



UNIT-I



UNIT-II

**Bharat
RASAYAN LIMITED**

Regd. Off. : 1501, Vikram Tower, Rajendra Place, New Delhi - 110008
Ph. : +91-11-43661111 (30 lines) • Fax : +91-11-43661100, 41538600
E-mail : info@bharatgroup.co.in • Website : www.bharatgroup.co.in
CIN : L24119DL1989PLC036264

POLICY FOR HANDLING GOODS & SERVICES AND PRODUCT SAFETY

1. Policy Statement

The company is dedicated to producing and delivering safe, high-quality goods and services to our customers. This policy establishes the guidelines and procedures for handling goods, services, and ensuring product safety throughout the manufacturing process. We are committed to compliance with all applicable local, national, and international regulations, standards, and guidelines regarding the manufacturing, handling, storage, labelling, transportation, and disposal of chemicals and chemical products. This policy aims to prioritize product safety, protect human health and the environment, and maintain the trust and satisfaction of our customers.

2. Compliance with Regulatory Standards

- a) The company shall strictly adhere to all relevant laws, regulations, codes, and standards related to the manufacturing, handling, storage, labelling, transportation, and disposal of chemicals and chemical products. We shall stay updated on any changes in these regulations and ensure that our operations comply with the latest requirements.
- b) The company shall maintain all necessary permits, licenses, and certifications required for the manufacturing and distribution of chemicals and chemical products.

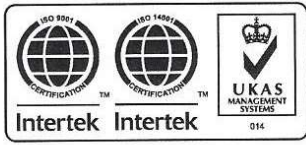
3. Product Safety

a) Product Risk Assessment

- i) The company shall conduct a comprehensive risk assessment for all chemicals and chemical products manufactured, imported, or distributed by the organization. This assessment aims to identify potential hazards, evaluate risks to human health, safety, and the environment, and implement appropriate control measures to mitigate those risks.
- ii) The risk assessment shall consider the entire lifecycle of the product, including raw materials, manufacturing processes, storage, transportation, use, and disposal.

b) Hazard Communication

- i) The company shall establish and maintain an effective hazard communication program to ensure that all relevant information regarding product hazards, safety instructions, and precautionary measures is communicated to employees, customers, and end-users.
- ii) Clear and accurate labeling of chemical containers and packaging shall be ensured, providing information on product composition, potential hazards, safe handling procedures, and necessary personal protective equipment (PPE).
- iii) Safety data sheets (SDS) shall be prepared for each chemical or chemical product, providing detailed information on their properties, safe handling, storage requirements,



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emergency response measures, and disposal methods. SDS shall be readily accessible to employees, customers, and relevant stakeholders.

c) Product Testing and Quality Control

- i) The company shall establish and implement procedures for product testing and quality control to ensure that all chemicals and chemical products meet applicable safety standards, specifications, and performance requirements.
- ii) Testing shall be conducted at various stages, including raw materials, in-process testing, and finished product testing, to ensure conformity to established quality and safety standards. iii) The company shall maintain appropriate testing facilities and equipment, calibrated and validated as required, to carry out accurate and reliable testing procedures.

d) Product Recall and Withdrawal

- i) In the event of a product defect, safety concern, or non-compliance with regulatory requirements, the company shall promptly initiate a product recall or withdrawal process to remove affected products from the market, prevent further distribution, and mitigate potential risks.
- ii) The company shall establish a clear procedure for initiating, managing, and documenting product recalls or withdrawals, including notifications to customers, regulatory authorities, and appropriate corrective actions to be taken.
- iii) Lessons learned from product recalls or withdrawals shall be carefully analysed and used to improve processes, prevent reoccurrence, and enhance product safety.

4. Supply Chain Management

a) Supplier Evaluation

- i) The company shall assess and select suppliers based on their ability to meet quality, safety, and regulatory requirements.
- ii) Criteria for supplier evaluation shall include product quality, safety record, regulatory compliance, financial stability, and sustainability practices.
- iii) Regular evaluations shall be conducted to ensure ongoing compliance with established criteria and performance expectations.

b) Supplier Audits

- i) The company may conduct periodic audits of suppliers' facilities, processes, and quality management systems to ensure adherence to applicable standards and regulations.



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- ii) Supplier audits may include assessments of manufacturing processes, storage conditions, quality control measures, and compliance with environmental, health, and safety regulations. iii) Audit findings and corrective actions shall be documented and tracked to ensure compliance and continuous improvement.

c) Contracts and Agreements

- i) The company shall establish contractual agreements with suppliers that clearly outline quality and safety expectations, compliance requirements, and mechanisms for addressing non-compliance or product issues.
- ii) Contracts shall specify the responsibilities of both parties regarding product safety, regulatory compliance, product quality, and any other relevant requirements.

5. Training and Awareness

a) Employee Training

- i) The company shall provide regular training and awareness programs to employees involved in the manufacturing, handling, storage, and distribution of chemicals and chemical products.
- ii) Training topics shall include, but not be limited to, product safety, hazard identification, safe handling procedures, emergency response, personal protective equipment (PPE) usage, and compliance with regulatory requirements.
- iii) Training programs shall be tailored to specific job functions, and refresher training shall be conducted periodically to reinforce knowledge and skills.

b) Customer and User Education

- i) The company shall develop educational materials, manuals, or guides to educate customers and end-users on the safe handling, storage, use, and disposal of chemicals and chemical products.
- ii) Information provided to customers and end-users shall cover product hazards, recommended safety precautions, proper storage and handling procedures, emergency response measures, and any specific requirements for safe use.

6. Incident Reporting and Investigation

- a) The company shall establish a process for employees to report incidents, near misses, or potential safety concerns related to goods, services, or product safety. Employees shall be encouraged to report any safety-related issues promptly and without fear of reprisal.
- b) Incidents shall be documented, investigated, and analysed to determine root causes, implement corrective actions, and prevent similar incidents from occurring in the future.



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- c) Lessons learned from incident investigations shall be communicated to relevant stakeholders and incorporated into training programs, process improvements, and risk mitigation strategies.

7. Continuous Improvement

- a) The company shall regularly review and update its policies, procedures, and practices related to goods, services, and product safety to ensure continuous improvement and alignment with evolving industry standards, best practices, and regulatory requirements.
- b) Management shall allocate necessary resources to support continuous improvement efforts and engage employees at all levels in identifying opportunities for enhancing product safety and quality.

8. Documentation and Record-Keeping

- a) The company shall maintain comprehensive documentation and records related to goods, services, and product safety.
- b) Documentation shall include, but not be limited to, risk assessments, testing reports, safety data sheets (SDS), incident reports, training records, supplier evaluations, and audits.
- c) Records shall be securely stored, readily accessible, and retained for the specified duration as required by relevant regulations and organizational policies.

9. Responsibility and Accountability

- a) All employees, from top management to front-line workers, are responsible for upholding and implementing this policy. Designated personnel shall be assigned the responsibility for overseeing product safety and ensuring compliance with relevant regulations.
- b) Roles, responsibilities, and accountabilities shall be clearly defined and communicated to employees to foster a culture of product safety and quality.

10. Communication

- a) This policy shall be communicated to all employees, suppliers, customers, and other relevant stakeholders to ensure awareness and understanding of the company's commitment to goods, services, and product safety.
- b) The policy shall be easily accessible through the company's intranet, website, or other appropriate channels.
- c) Updates or revisions to the policy shall be communicated promptly to all affected parties.