





## **Customer Relations Policy**

### **Philosophy**

To provide the best- in- class quality, safe and competitively priced products to customers. To manufacture products which meet the local and internationally accepted standards and procedures.

### **Policy**

1. To make factual disclosure about the products by following the applicable standards for packaging and labeling;
2. To follow the guidelines laid down on any promotional material;
3. To promote and advertise the products in a manner that shall not mislead or confuse the consumers;
4. To allow freedom of choice in a competitive environment while designing, promoting and selling its products and services;
5. Facilitating appropriate mechanism for customer feedback and addressing grievances for improving the quality of the Products;
6. To educate wherever required the safe and responsible usage of the Product
7. Engaging in fair trading practices from time to time.

### **Implementation**

- a. This policy is available on the Company's website [www.unichemlabs.com](http://www.unichemlabs.com)
- b. Compliance with the Policy will be regularly monitored and evaluated by the Compliance Review Committee (CRC) established for this Purpose. The report of the CRC will be reviewed by the Board of Directors once in every financial year or at such intervals as it may deem fit and proper.
- c. Any grievance related to this policy may be addressed to the Company Secretary at the Registered Office of the Company.

Approved by the Board of Directors at its meeting held on April 2, 2016.



## **Environmental Policy**

### **Philosophy**

To manufacture and market pharmaceutical formulations and active pharmaceutical ingredients of requisite standards to comply with customer needs, enhance customer satisfaction and continuously improve the effectiveness of the Environmental Management System. We shall be responsible care company for the environment by promoting environment, complying applicable environmental regulations and prevention of pollution in all our operations, including planning for energy saving and conservation of natural resources. We also endeavor to and believe in conducting our operation in a safe and healthy environment.

### **Policy**

1. To promote efficient and optimal utilization of available resources.
2. Minimization of waste and maximum utilization of waste materials.
3. To make continuous efforts to reduce usage of fresh water and increase the use of harvested and recycled water in all manufacturing plants.
4. To manufacture and market pharmaceutical formulations and active pharmaceutical ingredients of requisite standards to comply with customer needs and enhance customer satisfaction.
5. Continuously improve the effectiveness of the Environmental Management System.
6. To be a responsible Company by promoting a safe and healthy environment, complying with applicable environmental regulations, reducing to the extent possible pollution in all operations, including planning for energy saving and conservation of natural resources.

### **Implementation**

- a. This policy is available on the Company's website [www.unichemlabs.com](http://www.unichemlabs.com).
- b. Compliance with the Policy will be regularly monitored and evaluated by the Compliance Review Committee (CRC) established for this Purpose. The report of the CRC will be reviewed by the Board of Directors once in every financial year or at such intervals as it may deem fit and proper.
- c. Any grievance related to this policy may be addressed to the Company Secretary at the Registered Office of the Company.

Approved by the Board of Directors at its meeting held on April 2, 2016.



## **Product Responsibility Policy**

### **Philosophy**

Unichem recognizes that all stages of Product manufacturing, beginning from the conception of an idea till the use and final disposal of the same has an impact on the society and the environment. Keeping these aspects in mind Unichem endeavours to be efficient and responsible at every stage of the product life cycle to improve the quality of products offered to its customers.

### **Policy**

1. To maximize efficient utilization of resources in manufacturing drugs and formulations
2. To avoid over exploitation of resources.
3. To manufacture and market drugs and formulations and of requisite standards to comply with customer needs and enhance customer satisfaction.
4. To continuously improve the effectiveness of the Quality Management system. This shall be achieved by implementing processes and systems which conform to applicable regulatory requirements and constantly improve them, keeping abreast of latest technological developments and incorporating the same effectively.
5. To comply with all statutory and regulatory requirements pertaining to health and safety measures.
6. To frame Standard Operating Procedures (SOPs) for each process and follow them at all the times.
7. To provide affordable and accessible medicines.
8. To incorporate social, ethical and environmental considerations in the manufacturing process.
9. To ensure that the manufacturing processes and technologies required to produce various products are sustainable and meets the specifications every time.
10. Procurement of active pharmaceutical ingredients and excipients shall at all times be made keeping in mind quality and price acceptable to the Company.
11. To continuously improve effectiveness of processes to maintain the quality of products offered by the Company as per different regulatory specifications.

### **Implementation**

1. This policy is available on the Company's website [www.unichemlabs.com](http://www.unichemlabs.com)
2. Compliance with the Policy will be regularly monitored and evaluated by the Compliance Review Committee (CRC) established for this Purpose. The report of the CRC will be reviewed by the Board of Directors once in every financial year or at such intervals as it may deem fit and proper.
3. Any grievance related to this policy may be addressed to the Company Secretary at the Registered Office of the Company.



## **Stakeholders Engagement Policy**

### **Philosophy**

To provide and create value for all stakeholders.

### **Policy**

1. To systematically identify the stakeholders and understand their concerns.
2. To work towards proactive engagement with those stakeholders who are disadvantaged, vulnerable and marginalized.
3. To strive towards resolving differences with stakeholders in a just, fair and equitable manner.
4. To ensure that freedom of choice and free competition is not restricted by the company.

### **Implementation**

- a. This policy will be available on the Company's website [www.unichemlabs.com](http://www.unichemlabs.com)
- b. Compliance with the Policy will be regularly monitored and evaluated by the Compliance Review Committee (CRC) established for this Purpose. The report of the CRC will be reviewed by the Board of Directors once in every financial year or at such intervals as it may deem fit and proper.
- c. Any grievance related to this policy may be addressed to the Company Secretary at the Registered Office of the Company.

Approved by the Board of Directors at its meeting held on April 2, 2016.



## **Policy for Well Being of Employees**

### **Philosophy**

The objective of this is to have fair policies for Recruitment and Retention of talent that contribute to the development of Unichem Business and also to ensure that there is no discrimination or harassment against anyone.

### **Policy**

1. To provide equal employment opportunity to all qualified persons without discrimination on the basis of age, region, caste, creed, race, colour, gender, religion, national origin, social groupings, disability and marital status in accordance with applicable local, state and national laws. To provide opportunity to persons with disabilities who can perform the essential functions of the position for which they are qualified and selected.
2. All employment and promotion decisions will be based solely upon individuals' qualifications, experience, prior contribution and demonstrated capacity to perform at higher or improved levels of performance and will be in accordance with the principal of equal employment opportunity. Unichem will take whatever affirmative action is necessary to attract and retain qualified persons.
3. Unichem is committed to provide safe, healthy and non-exploitative working conditions for all employees.
4. Not to use any form of child/forced labour or any form of involuntary labour whether paid or unpaid.
5. To take cognizance of work life balance of its employees.
6. To ensure continuous skill and competence upgrading of all employees by providing access to necessary training and education on equal and non discriminatory basis.
7. Through induction programme the company sensitises its employees on aspects of human rights.

### **Implementation**

- a. This policy is communicated to all the stakeholders and will be available on the Company's website [www.unichemlabs.com](http://www.unichemlabs.com)
- b. Compliance with the Policy will be regularly monitored and evaluated by the Compliance Review Committee (CRC) established for this Purpose. The report of the CRC will be reviewed by the Board of Directors once in every financial year or at such intervals as it may deem fit and proper.
- c. Any grievance related to this policy may be addressed to the Company Secretary at the Registered Office of the Company

Approved by the Board of Directors at its meeting held on April 2, 2016.



**UNICHEM**  
LABORATORIES LTD.

### **Business Ethics Policy**

The Company has in place code of business conduct and Ethics which is available on the website of the Company and the link for the same is [http://www.unichemlabs.com/Policies-Code-of-Conduct/code\\_of\\_practices\\_procedures.html](http://www.unichemlabs.com/Policies-Code-of-Conduct/code_of_practices_procedures.html)

### **Corporate Social Responsibility Policy**

The Company has in place a Corporate Social Responsibility Policy which is available on the website of the Company and the link for the same is <http://www.unichemlabs.com/Policies-Code-of-Conduct/corporate-social-responsibility.html>

### **Human Rights Policy**

This policy is broadly covered in the HR policies and practices as also business codes of Business conduct and ethics.

### **Public Policy**

The Company is a member of various trade bodies and associations through which it has been advocating from time to time about measures to be taken by the Government to address issues related to the pharmaceutical industry. Hence the Company till now has not felt a need to formulate a specific policy for the same.