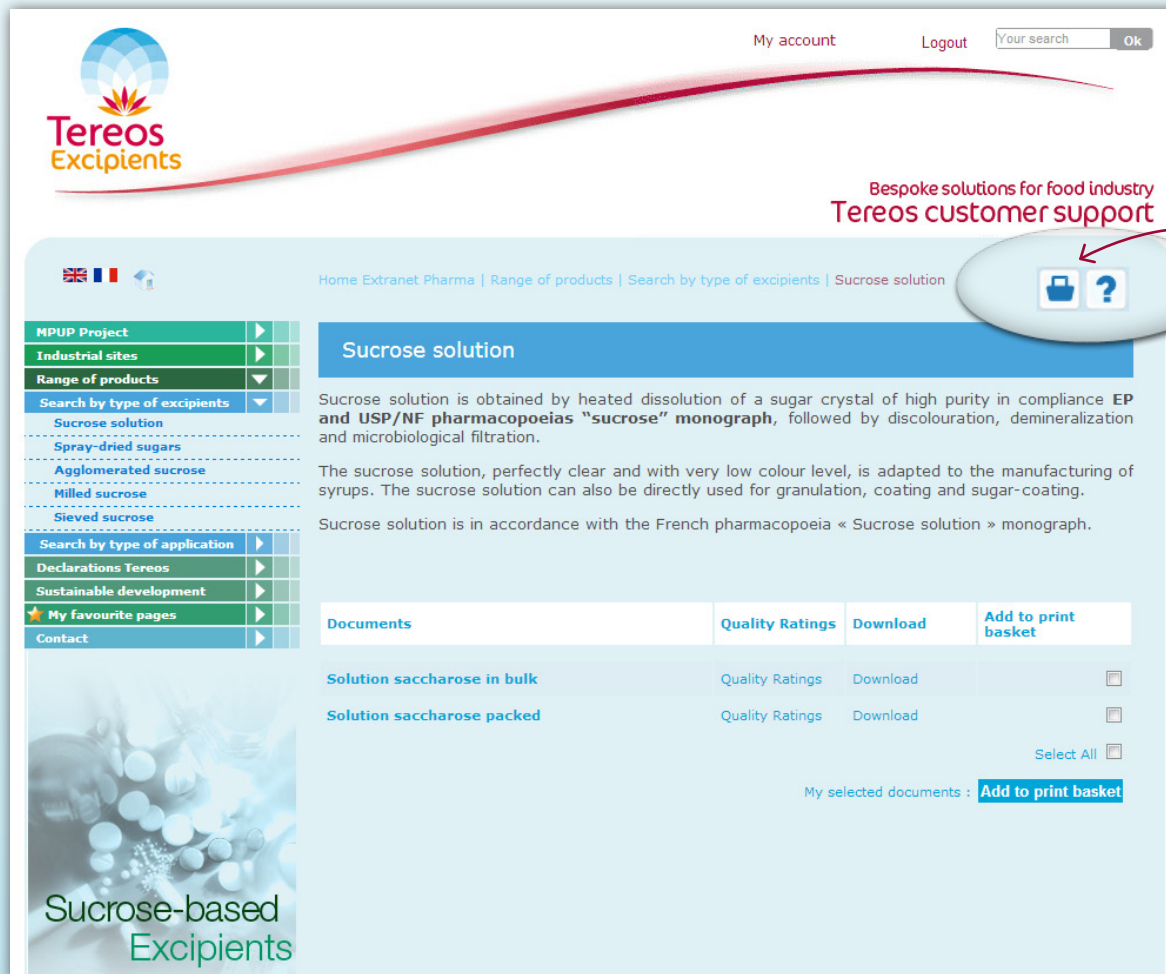



	Solubilisation Solubilisation	Spray-dried sugar Sucre séché Par atomisation	Agglomerated sucrose Saccharose aggloméré	Milled sucrose Saccharose broyé	Screened sucrose Saccharose tamisé
Granulation Granulation					
Sugar sphères Sphères de sucre					
Direct compression Compression directe					
Dry Syrup Syrup à sec					
Syrups Syrups					
Sachets Sachets dose					
Coatings Drogués					

Information sheets by product or application

From these description sheets you can:

- **Download** the product quality notes in PDF format
- **Add** the quality notes to your **print basket**.



My account Logout Your search Ok

Bespoke solutions for food industry
Tereos customer support

Home Extranet Pharma | Range of products | Search by type of excipients | Sucrose solution

Sucrose solution

Sucrose solution is obtained by heated dissolution of a sugar crystal of high purity in compliance EP and USP/NF pharmacopoeias "sucrose" monograph, followed by discolouration, demineralization and microbiological filtration.

The sucrose solution, perfectly clear and with very low colour level, is adapted to the manufacturing of syrups. The sucrose solution can also be directly used for granulation, coating and sugar-coating.

Sucrose solution is in accordance with the French pharmacopoeia « Sucrose solution » monograph.

Documents	Quality Ratings	Download	Add to print basket
Solution saccharose in bulk	Quality Ratings	Download	<input type="checkbox"/>
Solution saccharose packed	Quality Ratings	Download	<input type="checkbox"/>
			<input type="checkbox"/> Select All

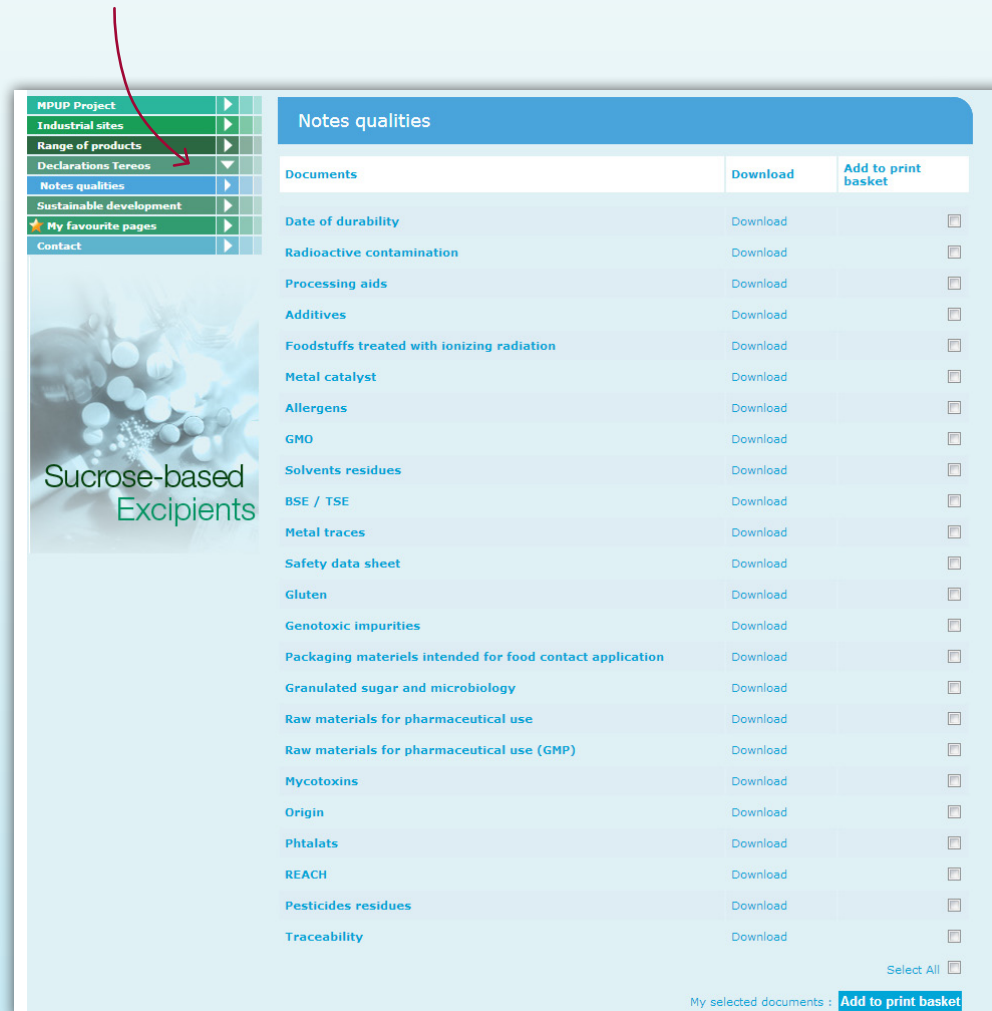
My selected documents : [Add to print basket](#)

Sucrose-based Excipients

You can access your basket at any time via this icon.

Technical information

Looking for **technical information** concerning Tereos Excipients?
Click on the menu on Tereos Declarations, then Quality Notes.



The screenshot shows a navigation menu on the left with 'Notes qualities' highlighted. A red arrow points to this menu item. The main content area is titled 'Notes qualities' and contains a table of documents. Each row in the table has a 'Download' link and an 'Add to print basket' checkbox. At the bottom of the table, there is a 'Select All' checkbox and a summary bar that says 'My selected documents : Add to print basket'.

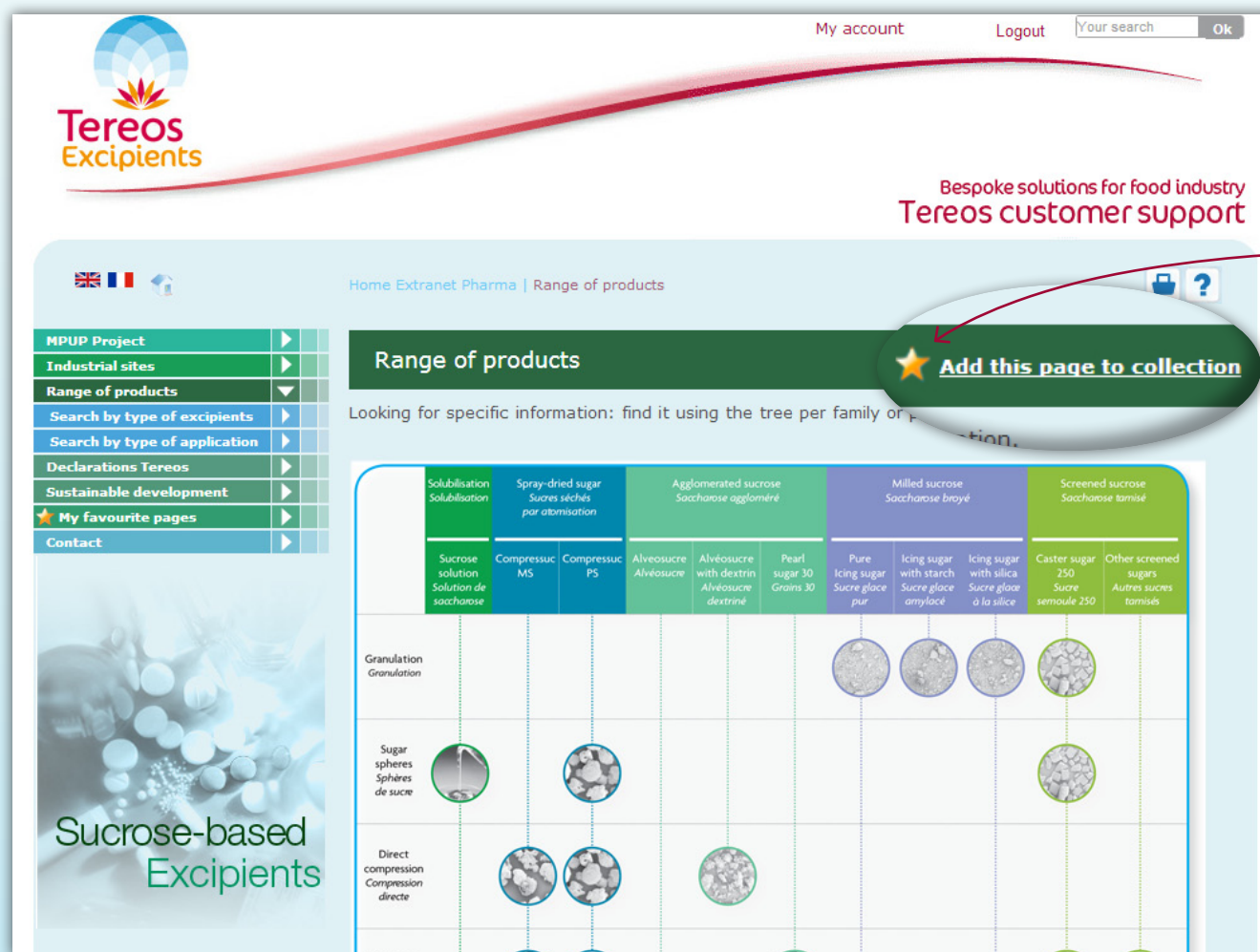
Documents	Download	Add to print basket
Date of durability	Download	<input type="checkbox"/>
Radioactive contamination	Download	<input type="checkbox"/>
Processing aids	Download	<input type="checkbox"/>
Additives	Download	<input type="checkbox"/>
Foodstuffs treated with ionizing radiation	Download	<input type="checkbox"/>
Metal catalyst	Download	<input type="checkbox"/>
Allergens	Download	<input type="checkbox"/>
GMO	Download	<input type="checkbox"/>
Solvents residues	Download	<input type="checkbox"/>
BSE / TSE	Download	<input type="checkbox"/>
Metal traces	Download	<input type="checkbox"/>
Safety data sheet	Download	<input type="checkbox"/>
Gluten	Download	<input type="checkbox"/>
Genotoxic impurities	Download	<input type="checkbox"/>
Packaging materials intended for food contact application	Download	<input type="checkbox"/>
Granulated sugar and microbiology	Download	<input type="checkbox"/>
Raw materials for pharmaceutical use	Download	<input type="checkbox"/>
Raw materials for pharmaceutical use (GMP)	Download	<input type="checkbox"/>
Mycotoxins	Download	<input type="checkbox"/>
Origin	Download	<input type="checkbox"/>
Phtalats	Download	<input type="checkbox"/>
REACH	Download	<input type="checkbox"/>
Pesticides residues	Download	<input type="checkbox"/>
Traceability	Download	<input type="checkbox"/>

You can also:

- **Download** the quality notes that interest you in PDF format.
- **Add** these documents to your **print basket**.

My Favourites (Organize the content to suit your needs!)

Interested in a page? Want to find it easily for your next visit?



The screenshot shows the Tereos Excipients website interface. At the top, there is a navigation bar with 'My account', 'Logout', and a search box. Below this is the Tereos Excipients logo and a tagline: 'Bespoke solutions for food industry Tereos customer support'. A language selector shows flags for the UK, France, and Germany. The main content area is titled 'Range of products' and includes a sub-header: 'Looking for specific information: find it using the tree per family of...'. A green button with a star icon and the text 'Add this page to collection' is highlighted with a red arrow. Below the button is a grid of product categories and their applications.

Solubilisation Solubilisation	Spray-dried sugar Sucres séchés par atomisation		Agglomerated sucrose Saccharose aggloméré			Milled sucrose Saccharose broyé			Screened sucrose Saccharose tamisé	
Sucrose solution Solution de saccharose	Compressuc MS	Compressuc PS	Alvéosucrose Alvéosucrose	Alvéosucrose with dextrin Alvéosucrose dextriné	Pearl sugar 30 Grains 30	Pure Icing sugar Sucre glace pur	Icing sugar with starch Sucre glace amylacé	Icing sugar with silica Sucre glace à la silice	Caster sugar 250 Sucre semoule 250	Other screened sugars Autres sucres tamisés
Granulation Granulation						●	●	●	●	
Sugar spheres Sphères de sucre	●	●							●	
Direct compression Compression directe		●	●	●						

Add it to your favourites and you will find it again in the "My favourite pages" menu.

My print basket (Organize the content to suit your needs!)

Interested in a document?
Select it, then click on the **"Add to basket"** button.



Home Extranet Pharma | Range of products | Search by type of excipients | Sucrose solution

Sucrose solution

Sucrose solution is obtained by heated dissolution of a sugar crystal of high purity in compliance **EP and USP/NF pharmacopoeias "sucrose" monograph**, followed by discolouration, demineralization and microbiological filtration.

The sucrose solution, perfectly clear and with very low colour level, is adapted to the manufacturing of syrups. The sucrose solution can also be directly used for granulation, coating and sugar-coating.

Sucrose solution is in accordance with the French pharmacopoeia « Sucrose solution » monograph.

Documents	Quality Ratings	Download	Add to print basket
Solution saccharose in bulk	Quality Ratings	Download	<input type="checkbox"/>
Solution saccharose packed	Quality Ratings	Download	<input type="checkbox"/>
			Select All <input type="checkbox"/>

My selected documents : [Add to print basket](#)

Sucrose-based Excipients

• Tereos.com • tereos-excipients.com • Stevia-tereos-purecircle.com • Legal information •

Then, you will find the documents pinned into your print basket at any time.

When you're ready, click on the **"Add to print basket"** button to recover all the pinned documents in PDF format.

You can now save the file on your computer.

My print basket (Organize the content to suit your needs!)

Interested in a document?
Select it, then click on the **“Add to basket”** button.

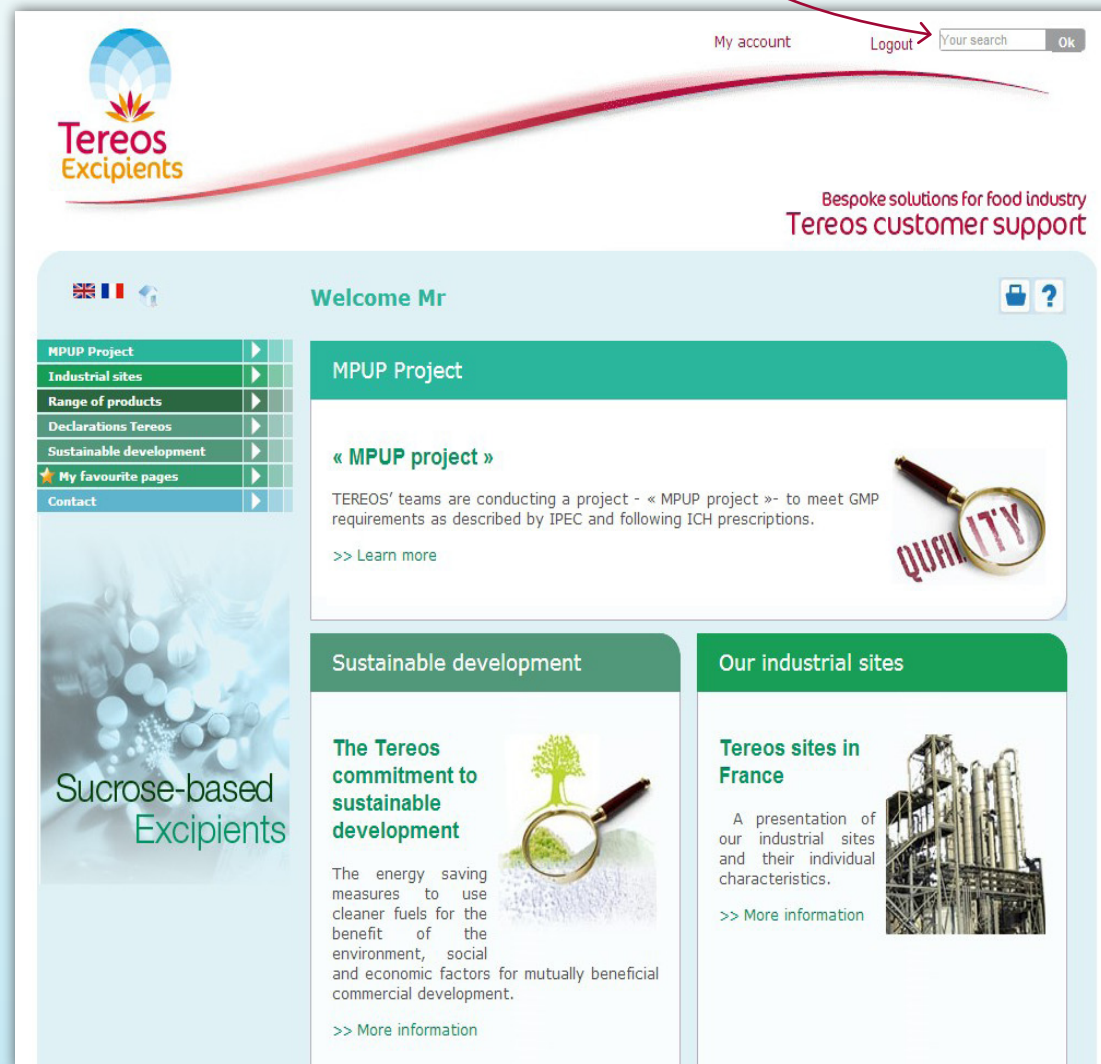


The screenshot shows a web interface for a 'Print basket'. At the top left, there are flags for the UK, France, and Germany, and a home icon. The breadcrumb path is 'Home Extranet Pharma | Basket'. A blue 'Print basket' button is visible. Below it, a welcome message states: 'Welcome to your print basket. You can change the order of your documents: simply click on a document and drag it to the desired place. When you're ready, click the Download button.' A 'Documents' section contains two items: 'Solution saccharose in bulk' and 'Solution saccharose packed', each with a 'Delete' link. A 'Download' button is at the bottom of the list. On the left, a sidebar menu includes 'MPUP Project', 'Industrial sites', 'Range of products', 'Declarations Tereos', 'Sustainable development', 'My favourite pages', and 'Contact'. A large image of pills is shown with the text 'Sucrose-based Excipients'. The footer contains links: 'Tereos.com', 'tereos-excipients.com', 'Stevia-tereos-purecircle.com', and 'Legal information'.

You can change the order of these documents by clicking on the document you want to move and dragging it to the place you want to put it.

The search engine

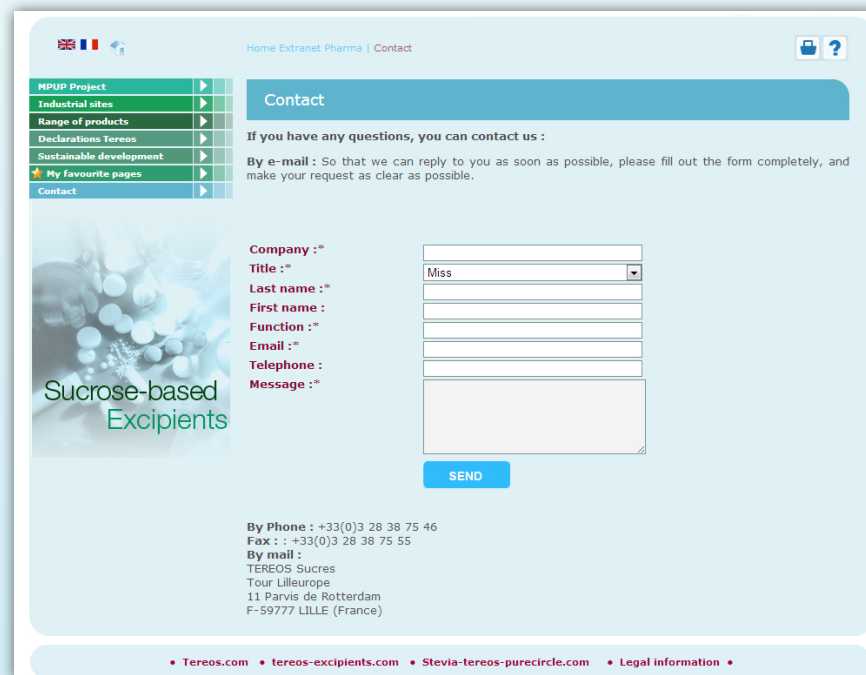
You can also use the search engine provided to help find the information you need.



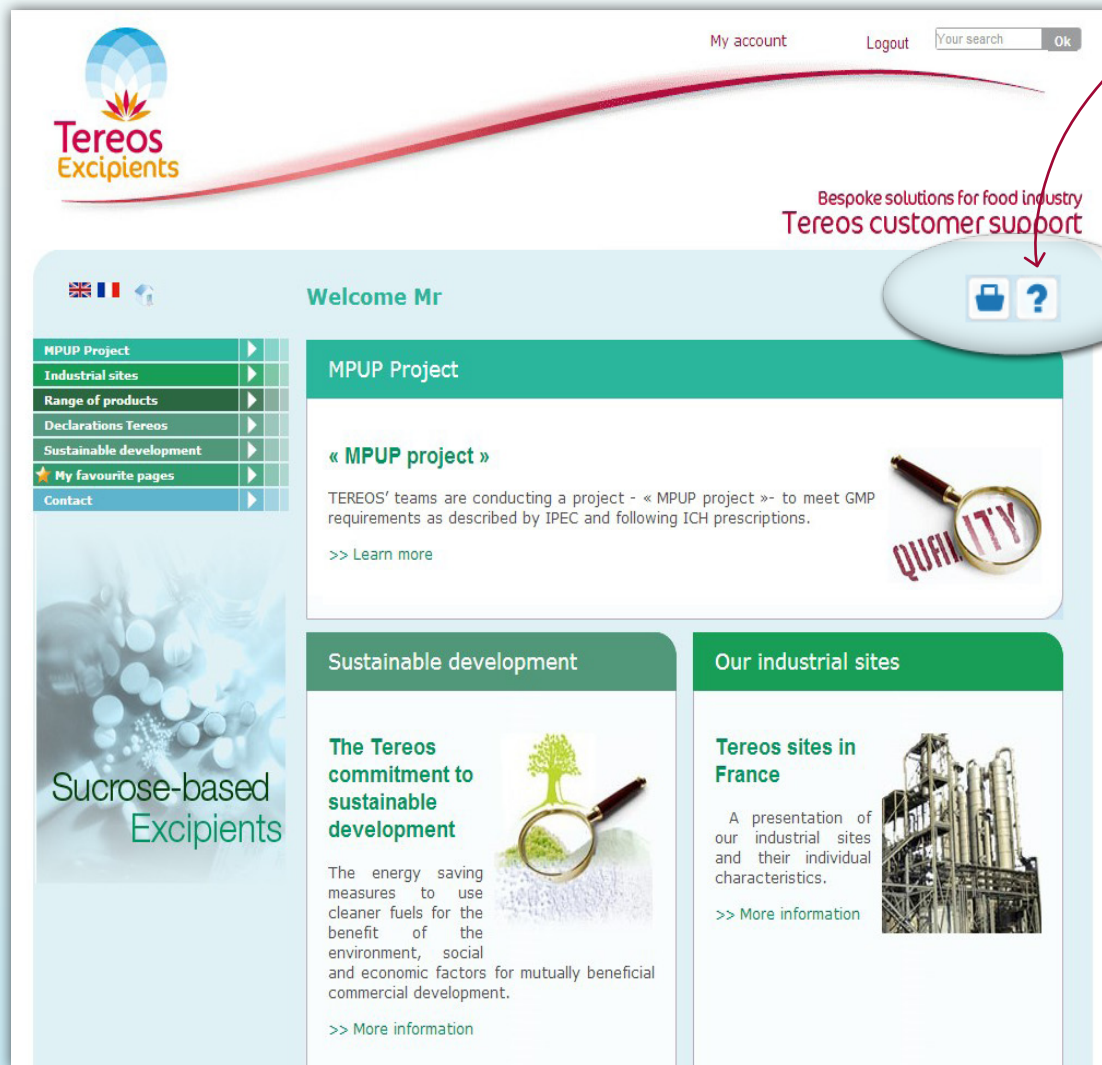
The screenshot displays the Tereos Excipients website interface. At the top right, there is a search bar with the placeholder text "Your search" and an "Ok" button. A red arrow points from the text above to this search bar. Below the search bar, the website header includes the Tereos Excipients logo, the tagline "Bespoke solutions for food industry Tereos customer support", and a "Welcome Mr" message. A navigation menu on the left lists various sections: MPUP Project, Industrial sites, Range of products, Declarations Tereos, Sustainable development, My favourite pages, and Contact. The main content area features three sections: "MPUP Project" with a magnifying glass icon and the text "« MPUP project » TEREOS' teams are conducting a project - « MPUP project »- to meet GMP requirements as described by IPEC and following ICH prescriptions. >> Learn more"; "Sustainable development" with a tree icon and the text "The Tereos commitment to sustainable development The energy saving measures to use cleaner fuels for the benefit of the environment, social and economic factors for mutually beneficial commercial development. >> More information"; and "Our industrial sites" with a factory icon and the text "Tereos sites in France A presentation of our industrial sites and their individual characteristics. >> More information".

The contact form

Do you need help? Do you have a question?
... use the dedicated form to contact our customer service department.



The screenshot shows a web interface for contacting customer service. On the left is a navigation menu with items like 'MPUP Project', 'Industrial sites', 'Range of products', 'Declarations Tereos', 'Sustainable development', 'My favourite pages', and 'Contact'. The 'Contact' item is highlighted. The main content area is titled 'Contact' and includes instructions: 'If you have any questions, you can contact us : By e-mail : So that we can reply to you as soon as possible, please fill out the form completely, and make your request as clear as possible.' Below this is a form with fields for 'Company :*', 'Title :*' (with a dropdown menu showing 'Miss'), 'Last name :*', 'First name :*', 'Function :*', 'Email :*', 'Telephone :', and 'Message :*'. A 'SEND' button is located below the message field. To the left of the form is an image of white pills with the text 'Sucrose-based Excipients'. At the bottom, contact information is provided: 'By Phone : +33(0)3 28 38 75 46', 'Fax : : +33(0)3 28 38 75 55', 'By mail : TEREOS Sucres, Tour Lilleurope, 11 Parvis de Rotterdam, F-59777 LILLE (France)'. The footer contains links for 'Tereos.com', 'tereos-excipients.com', 'Stevia-tereos-purecircle.com', and 'Legal information'.



The screenshot shows the Tereos Excipients website interface. At the top left is the Tereos Excipients logo. To the right of the logo are links for "My account" and "Logout", and a search bar with the text "Your search" and an "Ok" button. Below the logo is a red banner with the text "Bespoke solutions for food industry" and "Tereos customer support". A red arrow points from this text to a question mark icon in a blue box, which is circled in white. The main content area is titled "Welcome Mr" and features a navigation menu on the left with items like "MPUP Project", "Industrial sites", "Range of products", "Declarations Tereos", "Sustainable development", "My favourite pages", and "Contact". The main content area is divided into three sections: "MPUP Project" with a magnifying glass icon and the text "« MPUP project » TEREOS' teams are conducting a project - « MPUP project »- to meet GMP requirements as described by IPEC and following ICH prescriptions. >> Learn more"; "Sustainable development" with a tree icon and the text "The Tereos commitment to sustainable development. The energy saving measures to use cleaner fuels for the benefit of the environment, social and economic factors for mutually beneficial commercial development. >> More information"; and "Our industrial sites" with a factory icon and the text "Tereos sites in France. A presentation of our industrial sites and their individual characteristics. >> More information".

Click on the "question mark" to access to the Tereos customer support portal. This presentation will help you to access to the information you want.



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Pharmaceutical industry