



Inspiring Human Belief  
in a Healthier World

## Policy On Customer Safety

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With the implementation of the company policy on customer safety at all its offices the company tries to attain a zero accident environment for the benefit of its customers and employees.

- Hetero is committed to provide world-class products and services to its customers with a concern for the safety of its customers.
- Most of our products use internationally recognized safe ingredients and are subjected to the highest standards of safety and performance.
- Our manufacturing facilities adopt stringent safety standards, Good manufacturing practices, and robust quality assurance systems, which are supported by EHS management systems that are in turn aligned with International Standards like ISO 14001 and OHSAS 18001/ISO 45001 and other third-party certifications.
- Concern of safety is ensured in of all our activities and processes covering the entire life cycle of our products involving all our interested parties.
- Establish the process necessary to deliver the results in accordance with the requirements and implement the process to ensure customer safety.
- Monitor and measure the process against the requirement and take actions to continually improve the system.

**Dr. Vamsi Krishna Bandi**  
Managing Director  
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