

HALEON

Product and ingredient safety

Our Haleon position



Science and safety are implicit in the care we take to deliver better everyday health

As the world's largest dedicated consumer health company, we are fiercely proud of our c.150-year legacy of science and research. Millions of people each year trust Haleon with their everyday health because of the care we take in developing and producing our products worldwide. Consumers trust our products because they know each one is made with quality ingredients that have their safety and effectiveness supported by science.

Among our team of more than 1,400 research and development scientists, the safety of our products is non-negotiable. We apply best practice standards throughout research and development, product design, manufacture, and release, as well as providing after-sale consumer support and in-market safety monitoring, in accordance with all applicable regulations. All of these activities are dedicated to one thing: upholding and maintaining our exceptional standards of care for consumer safety.

Product design

Each product we create is developed with the utmost care to meet consumer needs and preferences, and always within the parameters of local and regional regulatory frameworks. We have extensive controls in place, designed to evaluate benefits and risks, and to identify potential concerns about ingredients in every product we develop. Our Safety and Labelling Committee also plays a vital role: comprised of senior Haleon physicians and scientists and chaired by our Chief Medical Officer, this Committee ensures Haleon products meet the requirements of clinical testing, as well as the management of product and human safety information throughout their lifecycle. Where required, such as when we introduce a new ingredient into our portfolio, this Committee provides an independent evidence-based review to ensure product safety.

Product manufacture and release

As a global consumer health company, our standards for manufacturing are necessarily high. We manufacture a range of product types, spanning non-prescription medicines, medical devices, cosmetics, and food and dietary supplements, which must meet standards set by regulators in different regions all over the world. All of our products are manufactured according to global Good Manufacturing Practice (GMP) standards, and our pharma-heritage Quality

Management Systems ensure that all products released for sale meet Haleon's high standards, as well as those of local regulators.

Haleon also partners with third party Contract Manufacturing Organisations (CMOs) to manufacture products on our behalf. All CMOs with whom we work are selected via scoping visits and audits by Haleon to ensure they comply with all applicable standards, laws, and regulatory requirements. Extensive quality agreements are then established detailing over 150 individual responsibilities which our partners must accept, ensuring their quality standards meet the same high standards as our own. We also conduct regular monitoring of our partners' operations: a dedicated team of Haleon quality experts sign off each batch of product that is manufactured and released, and audits are repeated regularly to ensure our partners continue to meet our strict safety standards.

After-Sale Consumer Support, Monitoring & Product Maintenance

The care we take for consumer safety does not end when a consumer purchases one of our products. Our dedicated Consumer Relations support hub ensures consumers can contact us with questions or concerns they may have about our products, while our dedicated Consumer Safety group monitors reports from consumers and healthcare providers, as well as published sources, to ensure we can react quickly if there is ever a safety issue associated with the use of a Haleon product. Our scientists also run periodic research into the ever-evolving evidence around ingredients and we collaborate with industry peers, regulators, and healthcare providers to assess and ensure the safety and benefits of ingredients we use in our products.

We do all of this for one simple reason - because consumer safety is absolutely core to our purpose - to deliver better everyday health with humanity.