

CUSTOMER HEALTH AND SAFETY POLICY

Meghmani Organics Limited (MOL) commits to uphold regulatory compliance, responsible product stewardship, and the continual improvement of customer safety performance through a risk-based management approach, training, seeking feedback and maintaining communication across our value chain. We are dedicated to minimising risks to customer health, safety, and the environment through product stewardship, process risk control, and lifecycle monitoring. We strive to reduce risks to people, property, and the environment. We are committed to measure, review, report, and continually improve systems and performance to ensure the delivery of safe, compliant, and sustainable products for our customers.

Policy commitments shall be achieved through;

- Ensuring full compliance with Indian and global regulations and maintain current registrations, licenses, and SDS documentation for all products.
- Applying the hierarchy of controls to reduce hazards, conduct product risk assessments before launches or formulation changes, promote safer co-formulants and low-VOC formulations, and integrate feedback from life-cycle reviews into product and label improvements. Integrating feedback from customers on health, safety and environment issues in system improvements.
- Conducting risk-assessment and review process before product introduction, customer demands, and after any reported incident.
- Adopting current good practices in labeling, packaging, and stewardship, protecting nearby communities through awareness drives, promoting safety literacy with visuals and vernacular media, and using digital improvements.
- Ensuring awareness among customers /users about safe spraying, PPE use, and proper container disposal, and safe powder handling, dust control, and ventilation to prevent inhalation and workplace exposure.
- Building awareness and capacity across the distribution chain by engaging customers, users, dealers, depots, transporters, and farmers through regular training programs, multilingual communication tools such as pictograms and QR codes, complete annual training coverage, and effective recording and closure of customer feedback and complaints
- Recording and investigating incidents related to EHS, maintaining an emergency preparedness and response plan for product-related incidents, conduct recall drills with partners and authorities, provide quick technical and medical guidance during emergencies, and analyse reported event for preventive learning.
- Strengthening governance and continual improvement by defining accountability across functions, reviewing key performance indicators /performance metrics, and closing findings.
- Assigning clear roles and responsibilities across departments and the supply chain to implement, monitor, and review customer-safety systems and recommend continual improvements.
- Monitoring, review, and communicate performance through audits, assessments, public disclosures.

Approved by:



Mr. Ankit Patel

Chairman and Managing Director

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