



## **CUSTOMER HEALTH AND SAFETY POLICY**

<b>Index</b>
<b>1. Purpose</b>
<b>2. Scope</b>
<b>3. Policy Objectives</b>
○ <b>3.1 Customer Health &amp; Safety Protocols</b>
○ <b>3.2 Compliance with Legal and Regulatory Requirements</b>
○ <b>3.3 Safe Product Handling and Quality Control</b>
○ <b>3.4 Customer Interaction and Service Safety</b>
○ <b>3.5 Incident Reporting and Investigation</b>
<b>4. Governance and Allocation of Responsibilities</b>
○ <b>4.1 Governance</b>
○ <b>4.2 Accountability</b>
<b>5. Review Mechanism</b>
○ <b>5.1 Annual Review</b>
○ <b>5.2 Continuous Monitoring</b>
<b>6. Documentation and Record-Keeping</b>
○ <b>6.1 Policy Documentation</b>
○ <b>6.2 Incident Documentation</b>
○ <b>6.3 Health &amp; Safety Procedures</b>
<b>7. Training and Awareness</b>
<b>8. Continuous Improvement</b>
<b>9. Conclusion</b>

## Purpose

The purpose of this policy is to maintain a high standard of health and safety practices for all customers, providing a safe environment and ensuring the well-being of all individuals interacting with our products and services. We are committed to safeguarding our customers' health by adhering to industry best practices, complying with relevant health and safety regulations, and continually improving our approach to customer safety. This commitment aligns with international health and safety standards, and we aim to achieve the highest standards across all areas of our business.

## Scope

This policy applies to all customer-facing operations of Varsha Stones International Pvt. Ltd., including but not limited to:

- Physical stores
- Online services
- Product handling and delivery
- Customer support services
- Any other customer interaction points

The policy will be reviewed regularly to ensure compliance with evolving health and safety standards, covering all geographical regions and departments in our operations.

## Policy Objectives

### Customer Health & Safety Protocols

- **Qualitative Objective:** Establish clear and documented safety measures to ensure all products, services, and environments where customers interact with the company meet health and safety standards.
- **Quantitative Target:** Achieve 100% compliance in the implementation of safety protocols across all customer interaction touchpoints by 2025.

### Compliance with Legal and Regulatory Requirements

- **Qualitative Objective:** Ensure compliance with all applicable health and safety laws and regulations at local, state, national, and international levels.
- **Quantitative Target:** Maintain 100% compliance with all relevant legislation across the organization, assessed annually.

### Safe Product Handling and Quality Control

- **Qualitative Objective:** Implement stringent quality control processes to ensure all products are safe for use and meet health standards.

- **Quantitative Target:** Conduct safety checks for 100% of all products before distribution, ensuring clear safety instructions and warnings are included.

#### **Customer Interaction and Service Safety**

- **Qualitative Objective:** Ensure all employees who interact with customers follow safety protocols and are well-equipped to address health and safety concerns.
- **Quantitative Target:** Provide health and safety training to 100% of customer-facing employees annually.

#### **Incident Reporting and Investigation**

- **Qualitative Objective:** Establish a process for reporting and investigating health and safety incidents or potential hazards affecting customers.
- **Quantitative Target:** Ensure 95% of incidents are reported and resolved within 30 days, with clear documentation of corrective actions.

#### **Governance and Allocation of Responsibilities**

- **Governance:** The policy will be overseen by the Senior Leadership Team and the Health & Safety Committee. The committee is responsible for reviewing compliance, conducting audits, and ensuring regular updates to the policy.
- **Accountability:** The senior leadership team will have overall responsibility for the policy's implementation across all relevant operations. The Human Resources and Compliance teams will monitor adherence to the policy.

#### **Review Mechanism**

- **Annual Review:** The policy will be reviewed annually by the Senior Leadership Team and Health & Safety Committee to assess its effectiveness, review progress against quantitative targets, and identify areas for improvement.
- **Continuous Monitoring:** Safety audits will be conducted bi-annually, with feedback from customers and employees considered during each review.

#### **Documentation and Record-Keeping**

- **Policy Documentation:** This policy will be communicated and accessible to all employees, suppliers, and partners.

- **Incident Documentation:** All incidents involving customers will be documented thoroughly, including immediate actions taken and long-term preventive measures.
- **Health & Safety Procedures:** Procedures for product handling, delivery, and customer service will be documented and communicated to all relevant parties.

### **Training and Awareness**

- **Qualitative Objective:** Ensure regular, ongoing training for all customer-facing employees on health and safety policies.
- **Quantitative Target:** Achieve 100% employee participation in training sessions on health and safety each year.

### **Continuous Improvement**

- **Qualitative Objective:** Regularly review customer feedback and safety audit results to continuously improve safety practices.
- **Quantitative Target:** Adjust safety procedures based on customer feedback, targeting a 10% improvement in customer safety satisfaction scores each year.

### **Conclusion**

Varsha Stones International Pvt. Ltd. is dedicated to ensuring a safe and secure environment for our customers. By adhering to this policy and continuously reviewing and improving our practices, we aim to provide the highest standards of health and safety. This commitment reflects our responsibility as a customer-focused organization and is key to maintaining trust and ensuring the well-being of everyone interacting with our products and services.