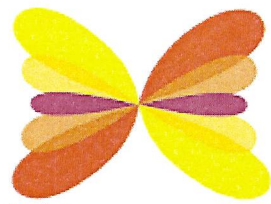







Himadri



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Customer Health and Safety Policy

(w.e.f 16th August, 2021)

	Prepared By	Reviewed By	Approved By
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Designation	AGM-HSE	AVP - HR	MD & CEO
Signature			
Date	16/08/2021	16/8/2021	16/8/2021



- **Introduction**

At Himadri Speciality Chemical Limited ("Himadri"), the safety and well-being of our customers are of paramount importance. We are committed to providing products and services that meet the highest standards of quality, including health and safety. This Customer Health and Safety Policy outlines our commitment to ensuring that our customers can use our products and services safely and without harm to their health.

- **Product Safety**

Himadri is dedicated to manufacturing and supplying products that meet or exceed safety standards and regulatory requirements. We conduct thorough risk assessments during product development to identify and mitigate potential health and safety hazards associated with our products.

- **Product Labelling and Information**

We provide clear and accurate product labelling and information to our customers to ensure they have the necessary knowledge to handle and use our products safely. This includes providing information on proper usage, storage, handling, and disposal of our products.

- **Compliance with Regulations**

Himadri is committed to complying with all applicable health and safety regulations and standards in the regions where we operate. We continuously monitor and update our products and processes to align with regulatory changes and best practices.

- **Product Testing and Certification**

Our products undergo rigorous testing and quality assurance processes to ensure they meet the highest safety standards. We may seek third-party certifications or approvals where necessary to validate the safety and quality of our products.

- **Handling Customer Concerns**



We encourage our customers to communicate any health or safety concerns related to our products promptly. We have established channels for customers to report issues or seek clarification, and we are committed to addressing these concerns swiftly and effectively.

- **Emergency Response Planning**

Himadri has comprehensive emergency response plans in place to manage potential health and safety incidents related to our products or services. We work to minimize risks and are prepared to respond promptly and effectively to any emergencies.

- **Continuous Improvement**

We are dedicated to a culture of continuous improvement in health and safety. We regularly review our processes, products, and customer feedback to identify opportunities for enhancement and take proactive measures to minimize any risks.

- **Employee Training**

Our employees are trained in safety practices and are committed to upholding the principles of this policy. They play a crucial role in ensuring the safety of our products and services.

- **Commitment to Customer Health and Safety**

Himadri's commitment to customer health and safety extends beyond compliance with regulations; it reflects our dedication to ethical and responsible business practices. We believe that by prioritizing the well-being of our customers, we contribute to their trust and confidence in our products and services.

- **Review and Updates**

This Customer Health and Safety Policy will be periodically reviewed and updated to ensure its effectiveness and alignment with evolving health and safety standards and regulations. Any updates will be communicated to all relevant parties.

- **Conclusion**



Himadri is dedicated to fostering a culture of customer health and safety within our organization. We believe that by adhering to this policy and maintaining the highest standards of safety, we can provide our customers with products and services that enhance their well-being and satisfaction.

NB: Management reserves the right to exercise its discretion in special cases based on
organize its discretion in special cases based on organizational values.

Explanation of the policy: Environment department will be the sole authority to interpret
the content of this policy.

X.....X