Quality & Food Safety Policy @ Nabha

It is the policy of GlaxoSmithKline – Nabha to ensure that we consistently deliver products and services to our customers, both internal and external alike, which totally meet Product Safety, Efficacy, Quality and Regulatory / other requirements. Quality is not a given and to be practiced daily so that it is embedded into our ways of working. Quality success is gained by strategically aligning with our dynamic Quality and Food Safety Management System and will be supported by each and every site employee.

In Pursuit of this, we will:

- Meet these requirements first time, on time and every time.
- Adopt the Quality and Food safety systems in our business process and always strive to operate at our best, using rapport, collaboration and team work to promote Quality and Food safety in every operation.
- Obtain and secure the commitment of the employees in the organization to Quality and Food Safety as a collective responsibility and encourage continual improvement tools in effective implementation in Quality and Food Safety growth oriented environment.
- Actively involve the site employees in developing user friendly Standard Operating Procedures, responding to CAPA’s, understanding consumer complaint trends and participating in functional reviews to continuously improve the knowledge of our Operations.
- Implement Food Safety Management Systems at all stages by implementing the principles of HACCP (Hazard Analysis and Critical Control Point), appropriate Good Manufacturing Practices, Good Housekeeping Practices and Good Laboratory Practices at site.
- Identify, evaluate and control hazards in the manufacturing process from receipt of raw materials through storage, handling and processing, bulk packing, transportation, distribution and final consumption of the Final Product by the consumer.
- Aligning Quality systems and Food Safety systems to GSK Risk management process and confirming in Place and in Use compliance to mitigation plans for the identified risks at site.
- Aim to enhance customer satisfaction through the effective application of the systems, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory & regularity requirements as defined by FSSAI.
- Monitor our progress through regular self- audits, performance measurements, Quality Council and Periodic Product reviews.

Site Director

EVP-Quality

Head, Regional Supply Chain

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Environment, Health, Safety and Sustainability (EHSS) Policy - Nabha

GlaxoSmithKline Consumer Healthcare (GSKCH), India has a vision to achieve sustainable business advantage through leadership and excellence in Environment, Health, Safety and Sustainability. GSKCH, Nabha has a commitment to conduct its operations in a responsible manner to protect its employees, the environment and community in which it operates. All employees are responsible for implementing the appropriate controls for effective management of EHSS risks in their respective areas. EHSS performance of individuals shall be taken into consideration in the decisions on their career advancements.

In the pursuit towards excellence in EHSS, GSKCH Nabha is committed to:

- Protect and promote the health & safety of our employees and others affected by our operations.
- Operate our business in an environmentally & socially responsible manner.
- Create a positive culture which empowers and engages all employees including contractors. Provide appropriate training to build relevant competencies.
- Embed EHSS fundamentals into the fabric of the business by implementing management systems, EHSS governance and risk management approach to address risks and impacts from our activities.
- Establish business practices that utilize resources in an optimal manner by integrating sustainability principles like reduce, reuse, recycle, recover, replenish (R3) into all aspects of our business.
- Comply with legal and other requirements including GSK EHSS Standards which are applicable globally. Encourage suppliers, contractors, transporters to comply good EHSS practices.
- Continually improve EHSS performance by setting and reviewing EHSS Objectives & targets periodically and implementing performance management systems.
- Interact and communicate openly with key stakeholders in resolving issues and improving performance.
- Develop a culture where employees feel valued and are not discriminated against because of disability and absenteeism due to sickness.
- Encourage a proactive approach to rehabilitating employees back to work and also minimize levels of sickness absenteeism.
- To comply with all ethics of medical confidentiality while dealing with employee health related issues.
- To have a robust system IN PLACE and IN USE to identify & mitigate risk to ensure compliance to EHSS Management Systems, Laws & Policies.

Anurag Mehta  
Site Director - Nabha

Date: 07.05.13

Jaiboy Philips  
VP & Regional Supply Chain Head - ISC

Date: 07.05.13