

Customer Health and Safety Policy

At Cohance Lifesciences Limited, we are committed to delivering safe, high-quality, and compliant products and services that protect the health and safety of our customers. This policy aligns with relevant national and international health and safety regulations, ISO standards (such as ISO 9001 and ISO 45001), and our internal quality systems. We believe that customer trust and safety are central to long-term business sustainability.

Our Commitment:

- ❖ Ensure full compliance with all applicable health and safety regulations and product safety requirements in every market where our products and services are offered, aligning with both local and international standards.
- ❖ Assess, identify, and manage potential risks related to product safety at all stages of the product lifecycle, including during research, design, development, manufacturing, packaging, storage, and distribution.
- ❖ Provide accurate, clear, and accessible product usage instructions, safety labels, and technical documentation, to support the safe and appropriate use of our products by all end users.
- ❖ Maintain open, responsive, and effective communication channels to allow customers to report safety concerns, share feedback, and notify us of any incidents or near misses in a timely manner.
- ❖ Establish well-defined procedures for handling customer complaints, product safety issues, and product recalls, ensuring timely investigation, resolution, and corrective action to prevent recurrence.
- ❖ Continuously review and enhance our customer safety systems and practices, using insights gained from internal audits, market feedback, incident data, and evolving regulatory developments.
- ❖ Encourage customers to use our products responsibly and raise awareness on potential health and safety risks through education, clear labelling, and engagement initiatives.

This policy applies to all products and services offered by Cohance Lifesciences Limited across geographies and customer segments. This policy will be reviewed every three years or earlier if significant regulatory or operational changes occur. It is the responsibility of both Management and Employees to ensure effective implementation of this policy. The policy is displayed at all operating locations and communicated to customers as needed.

Date: 12.08.2025

REV. No: 01



Dr. Prasada Raju V
Managing Director

Cohance Lifesciences Limited
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