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## Brazilian pharmaceutical firm receives support to implement compliance program

Libbs, one of Brazil’s leading pharmaceutical firms, used EthiCall – TMF Group’s whistleblower channel – to reinforce its Code of Ethics.

### About the client

Founded in Brazil in 1958, Libbs’ pharmaceutical laboratories employs 2,500 staff and produces over 50 million medicinal units per year. Libbs also works in the sophisticated chemical industry, producing inputs for the pharmaceutical industry, which are then exported to Central America, Asia and Europe.

### In our own words

“We implemented our Code of Ethics practice in 2011. However, it was apparent the program would need support, in particular, a way to anonymously report irregularities. As a result, the whistleblower initiative was put into place. As we had previously spoken to TMF Group about EthiCall, we started the next steps immediately.”

### How TMF Group helped us

“TMF Group’s Ethicall had the right people, systems and equipment; within a few months of our initial conversations we were ready to go.

EthiCall is an A+ service, it generates data and analyses every case received. They also operate confidentiality and directly with a dedicated relationship manager; which provides peace of mind.

Five years ago, bribery and embezzling funds might have accounted for 10% of revenue loss. With the whistleblower initiative, we can now identify corrupt transactions, as well as reduce harassment issues, fraud and other negative situations affecting employees.”

### In the future

“TMF Group operate so naturally with Libbs that many of our staff view it as an internal function of the company.

Our culture for compliance was not achieved overnight. The process has been improved, and is continuously evolving; TMF Group’s service was vital for this.

We are finalizing a complete compliance policy is due for implementation later this year. We are working closely with TMF Group, and will continue to do so as required for future projects.”

*“Our culture for compliance was not achieved overnight. The process has been improved, and is continuously evolving; TMF Group’s service was vital for this.”*

Mauricio Roncato  
Compliance Manager,  
Libbs

TMF Group provides the following services to Libbs in Brazil:

- Compliance services (EthiCall)

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