



## Product Safety and Quality Policy

### Objective

Our primary objective is the quality of our products as well as the safety and well-being of our clients. As a result, we are dedicated to creating and upholding quality standards that ensure the safety and efficacy of any goods offered by us or our partners. We are also devoted to adhering to all current national and international legislation, norms, and standards that apply to our industry.

We have implemented a thorough and robust quality management system to assure the manufacturing and supply of high-quality products.

### Scope

We believe that every Indoco Remedies Limited (Indoco) employee has responsibility for meeting quality and safety obligations, both in their work and in their interactions with stakeholders. Every employee who has a direct effect on composition, packaging, production, storage, and transportation is responsible for quality and safety.

### Policy Guidelines and Plan of Action

Aligned with the vision and values of Indoco, and with the goal of delivering the highest quality and safety standards in the products we produce and market. Indoco Product Safety and Quality Policy are founded on the following principles:

- Produce and deliver goods that satisfy the highest quality and safety requirements, ensuring the integrity of the product and process.
- Meet all legislative and regulatory quality and safety criteria, including mutually agreed-upon customer quality and safety requirements.
- Apply a risk assessment technique that is connected with the environment in which we operate to help us accomplish quality and safety management system objectives and continuously improve.
- Create a quality and safety capability, mentality, and culture by implementing structured programmes that improve employees' competencies and technical abilities, raise awareness, manage risk, and promote growing levels of excellence throughout the firm.
- Review quality and safety policies, standards, and procedures on a regular basis in order to successfully manage safety risks associated with changes in raw materials, processes, and technology.
- Incorporate quality and safety measures into the annual business planning process to make sure that they continue to be a crucial component of operations.



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- To guarantee continual improvement and adherence to all standards, establish yearly quantifiable quality and safety targets for all activities and at the group level.
- By conducting audits and incoming products inspections, ensure that contractors and suppliers uphold the same standards for quality and safety.
- Establish criteria for packaging, product storage and distribution, and consumer recommendations to communicate quality and safety requirements to suppliers, contractors, clients, consumers, and other pertinent interested parties.
- Inform workers, associates, customers, and other key stakeholders who have an effect on or are impacted by Indoco's safety and quality management systems of quality and aspects, strategies, and performance.