Leading with Compliance

Compliance continues to be an engrained part of our culture at TWI and Safar, which we feel is palpable to our customers, suppliers, and service providers. The investment in our Compliance program codifies and brings to the forefront who we are as individuals and as an organization: trustworthy, knowledgeable, transparent, and ethical. These are key business attributes that cannot be bought or fabricated, yet are highly desirable to any customer in both the government and commercial sectors.

This commitment is further evident in our behavior where it is clear that these are not just words or a template for our company. We are extremely proud of our individual and collective investments in creating a truly robust and differentiated compliance program.

Who We Are

Founded in 1844, Theodor Wille Intertrade (TWI) provides premier end-to-end supply chain solutions to Government & Industrial sector customers worldwide. With offices in the US, Germany, Switzerland, UAE, Turkey, Iraq, and Kazakhstan, we provide services and expertise across all segments of the supply chain, including logistics and distribution, procurement, program management, information technology, and customer service.
“We’ve made significant investments in a multifaceted compliance program, and ethical behavior is at the foundation of everything TWI does, regardless of operational location.”

Jake Frazer
Chief Operations Officer

Core Values
Compliance is deeply rooted in the Core Values that we established for our company, and it is further enhanced by our differentiators. In many companies, a compliance program is an afterthought or an additional duty. We “walk the walk” when it comes to compliance and ethics.

Integrity – Respect – Communication – Responsibility – Initiative - Added Value

Code of Business Ethics & Conduct (COBEC)
The foundation of our Compliance program, our COBEC outlines the guiding principles, legal and ethical, that employees must adhere to in order to ensure we conduct business using ethical business practices. In addition, we have a Supplier COBEC that our suppliers and third parties must adhere to in order to work with TWI.

Ethical Behavior
Our policy is to conduct our business in accordance with applicable laws, rules, and regulations, with honesty and integrity, in a manner which demonstrates respect for local cultural and ethnic customs, and with a strong commitment to the highest ethical standards.

Reputation
Whether doing business with government or commercial customers, our reputation for ethical conduct remains one of our most valued assets. This reputation has been built over many years in the way we interface with our customers, suppliers, subcontractors, partners, and even our competition.

Training
All new employees receive a Compliance Program indoctrination from their manager within days of reporting and before being allowed access to our IT systems. All employees also receive annual refresher training face-to-face from our Compliance and Ethics Officer.

Awareness & Communication
At TWI, we start every meeting with a “compliance moment” – a very brief discussion on a current event or issues related to compliance or ethics. These compliance moments and regular communications via internal and external newsletters and other media helps us keep ethical conduct on everyone’s mind.

Discrimination & Harassment
TWI does not tolerate discrimination or harassment based on race, color, religion, sex, national origin, or any other protected class.

Reporting
Procedures for reporting questionable practices or a suspected violation of the COBEC are posted and continually emphasized throughout TWI. We maintain an Ethics Helpline – problems may be reported anonymously and without fear of retaliation or retribution.