

Position on Consumer Safety and Care

Background

The safety of individuals is paramount and focused efforts must be made to assure the safety of consumers every time they use any healthcare or personal care product. Safety should be considered throughout an entire product lifecycle, including sourcing of raw materials, development, production, delivery, and monitoring and evaluation of real-life use. While many laws and regulations protect consumer safety, corporations should also make every reasonable effort to embed programs and processes to assure the safety of consumers as they use their products. They should additionally ensure the competence of employees in managing and implementing such activities and installing robust procedures to address safety concerns if and when they arise.

Relevance

As part of the world's largest and most broadly based healthcare company, reaching patients and consumers each day with our medicines, consumer care products and medical devices, Johnson & Johnson Consumer Health is a trusted provider of products that improve healthcare, personal care and wellbeing. The safety of our consumers is our uppermost priority.

Guiding Principles

As stated in [Our Credo](#): "We believe our first responsibility is to the patients, doctors and nurses, to mothers and fathers and all others who use our products and services."

Our Position

At Johnson & Johnson Consumer Health, we recognize our fundamental responsibility is to provide consumers with products that are as safe as possible. With the same rigor that we apply to safety assurance in our pharmaceutical and medical devices operations, we take an evidence- and science-based, ethics- and values-driven approach to safety, putting consumer wellbeing first and foremost in our decision-making and actions.

The Office of the Chief Medical Officer (OCMO) is an internal global team of medical and scientific professionals, including safety experts, from all three segments of Johnson & Johnson: Consumer Health, Medical Devices and Pharmaceutical. Functionally independent from commercial and development interests, Johnson & Johnson's OCMO focuses on the safety of our products through people-driven processes, initiatives and policies that are reinforced by a single medical safety standard. In Consumer Health, we assure consumer safety by:

- **Aiming to meet or exceed the safety standards** in every country where our products are sold.
- **Acting in accordance with the principles set out in our [Safety & Care Commitment](#)**, which reflects our Company's focus on creating products that our consumers can trust.
- **Maintaining a [safety assurance process](#) that exceeds industry and regulatory standards** for baby and beauty personal care products. It's a process that never ends—we continually review our product ingredients against the latest research and consumer feedback. We believe our process is among the most rigorous in the world. Safety assurance applies to:
 - Sourcing of raw materials
 - Assessing ingredients
 - Testing formulas in a laboratory setting
 - Monitoring real life use under different conditions
 - Ongoing attention to feedback from consumers as they use our products
- **Carefully selecting the ingredients for our consumer health products** and eliminating certain products from use if best science or public concern give cause to suspect that ingredients cannot be defined as safe. A list of ingredients currently excluded from our formulas is available [on our website](#).
- **Consulting with healthcare providers, safety professionals and consumers** on different aspects of safety in a range of uses of products to gain their insights and suggestions for improvements that enhance consumer safety.
- **Inviting queries or feedback from consumers** on any aspect of safety via telephone or as a submission to our Safety and Care Commitment website.
- **Maintaining and improving the competency of employees** involved at all product lifecycle stages through training, knowledge-building and skill development.
- **Requiring adherence to Johnson & Johnson Consumer Health safety standards by ingredient, product and materials suppliers**, and monitoring and auditing their performance. Suppliers that do not meet safety standards are not permitted to continue doing business with Johnson & Johnson until such time as they can guarantee adherence.
- **Engaging with industry groups** to support the development of solutions to shared safety challenges for the benefit of all consumers.

Application

This position is relevant for Johnson & Johnson Consumer Health companies, as detailed in our [governance materials](#). We provide updates relating to consumer safety in our annual [Health for Humanity Report](#). For details relating to the safety of patients who use our medicines and medical devices, see our [Position on Patient Safety](#).

Last Updated: June 2020