



Lee Pharma Limited

LEE PHARMA LIMITED

Reg Office: SY. No. : 257 & 258/1, Door No : 11-6/56-C, Opp : IDPL Factory,
Moosapet, Balanagar (Post), Hyderabad – 500 037, India

TITLE: Policy on Customer Health & Safety

Policy No: LPHRGNP-020-00

Effective Date: 01-04-2025

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Review Date: 31-03-2027

1.1 Objective: To ensure the health and safety of customers by maintaining the highest standards in product quality, safety, and regulatory compliance throughout the manufacturing lifecycle.

1.2 Scope: This policy applies to customers of all products manufactured by Lee Pharma, including Active Pharmaceutical Ingredients (APIs), pellets, granules, and finished formulations.

1.3 Commitment: Lee Pharma is committed to safeguarding customers by embedding safety into manufacturing, and distribution processes.

2. Product Safety Governance

2.1 Oversight Structure: A cross-functional Product Safety Committee oversees health and safety protocols, risk assessments, and compliance with global standards.

2.2 Roles & Responsibilities: Quality Assurance, Regulatory Affairs, and R&D teams collaborate to ensure product safety from development to post-market surveillance.

2.3 Policy Enforcement: All employees and partners are expected to adhere to safety protocols, with non-compliance subject to disciplinary action.

2.4 Customer-Centric Approach: Safety decisions prioritize patient wellbeing and therapeutic efficacy above all else.

3. Risk Assessment & Hazard Control

3.1 Process Safety: Manufacturing processes are designed to minimize exposure to hazardous substances and prevent cross-contamination.



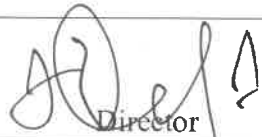
3.2 Control Measures: Engineering controls, PPE, and automated systems are used to reduce risks during production and packaging


4. Regulatory Compliance

4.1 Global Standards: Lee Pharma complies with national and international regulations including USFDA, EUGMP, and WHO GMP.

4.2 Product Registration: All products are registered with relevant authorities and undergo regulatory review before market release.

4.3 Audit Readiness: Facilities and documentation are maintained in a state of readiness for inspections by regulatory bodies.

Prepared By	Authorized By	Approved By
 Human Resources	 Human Resources	 Director

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5. Quality Assurance & Control

5.1 QA/QC Systems: Robust quality systems ensure that every batch meets safety, purity, and efficacy standards.

5.2 Testing Protocols: Raw materials, intermediates, and finished products are tested for contaminants, potency, and stability as per protocol

5.3 Continuous Monitoring: In-process controls and batch release criteria are strictly enforced to maintain product integrity.

6. Customer Communication & Transparency

Customers receive comprehensive product documentation including safety data sheets (SDS), and usage guidelines.

7. Training & Awareness

7.1 Employee Training: Staff involved in manufacturing, and quality check receive regular training on health and safety standards.

7.2 Partner Alignment: Third-party logistics providers are trained on product safety and handling requirements.

8. Monitoring, Evaluation & Gaps




8.1 Periodic Reviews: Policies and procedures are reviewed annually or after significant events to ensure relevance and effectiveness.

8.2 Gap Identification: Areas lacking sufficient safety measures are documented and prioritized for corrective action.

8.3 Transparency: Findings from reviews and audits are shared with relevant stakeholders to build trust and accountability.

9. Review and Update

This customer health & safety policy is reviewed internally as per the review date mentioned for adherence and updated (if necessary) for applicability, relevance, and effectiveness.

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