

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity¹

1	Corporate Identity Number ("CIN") of the Listed Entity	L24239MH1935PLC002380
2	Name of the Listed Entity	Cipla Limited
3	Year of incorporation	1935
4	Registered office address	Cipla House, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400013
5	Corporate address	Cipla House, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400013
6	E-mail	cosecretary@cipla.com
7	Telephone	+91 22 4191 6000
8	Website	www.cipla.com
9	Financial year for which reporting is being done	1 st April, 2025 to 31 st March, 2026
10	Name of the Stock Exchange(s) where shares are listed	a. National Stock Exchange of India Limited b. BSE Limited c. Societe De La Bourse De Luxembourg (Luxembourg Stock Exchange) for GDRs
11	Paid-up capital	₹ 1,61,55,65,262
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	a. Name - Mr Rajendra Chopra b. Designation - Company Secretary c. Telephone Number - +91 22 4191 6000 d. Email ID - cosecretary@cipla.com
13	Reporting boundary	Financial disclosures in the Report are made on a consolidated basis. Non-financial disclosures cover Cipla Limited and its subsidiaries unless otherwise specified in relevant sections.
14	Name of assurance provider	DNV Business Assurance India Private Limited
15	Type of assurance obtained	a. Reasonable assurance for BRSR Core indicators b. Limited assurance for other selected BRSR indicators

II. Products/services²

16. Details of business activities (accounting for 90% of the turnover)*:

Sr. No.	Description of main activity	Description of business activity	Percentage of turnover of the entity
1.	Trade	Wholesale Trading	21.06
2.	Manufacturing	Manufacture of pharmaceuticals, medicinal chemical and botanical products	69.03

*This data is specific to Cipla Limited

¹GRI 2-1

²GRI 2-6

17. Products/Services sold by the entity (accounting for 90% of the entity's turnover):³

Sr. No.	Product / Service	NIC code	Percentage of total turnover contributed
1.	Manufacture of allopathic pharmaceutical / nutraceutical preparations excluding vaccines	210002	55.61
2.	Wholesale of pharmaceutical and medical goods	464907	42.80
3.	Manufacture of medicinal substances used in the manufacture of pharmaceuticals: antibiotics, endocrine products, basic vitamins, opium derivatives, sulpha drugs, serums and plasmas, salicylic acid, its salts and esters, glycosides and vegetable alkaloids, chemically pure sugar etc	210001	1.59

III. Operations⁴

18. Number of locations where plants and/or operations/offices of the entity are situated:

Locations	No. of plants	No. of offices	Total
National	39	66	105
International	9	36	45

19. Markets served by the entity:

a. Number of locations

Locations	No.
National (No. of States)	28 states and 8 union territories
International (No. of Countries)	68*

*Represents countries / markets where sales are more than USD 0.5 million

b. What is the contribution of exports as a percentage of the total turnover of the entity?

40.82% (standalone).

c. A brief on types of customers

We cater to a diverse customer base comprising B2B and institutional partners, channel partners, government agencies and individual consumers. These customer groups enable effective distribution, wider market reach and access to our products. For further details please refer page no. 96 of the Relationship Capital.

IV. Employees

20. Details as at the end of financial year:

a. Employees and workers (including differently abled):

Refer to page no. 74 of Human Capital.

b. Differently abled employees and workers:

Refer to page no. 74 of Human Capital.

21. Participation/Inclusion/Representation of women*

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors*	11	2	18.18
Key Management Personnel	3	-	-

*As on 31st March, 2026

³GRI 2-6

⁴GRI 2-1, GRI 2-6

22. Turnover rate for permanent employees and workers

Refer to page no. 84 of Human Capital.

V. Holding, subsidiary and associate companies (including joint ventures)**23. (a) Names of holding / subsidiary / associate companies / joint ventures**

Details of subsidiary / associate / joint venture companies are given in Form AOC-1, on page no. 421 of this Integrated Annual Report. All the entities, wherever applicable, participate in the relevant Business Responsibility initiatives of the Company, except associate companies and joint venture companies.

VI. CSR Details**24. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes**

Standalone numbers as on 31st March, 2025 (in crores)

- i. Turnover: ₹ 19,044.85
- ii. Net worth: ₹ 32,096.51

VII. Transparency and Disclosures Compliances**25. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:⁵**

Stakeholder group from whom complaint is received	Grievance redressal mechanism in Place (Yes/No) (If Yes, then provide weblink* for grievance redress policy)	FY 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks
Communities	Yes Code of Conduct	-	-	-	-	-	-
Investors (Other than Shareholders)		Not applicable					
Shareholders	Yes Investor Servicing and Grievance Redressal Policy	33	1	-	23	1	-
	Yes Employee Grievance Policy (available on the intranet)	-	-	-	-	-	-
Employees and Workers	Yes Code of Conduct	68	9	-	66	12	-
	Yes Human Rights Policy	-	-	-	-	-	-
	Yes Policy on Prevention of Sexual Harassment at the Workplace	19	1	-	19	2	-
Customers	Yes Adverse Event Reporting	4,503	729	-	5,260	641	-
	Yes Code of Conduct	-	-	-	2	-	-
Value Chain Partners	Yes Adverse Event Reporting	929	187	-	584	138	-
	Yes Code of Conduct	7	3	-	6	2	-

*Weblink of the policies are available in the Corporate Governance Report on page no. 216. Direct access links to the policies are tabulated above.

⁵GRI 2-24, GRI 2-25, GRI 2-26

Stakeholder group from whom complaint is received	Grievance redressal mechanism in Place (Yes/No) (If Yes, then provide weblink* for grievance redress policy)	FY 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks
Healthcare Professionals	Yes Adverse Event Reporting	168	33	-	303	42	-
	Yes Code of Conduct	6	-	-	2	-	-
Government and Regulators	Yes Adverse Event Reporting	132	27	-	179	16	-
	Yes Code of Conduct	-	-	-	-	-	-
Others	Yes Code of Conduct	12	2	-	10	3	-

*Weblink of the policies are available in the Corporate Governance Report on page no. 216. Direct access links to the policies are tabulated above.

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

Refer to page no. 42 of Double Materiality Assessment.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes⁶									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
b. Has the policy been approved by the Board? (Yes/No)	Yes. Policies are approved by the Board, respective Board committees, MD & GCEO, designated department heads, wherever applicable.								
c. Web Link of the Policies, if available	The policies are available on the website of the Company - www.cipla.com and the weblink of the policies are also available in the Corporate Governance Report on page no. 216. Direct access links to the policies are tabulated below.								

S. No.	Name of policy	Principle
1	Anti-Bribery and Anti-Corruption Policy	P1
2	Anti-Trust and Fair Competition Policy	P1, P9
3	Archival Policy	P1
4	Biodiversity Policy	P2, P6
5	Cipla UK Tax Strategy 2026	P1
6	Code of Conduct for Prevention of Insider Trading	P1
7	Code of Conduct	P1, P2, P3, P4, P5, P6, P7, P8, P9
8	Code of fair disclosures of unpublished price sensitive information	P1, P4
9	Conflict of Interest Policy	P1
10	Corporate Responsibility Policy	P1, P2, P3, P4, P5, P6, P8, P9
11	Corporate Social Responsibility Policy	P8, P4
12	Data Privacy Management Policy	P1, P3, P4, P9
13	Dividend Distribution Policy	P1, P4
14	Environment, Health, Safety & Sustainability (EHS&S) Policy	P2, P3, P6
15	Equal Opportunity Policy	P3, P5, P8
16	Guidance on Adverse Event Reporting	P1, P2, P4, P9
17	Human Rights Policy	P3, P4, P5
18	Investor Servicing and Grievance Redressal Policy	P1, P4
19	Nomination, Remuneration and Board Diversity Policy	P1, P3
20	Policy for Determination of Materiality of Event	P1, P4
21	Policy for Determining Material Subsidiaries	P1
22	Policy for Payment of Remuneration to Non-Executive Directors including Independent Directors	P1
23	Policy for Preservation of Documents	P1
24	Policy on Prevention of Sexual Harassment at Workplace	P3, P5
25	Policy on Related Party Transactions	P1
26	Responsible Sourcing Policy	P1, P2, P3, P4, P5, P6
27	Risk Management Policy	P1, P2, P6
28	Supplier Code of Conduct	P1, P2, P3, P4, P5, P6
29	Supply Chain Management Sustainability Policy	P1, P2, P3, P5, P6
30	Whistle Blower Policy	P1, P3, P4, P5

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes								

⁶GRI 2-23, GRI 2-24

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9																		
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the Code of Conduct and other applicable policies extend to our value chain partners.																										
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	● Principle 1: United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct ● Principle 2: ISO 9001:2015, United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct ● Principle 3: ISO 45001: 2018 at 38 of 48 manufacturing sites, United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct ● Principle 4: United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct ● Principle 5: United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct ● Principle 6: ISO 14001: 2015 at 38 of 48 manufacturing sites globally, ISO 50001 at 22 of 39 Indian manufacturing operations, United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct ● Principle 7: United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct ● Principle 8: United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct ● Principle 9: United Nations Sustainable Development Goals, National Guidelines on Responsible Business Conduct																										
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The specific ESG commitments, goals and targets are provided on page no. 32 of Advancing Our Sustainability Vision. Other commitments, goals and targets are provided in respective capitals of this Integrated Annual Report, wherever applicable.																										
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The performance against specific ESG commitments, goals and targets is provided on page no. 32 of Advancing Our Sustainability Vision. Performance against other commitments, goals and targets, are provided in the respective capitals of this Integrated Annual Report, wherever applicable.																										
Governance, leadership and oversight																											
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Refer to MD & GCEO’s Message on page no. 16																										
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). ⁷	Mr Umang Vohra, Managing Director and Global Chief Executive Officer ("MD & GCEO") (DIN: 02296740). Mr Achin Gupta (DIN: 09491674) appointed as MD & GCEO, in place of Mr Umang Vohra, w.e.f. 1 st April, 2026.																										
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. Our Investment and Risk Management Committee ("IRMC") is responsible for periodically reviewing environmental, social and governance ("ESG") / sustainability matters pertaining to the Company. The IRMC composition as on 31 st March, 2026 is as follows: <table><tr><th>Name</th><th>DIN</th><th>Designation</th></tr><tr><td>Mr Robert Stewart (Chairperson)*</td><td>03515778</td><td>Independent Director</td></tr><tr><td>Mr Kamil Hamied (Member)</td><td>00024292</td><td>Non-Executive Director</td></tr><tr><td>Mr Umang Vohra (Member)**</td><td>02296740</td><td>MD & GCEO</td></tr><tr><td>Mr Abhijit Joshi (Member)</td><td>07115673</td><td>Non-Executive Director</td></tr><tr><td>Mr P R Ramesh (Member)</td><td>01915274</td><td>Independent Director</td></tr></table>									Name	DIN	Designation	Mr Robert Stewart (Chairperson)*	03515778	Independent Director	Mr Kamil Hamied (Member)	00024292	Non-Executive Director	Mr Umang Vohra (Member)**	02296740	MD & GCEO	Mr Abhijit Joshi (Member)	07115673	Non-Executive Director	Mr P R Ramesh (Member)	01915274	Independent Director
Name	DIN	Designation																									
Mr Robert Stewart (Chairperson)*	03515778	Independent Director																									
Mr Kamil Hamied (Member)	00024292	Non-Executive Director																									
Mr Umang Vohra (Member)**	02296740	MD & GCEO																									
Mr Abhijit Joshi (Member)	07115673	Non-Executive Director																									
Mr P R Ramesh (Member)	01915274	Independent Director																									
* Dr Mandar Vaidya designated as Chairperson w.e.f 1 st April, 2026. Mr Robert Stewart continued as member.																											
** Mr Umang Vohra ceased to be a member w.e.f. 1 st April, 2026. Mr Achin Gupta appointed as a member w.e.f. 1 st April, 2026.																											

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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10. Details of Review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by director / committee of the Board/ any other committee									Frequency (annually / half yearly / quarterly / any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action																		
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances																		

The policies of the Company are reviewed periodically / on a need basis by department heads / directors / Board committees, wherever applicable.

Status of compliance with all applicable statutory requirements is reviewed by the Board and the Audit Committee on a quarterly basis.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11 Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.									
• DNV Business Assurance India Private Limited ("DNV") has been engaged to provide assurance on Cipla's Integrated Annual Report, including the Business Responsibility & Sustainability Report for FY 2025-26. As part of the assurance process, DNV has reviewed implementation of ESG related policies at operational level. • SGGS & Associates, Practicing Company Secretaries were engaged to conduct a detailed assessment of the effectiveness of policies and practices relating to human rights. • The procedures and compliances pertaining to the working of Company's policies are also evaluated by the internal auditors of the Company from time to time.									

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated

Not applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1



Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:⁸

Segment	Total no. of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors ("BoD")*			86.01
Key Managerial Personnel ("KMP")	13	The Company conducts familiarisation programmes for its BoD and KMPs at regular intervals which covers topics such as ESG parameters and targets, corporate governance practices, various other industry, business and regulatory updates.	100
Employees other than BoD and KMPs	4,599	Employees / workers undergo various trainings and awareness programmes, including induction training at the time of joining, as well as ongoing leadership, policy, technical and compliance training during the course of employment.	75.17
Workers	43		66.04

*It includes programmes which are offered to all the Board members of Cipla Limited. For further details, please refer Familiarisation programme for Independent Directors in the 'Corporate Governance Report'

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year, in the following format:⁹

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	-	-	-	
Punishment	-	-	-	-	

3. Of the instances disclosed in Question 2 above, details of the appeal / revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable	Not applicable

⁸GRI 2-17, GRI 2-24

⁹GRI 2-27

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.¹⁰

Yes. The Company has a formal Anti-Bribery and Anti-Corruption ("ABAC") Policy in place

Web Link: <https://www.cipla.com/sites/default/files/2026-01/Anti-Bribery-and-Anti-Corruption-Policy.pdf>

Brief Summary of the Policy

The Policy establishes zero tolerance towards bribery, corruption, facilitation payments and kickbacks. It applies to all employees (associates), directors and business partners (as defined in the Policy) across all Cipla entities globally.

This Policy demonstrates our firm position against corruption and bribery.

Key provisions include:

- Absolute prohibition on offering, soliciting, giving or receiving bribes (directly or indirectly).
- Strict controls and guidelines w.r.t. gifts, hospitality, entertainment and donations, etc.
- Instructions for interactions with Government Officials and Healthcare Professionals.

- Robust requirements for accurate books, records and internal controls.
- Mandatory reporting of concerns through the Whistle Blower mechanism, with protection against retaliation.

Oversight and enforcement are governed by the Chief Compliance Officer, Ethics Committee and the Board of Directors. Violations may result in disciplinary action, termination, fines, or prosecution.

Additionally, the policy assists business partners and associates in reporting bribery and corruption in alignment with our Whistle Blower Policy. As part of our Enterprise Risk Management activities, we conduct risk assessments regarding compliance with anti-corruption and anti-bribery laws, as required, and implement appropriate mitigation measures. All employees also receive training on anti-corruption and anti-bribery practices as a part of our Code of Conduct training.

5 Number of Directors / KMPs / employees / workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption:¹¹

Particulars	FY 2025-26	FY 2024-25
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

6. Details of complaints with regard to conflict of interest:

	FY 2025-26		FY 2024-25	
	No.	Remarks	No.	Remarks
No. of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
No. of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest:¹²

Not applicable

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2025-26	FY 2024-25
Number of days of accounts payables	66	62

¹⁰GRI 205-1, GRI 205-2

¹¹GRI 205-3

¹²GRI 205-3

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties in the following format:

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	5.45%	6.30%
	b. No. of trading houses where purchases are made from	257	292
	c. Purchases from top 10 trading houses as % of total purchases from trading house	56.51%	49.05%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	96.96%	96.32%
	b. No. of dealers/ distributors to whom sales are made	18,024	16,071
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers / distributors	26.32%	29.95%
Share of RPTs in	a. Purchases (Purchases with Related Parties / Total Purchases)	0.05%	0.11%
	b. Sales (Sales to Related Parties / Total Sales)	0.0006%	0.0004%
	c. Loans & Advances (Loans & Advances given to Related Parties / Total Loans & Advances)	99.51%	61.95%
	d. Investments (Investments in Related Parties / Total Investments made)	27.77%	63.21%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:¹³

Total no. of awareness programmes held	Topics / principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	During the year, we conducted capacity building sessions which focused on enhancing sustainability awareness across the value chain. These programmes covered topics such as Net Zero, Water and Waste Management, Health and Safety, Human Rights, Diversity and Inclusion, Labour Management, Community Relations and CSR, Corporate Governance etc. We further utilised our membership in Pharmaceutical Supply Chain Initiative ("PSCI") to provide in-person workshops for our suppliers. Further details are available on page no. 101 of the Relationship Capital.	6.75%

2. Does the entity have processes in place to avoid / manage conflict of interests involving members of the Board? (Yes/No). If yes, provide details of the same.¹⁴

Yes, the Company has in place a '[Conflict of Interest Policy](#)' and a '[Policy on Related Party Transactions](#)', which are applicable to our Board members. Transactions with the Board members or any entity in which such Board members are concerned or interested are required to be approved by the Audit Committee and the Board of Directors. In such cases, the interested directors abstain themselves from the discussions at the meeting.

¹³GRI 2-24

¹⁴GRI 2-15

PRINCIPLE 2**Businesses should provide goods and services in a manner that is sustainable and safe****Essential Indicators**

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D*	100% (₹ 1,974 crore)	100% (₹ 1,536 crore)	Our R&D efforts are focused on enhancing the accessibility and affordability of medicines globally. In addition, our R&D investments have led to process enhancements that strengthen product safety, promote sustainable production and minimise waste. Further details are available on page no. 65 of the Intellectual Capital.
Capex**	17%	25%	Capex investments in specific technologies and corresponding environmental and social impacts are detailed on page no. 59 of the Manufactured Capital. These initiatives have inter-alia resulted in reduced emissions, improved air quality, energy savings and better water conservation.

*R&D operating expenses

** Includes R&D capex

2. **a. Does the entity have procedures in place for sustainable sourcing? (Yes/No): Yes**
b. If yes, what percentage of inputs were sourced sustainably?

Cipla has established structured processes to promote sustainable sourcing by systematically integrating sustainability criteria into its supply chain framework. This approach is supported by the [Supply Chain Management Sustainability Policy](#), the [Responsible Sourcing Policy](#) and the [Supplier Code of Conduct](#), which collectively guide supplier engagement and oversight. Suppliers are evaluated against ESG parameters and targeted capacity-building workshops are conducted for key suppliers identified based on their value, volume and criticality to Cipla's operations. During the year, ESG audited suppliers accounted for 21.61% of our total procurement expenditure. Further details are available on page no. 99 of the Relationship Capital.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

As a pharmaceutical company, we are not involved in the reclamation or recycling of products once they reach the end of their lifecycle. However, we have put in place robust waste management procedures across all our manufacturing sites and warehouses. Unsold expired products are gathered by our warehouses and disposed off safely through incineration.

4. **Whether Extended Producer Responsibility ("EPR") is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes, the Company filed its annual EPR returns on the Central Pollution Control Board's ("CPCB") EPR portal under the Plastic Waste Management Rules within prescribed timelines. Further details are available on page no. 123 of the Natural Capital.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments ("LCA") for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format:

NIC Code	Name of Product/ Service	% of total turnover contributed	Boundary for which the LPA was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No) If yes, provide the weblink.
210002	Sereflo Ciphalex DPI 500mcg inhaler	0.002%	Cradle to Grave	Yes	Yes
	Sereflo pMDI 125/25mcg inhaler	0.14%			https://www.cipla.com/sites/default/files/Product_Carbon_Footprint_of_Inhalers.pdf
	Kelhale pMDI 100mcg inhaler	0.02%			
	Becloformo pMDI 100mcg inhaler	0.73%			

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the LCA or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product /Service	Description of the risk / concern	Action taken
Sereflo Ciphalex DPI 500mcg inhaler Sereflo pMDI 125/25mcg inhaler Kelhale pMDI 100mcg inhaler Becloformo pMDI 100mcg inhaler	Use of propellant with global warming potential.	We are transitioning to Green Propellants (with low Global Warming Potential) to reduce emissions and support environmentally responsible product innovation.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).¹⁵

Indicate input material	Recycled or re-used input material to total material	
	FY 2025-26	FY 2024-25
Not applicable - Since we are in the pharmaceutical business, we do not recycle or reuse input material.		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled and safely disposed, as per the following format:¹⁶

Particulars	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste (Date Expired Product)	-	-	1,248	-	-	1,992
Other waste	-	-	-	-	-	-

Being a pharmaceutical company, Cipla does not reclaim products at the end of their lifecycle for reuse or recycling, given the inherent nature of the industry. Instead, products that have expired or remain unused are collected from the market and securely disposed of through incineration.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.¹⁷

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not applicable	

As a pharmaceutical company, Cipla does not reclaim products at the end of their lifecycle for reuse or recycling, owing to regulatory and safety requirements.

¹⁵GRI 301-2

¹⁶GRI 301-3, GRI 306-5

¹⁷GRI 301-3

PRINCIPLE 3



Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. a. **Details of measures for the well-being of employees:**

Refer to page no. 80 of Human Capital

b. **Details of measures for the well-being of workers:**

Refer page no. 80 of Human Capital

c. **Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format.**

Refer page no. 80 of Human Capital

2. **Details of retirement benefits, for Current Financial Year and Previous Financial Year.**

Refer page no. 81 of Human Capital

3. **Accessibility of workplaces**

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes.

Accessibility remains our key priority, our offices and site locations comply with established accessibility standards to ensure an inclusive and equitable experience for all. Our offices are designed and progressively upgraded for enhancing accessibility across key areas such as entrances, workstations, restrooms and common facilities, to ensure barrier free

accessibility and availability of any assistive devices in line with applicable accessibility standards. The Company also regularly reviews and strengthens its accessibility framework through periodic assessments and feedback mechanisms, ensuring that both existing and new office premises align with universal design principles and support employees and workers with diverse abilities.

4. **Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a weblink to the policy.**

Yes.

The Company has an Equal Opportunity Policy that upholds the principles of fairness, inclusion and non-discrimination, in line with the requirements of the Rights of Persons with Disabilities Act, 2016. The Policy reinforces the Company's commitment to providing equitable opportunities and ensuring a respectful and inclusive work environment for all employees, including persons with disabilities. The Policy prohibits discrimination on any grounds, including disability and promotes equal access to employment, career development, training and workplace resources through unbiased hiring practices. Weblink of the Policy: <https://www.cipla.com/sites/default/files/2023-07/Equal-Opportunity-Policy.pdf>.

5. **Return to work and retention rates of permanent employees and workers that took parental leave.**

Refer page no. 79 of Human Capital.

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.**

Particulars	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes. The Company has #WeAreListening Grievance Redressal Committee which is committed to addressing employees and workers concerns promptly and effectively. Guided by our Code of Conduct and Employee Grievance Policy, the framework provides clear procedures for raising issues, helping cultivate trust, transparency and accountability across the organisation.
Other than Permanent Workers	
Permanent Employees	In India, a self-reporting system enables employees to communicate concerns directly with leadership, facilitating transparency and timely resolution. In South Africa, Sub-Saharan Africa and the Cipla Global Access (One Africa) regions, grievance management aligns with internal policies as well as the Employment Equity Act, ensuring fairness and regulatory compliance. In the United States, the Open Door Policy empowers employees to raise concerns directly with management or the HR team.
Other than Permanent Employees	

7. Membership of employees and workers in association(s) or Unions recognised by the listed entity:

Refer page no. 87 of Human Capital section.

8. Details of training given to employees and workers:

Refer page no. 83 of Human Capital

9. Details of performance and career development reviews of employees and workers:

Refer page no. 84 of Human Capital

10. Health and safety management system:¹⁸

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?

Yes. At Cipla, we are committed to maintaining the highest standards of occupational health and safety across our operations. Our comprehensive EHS&S Policy, aligned with statutory requirements, including ISO 14001 and ISO 45001 standards, as well as global best practices, provides a robust framework to monitor both qualitative and quantitative objectives and targets. These include reducing incidents, ensuring regulatory compliance, protecting the environment, and conserving energy, among others.

Further details are available on page no. 88 of Human Capital.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

We are committed to providing a safe and healthy workplace, recognising its importance for employee well-being and operational excellence. In line with ISO 45001, each site conducts an annual Occupational Safety and Health ("OHS") Hazard Identification and Risk Assessment ("HIRA") covering both routine and non-routine activities. While most of the routine activities undergo a structure HIRA, Non routine activities are undertaken with JSA/ Permit to work ensuring adequate risk assessment. All of our operational sites have completed an employee health and safety risk assessment in FY 2025-26. This process involves process owners, safety professionals, engineers and workers, ensuring comprehensive hazard identification and effective risk control.

Further details are available on page no. 88 of Human Capital.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Yes, the Company has established robust processes that enable workers to report work-related hazards and our EHS standards affirm that every workforce can take necessary actions to remove themselves from unsafe situations that poses a risk to their health or

safety. Employees and workers can report incidents, near-misses and potential hazards through structured reporting mechanisms.

During the year, we have transitioned to a new digital reporting platform with AI feature along with many latest features, QR codes placed across facilities will enable employees and visitors to submit safety observations, anonymously or with identification. Further details are available on page no. 90 of Human Capital.

d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. The entity provides employees and workers access to non-occupational medical and healthcare services. An Occupational Health Centre ("OHC"), staffed with qualified doctors and nurses, operates at all manufacturing sites. In addition to managing occupational health, the OHC also provides non-occupational medical consultation, allowing employees to seek support for personal health concerns and general illnesses.

Doctors review annual and periodic medical examination reports, counsel deviated health cases, provide necessary treatment, refer employees to specialists when required, and ensure appropriate follow-up until full rehabilitation. Employees also have access to a Wellness Corner for specialist referrals and 1-to-1 digital mental-health support.

11. Details of safety related incidents, in the following format:

Refer page no. 91 of Human Capital.

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

The entity ensures a safe and healthy workplace through a robust Environment, Health and Safety ("EHS") framework, anchored by a formally implemented EHS&S Policy aligned with statutory requirements, ISO 14001 and ISO 45001 standards, and global best practices. Adequate full-time safety professionals are deployed at all sites with clearly defined roles and responsibilities. Regular EHS training programs, including annual refresher sessions, are conducted for all employees and contractors to ensure awareness and adherence to safety protocols and obligations.

We also place strong emphasis on employee participation, encouraging the workforce to actively contribute to safety-related decisions. Employees and contractors are represented across unit-level, site-level, and contractor EHS committees, ensuring inclusive participation from all functions. Additionally, committees such as the Canteen Committee and Transport Committee provide structured platforms for dialogue and collaborative problem-solving. These initiatives collectively foster a culture of shared responsibility and continuous improvement in workplace safety.

13. Number of complaints on the following made by employees and workers:

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

¹⁸GRI 403-1

14. Assessments for the year:

Please refer page no. 88 of the Human Capital.

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

The entity addresses safety related incidents through a structured process of immediate reporting, investigation within defined timelines and corrective action. All incidents and near misses are promptly reported, undergo an initial investigation and are followed by a formal root cause analysis ("RCA") conducted by a designated RCA team. Corrective and Preventive Actions ("CAPA") are defined, implemented and tracked, with closure verified by the Site EHS Head. Issues requiring broader intervention are escalated as global CAPA for deployment across all sites, which is also tracked till closure. All events/ incidents such as unsafe acts / conditions, high potential incidents, dangerous occurrences, spills and process safety events are reviewed and investigated to ensure right CAPA viz. retraining, updated risk assessments and strengthened engineering, and administrative controls etc., to minimise repeated incidents.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes, Cipla provides health, accident and term-life insurance benefit provided in case of employees and workers on Cipla payroll.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

All value chain partners are expected to uphold ethical and responsible conduct, maintaining high standards of fair business practices in every transaction and engagement.

Cipla has established robust processes to ensure that all applicable statutory dues arising from such transactions are accurately deducted, deposited within prescribed timelines and periodically reviewed through regular audit mechanisms. The Company also collects necessary certificates and documentary evidence from contractors to verify their compliance with statutory obligations, including Provident Fund ("PF"), Employees' State Insurance Corporation ("ESIC") and other applicable dues concerning contractual employees and workers.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees / workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	-	-	-	-
Workers	-	2	-	-

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No

5. Details on assessment of value chain partners:¹⁹

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	21.61%
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.²⁰

During supplier assessments, only a limited number of partners were identified as high risk in relation to environment, health and safety. Such suppliers were placed on CAPA plans, with progress monitored and reassessment scheduled for the following year. Reassessment opportunities are provided to enable suppliers to demonstrate progress and strengthen their practices.

¹⁹ & ²⁰GRI 414-2

PRINCIPLE 4**Businesses should respect the interests of and be responsive to all its stakeholders****Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the entity.**

Refer to page no. 36 of the Stakeholder Engagement.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Refer to page no. 36 of Stakeholder Engagement.

Leadership Indicators**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.²¹**

Structured stakeholder engagements are undertaken across identified stakeholder groups to capture inputs on ESG aspects. Feedback from these consultations is reviewed by the Management Council, with key insights presented to the Board, wherever applicable. The detailed consultation process is outlined on page no. 42 of the Double Materiality Assessment.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.²²

Yes. Stakeholder consultations form an integral part of the Company's approach to identifying and managing material ESG issues. The Company's maiden Double Materiality Assessment incorporated inputs from diverse stakeholder groups to identify key ESG priorities. Insights derived from these structured engagements guide our sustainability policies, risk management frameworks and long-term priorities. The identified material issues are further integrated into policy formulation, target setting and action planning. For details on stakeholder consultation for identification of material issues, please refer page no. 42 of the Double Materiality Assessment.

3. Provide details of instances of engagement with and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.

The Company engages with a diverse set of stakeholders, including vulnerable and marginalised groups. These engagements are undertaken to understand the specific needs, concerns and expectations of our stakeholders, particularly in areas relating to access to healthcare, livelihood enhancement and overall well-being.

Based on the insights gathered, the Company implements targeted interventions through its CSR and social impact programmes, focusing on areas such as public health, access to affordable healthcare, awareness and preventive care, education, skill development and community infrastructure.

As part of its ongoing engagement processes, no material or systemic concerns have been reported that remain unaddressed with respect to vulnerable and marginalised stakeholder groups. For more details, please see page no. 36 of the Stakeholder Engagement and page no. 103 of the Social Capital.

²¹GRI 2-12

²²GRI 2-12

PRINCIPLE 5
Businesses should respect and promote human rights**Essential Indicators**

1. **Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Refer page no. 86 of Human Capital.

2. **Details of minimum wages paid to employees and workers, in the following format:**

Refer page no. 85 of Human Capital.

3. **Details of remuneration / salary / wages**

- a. **Median remuneration/ wages**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9	2,58,00,000	2	1,04,00,000
Key Managerial Personnel	2	7,81,25,930	-	-
Employees other than BoD and KMP	25,835	7,54,997	5,185	7,36,491
Workers	244	16,73,337	103	18,97,240

- b. **Gross wages paid to females as a % of total wages paid by the entity, in the following format:**

Parameter	FY 2025-26	FY 2024-25
Gross wages paid to females as a % of total wages	18.47%	16.01%

4. **Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes, the Company has Ethics Committee responsible for monitoring and addressing human rights impacts and issues. Employees and external stakeholder can report their concern directly to the chairperson of the Ethics Committee or to the Chief Internal Auditor through designated reporting channels, including ethics@cipla.com.

5. **Describe the internal mechanisms in place to redress grievances related to human rights issues.²³**

The Company has established a robust governance mechanism to address human rights impacts or issues. Employees as well as external stakeholders can raise concerns through designated reporting channels such as including escalation to the Ethics Committee Chairperson or the Chief Internal Auditor at ethics@cipla.com. Oversight is provided by the Ethics Committee, which is responsible for reviewing, monitoring and ensuring appropriate action on such matters. This framework ensures accountability, timely investigation and resolution of concerns in line with the Company's human rights commitments and Code of Conduct.

6. **Number of complaints on the following made by employees and workers:**

Particulars	FY 2025-26			FY 2024-25		
	Filed	Pending	Remarks	Filed	Pending	Remarks
Sexual Harassment	19	1	-	19	2	-
Discrimination at workplace ²⁴	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced labour/ Involuntary labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

²³GRI 2-25

²⁴GRI 406-1

7. **Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

Particulars	FY 2025-26	FY 2024-25
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ("POSH")*	15	17
Complaints on POSH as a % of female employees / workers	0.18%	0.23%
Complaints on POSH upheld	15	17

* Includes complaints specific to Cipla Limited and its Indian subsidiaries as per statutory requirements.

8. **Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.²⁵**

The Company maintains a strict zero-tolerance approach towards retaliation against complainants and whistle-blowers. Comprehensive mechanisms are in place to encourage reporting of concerns, ensure confidentiality and safeguard of individuals raising issues throughout and beyond the investigation process. Any form of retaliation is treated as a violation of the Code of Conduct and is subject to appropriate disciplinary action, ensuring fair and prompt investigation and resolution of grievances.

9. **Do human rights requirements form part of your business agreements and contracts? (Yes/No)²⁶**

Yes, our business agreements require partners and suppliers to adhere to applicable laws, conventions and internal policies related to human rights, reinforcing responsible practices across our value chain.

10. **Assessments for the year:**

Refer page no. 86 of Human Capital.

11. **Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.**

There were no significant risks/concerns arising from the assessments at question no. 10 above.

Leadership Indicators

1. **Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

Not applicable

2. **Details of the scope and coverage of any Human Rights due-diligence conducted.**

Refer page no. 86 of Human Capital.

3. **Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, the premise / office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016. The Company has taken adequate steps to ensure compliance of act across its site and place of operation and continuously enhancing accessibility at its plants and offices for easy movement of differentially abled employees and visitors. The requisite infrastructure, including ramps, elevators and disabled friendly washrooms are being installed at all the premises of the Company.

4. **Details on assessment of value chain partners:²⁷**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	21.61%
Wages	
Others – please specify	

5. **Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.²⁸**

During supplier assessments, only a limited number of partners were identified as high risk in relation to human rights practices. Such suppliers were placed on CAPA plans, with progress monitored and reassessment scheduled for the following year. Reassessment opportunities are provided to enable suppliers to demonstrate progress and strengthen their practices.

²⁵GRI 2-25

²⁶GRI 2-23

²⁷GRI 407-1, GRI 408-1, GRI 409-1

²⁸GRI 414-2

PRINCIPLE 6:**Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:²⁹**

Parameter	FY 2025-26	FY 2024-25
From renewable sources*		
Total electricity consumption (A)	3,48,322	3,45,021
Total fuel consumption (B)	1,43,495	1,63,158
Energy consumption through other sources (C)	--	--
Total energy consumed from renewable sources (A+B+C) GJ	4,91,817	5,08,179
From non-renewable sources*		
Total electricity consumption (D)	10,11,428	9,57,899
Total fuel consumption (E)	5,96,789	5,89,442
Energy consumption through other sources (F)	--	--
Total energy consumed from non-renewable sources (D+E+F) GJ	16,08,217	15,47,341
Total energy consumed (A+B+C+D+E+F) GJ	21,00,034	20,55,520
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) GJ/₹ lac of Revenue	0.75	0.75
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity ("PPP") (Total energy consumed / Revenue from operations adjusted for PPP)	15.17	15.42
Energy intensity in terms of physical output (GJ/MT Product)	137.44	136.24

*This table does not include the attributes of International Renewable Energy Certificates ("IRECs"). In FY 2025-26 we have procured 1,68,056 IRECs to convert our non-renewable power into renewable. Based on GHG Protocol, USEPA and RE100 guidelines, after including the attributes of 1,68,056 IRECs, the total electricity consumption from renewable sources (A) becomes 9,53,323 GJ and total electricity consumption from non-renewable sources (D) stands at 4,06,427 GJ for FY 2025-26.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N). If yes, name of the external agency.

Yes, independent assurance has been carried out by DNV Business Assurance India Private Limited.

2. Does the entity have any sites / facilities identified as designated consumers ("DCs") under the Performance, Achieve and Trade ("PAT") Scheme of the Government of India? (Y/N). If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable. None of our API sites meet the energy threshold of 3,000 metric tons of oil equivalent in FY 2025-26.

3. Provide details of the following disclosures related to water, in the following format:³⁰

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	42,027	43,140
(ii) Groundwater	2,23,045	2,16,318
(iii) Third party water	14,71,418	13,73,079
(iv) Seawater / desalinated water	--	--
(v) Others	--	--
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	17,36,490	16,32,537
Total volume of water consumption (in kilolitres)	16,06,140	14,93,995
Water intensity per rupee of turnover (Total water consumption / ₹ lac of Revenue)	0.57	0.54
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	11.60	11.20
Water intensity in terms of physical output (Water consumption/MT Product)	105.12	99.02

Note: Indicate if any independent assessment / evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, independent assurance has been carried out by DNV Business Assurance India Private Limited.

²⁹GRI 302-1, GRI 302-3

³⁰GRI 303-3

4. Provide the following details related to water discharged:³¹

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	--	--
- With treatment - please specify level of treatment	--	--
(ii) To Groundwater		
- No treatment	--	--
- With treatment - please specify level of treatment	--	--
(iii) To Seawater		
- No treatment	--	--
- With treatment - please specify level of treatment	--	--
(iv) Sent to third-parties	1,30,350	1,38,541
- No treatment	87,446	94,222
- With treatment - Primary treatment	16,150	11,699
- With treatment - Tertiary treatment	26,754	32,620
(v) Others		
- No treatment	--	--
- With treatment - please specify level of treatment	--	--
Total water discharged (in kilolitres)	1,30,350	1,38,541

Note: Indicate if any independent assessment / evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, independent assurance has been carried out by DNV Business Assurance India Private Limited.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

We have implemented a Zero Liquid Discharge ("ZLD") system at our manufacturing facilities in Sikkim, Kurkumbh, Virgonagar, Indore, Goa and Bommasandra. As of 31st March, 2026, ZLD operations are in place at 54% of our global manufacturing units. Please refer page no. 119 of the Natural Capital for further details.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:³²

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx	mg/Nm ³	95.7	54.4
SOx	mg/Nm ³	30.8	25.8
Particulate matter ("PM")	mg/Nm ³	35.4	56.5
Persistent organic pollutants ("POP")	NA	NA	NA
Volatile organic compounds ("VOC")	NA	NA	NA
Hazardous air pollutants ("HAP")	NA	NA	NA
Others - please specify	NA	NA	NA

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, independent assurance has been carried out by DNV Business Assurance India Private Limited.

³¹GRI 303-4

³²GRI 305-7

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:³³

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions* (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Energy based – 38,426 Refrigerant Emissions – 5,88,321	Energy based – 38,283 Refrigerant Emissions – 7,39,935
Total Scope 2 emissions* (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	85,906	1,29,087
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/ ₹ lac of Revenue	0.25	0.33
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*	tCO ₂ e/lac USD	5.15	6.80
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/MT Product	46.64	60.13

1. *References for emissions factors: The Intergovernmental Panel on Climate Change Assessment Report 6, India Central Electricity Authority 2025 report, Harmonised IFI Default Grid Factors 2021, V3.2, United States EPA eGrid Database.

2. **PPP considered for FY 2025-26 is 20.34 and FY 2024-25 was 20.66.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, independent assurance has been carried out by DNV Business Assurance India Private Limited.

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Yes.

Following initiatives and projects were undertaken during the year to reduce Green House Gas emission:

1. Electric mobility transition: Expanded Electric Vehicle ("EV") fleet replacing conventional vehicles, achieving 2,55,262 km coverage (+49% YoY), reducing fossil fuel dependence and lowering Scope 1 emissions while improving local air quality.
2. Power reliability optimisation (Sikkim): Migration to a stable sub-station minimised diesel generator usage, cutting ~52,000 litres of diesel (~1,987 GJ energy) and avoiding significant emissions alongside cost savings.
3. Energy efficiency in cooling (Indore): Installation of Automatic Condenser Cleaning System ("ACCS") in chillers improved heat transfer efficiency, reducing compressor load and saving ~923 MWh of electricity, directly lowering Scope 2 emissions.
4. Renewable Energy - We have commenced sourcing renewable energy from a 4 MWp captive solar plant for our subsidiary Jay Precision Pharmaceuticals Private Limited in the current financial year.

For other details and initiatives, refer page no. 113 and 114 from Natural Capital and page no. 158 of Annexure III to the Board's Report.

9. Provide details related to waste management by the entity, in the following format:³⁴

Parameter	FY 2025-26	FY 2024-25
Total waste generated (in metric tonnes)		
Plastic waste (A)	3,199	3,351
E-waste (B)	66	96
Bio-medical waste (C)	93	114
Construction and demolition waste (D)	4,867	792
Battery waste (E)	50	107
Radioactive waste (F)	--	--
Other Hazardous waste. Please specify, if any. (G)	17,855	18,541
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	10,697	9,212
Total (A+B+C+D+E+F+G+H)	36,827	32,213

³³GRI 305-1, GRI 305-2, GRI 305-4

³⁴GRI 306-3

Parameter	FY 2025-26	FY 2024-25
Waste intensity per rupee of turnover (Total waste generated / ₹ lac of Revenue)	0.013	0.012
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity ("PPP") (Total waste generated / Revenue from operations adjusted for PPP) MT/lac USD	0.27	0.24
Waste intensity in terms of physical output (Total waste generated/MT product)	2.41	2.14
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled and re-used	26,517	23,859
(iii) Other recovery operations	8,972	4,774
Total	35,489	28,633
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	523	2,683
(ii) Landfilling	373	584
(iii) Other disposal operations	--	--
Total	896	3,267

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, independent assurance has been carried out by DNV Business Assurance India Private Limited.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Refer page nos. 121 and 124 of the Natural Capital.

11. If the entity has operations / offices in / around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals / clearances are required, please specify details in the following format:³⁵

Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N). If no, the reasons thereof and corrective action taken, if any.
Cipla Limited Bommasandra - Jigani Link Road, Industrial Area, Plot No. 285, KIADB Bangalore, Krishnapuram, Jigani, Karnataka 560105, India.	API manufacturing	Yes

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant weblink
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The Company has not undertaken any Environmental Impact Assessments of its projects in FY 2025-26.

³⁵GRI 304-1

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, the Company is compliant with all applicable environmental laws and regulations.

Sr. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not applicable				

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):³⁶

For each facility / plant located in areas of water stress, provide the following information:

- (i) **Name of the area:** Baddi, Bommasandra, Virgonagar, Indore, Satara
Note: As per WRI Aqueduct tool (Beta Version 3.0), sites with water stress >80% are considered
- (ii) **Nature of operations:** API- Bommasandra, Virgonagar; Formulations - Baddi, Indore, Satara
- (iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	555	-
(ii) Groundwater	70,840	62,324
(iii) Third party water	3,40,107	3,36,159
(iv) Seawater / desalinated water	--	--
(v) Others	--	--
Total volume of water withdrawal (in kilolitres)	4,11,502	3,98,483
Total volume of water consumption (in kilolitres)	3,95,352	3,86,784
Water intensity per rupee of turnover (Water consumed / ₹ lac of Revenue)	0.14	0.14
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	--	--
- No treatment	--	--
- With treatment - please specify level of treatment	--	--
(ii) Into Groundwater	--	--
- No treatment	--	--
- With treatment - please specify level of treatment	--	--
(iii) Into Seawater	--	--
- No treatment	--	--
- With treatment - please specify level of treatment	--	--
(iv) Sent to third-parties	16,150	11,699
- No treatment	--	--
- With treatment - Primary treatment	16,150	11,699
(v) Others	--	--
- No treatment	--	--
- With treatment - please specify level of treatment	--	--
Total water discharged (in kilolitres)	16,150	11,699

Note: Indicate if any independent assessment / evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, independent assurance has been carried out by DNV Business Assurance India Private Limited.

³⁶GRI 303-3, GRI 303-4

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:³⁷

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)**	Metric tonnes of CO ₂ equivalent	43,76,533	39,93,872*
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/ ₹ lac of Revenue	1.55	1.45
Total Scope 3 emission intensity adjusted for PPP	tCO ₂ e/lac USD	31.61	29.95
Total Scope 3 emission intensity in terms of physical output	tCO ₂ e/MT Product	286.43	264.71*

*In FY 2025-26, we updated our calculation methodologies, emission factors, and expanded the Scope 3 reporting boundaries. Accordingly, the emissions for FY 2024-25 have been restated using the current year's methodology, scope, and factors to ensure consistency and comparability in reporting.

**References for emissions factors: Region specific IEA, IPCC AR6, India GHG Program, Defra, USEEIO US EPA and ecoinvent specific emission factors. Emission factors for APIs were derived from the molar mass and number synthesis steps required for the respective API as mentioned from the methodology provided in the research paper.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, independent assurance has been carried out by DNV Business Assurance India Private Limited.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.³⁸

Bommasandra site is under notified Industrial Area, located within 10 km of the Bannerghatta National Park. We have conducted Environmental Impact Assessment studies and no significant impact of the organisation on Biodiversity has been observed.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Refer to page no. 59 of Manufactured Capital.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words / weblink.³⁹

A detailed framework and guidelines have been provided in Cipla's Business Continuity Plan ("BCP") guidance document to support Cipla's business units and operations to respond, restore and check critical business processes when normal operations are disrupted. This document provides an overview of ongoing functions, describes an approach to supporting critical business functions and defines personal roles and responsibilities. It also outlines notification procedures and communication methods, protocols for activation deactivation plans, provisions for alternative workplaces/manufacturing/ product development and a plan for the maintenance and recovery of important records.

This document contains BCP guidelines to respond to outages caused by natural, technical and man-made events, as well as events that cause loss of access to parts or the entire facility or loss of service due to failure of equipment or systems. The effect of the above disruptive events can lead to the realisation of risks in main risk categories i.e. EHS and business / financial risks. The BCP guidelines provide a framework for addressing these EHS and business / financial risks. BCP guidelines apply to Cipla, its subsidiaries and affiliates. Additionally, every Cipla location has an on-site emergency response plan.

Furthermore, due to the variability of disruptions, from time to time, business functions may define specific business continuity / risk mitigation plans which are taken with due consideration towards risks involved and are subject to cross functional deliberations and approvals.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.⁴⁰

There were no significant adverse impacts identified during ESG assessments of our value chain partners. For additional details please refer page no. 100 of the Relationship Capital.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.⁴¹

We conduct both desk-based and onsite evaluations of our suppliers using a comprehensive ESG questionnaire. During the year, ESG audited suppliers accounted for 21.61% of our total procurement expenditure. For further information, refer to page no. 100 of Relationship Capital.

8. How many Green Credits have been generated or procured:

(i) By the listed entity: Nil

(ii) By the top ten (in terms of value of purchases and sales, respectively) value chain partners: Nil

³⁷GRI 2-4, GRI 305-3, GRI 305-4

³⁸GRI 304-2

³⁹GRI 3-3

⁴⁰GRI 308-2

⁴¹GRI 308-2

PRINCIPLE 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators**1. a. Number of affiliations with trade and industry chambers / associations.⁴²**

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Our approach on Policy Advocacy and Regulatory Engagement is provided on page no. 97 of the Relationship Capital.

b. List the top 10 trade and industry chambers / associations (determined based on the total members of such body) the entity is a member of / affiliated to.⁴³

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1.	Indian Pharmaceutical Association ("IPA")	National
2.	International Generic and Biosimilar Medicines Association ("IGBA")	
3.	Confederation of Indian Industry ("CII")	
4.	Federation of Indian Chambers of Commerce & Industry ("FICCI")	
5.	Federation of Pharma Entrepreneurs ("FOPE")	
6.	Pharmaceutical Export Promotion Council ("PHARMEXCIL")	
7.	Indian Drug Manufacturers' Association ("IDMA")	
8.	Federation of Indian Export Organisations ("FIEO")	
9.	Generics & Biosimilars Medicines of South Africa ("GBMSA")	
10.	Fédération Marocaine de l'Industrie et de l'Innovation Pharmaceutiques ("FMIIP"), Morocco	International
11.	Association of Accessible Medicines ("AAM"), USA	
12.	Healthcare Distribution Alliance ("HDA"), USA	
13.	Community Oncology Alliance ("COA"), USA	
14.	Asociación Nacional De Empresarios De Colombia ("ANDI"), Colombia	

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
Not applicable - There are no adverse orders from regulatory authorities pertaining to anti-competitive activity.		

Leadership Indicators**1. Details of public policy positions advocated by the entity:**

Sr. No.	Public policy advocated	Method resorted for advocacy	Whether information available in public domain (Yes/No)	Frequency of review by Board (Annually/Half Yearly/Quarterly/ Others -please specify)	Weblink (if available)
1	Clarity on the prior-intimation pathway for bioavailability / bioequivalence ("BA/BE") studies. Advocated: Regulatory clarity on the implementation of the prior-intimation pathway for BA / BE studies pursuant to amendments to the New Drugs and Clinical Trials (NDCT) Rules, 2019.	Representations through industry associations viz FICCI, CII and IPA.	No	NA	NA

⁴²GRI 2-28⁴³GRI 2-28

Sr. No.	Public policy advocated	Method resorted for advocacy	Whether information available in public domain (Yes/No)	Frequency of review by Board (Annually/Half Yearly/Quarterly/ Others -please specify)	Weblink (if available)
	Outcome: Improved clarity on the operationalisation of the prior-intimation pathway for eligible BA / BE studies, enabling greater predictability in study initiation timelines, while reinforcing the understanding that complex products remain subject to full BA / BE study requirements within the streamlined regulatory framework.				
2	Sustaining availability of critical inputs (HFC-152a propellant) amid HFC phase-down. Advocated: A calibrated and streamlined regulatory approach to HFC-152a imports, instead of blanket prohibitions, to ensure continuity of supply for essential therapies while aligning with environmental compliance requirements. Outcome: Import of HFC-152a has been moved to a restricted import framework route through official digital mechanisms, enhancing process visibility, reduced approval uncertainties and improved supply continuity.	Representations through industry associations viz FICCI, CII and IPA.	No	NA	NA
3	Streamlining permissions via deemed approval for Form-29 licenses Advocated: Introduction of a time-bound approval mechanism, including deemed approvals, to streamline Form-29 licences (a permission issued by State Licensing Authorities to manufacture small quantities of drugs for examination, testing or analysis) and reduce delays from dual (CDSCO and State) approvals. Outcome: Implementation of time-bound processing and deemed approval provisions improved timelines, reduced approval delays and enhanced predictability for R&D and testing activities.	Representations through industry associations viz FICCI, CII and IPA.	No	NA	NA
4	Promotion of adaptive and innovative clinical trial designs Advocated: Adoption of adaptive and innovative clinical trial designs with clear regulatory expectations on protocols. Outcome: Improved regulatory acceptance and consistency in review of adaptive approaches, supporting more efficient clinical development.	Representations through industry associations viz FICCI, CII and IPA.	No	NA	NA
5	Regulatory reforms and ease of doing business for the pharmaceutical sector Advocated: Process stabilisation and clarity, physical to digital workflows transition support and predictable turnaround timelines. Outcome: Process stabilisation measures, including extended timelines and system improvements, enhanced usability, reduced delays and improved predictability for approvals and export-related certifications.	Representations through industry associations viz FICCI, CII and IPA.	No	NA	NA

PRINCIPLE 8**Businesses should promote inclusive growth and equitable development****Essential Indicators**

1. Details of Social Impact Assessments ("SIA") of projects undertaken by the entity based on applicable laws, in the current financial year:⁴⁴

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant weblink
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During the year, the Company was not required to undertake any SIA under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement ("R&R") is being undertaken by your entity, in the following format:

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant weblink
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Not applicable

3. Describe the mechanisms to receive and redress grievances of the community.⁴⁵

Communities may raise their grievances through the mechanisms established under the Company's policies, which are available on its website. For relevant weblinks, please refer to our response to Question No. 25 of Section A on page 169.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs / small producers	7.9%	8.9%
Directly from within India	67%	72%

5. Job creation in smaller towns – disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Location	FY 2025-26	FY 2024-25
Rural	9.74%	10.66%
Semi-urban	3.62%	2.42%
Urban	24.36%	3.52%
Metropolitan	62.28%	83.40%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):⁴⁶

Details of negative social impact identified	Corrective action taken
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Not applicable

⁴⁴GRI 413-2

⁴⁵GRI 2-25

⁴⁶GRI 2-25

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

State	Aspirational District	Amount spent (in ₹ crores)
Bihar	Muzaffarpur	0.47

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? No
- (b) From which marginalised / vulnerable groups do you procure? Not applicable
- (c) What percentage of total procurement (by value) does it constitute? Not applicable

The Company maintains a neutral approach in its supplier selection and procurement processes, guided by its [Responsible Sourcing Policy](#), [Supplier Code of Conduct](#) and [Supply Chain Management Sustainability Policy](#). The Company currently does not factor in criteria related to marginalised or vulnerable groups in its supplier selection.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Sr. No.	Intellectual property based on traditional knowledge	Owned / Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Not applicable - We do not own or acquire any intellectual property based on traditional knowledge				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of Authority	Brief of the case	Corrective action taken
Not applicable		

6. Details of beneficiaries of CSR projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	Cipla Palliative Care	1,213	100%
2.	Access to palliative care services through various partner organisations, encompassing awareness initiatives, home-based support, patient assistance and the provision of supportive care units within hospitals and healthcare institutions.	64,713	100%
3.	Providing primary health care support through diagnosis and treatment, building awareness on health, hygiene, nutrition and providing infrastructure support.	37,710	100%
4.	Public system partnership for maternal and newborn child health.	49,256	100%
5.	Mobile Health Vans	17,044	100%
6.	Promoting quality education through initiatives such as mobile science vans, science centres, primary education support, career counselling, access to technology, infrastructure development and scholarships.	54,973	100%
7.	Skill development initiatives encompassing vocational training for livelihood opportunities as well as capacity-building programmes.	1,175	100%
8.	Water rejuvenation and product reuse recycling and waste management.	28,848	100%
9.	Emergency relief and support in response of natural disaster.	300	100%

PRINCIPLE 9
Businesses should engage with and provide value to their consumers in a responsible manner
Essential Indicators
1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Consumer complaints and feedback are addressed through a robust mechanism and focused efforts are made to do so in an effective and timely manner. All patients/consumers, healthcare professionals and other concerned stakeholders can report any adverse event or product complaint through a dedicated phone line and mailbox. Consumer complaints received at drugsafety@cipla.com are assessed and addressed as per Standard Operating Procedures ("SOP"). Depending on the nature, the complaint is forwarded to the relevant department for possible further action, including appropriate response to the complaints. Consumers can also submit their complaints/feedback as per the mechanism set out in our [Code of Conduct](#) available on the Company's website. We also take appropriate steps to address consumer complaints raised in consumer forums in accordance with applicable laws and regulations. Guidance on adverse event reporting is also hosted on the website of the Company - [Guidance on Adverse Event Reporting](#)

2. Turnover of products and/ or services as a percentage of turnover from all products/service that carry information about:⁴⁷

Particulars	As a percentage of total turnover
Environmental and social parameters relevant to product	-
Safe and responsible usage	100%
Recycling and/or safe disposal	-

Note: The Company does not maintain / record data pertaining to the percentage of turnover of products of the Company that carry information regarding environmental / social parameters relevant to the product and recycling and/or safe disposal of the products. The Company is in compliance of applicable laws and regulations w.r.t. product labelling and information.

3. Number of consumer complaints in respect of the following:

Particulars	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	1	1	-	-	-	-
Other	2	3	-	1	1	Pending before the consumer forum

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for Recall
Voluntary recalls	26	Voluntary recalls were on the account of market complaints and cGMP deviations.
Forced recalls	7	Forced recalls were on the account of non-conformity with local FDA specifications.

5. Does the entity have a framework / policy on cyber security and risks related to data privacy? (Yes/No). If available, provide a weblink of the policy.

Yes. The Company has in place a policy governing cybersecurity and management of data privacy risks, aligned with applicable regulatory requirements and industry practices. The policy can be accessed at <https://www.cipla.com/sites/default/files/2023-07/Data-Privacy-Management-Policy.pdf>. Further details on the Company's approach towards managing cybersecurity and data privacy risks are provided in the Manufactured Capital on page no. 63 of this Integrated Annual Report.

6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

There are no specific issues related to advertising, delivery of essential services, cybersecurity, customer data privacy, re-occurrence of instances of product recalls or regulatory penalties on safety of products. For each instance of recall, we have conducted a thorough root cause analysis and implemented appropriate corrective and preventive measures to avoid recurrence. These actions include strengthening manufacturing and packaging controls, updating procedures and enhancing vendor management.

⁴⁷GRI 417-1

7. Provide the following information relating to data breaches:⁴⁸

- Number of instances of data breaches:** Nil
- Percentage of data breaches involving personally identifiable information of customers:** Not applicable
- Impact, if any, of the data breaches:** Not applicable

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide weblink, if available).

Information on Cipla's products is available on its website in a dedicated section titled <https://www.cipla.com/our-offerings>.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The Company implements multiple measures to inform and educate patients and consumers on the safe, appropriate and responsible use of its products. Transparency remains a key priority and the Company is committed to providing accurate, balanced and up-to-date information regarding product safety, efficacy, and proper usage.

- **Product Information and Labelling:** Clear and compliant product labelling and package inserts / patient information leaflets are provided, detailing indications, usage instructions, dosage, warnings, contraindications, precautions and storage conditions, as applicable.
- **Healthcare Professional Engagement:** The Company engages with healthcare professionals to support appropriate product counselling and facilitated dissemination of accurate product information to patients and consumers through qualified medical channels.
- **Patient and Consumer Education Initiatives:** Disease awareness programmes, patient education materials, digital campaigns and in select therapies, patient support programmes are implemented to enhance awareness of disease management and appropriate product use. For device-based products, pictorial instructions, regional language leaflets and educational videos are also provided, as may be necessary, to support correct usage.
- **Digital and Consumer Support Channels:** For select products and markets, QR codes, website resources and digital tools are provided to facilitate access to additional product usage and safety information. Consumer helplines and email support channels are also available in applicable markets to address queries and provide guidance.
- **Pharmacovigilance and Safety Reporting:** The Company promotes awareness of adverse event reporting mechanisms and encourages reporting by patients, consumers and healthcare professionals, in alignment with its pharmacovigilance system to support continuous safety monitoring and patient safety.

3. Mechanisms in place to inform consumers of any risk of disruption / discontinuation of essential services.

We are committed to maintaining transparency and ensuring fair, accurate disclosure of information related to our products. Regulatory authorities are notified in advance of any planned discontinuation of essential products, including those listed under applicable Essential Medicines Lists, in accordance with regulatory requirements. The Company also communicates through appropriate channels with customers and relevant stakeholders to manage potential disruptions and support continuity of supply, in accordance with applicable regulatory requirements.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable). If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No).⁴⁹

Yes.

Product-related information is communicated through compliant primary and/or secondary packaging along with package inserts/leaflets accompanying the products, covering indications, dosage, warnings, contraindications, precautions and other relevant safety information, as applicable.

Where considered appropriate, supplementary educational materials and/or QR codes may be included on consumer-facing packs to direct consumers to additional product usage and safety information.

For healthcare professionals, abridged prescribing information is included in product promotional and educational materials, while detailed prescribing information for Company-marketed products is available through Ciplamed, the Company's dedicated digital platform for healthcare professionals. Such information is aligned with approved regulatory documentation and updated periodically, including where required based on pharmacovigilance evaluations.

Consumer satisfaction surveys are undertaken for Over-the-Counter ("OTC") products. Please refer to page 96 of the Relationship Capital for further details.



⁴⁸GRI 418-1

⁴⁹GRI 417-1